

Notice of Meeting

Resident Experience Board



Date & time
Tuesday, 21 July
2015 at 11.00 am

Place
Mess Conference
Room
County Hall
Penrhyn Road
Kingston upon Thames
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

If you would like a copy of this agenda or the attached papers in another format, eg large print or braille, or another language please either call 020 8541 9122, write to Democratic Services, Room 122, County Hall, Penrhyn Road, Kingston upon Thames, Surrey KT1 2DN, Minicom 020 8541 8914, fax 020 8541 9009, or email victoria.white@surreycc.gov.uk or rianna.hanford@surreycc.gov.uk.

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.

Elected Members

Mr Colin Kemp (Chairman), Rachael I Lake (Vice-Chairman), Mr Mike Bennison, Mrs Yvonna Lay, Mrs Jan Mason, Mr John Orrick, Mrs Mary Lewis, Mr Chris Pitt, Ms Barbara Thomson, Mr Alan Young, Mr Robert Evans, Ms Marisa Heath,

Independent Representatives:

Mrs Sally Ann B Marks (Chairman of the County Council), Mr Nick Skellett CBE (Vice-Chairman of the County Council)

TERMS OF REFERENCE

The Committee is responsible for the following areas:

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

AGENDA

1 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

2 MINUTES OF THE PREVIOUS MEETING: 18 MAY 2015

(Pages 1
- 10)

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 (Tuesday 14 July)
2. The deadline for public questions is seven days before the meeting (Monday 13 July).
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 COMMUNITIES SELECT COMMITTEE

There are no responses to report.

6 RECOMMENDATION TRACKER

(Pages
11 - 12)

The Board is asked to monitor progress on the implementation of recommendations from previous meetings.

7 REGULATION OF INVESTIGATORY POWERS ACT 2000 (RIPA) 2014/15

(Pages
13 - 18)

Purpose of the report: Scrutiny of the use of the Regulation of

Investigatory Powers Act 2000 (RIPA) by Surrey County Council in 2014/15.

8 WELFARE REFORM (Pages 19 - 20)

Purpose of the report: Policy Development and Review

To discuss the next steps of the Welfare Reform Task Group.

9 MEMBER REFERENCE GROUP ON SURREY FIRE AND RESCUE SERVICE TRANSFORMATION AND PUBLIC SAFETY PLAN (Pages 21 - 22)

Purpose of the report: Scrutiny of Services and Budgets

To reconstitute the Member Reference Group and open up membership to any interested Members.

10 APPOINTMENT OF A PERFORMANCE & FINANCE SUB-GROUP (Pages 23 - 24)

Purpose of the report: Scrutiny of Services and Budgets

The Chairman will appoint a Performance & Finance sub-group to carry out reviews of service budgets as part of this year's business planning process.

11 FORWARD WORK PROGRAMME PLANNING (Pages 25 - 28)

The Board is asked to consider future items to be considered by the Board.

THERE WILL BE A LUNCH BREAK FROM 1.00PM - 2.00PM

12 FULL YEAR OUTCOMES-BASED PERFORMANCE REPORT ON VOLUNTARY, COMMUNITY AND FAITH SECTOR (VCFS) INFRASTRUCTURE IN SURREY 2014/15 (Pages 29 - 72)

Purpose of the report: Policy Development and Review

(i) To provide the Board with the full year, 2014/15 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 share with the Board changes relating to Surrey Compact.

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

(iv) To share with the Board work relating to the 'Driving up Volunteering across Surrey' project.

13 DATE OF NEXT MEETING

The next meeting of the Board will be a workshop on Thursday 24 September 2015.

The next full public meeting of the Board will be held at 11.00am on Friday
16 October 2015.

David McNulty
Chief Executive

Published: Friday 10 July 2015

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Thank you for your co-operation

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MINUTES of the meeting of the **COMMUNITIES SELECT COMMITTEE** held at 11.00 am on 18 May 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 Date Not Specified.

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, Chairman of the County Council
Mr David Munro

Co-opted Members:

Substitute Members:

Mrs Denise Saliagopoulos
Mrs Yvonna Lay
Mrs Jan Mason
Mr Chris Pitt

In attendance

21/15 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS [Item 1]

Apologies were received from Jan Mason, Denise Saliagopoulos, Yvonna Lay and Chris Pitt.

22/15 MINUTES OF THE PREVIOUS MEETING: 18 MAY 2015 [Item 2]

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

23/15 DECLARATIONS OF INTEREST [Item 3]

None received.

24/15 QUESTIONS AND PETITIONS [Item 4]

None received.

25/15 RESPONSES FROM THE CABINET TO ISSUES REFERRED BY THE SELECT COMMITTEE [Item 5]

No responses to report.

26/15 RECOMMENDATION TRACKER AND FORWARD WORK PROGRAMME [Item 6]

Key points raised during the discussions:

1. The Committee noted the Recommendations Tracker and Forward Work Programme.

27/15 EMERGENCY SERVICES COLLABORATION PROGRAMME [Item 7]

Witnesses:

Ian Thomson, Area Commander, Surrey Fire and Rescue Service
Russell Pearson, Chief Fire Officer, Surrey Fire and Rescue
Kay Hammond, Cabinet Associate for Community Safety Services

Key points raised during the discussions:

1. The Area Commander (AC) updated the Committee on the progress of the Emergency Services Collaboration Programme (ESCP) advising Members that the scope of the programme includes all emergency services operating in Surrey and Sussex as well as South East Coast Ambulance Service's (SECamb) operations in Kent. It was highlighted that the ESCP encompasses a number of initiatives designed to join up the work of the emergency services and reduce instances of duplication to save resources and includes the Blue Light Collaboration project. Members were informed that Surrey emergency services have received over £9 million from central government and

Surrey County Council (SCC) in order to put in place the systems and infrastructure to support the delivery of the ESCP.

2. Further detail was provided on efforts to integrate Surrey and Sussex emergency services contact, control and dispatch functions including a reduction in the number of contact centres operated by the six partner agencies involved in the collaboration project. On the Surrey Fire and Rescue Service (SFRS) specifically, it was highlighted that a Direct Electronic Information Transfer system (DEIT) has been implemented which will reduce the amount of time it takes to dispatch the SFRS when reports about a fire come through to another emergency service. In addition work has also been done to improve the flow of information about a fire to SFRS when reported to another agency so that firefighters take the correct equipment to tackle the fire.
3. The possibility of also linking Telecare with the new DEIT system was suggested by the Committee as a way of further improving the performance of control and dispatch services. The Cabinet Associate for Community Safety Services confirmed that discussions are taking place with the Strategic Director of Adult Social Care and the Cabinet Member for Adult Social Care to explore how SFRS can better support the work of Adult Social Care services.
4. The Committee was also updated on the progress of the ongoing Blue Light Collaboration project and Members were advised that a plot of land has been purchased in Crawley as a site for the co-location of emergency services across Surrey and Sussex. It was advised that construction is currently underway on the development of the building that SECAMB will be moving into and that discussions are taking place with Surrey and Sussex Police Forces as well as with Sussex Fire and Rescue to explore the possibilities of also locating the control and dispatch of these agencies at the Crawley site. More information was requested on the decision to purchase this site and how the capital costs of acquiring the land were met. The AC stated that the land was purchased speculatively by SCC after being identified as a potential site for the Blue Light Collaboration project. The Cabinet Associate highlighted that this was a good deal for Surrey as there was no way of losing money on purchasing the site. It was further confirmed that approval for providing the money to purchase this site was given by the Cabinet.
5. Information was provided on work being undertaken to give firefighters the skills and resources to provide emergency medical care at the scene of accidents. Over half of all firefighters in Surrey have now been given this training and it is already being put to use to save lives. This training was seen as particularly important due to the fact that firefighters often arrive first at the scene of accidents they are required to attend and so the ability of firefighters to provide effective

emergency medical care could be critical. It was highlighted that if there is any ambiguity about the most appropriate type of medical care for a patient then this will be left to paramedics. The Committee asked how the introduction of emergency medical care training had been received by firefighters, the AC highlighted that it has been widely welcomed by firefighters who want to have the skills and resources required to provide immediate medical care to victims of accidents.

6. Members asked whether there is the potential for any legal issues arising from emergency care provided by firefighters and whether there is a protocol in place to respond to legal challenges. The AC highlighted that the firefighters follow SECAmb protocols and so SECAmb will take responsibility for responding to legal challenges arising from emergency medical care delivered by firefighters, as long as it falls within the scope of care that can be delivered by paramedics.
7. The Committee expressed some concern with training being provided to firefighters and whether this would make it more challenging to employ firefighters, particularly retained fire fighters. The AC advised Members that firefighters are already trained to deal with a wide range of situations and that emergency medical training was just one addition to the varied skill set that firefighters have. In relation to retained firefighters, the Committee was informed that they are very supportive of expanding their skill set in order to respond to a wider range of issues.
8. The AC informed Members that contract negotiations are currently underway with retained fire officers in an effort to move them to on-call contracts as a way of mobilising SFRS resources more efficiently. In particular, the aim of the new contract is to more effectively manage the number of firefighters that respond to an incident so that SFRS provides a proportionate response to particular emergencies. The intention is to remove the retaining and disturbance fee for on-call firefighters and replace it by paying officers with a percentage of their hourly rate while on-call which will then move to the full hourly rate when these firefighters are actually responding to an emergency. Members were informed that negotiations around moving retained firefighters to on-call contracts are ongoing and that the Unions are heavily involved in the discussions around these changes.
9. Members were also informed of plans to introduce defibrillators to every fire station in Surrey by the end of 2015. There are currently defibrillators at two fire stations where promotional activities have taken place make people aware that fire stations in Surrey now carry defibrillators. These activities have been well received by residents who have also been given the opportunity to develop resuscitation skills.

10. Further information was also provided on how SFRS is expanding on the support it provides to other emergency services in the county. Thermal imaging cameras owned by SFRS are now being used to help the Police search for missing people and have already helped the Police find missing people more quickly. SFRS are also providing support to SECAMB by carrying out forced entries to residential properties in medical emergencies taking some of this workload away from the Police. This initiative began on 1 January 2015 and firefighters are being called out on average twice a week to force entry into a property on behalf of SECAMB. Statistics so far indicate that SFRS are able to attend the scene in under 8 minutes on average and cause minimal damage getting into properties.
11. Concern was expressed by Members that the additional responsibilities taken on by SFRS might make it less responsive to incidents of fire. The AC advised that protocols have been agreed which state that responsibility for the new services provided by SFRS will revert back to the Police when the fire service become too busy, to ensure that SFRS can discharge its primary functions. It was further highlighted that SFRS are only looking at areas of overlap between the services that each agency provides to ensure there is a more coordinated response to emergencies, rather than one service supplanting the work of another.
12. The Committee was also apprised of opportunities being considered for the development of an integrated transport function (ITF) across the six partner agencies involved in the integration project. It was highlighted that a key aim of the ITF is to take a more coordinated approach to the maintenance of emergency service vehicles which could save £3 million across the partner agencies, as well as enabling vehicles to be returned more swiftly. Members were also informed that savings have also been achieved through by purchasing fuel collaboratively across the partner agencies and that plans are being developed to rationalise the number of fuel sites used by the emergency services in Surrey in order to reduce fuels costs further.
13. The AC provided information on a pilot programme that is being run by the partner agencies which aims to improve how the emergency services respond to a people with mental health problems. This initiative has involved putting a specialist in call centres to respond to calls from people experiencing a mental health crisis and to provide guidance to the emergency services on the most appropriate way to help the person. The pilot programme was extremely successful and officers are looking to expand the project so that mental health specialists are situated in call centres seven nights a week. Members were further informed that another pilot scheme has also been trialled whereby a mental health specialist drives along with police officers to respond to incidents.

14. Members asked whether the governance structures in place for each of the six partner agencies are the result of legislation or whether these have been set up voluntarily by each organisation. The Cabinet Associate confirmed that the governing bodies in place for each agency are a result of legislation with the accountability structures in place enshrined by law. It was, however, highlighted that a steering board has been set up that reports directly into the governing bodies of each of the partner agencies to ensure that the ECSP is delivered successfully.

Recommendations:

1. The Select Committee notes the work being undertaken within (the) ESCP and endorse the continued engagement with the programme, particularly:
 - a) The Joint Contact, Control and Dispatch project currently supported by Police Innovation funding.
 - b) The Immediate Emergency Care Responder project, including provision of public access defibrillators, supported by the £337,000 grant.
 - c) The development of a potential Integrated Transport Function, supported by the £5.96m grant.
 - d) The governance arrangements for the ESCP and the role of the Political Stakeholders' Steering Board.

Actions/ further information to be provided:

1. Information requested on 3rd party hub/ training

Committee next steps:

None

28/15 UPDATE FROM THE CHIEF FIRE OFFICER [Item 8]

Witnesses:

Russell Pearson, Chief Fire Officer, Surrey County Council

Key points raised during the discussions:

1. The Chief Fire Officer (CFO) provided an update on some of the recent developments with SFRS. In particular, information was provided on two major fires which have occurred in Surrey since the last meeting of the Communities Select Committee on 19 March 2015. The CFO advised that new training and resources had been used effectively to ensure that firefighters were able to tackle a major wildfire outside of Pirbright efficiently and without any damage to property.
2. The Committee was provided with details of the fire which took place at Clendon Park House and efforts which have been taking place to rescue as much of the interior of the building as possible. It was,

however, advised that damage to the inside of the house is extensive although much of the external structure remains intact. Moreover, SFRS have managed to recover a number of Clandon Park House's most significant artefacts although there is a need to ensure that the structure of the building is intact before any further salvage operations can take place. Members were further informed that the CFO and Cabinet Associate for Community Safety Services have met with the Director General of the National Trust and that they are writing a joint article on the recovery and restoration of historic buildings after a major fire.

- The CFO was asked whether there was any scope to use aircraft to drop water on fires such as that which took place at Clandon Park House. It was highlighted that SFRS doesn't currently have the capability to do this but conversations are taking place with a private company that does provide this service to assess whether SFRS can add this facility to its arsenal. It is, however, extremely expensive and could cost as much as £2 million a year just to have a helicopter and its crew on standby in case of a major fire.
- 3. Information was provided on a host of new equipment purchased by SFRS to provide them with more flexibility in tackling different types of fire. This equipment includes 26 new Landrover Defenders with one situated at each Fire Station in the county. These can be used to respond to different types of incident, have the capability to reach locations that can't be accessed by fire trucks, and can also reach some fires more quickly. This means that they can start tackling the fire, and ensuring the safety of the public, before the truck arrives.
- 4. Attention was also drawn to the refreshed Public Safety Plan being drawn up by SFRS which outlines steps to cut waste in the fire service. Members were told that the aim is to publish a first draft of Public Safety Plan by the autumn. The CFO emphasised the importance of getting the plan right and consulting widely, to ensure that SFRS is able to save money and resources without compromising public safety.

Recommendations:

None

Actions/ further information to be provided:

None

Committee next steps:

None

Lunch break began at 12.45pm.

Committee resumed at 1.30pm.

Witnesses:

Susie Kemp, Assistant Chief Executive
Peter Milton, Head of Cultural Services

Key points raised during the discussions:

Revised budget papers are attached as Appendix 1 to the minutes.

30/15 DATE OF NEXT MEETING [Item 10]

The next meeting of the Committee will be held at 10.30am on Tuesday 21 July.

31/15 EXCLUSION OF THE PUBLIC [Item 11]

32/15 CONFIDENTIAL VERBAL BRIEFING ON MAGNA CARTA EVENT [Item 12]

THE FOLLOWING ITEMS OF BUSINESS WERE CONSIDERED IN PRIVATE BY THE COMMUNITIES SELECT COMMITTEE. SET OUT BELOW IS AN OVERVIEW OF THE POINTS DISCUSSED:

The Assistant Chief Executive introduced the report and tabled an updated budget which provided Members details of the costs in association with specific aspects of the event to date. Discussions took place around the set up of the venue, entertainment and the order of service for the event as well as security arrangements.

33/15 PUBLICITY FOR PART 2 ITEMS [Item 13]

Meeting ended at: 2.15 pm

Chairman

Magna Carta Council Wide projects - Summary of SCC funding

The Magna Carta project spans two financial years 2014/15 & 2015/16. The summary below cover both years. The budgets were initially all allocated within 2014/15 and then reprofiled (carry forward) across years.

Capital Budget	Original Budget allocated	Change to budget	Revised SCC Budget	Projected Total SCC Expenditure	Variance	Notes
Project	£'000	£'000	£'000	£'000	£'000	
Highways' additional road and safety improvements in advance of the Magna Carta celebrations	300		300	300	0	Cabinet paper stated work to be funded within Highways Budget
Total Capital	1,000	-300	700	700	0	

Revenue Budget	Original Budget allocated	Change to budget	Revised SCC Budget	Projected SCC Expenditure	Variance	
Project	£'000	£'000	£'000	£'000	£'000	
Various associated projects	190	-15	175	175	0	£15,000 unallocated transferred to 15 June event
Royal Albert Hall concert	10	72	82	80	-2	£40,000 Funding from Surrey Arts. ¹ £30,000 funded from Babcock 4S dividend £1,500 from Members Allocations
15 June Event	100	630	730	567	-163	Incls £20,000 contingency
Total Revenue	300	687	987	822	-165	
Grand Total	1,300	387	1,687	1,522	-165	

Summary of budget changes

£'000

Initial budget allocation	1,000
Highways works funded from underspends	300
Surrey Arts allocation for RAH concert	40
Additional Allocation for RAH concert	30
Additional funding using 2014/15 CEO underspends	315
Members allocation for RAH Concert	2
	1,687

External Funding

The Summary above shows the Net SCC position after applying the following external funding.

Project	£'000
Royal Albert Hall concert	57
15 June Event	229
Total External funding	286

Notes

1 £40k is the maximum exposure for Surrey Arts. Likely to be lower as intention is to recover costs through ticket sales etc.

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**RESIDENT EXPERIENCE BOARD 2015/16
ACTIONS AND RECOMMENDATIONS TRACKER – 21 JULY 2015**

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

The below actions and recommendations are outstanding from the previous Communities Select Committee which was decommissioned on 19 May 2015.

Date of meeting	Item	Ref:	Recommendations/Actions	Achieved/Outstanding?	Deadline	Responsible Cabinet Member/Member/Officer
18 MAY 2015	EMERGENCY SERVICES COLLABORATION PROGRAMME	CSC 1	SFRS to provide more information on third party income and training.	ONGOING SFRS putting together a written briefing for Members.	ASAP	Ian Thomson Iain Houseman Russell Pearson

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Resident Experience Board

21 July 2015

Regulation of Investigatory Powers Act 2000 (RIPA) Review 2014/15

Purpose of the report: Scrutiny of the use of the Regulation of Investigatory Powers Act 2000 (RIPA) by Surrey County 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, now Resident Experience Board, 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 Services 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 1998 came into force in October 2000, enshrining the principle of right to respect for their 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. For example carrying out surveillance activity covertly, or tracing 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 Senior Responsible Officer is Yvonne Rees, the Strategic Director for Customers and Communities. The Policy Custodian is Steve Ruddy, the Head of Service for Buckinghamshire & Surrey Trading Standards. Over the last five years the Trading Standards Service has been the only council service that has utilised the legislation.
8. In late December 2014 the Office of Surveillance Commissioners released an updated version of their 'Procedures and Guidance' document for local authorities. This document has been considered and no alterations to our current policies and procedures are necessary.

What types of activity can be authorised?

9. 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’ in 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. For example 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.
10. 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.
11. All applications by an officer for authorisation are initially scrutinised by our in-house Senior Legal Officers. In the case of communications data, these are also scrutinised by an accredited Single Point of Contact (SPoC) and the National Anti Fraud Network (NAFN). In all cases they are passed to the Head of Service or Policy and Operations Manager to authorise. The authorised application is then presented in private to a Justice of the Peace in accordance with the Protection of Freedoms Act 2012.
12. All authorisations are fully recorded and 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 (now titled) Localities and Community Wellbeing** – receives quarterly and annual reports on the use of RIPA. This summary provides greater detail of all of individual RIPA authorisations granted in the period in a sanitised form.

Review of the local authority use of RIPA 2014/15

Authorisations granted

13. During 2014/15 a total of three RIPA authorisations were granted. For comparison purposes the figures for three previous years are also given.

	2011/12	2012/13	2013/14	2014/15
Communications Data Authorisations	11	7	1	0
Directed Surveillance Authorisations	10	1	4	3
CHIS authorisations	0	1	0	0

Details of Communications Data Checks

14. There were no communications data authorisations made during 2014/15.

Details of Directed Surveillance Activity

15. The three Directed Surveillance authorisations made during 2014/15 related to test purchasing of age restricted products (alcohol).
16. One store sold alcohol to a child and a follow up operation was undertaken to establish whether this was a systematic issue. There was no sale on the second occasion; the seller received a fixed penalty notice for that first incident. In the other case compliance was confirmed without the need for formal action.
17. All three Directed Surveillance authorisations were authorised by the Policy and Operations Manager, Ian Treacher.

Details of Covert Human Intelligence Source (CHIS) authorisations.

18. There were no Covert Human Intelligence Source authorisations made during 2014/2015.

Emerging Issues

19. The use of the internet and particularly social media is an area of vast growth over the past few years, many people actively using social media to trade and communicate. With this increase in popularity and use there is also an increase in reports of criminal activity carried out using social media (e.g. sale of counterfeit/unsafe goods). There is also a significant amount of intelligence that may be gathered from social media and open source internet searches. This has been recognised by the Office of the Surveillance Commissioner in their latest annual report published in September 2014.
20. The report recognises that the gathering of information, freely available on the internet or social media, may be considered to be surveillance in certain circumstances. Particular regard must be given to the expectations of individuals from the gathering, monitoring or recording of information from these sources. Awareness and training of this issue has already taken place and the current policies and guidance are sufficiently comprehensive and robust to deal with any proposal to gather or monitor information obtained from this source.
21. On 27 April 2015 the newly created joint Trading Standards Service with Buckinghamshire County Council attended a refresher session on RIPA, taking account of the above emerging issues. This was delivered by an external recognised expert in this area of law. Training for Senior Executives and Managers from both Buckinghamshire County Council and Surrey County Council is due to take place on 17 August 2015.

Inspection by the Office of the Surveillance Commissioner (OSC)

22. On 10 November 2014 Surrey County Council and Surrey Fire and Rescue Service were inspected by Assistant Surveillance Commissioner HH David Hodson.
23. Following this inspection it was noted by the Surveillance Commissioner, RT Hon Christopher Rose, in a letter to David McNulty on 3 December 2014 that Surrey County Council's resort to RIPA has dramatically reduced since the last inspection 3 years before. He also said that we have a '*comprehensive, robust and efficient RIPA regime with a dedicated team of enthusiastic knowledgeable and experienced officers*'. All recommendations from the previous inspection had been discharged.
24. The County Policy was considered to be an '*admirable, accurate, concise and readable guide to RIPA principles and process*'. There was a recommendation that section 7 of the Policy could be deleted. This section relates to urgent requests and has limited applicability to local authorities but was present for completeness. The suggested alteration to the County Policy will be brought to Cabinet later this year.

Conclusions

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

Financial and value for money implications

28. 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

29. Many rogue traders deliberately target elderly and vulnerable people and expose the young to the risk of harm. The investigative techniques covered by RIPA are used 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

30. 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

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

Recommendations

32. The Board is asked to scrutinise the above summary of the council's use of RIPA.

Next steps

33. Quarterly reports on RIPA use will continue to be provided to the Cabinet Member for Localities and Community Wellbeing.

Report contact:

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Sources/background papers: None



Resident Experience Board
21 July 2015

Welfare Reform

Purpose of the report: Policy Development and Review

1. At the meeting of Council Overview Board on 3 June 2015, the Welfare Reform Task Group reported their findings and recommendations.
2. Overall, the Task Group was generally satisfied that Surrey County Council was prepared for the reforms, however they remained very concerned about the impact the changes to the welfare benefits system continues to have on the residents of Surrey.
3. Throughout the discussion it became clear that the next steps for the Welfare Reform Task Group should be clearly linked with the work programme for the new Resident Experience Board. For example, one of the main considerations for the future was the use of libraries as a frontline service for those seeking benefits advice. The importance of training staff to be prepared for the queries and questions residents might have in light of the reforms was highlighted.
4. When making their recommendations there were two that specifically referenced the Resident Experience Board, and these are detailed below:
 - That careful consideration be given to the role of Libraries as a 'gateway to County services' when developing a vision for the future of the Surrey Library Service and that the Resident Experience Board (previously Communities Select Committee) continues to monitor the progress
 - The Welfare Reform Task Group should continue for a further year, meeting quarterly to monitor the impact of the reforms. The Chairman of the Task Group to engage with the Resident Experience Board to carry out future work.

Next Steps and Recommendations

The Resident Experience Board is asked to discuss, with the Chairman of the Welfare Reform Task Group, the next steps, milestones and activities for the Task Group during the next 12 months.

Report contact: Helen Rankin, Scrutiny Manager, 0208 5419 126,
 Helen.rankin@surreycc.gov.uk

Sources/background papers: Report of the Welfare Reform Task Group, Council Overview Board, 3 June 2015 Report of the Welfare Reform Task Group, Council Overview Board, 3 June 2015



Resident Experience Board
21 July 2015

Member Reference Group on Surrey Fire and Rescue Service Transformation and Public Safety Plan

Purpose of the report: Scrutiny of Services and Budgets

To reconstitute the Member Reference Group and open up membership to any interested Members.

Summary:

1. Surrey Fire and Rescue Service (SFRS) set up a Member Reference Group in April 2014 to enable Members to develop a good understanding of the Public Safety Plan (PSP) refresh and the Transformation Programme, to question and challenge officers about the changes being considered and to receive feedback and scrutiny of specific proposals.
2. The Member Reference Group will also lead the discussion on the draft and final PSP when it is discussed at the Resident Experience Board, ensuring that other Members have a good understanding and can make informed decisions.
3. The membership is currently:
 - Mary Lewis (Chairman)
 - Colin Kemp
 - Barbara Thomson
 - Jan Mason
 - John Orrick

Recommendations:

1. That the Board agree the membership of the Member Reference Group and open up membership to any interested Members.

Next steps:

4. Democratic Services officers and SFRS officers to liaise around future meeting dates and work plans.

Report contact: Victoria White, Scrutiny Officer, Democratic Services

Contact details: 020 8213 2583, victoria.white@surreycc.gov.uk

Sources/background papers: None



Resident Experience Board
21 July 2015

Appointment of a Performance & Finance Sub-Group

Purpose of the report: Scrutiny of Services and Budgets

The Chairman will appoint a Performance & Finance sub-group to carry out reviews of service budgets as part of this year's business planning process.

Summary:

1. When the new scrutiny structure was approved by all Members at the AGM in May 2015, it stated that each Scrutiny Board would have its own Performance and Finance Sub-Group.
2. The Sub-Group is to contain five Members of the Resident Experience Board, including three Conservative Members and two minority group Members (from more than one political party).
3. The Sub-Group will work with officers from Finance and Strategic Directors to develop a good understanding of the budgets within the Board's remit and to carry out detailed scrutiny of service performance and budgets, including fees and charges.

Recommendations:

1. That the Board agree the membership of a Performance and Finance Sub-Group.

Next steps:

4. Democratic Services officers to arrange the first meeting of the group for September or October 2015.

Report contact: Victoria White, Scrutiny Officer, Democratic Services

Contact details: 020 8213 2583, victoria.white@surreycc.gov.uk

Sources/background papers: None



Resident Experience Board Forward Work Programme 2015/16

21 July 2015

Mess Conference
Room

- Surrey County Council's use of RIPA
- Welfare reform task group, membership of Member Reference Group on SFRS, membership of Performance and Finance Sub-Group
- Ideas for forward work programme
- LUNCH
- VCFS Performance Framework

24 September 2015

SFRS HQ

- Workshop on SFRS
- Workshop on Resident Experience

16 October 2015

Ashcombe

- Annual scrutiny of Community Safety Partnerships
- SFRS Draft Public Safety Plan
- Internal Audit: Henrietta Parker Trust Fund

19 November 2015

- TBC - Magna Carta event debrief

13 January 2016

- TBC - Review of the joint Trading Standards Service with Buckinghamshire

17 March 2016

Potential Future Scrutiny Topics

After the Communities Workshop in September 2014, 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. Topics highlighted at Committee that require revisiting will also be listed here.

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 - debrief
- Surrey Arts service
- Vision for libraries

Other areas

- Olympic legacy
- Legal highs (workshop or briefing)
- Trading Standards annual RIPA review
- Ride Surrey
- Progress on Customer Promise

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Resident Experience Board
21 July 2015

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

Purpose of the report: Policy Development and Review

- (i) To provide the Board with the full year, 2014-15 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 share with the Board changes relating to Surrey Compact.
- (iii) To update on the broader strategic development and relationship building with the wider VCFS in Surrey.
- (iv) To share with the Board work relating to the 'Driving up Volunteering across Surrey' project.

Introduction:

1. There are over 5,700 voluntary, community and faith sector (VCFS) groups in Surrey. Most of these are front line organisations, delivering services directly to our communities. They range in their size and purpose and can be large organisations like the Red Cross that cover the whole county, to much smaller organisations like neighbourhood watches or locally based befriending schemes. The voluntary, community (VCFS) and faith sector is hugely important to Surrey County Council supporting us to deliver key services meeting the needs of the residents of Surrey and often reaching those parts of the community that are the most vulnerable.
2. As part of the sector, there are a small number of infrastructure organisations. These are important organisations that assist and enable the wider sector to run effectively, through a range of advice and support services. Surrey 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).

3. To measure the impact and success of the infrastructure organisations, a performance management framework was implemented in April 2013, with the full-year performance information scrutinised by the former Communities Select Committee on an annual basis. This report provides the Resident Experience Board with the full year's performance information relating to 2014-15. The data is presented in the form of a scorecard, similar to the format of how Surrey County Council presents its own performance information. The information has been gathered through quarterly returns from the infrastructure organisations and the results of an annual survey of all frontline VCFS organisations, which took place in September 2014.
4. This report also provides an update on the wider work Surrey 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; an update to the upcoming changes to the Surrey Compact and information on a project which has started to proactively build volunteering in Surrey.

2014-15 full year performance information

5. Surrey County Council, the District and Borough Councils and the NHS Clinical Commissioning Groups (CCGs) all jointly commission the majority of infrastructure organisations referred to in this report, i.e., the Councils for Voluntary Service (CVSs). Each borough and district is covered by a locally based Council for Voluntary Service and there are eight in total, with three CVSs covering more than one area. Partners jointly commission the CVSs through a shared Grant Funding Agreement which sets out the core functions and outcomes we expect the CVSs to deliver and these are attached at **Annex B**. These outcomes were codesigned and agreed with all stakeholders and tested with the users of the CVSs in 2012.
6. It is important the commissioners are all able to demonstrate value for money from the grants and this is done in a number of ways:
 - annual review meetings;
 - annual survey of front line organisations;
 - review of the funded organisation's business plans and
 - primarily through the performance scorecards relating to each organisation.
7. Commissioners have since worked with the infrastructure organisations to review the data collected within the scorecards and have revised it to ensure it remains relevant, useful and central to the infrastructure organisations' own performance management. We have worked hard to ensure that the reporting is proportionate and there is as minimal reporting burden as possible.
8. The Communities Select Committee has reviewed this data annually to provide Members with an opportunity to scrutinise how the money invested in the infrastructure organisations is supporting the wider sector. The Resident Experience Board has retained this responsibility in the new structure.
9. There are 10 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.

10. 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 15 – 17.
11. 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 and detail about the survey is provided in paragraphs 21 – 24.
12. 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 is work that is primarily related to Surrey Community Action.
13. 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.

Analysis of volunteering data

14. 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 2014 to the end of March 2015 on a quarterly basis.
15. 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 this data, Surrey County Council is confident that this has been both successful and useful for us and partners in providing this information.
16. Analysis of the full year volunteering data shows:
 - In total, the eight local CVSs placed 2,095 volunteers 2014/15 through their volunteer bureaux. This was augmented by another 1,545 volunteers who participated in one-off corporate and one-off volunteering events. The number placed by each CVS varied considerably over the quarters, as did the number of registrations converted to placements, 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.
 - Over the year, commissioners have used the information to drive improvements where they have been needed. The volunteer placement level was significantly lower in some areas and discussions to understand why and put in place remedial action plans has positively turned the performance

around and this is continuing in the current year as needed. Areas of best practice have also been identified which has been shared with counterpart organisations and wider partners, for example, Voluntary Support North Surrey excel in engaging businesses in volunteering and their expertise is being shared to replicate and drive this up across Surrey, where possible.

- 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. This is similar to trends that were evident in last year's data.
- Another key point to note is the overall conversion rate from registration to placement of volunteers who have stated they have a disability. Where this information is captured, it shows the majority of people registering with a disability were successfully 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. To review this information, 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. The revised scorecard for 2015-16 will also now capture highlights of wider key achievements every quarter.
18. Over the summer, Surrey County Council and co-commissioners are also meeting with the infrastructure organisations as part of their annual review. There are no proposals to change the funding to infrastructure organisations for 2016-17 at present and the focus will be 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.
19. To ensure this is enabled, recognised and facilitated, following consultation with service areas, co-commissioners and infrastructure organisations, two extra outcomes have been added to the grant funding agreement for 2015-16 as shown in **Annex A**. These will be monitored over this year.

Annual survey results

20. The annual survey took place in September 2014. This was an independent survey conducted by Surrey County Council on behalf of the commissioners. All the information was returned directly to the Council for analysis.
21. In summary, 704 frontline groups responded which is a significant sample from the sector. Some of the headline findings from the survey are as follows:

- 79% of the respondents highlighted they used the funded infrastructure organisations and where they had used services, there was a high satisfaction rate.
 - A number of the services provided by the CVSs are well known and well used, for instance volunteering recruitment, funding sources and CRB checks. However, there are low levels of recognition and use of others, for instance business planning and financial management support.
 - Most organisations are very positive about their future; 95% are certain or very confident that they will be in existence next year. The significant majority are also highly confident about finding and applying for sources of funding.
 - The VCFS groups who responded, collectively estimated that they benefited from 1,564,551 volunteering hours over the past year, which if paid for would equate to approximately in excess of £10m in staff time.
 - Approximately £8m in additional funds were secured for the responding organisations in Surrey.
 - The larger the organisation, the greater the awareness of current and future sector needs, based on evidence. Larger organisations are also much more likely to participate in consultations.
22. The findings were similar to the findings last year and individual organisations and commissioners alike have had the opportunity to use this information to think about the service provision and priorities going forward to target specific work areas. What is reaffirmed however is the added value the sector brings to Surrey and that having a strong infrastructure in place is important in supporting and enabling this.
23. The survey will be repeated in autumn 2015 and over the summer a working group of stakeholders will review the Survey. This is based on the feedback received on the survey over the last two years and will ensure the survey questions remain relevant and useful.

Surrey Community Action

24. 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.
25. The organisation's scorecard is attached at **Annex D**. It outlines the actions undertaken and impact made over 2014-15. 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. Surrey Community Action has also been working on key strategic programmes with the County Council such as contributing to the Family, Friends and Community Support Programme Board.

26. Surrey Community Action also continues to administer and manage the Community Buildings Grant Scheme and support services. In 2014-15, sixteen community buildings were supported through the scheme, widening the access to local communities through basic refurbishments and improved facilities. The County Council invested £156,000 which was matched by the District and Borough Councils and applicant organisations, leveraging in over £3million to the county for community facilities. The scheme makes a real difference to the communities of Surrey, as a community building is often at the centre of a thriving community.
27. Officers from Surrey County Council have worked with Surrey Community Action to develop a clear work plan for the 2015-16 that is aligned to priority areas of work and demonstrates value for money. Quarterly discussions will be carried out to review progress against the planned activities and ensure delivery of the outcomes that are being commissioned.

Communities Engagement Team and Community Foundation Surrey

28. 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.
29. A large part of the CET work is based on linking organisations, capacity building and community cohesion. Over the year, they have worked with Surrey 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. For this year, a detailed work plan has been drafted with the CET and a quarterly review on delivery of the work plan will take place.
30. 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 270 grants were distributed, worth over £820,000 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.

Surrey Compact

31. The Surrey Compact is a set of 'best practice' principles that support and guide how public sector bodies and the VCFS work together. The Compact has over 400 signatories from both public and VCFS organisations who are committed to bringing the principles to life in practice. It has been in place since 2002 in Surrey and over the years Surrey County Council, with partners, has made an investment through grant funding and officer resource to ensure the principles in the Compact are adhered to and promoted wherever possible. The grant funding Surrey County Council gives largely supports the role of the Compact Development Director and the County Council works closely with Surrey Compact to sponsor and hold an

annual joint event. There are six codes that make up the Compact and a summary leaflet is attached at **Annex E**.

32. The Compact has made a big difference to the way the Council and other public sector bodies work with the VCFS. Over the years, Surrey County Council has implemented positive changes initiated through the Compact, which are very much in place today, through its procurement and commissioning processes, engagement and consultation etc. For example, in 2004 only 40% of grants and contracts to the VCFS were being paid on time, in 2014 this was over 90% with valid reasons where there were delays in payments.
33. Surrey County Council remains committed to the Compact but it has been agreed with the Compact Chairman that it does not need to run in the same way. Therefore, from April 2016 the Council will no longer be giving the grant of £25,000 to run the Compact organisation but will instead look at how all the stakeholders take more collective ownership for promoting the principles of the Compact. Partners involved in the Compact Support Group will be working together with the Compact Chairman and Development Director to think about how the Compact will continue from April next year. It is likely wider partners in the public sector and VCFS, primarily the infrastructure organisations will take a lead role in sharing the responsibility of the Compact in Surrey. What is of importance to note is, the Surrey Compact will continue and there will be dedicated officers in Surrey County Council, as well as in other public sector and VCFS organisations who will continue to champion the principles of the Compact.

The County Council's strategic relationship with the VCFS

34. The VCFS are really important partners for Surrey County Council and they work closely with the Council to support with service delivery, often reaching the most vulnerable parts of Surrey's communities. With the VCFS's expertise, flexibility and local knowledge the Council is better able to ensure services are targeted to needs and priority areas and able to drive more positive outcomes for the communities of Surrey.
35. Building on the good work of previous years, the VCFS has continued to support the Council through consultations and expert advice on a variety of pieces of work. From consulting with the VCFS on the budget setting processes, to transport, to input on key commissioning and procurement work, the VCFS has been hugely helpful. 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), have been key conduits for this support and building the strategic relationship between Surrey County Council and the sector. Membership of this group can be seen in **Annex F**.
36. Over this year the Council will continue with this positive relationship with the VCFS and the New Models of Delivery Team will proactively work to maximise any opportunities that this may present, with a view to improved collaboration on priority areas of work and ultimately improving outcomes for residents.

Driving up volunteering across Surrey

37. Volunteers make a huge contribution to Surrey and are central to the success of key programmes the Council is engaged in, supporting both service delivery and new

ways of working. Over the last year the New Models of Delivery Team has been networking with relevant officers across Surrey County Council to assess where there is existing best practice and what more can be done to drive up volunteering in Surrey. Whilst it is evident there is a lot of good work already taking place, a need to better coordinate, develop a coherent strategy and plan of action to build volunteering has been identified.

38. To enable this, a two year project sponsored by the Leader started in May 2015. Through this project, a refreshed volunteering strategy is being developed to set out our commitment to volunteering and our priorities for ensuring we are making best use of volunteers, in line with the Surrey Compact Volunteering Code. Initially the focus will be on embedding a culture of volunteering in Surrey County Council, supporting our staff (through the employee volunteering scheme) and particularly those nearing retirement to think about how they might volunteer their time and expertise to support local people and causes as part of their plans for the future. We will also promote the use of volunteers to enhance services by sharing the benefits of involving volunteers and sharing learning on how best to involve volunteers. This will include the development of a volunteering toolkit to support our services looking to build their use of volunteers. Please see **Annex G** for details of the 100-day plan. Quarterly reports on progress will be shared with the Leader and the updated volunteering strategy will be shared with the board once it has been signed off by the Leader and Chief Executive.
39. The approach to volunteering is an important part of the Family, Friends and Communities (FFC) Programme and colleagues in Adult Social Care are fully engaged in our VCF Network. In particular, we will engage with local partnership forums in the district and boroughs to understand local needs and to find ways to encourage people to volunteer in areas which meet these needs. There will also be engagement of FFC Member Champions as part of this work, looking to them to champion volunteering in their boroughs and districts. There is an FFC Member Champion for each of the eleven boroughs and districts who is responsible for promoting FFC in their area.

Conclusions:

40. The outcomes-based performance management framework is working successfully. 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.
41. 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.
42. Whilst the Surrey Compact is changing, there will be a concerted effort from partners to ensure the best practice principles of the Compact are promoted and adhered to across Surrey's partners.

43. A two year project to drive up volunteering in Surrey started in May 2015 with the aim of ensuring we are making best use of volunteers in Surrey.

Recommendations:

44. That the Resident Experience Board:

- a) Notes the outcomes-based performance management framework information provided in the report covering the 2014-15 period;
- b) Agrees the Board would like to review performance framework information going forward on an annual basis;
- c) Supports the direction of travel of the Volunteering Project;
- d) Agrees the Board would like to receive an update on the Volunteering Project as part of the annual VCFS reporting.

Next steps:

- Surrey County Council officers meeting with the Working Group to review the annual survey – July 2015
- Annual review meetings with infrastructure organisations – up to September 2015
- Annual survey of frontline VCFS organisations – September 2015

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

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Sources/background papers:

Annex A: 2014/15 VCFS infrastructure funding profile.

Annex B: Co-designed outcomes for VCFS infrastructure including additional outcomes reflecting priority areas of work.

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.

Annex D: Scorecard relating to Surrey Community Action for 2014-15.

Annex E: Surrey Compact Flyer.

Annex F: List of Surrey Charities Chief Executive's Group membership.

Annex G: 100-day Volunteer Project Plan

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Overview Surrey County Council CEO funding to VCFS infrastructure groups 2014/15 and 2015/16 figures

Infrastructure group	2014/15	2015/16
Voluntary Action Mid Surrey (covers Epsom & Ewell and Mole Valley areas)	£47,474	£47,474
Tandridge Voluntary Service	£29,293	£29,293
Reigate & Banstead CVS	£29,293	£29,293
Voluntary Support North Surrey (covers Runnymede and Surrey Heath areas)	£58,586	£47,474
Voluntary Action in Spelthorne	£29,293	£29,293
Voluntary Action Elmbridge	£29,293	£29,293
Voluntary Action South West Surrey (covers Guildford and Waverley areas)	£47,474	£47,474
Woking Association of Voluntary Services	£29,293	£29,293
Surrey Community Action (county wide organisation)	£100,000	£100,000
Department of Social Responsibility (county wide organisation)	£35,000	£35,000
Community Foundation for Surrey (county wide organisation)	£15,000	£15,000

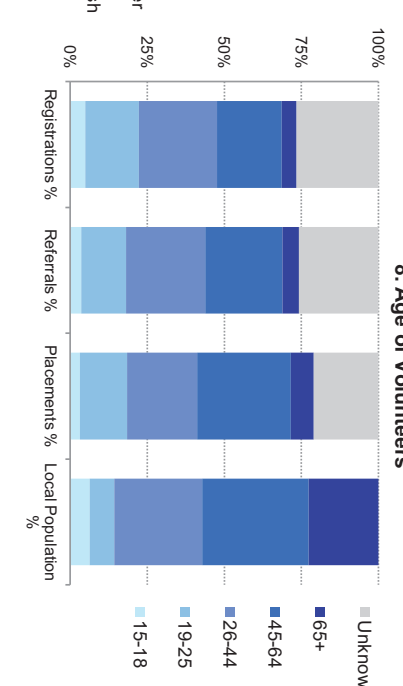
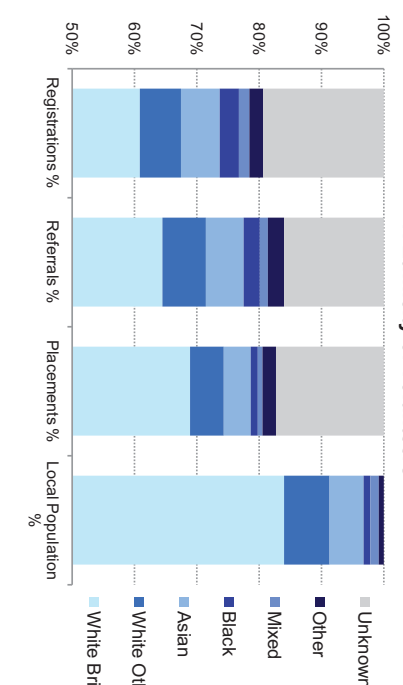
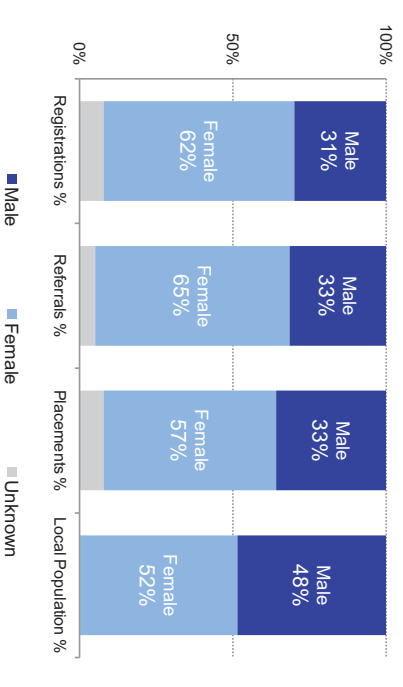
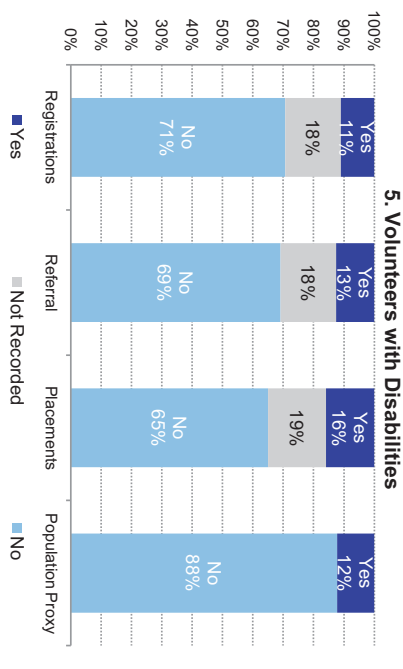
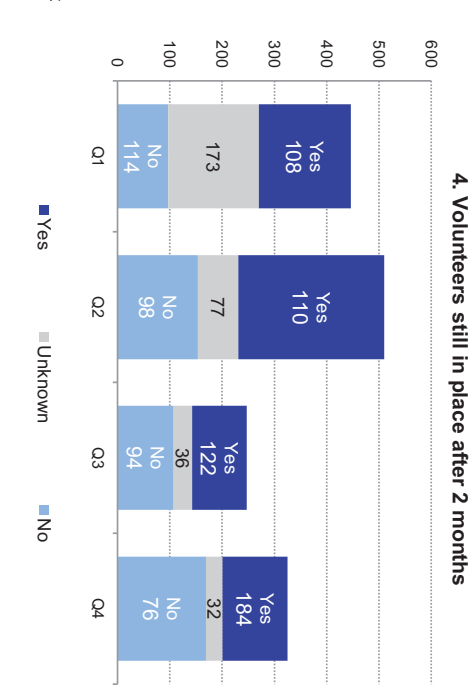
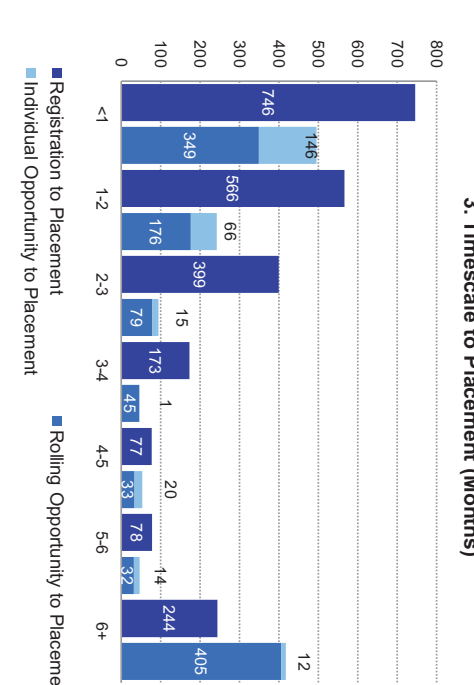
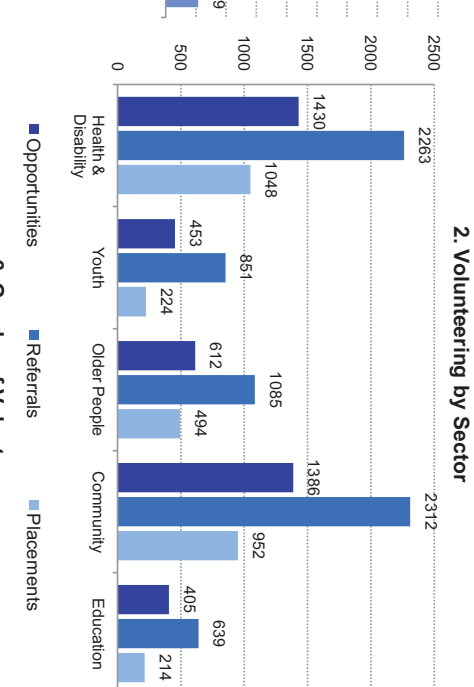
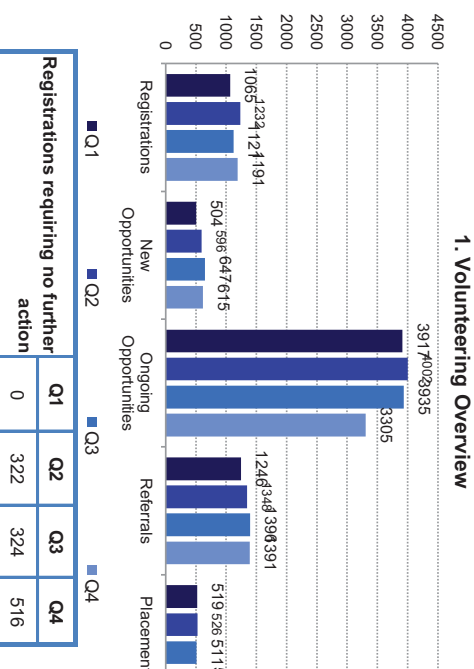
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Annex B: Outcomes and outputs

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

New outcomes added to the CVS Grant Funding Agreement to align with priority work areas in 2015/16:

- 6. Work with statutory agencies to support with the recruitment and management of volunteers, ensuring the preparation for an emergency situation is effective and leads to a successful response.**
- 7. Engage in local forums and work with partners to build sustainable and resilient communities across a broad range of priority work programmes. For example, supporting on time banks, social prescribing, recruiting volunteers to 'Voluntary Car Schemes' etc.**



Corporate Volunteering

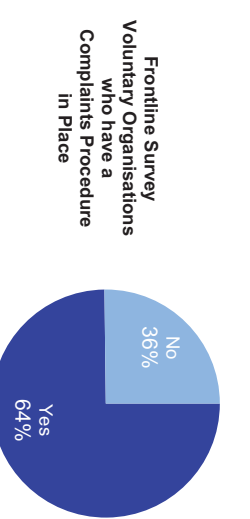
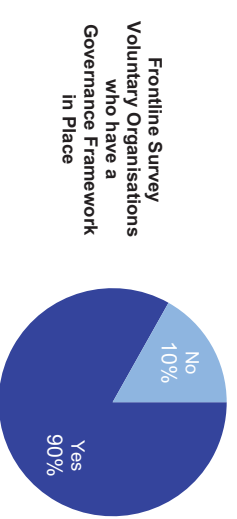
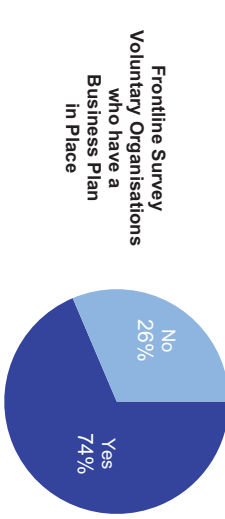
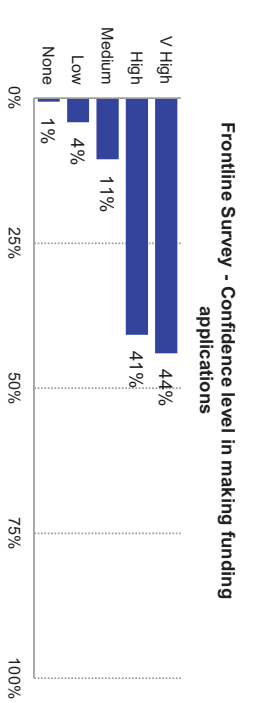
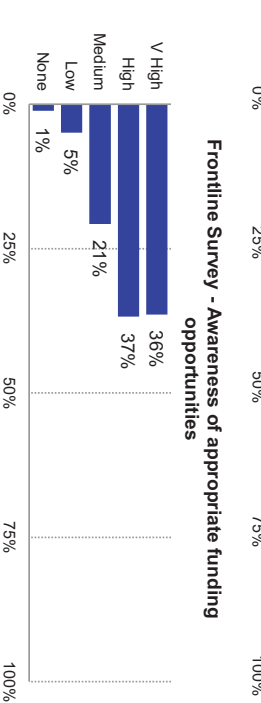
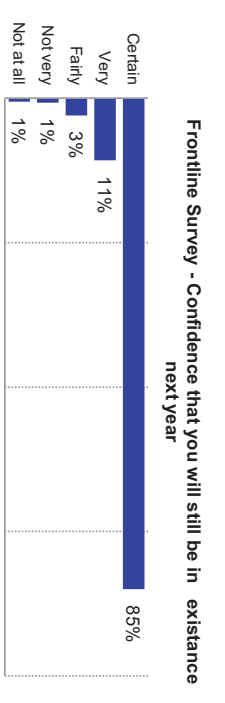
Category	Q1	Q2	Q3	Q4
Number of events	26	22	14	4
Number of volunteers	254	179	420	134

Volunteering England 2013/14 Accreditation

CVS Achieving QAASSO Level	None	1	2	3
Number of volunteers	0	18	76	10
Number of events	0	310	108	78
Volunteering hours				1,564,551

Countywide Frontline Survey Responses

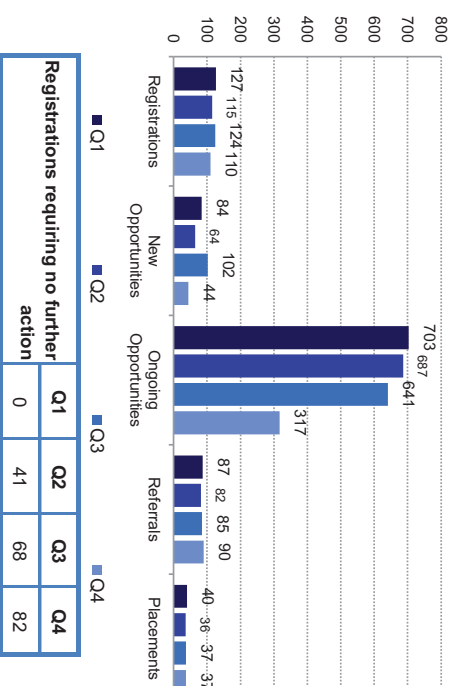
Response	Ave aware of Service	Have used service in the last 12 months	Very/Early Satisfied with Service	Fully/Mostly Met Requirements
705 responses of which 557 used CVS organisations	92%	71%	87%	86%
Providing information & guidance on volunteer recruitment	82%	59%	83%	80%
Helping with volunteer recruitment (Brokerage)	75%	22%	92%	97%
Providing information on the management of volunteers	54%	10%	95%	91%
Helping with developing a business plan	53%	10%	90%	90%
Providing information on financial record keeping	49%	10%	100%	100%
Helping with financial recording keeping	46%	7%	100%	100%
Providing information on funding sources	86%	44%	91%	89%
Helping with funding applications	76%	22%	95%	92%
Providing information on governance	65%	20%	90%	94%
Help with establishing governance structures	51%	8%	100%	100%
Providing information on organisational policies and procedures eg complaints procedure	61%	14%	97%	94%
Helping with establishing organisational policies and procedures eg complaints procedure	58%	13%	96%	96%
Providing information on quality accreditation	40%	5%	88%	100%
Helping with achieving quality accreditation	39%	7%	90%	100%
Back office functions eg CRB checks	72%	46%	95%	95%
Providing advice and support for Trustee development	57%	16%	91%	91%



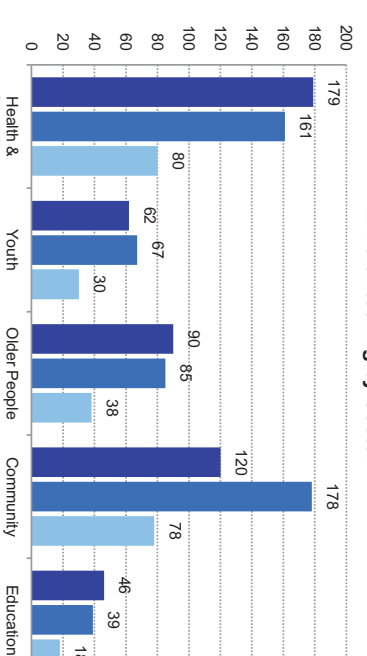
*Proxy population comparator is based on individuals aged 16+ living in a household who assessed that their daily activities were limited a lot or a little by a long term health problem or disability, this includes problems related to old age. Source: 2011 Census

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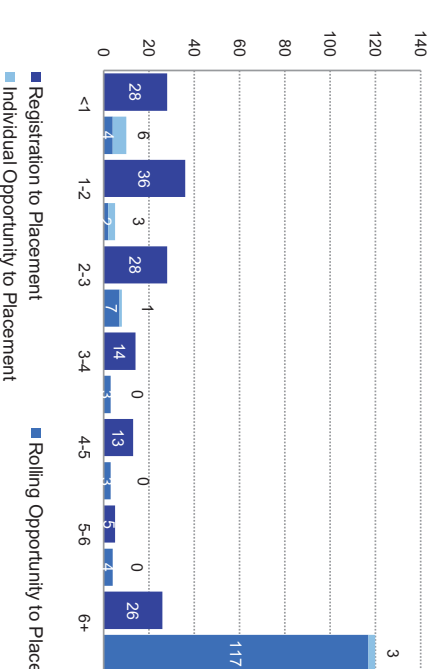
1. Volunteering Overview



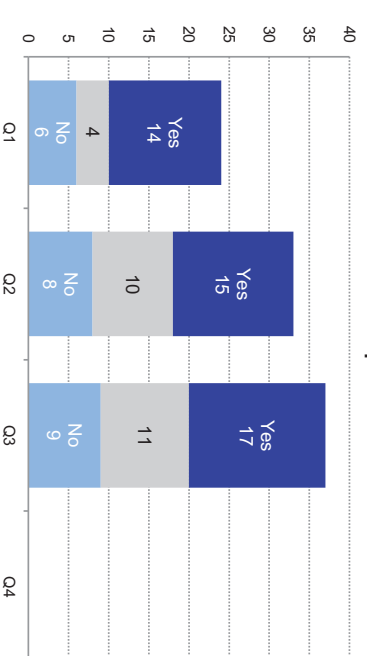
2. Volunteering by Sector



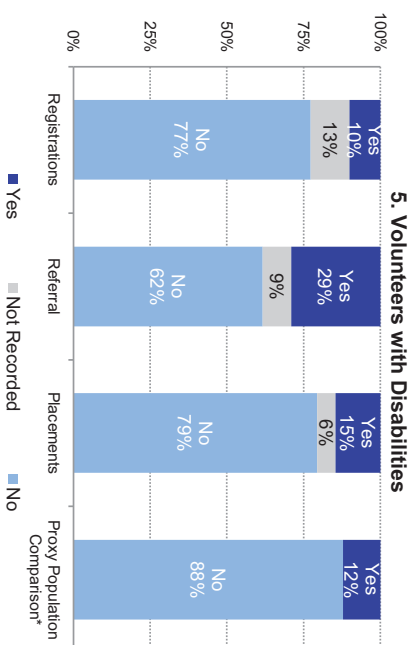
3. Timescale to Placement (Months)



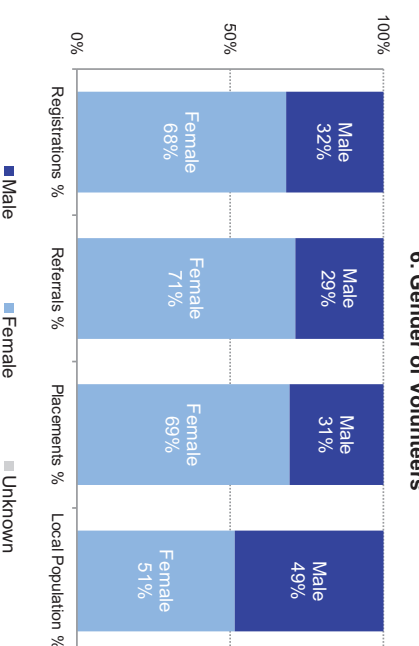
4. Volunteers still in place after 2 months



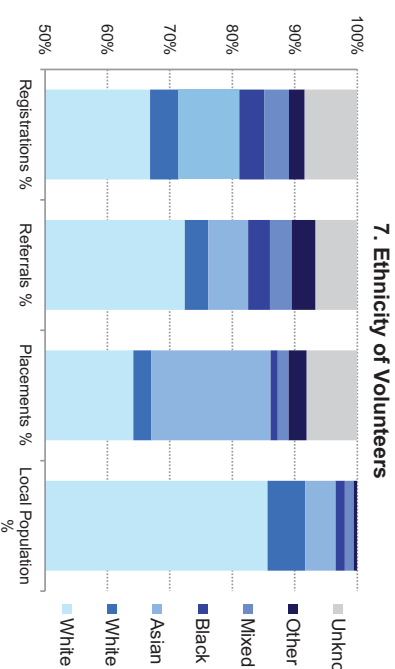
5. Volunteers with Disabilities



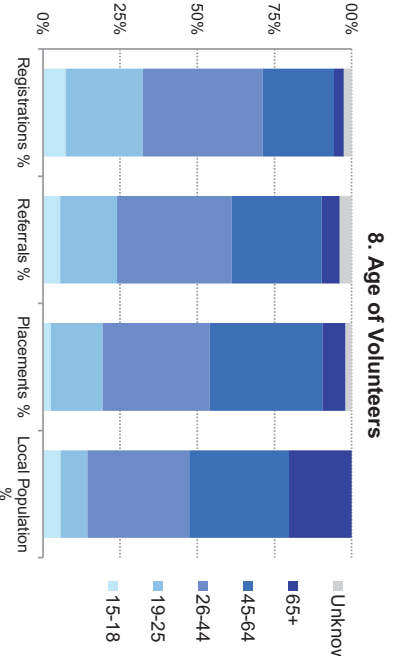
6. Gender of Volunteers



7. Ethnicity of Volunteers



8. Age of Volunteers

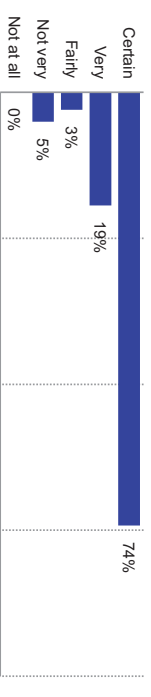


Corporate Volunteering	Q1	Q2	Q3	Q4
Number of events	2	0	1	1
Number of volunteers	37	0	9	3

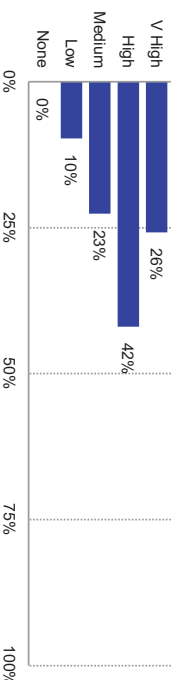
One Off Volunteering	Q1	Q2	Q3	Q4
Number of events	0	2	2	3
Number of volunteers	0	7	3	3

Frontline Survey Responses	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 (Brokerage)	91%	86%	88%	71%
Helping with volunteer recruitment (Brokerage)	84%	58%	80%	67%
Providing information on the management of volunteers	61%	16%	67%	67%
Providing information on developing a business plan	45%	0%	-	-
Helping with developing a business plan	45%	0%	-	-
Providing information on financial record keeping	40%	8%	100%	100%
Helping with financial recording keeping	33%	0%	-	-
Providing information on funding sources	73%	50%	82%	73%
Helping with funding applications	60%	22%	100%	75%
Providing information on governance	53%	6%	0%	0%
Help with establishing governance structures	40%	0%	-	-
Helping with establishing organisational policies and procedures eg complaints procedure	63%	11%	100%	50%
Helping with establishing organisational policies and procedures eg complaints procedure	60%	0%	-	-
Providing information on quality accreditation	31%	0%	-	-
Helping with achieving quality accreditation	25%	0%	-	-
Back office functions eg CRB checks	50%	36%	80%	80%
Providing advice and support for Trustee development	54%	20%	100%	67%

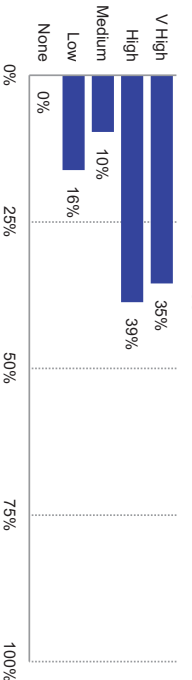
Frontline Survey - Confidence that you will still be in existence next year



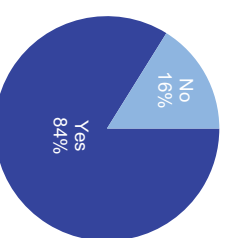
Frontline Survey - Awareness of appropriate funding opportunities



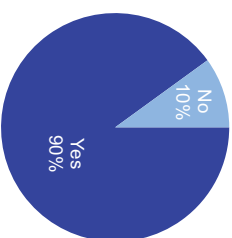
Frontline Survey - Confidence level in making funding applications



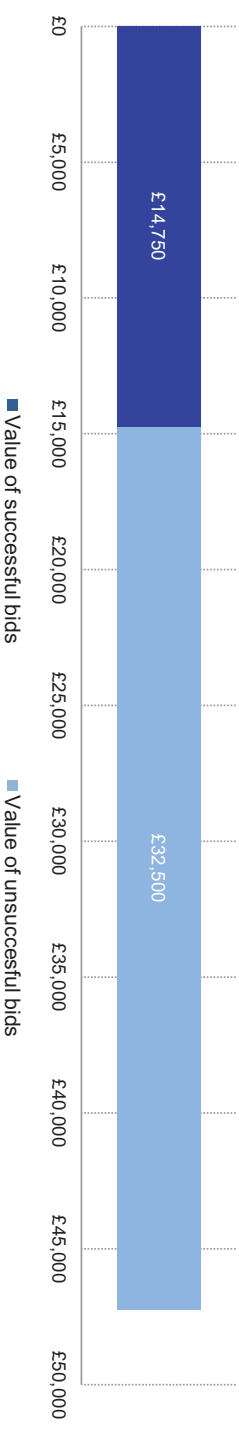
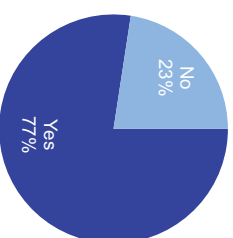
Frontline Survey - Voluntary Organisations who have a Business Plan in Place



Frontline Survey - Voluntary Organisations who have a Governance Framework in Place



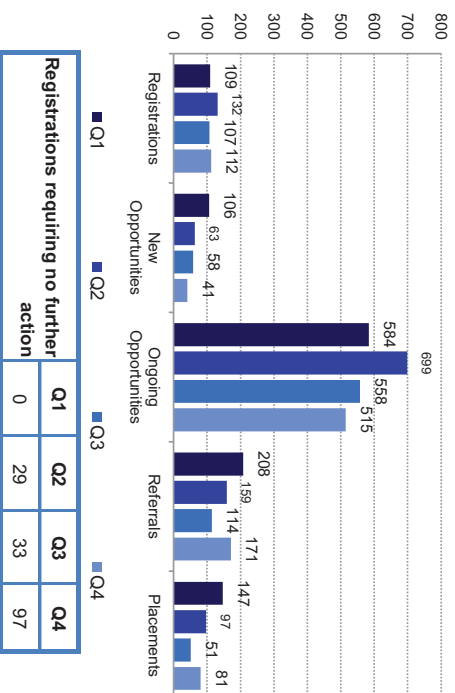
Voluntary Organisations who have a Complaints Procedure in Place



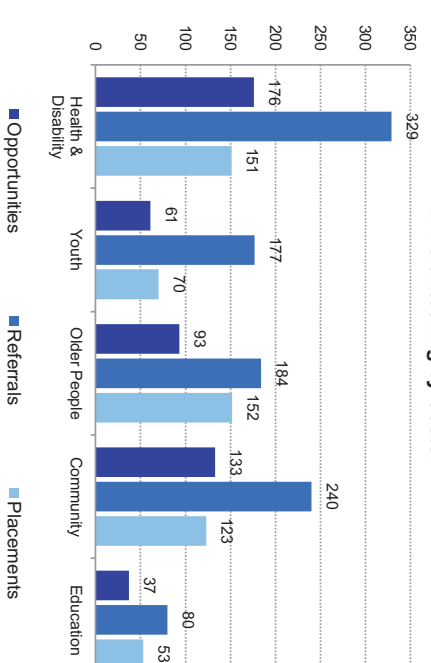
*Proxy population comparator is based on individuals aged 16+ living in a household who assessed that their daily activities were limited a lot or a little by a long term health problem or disability, this includes problems related to old age. Source: 2011 Census

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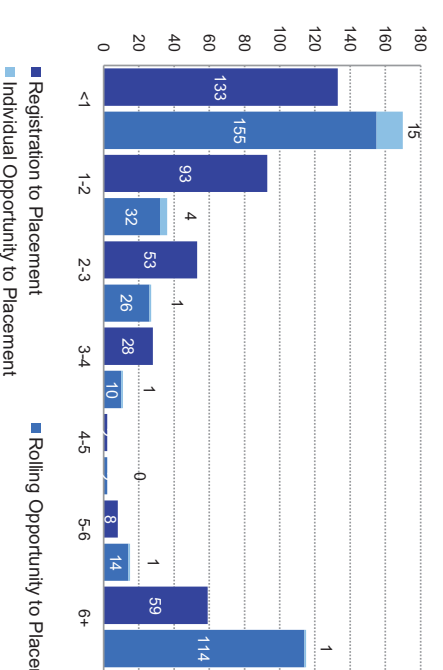
1. Volunteering Overview



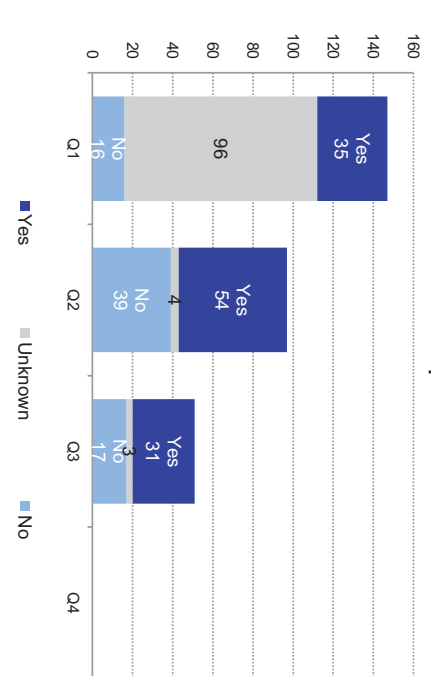
2. Volunteering by Sector



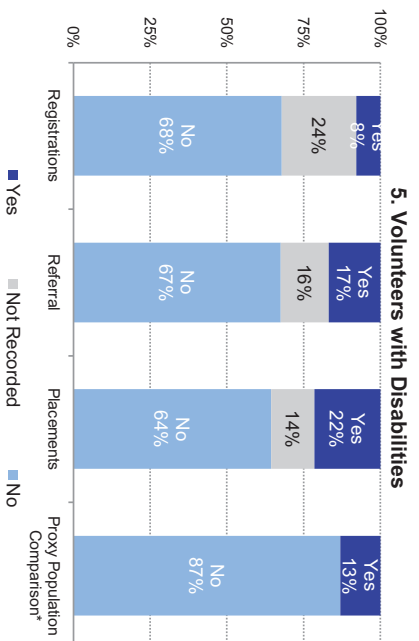
3. Timescale to Placement (Months)



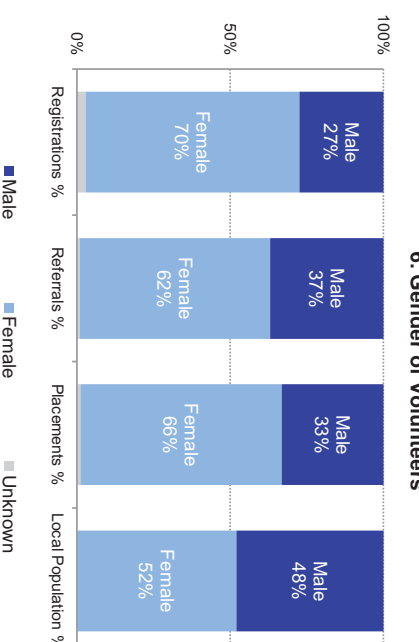
4. Volunteers still in place after 2 months



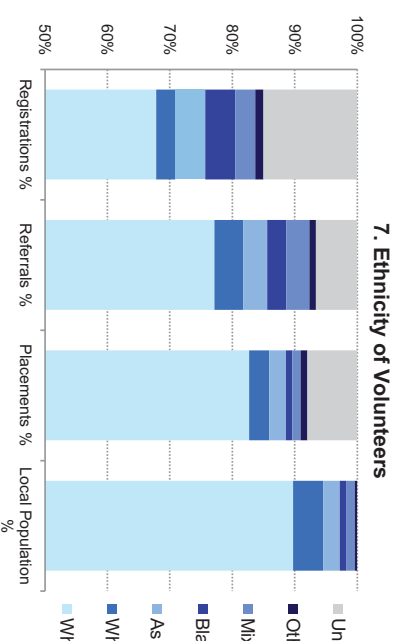
5. Volunteers with Disabilities



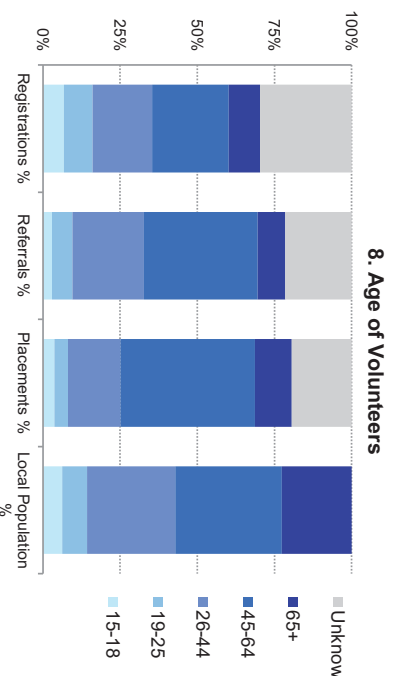
6. Gender of Volunteers



7. Ethnicity of Volunteers



8. Age of Volunteers



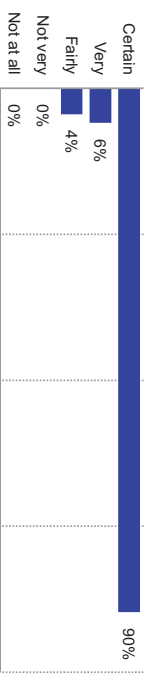
Corporate Volunteering	Q1	Q2	Q3	Q4
Number of events	2	0	0	0
Number of volunteers	14	0	0	0

Volunteering England 2013/14 Accreditation	None	1	2	3
POASSO Level	None	1	2	3

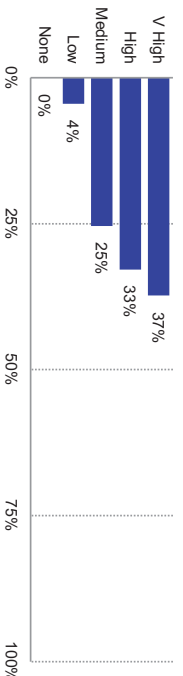
One Off Volunteering	Q1	Q2	Q3	Q4
Number of events	0	7	14	4
Number of volunteers	0	211	106	43

Volunteering hours	Value
Volunteering hours	39,694

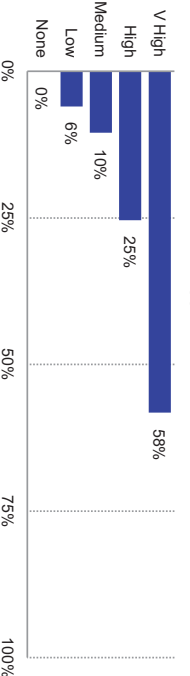
Frontline Survey - Confidence that you will still be in existence next year



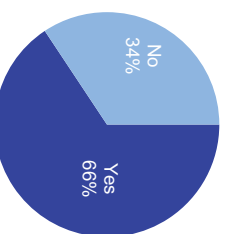
Frontline Survey - Awareness of appropriate funding opportunities



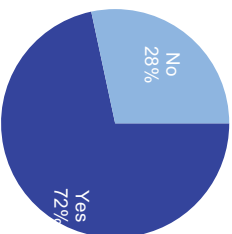
Frontline Survey - Confidence level in making funding applications



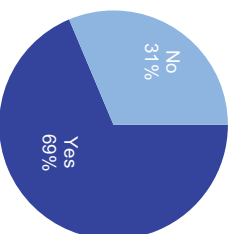
Frontline Survey - Voluntary Organisations who have a Business Plan in Place



Frontline Survey - Voluntary Organisations who have a Governance Framework in Place

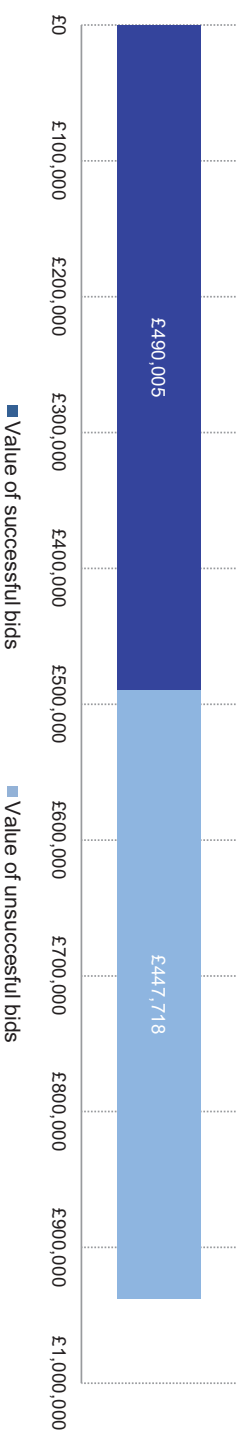


Voluntary Organisations who have a Complaints Procedure in Place



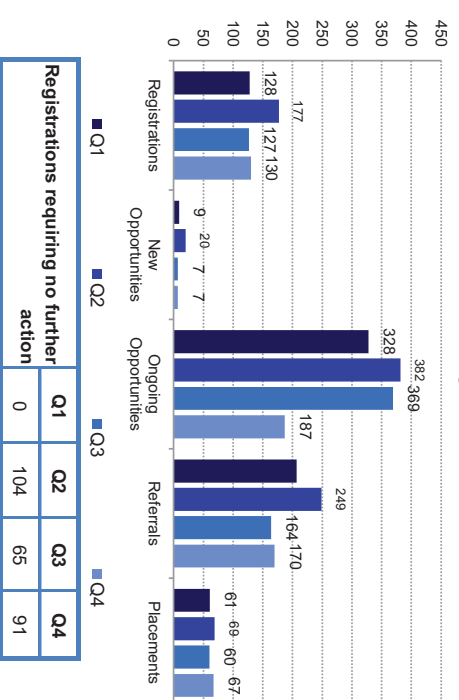
*Proxy population comparator is based on individuals aged 16+ living in a household who assessed that their daily activities were limited a lot or a little by a long term health problem or disability, this includes problems related to old age. Source: 2011 Census

Frontline Survey Responses	Are aware of Service	Have used service in the last 12 months	Very/Fairly Satisfied with Service	Fully/Mostly Met Requirements
86 organisations stated they had used TVSC in the last 12 months	95%	75%	93%	93%
Providing information & guidance on volunteer recruitment (Brokerage)	88%	58%	93%	93%
Helping with volunteer recruitment (Brokerage)	82%	17%	100%	100%
Providing information on the management of volunteers	82%	17%	100%	100%
Providing information on developing a business plan	54%	6%	100%	100%
Helping with developing a business plan	54%	6%	100%	100%
Providing information on financial record keeping	51%	17%	100%	100%
Helping with financial record keeping	51%	14%	100%	100%
Providing information on funding sources	86%	40%	100%	100%
Helping with funding sources	73%	24%	100%	100%
Providing information on funding applications	61%	12%	100%	100%
Helping with funding applications	46%	8%	100%	100%
Providing information on governance	59%	6%	100%	100%
Help with establishing governance structures	59%	6%	100%	100%
Providing information on organisational policies and procedures eg complaints procedure	59%	9%	100%	100%
Helping with establishing organisational policies and procedures eg complaints procedure	45%	8%	100%	100%
Providing information on quality accreditation	45%	8%	100%	100%
Helping with achieving quality accreditation	77%	23%	100%	100%
Back office functions eg CRB checks	77%	23%	100%	100%
Providing advice and support for Trustee development	57%	9%	100%	100%



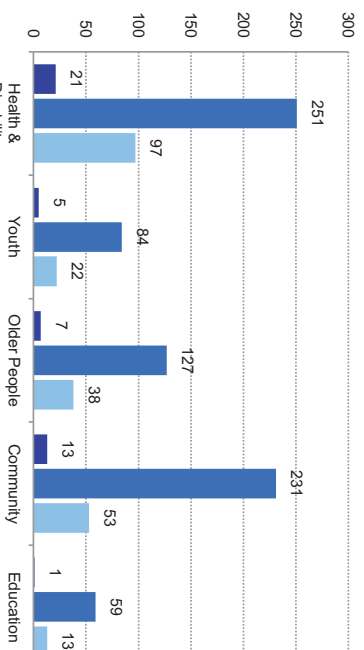
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1. Volunteering Overview

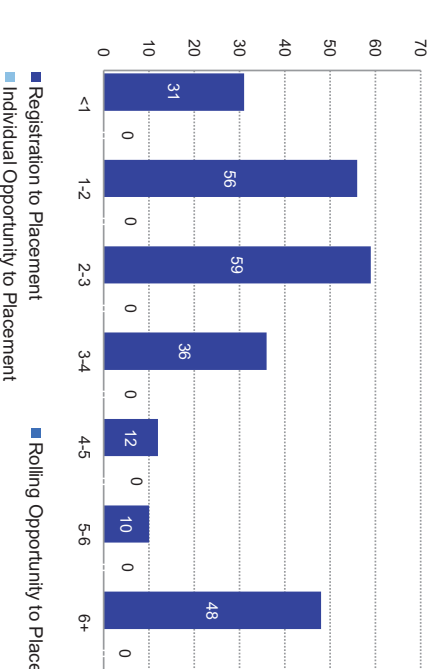


Registrations requiring no further action	Q1	Q2	Q3	Q4
	0	104	65	91

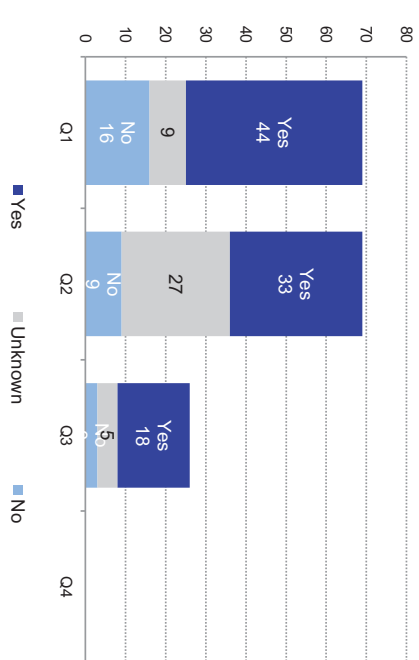
2. Volunteering by Sector



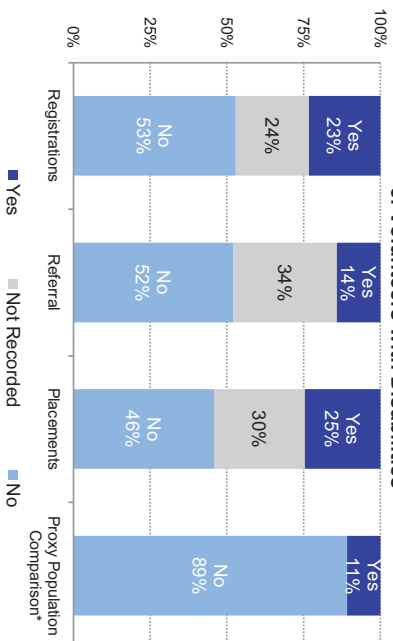
3. Timescale to Placement (Months)



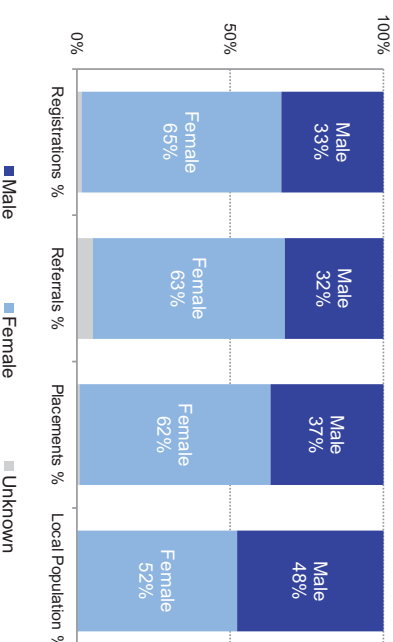
4. Volunteers still in place after 2 months



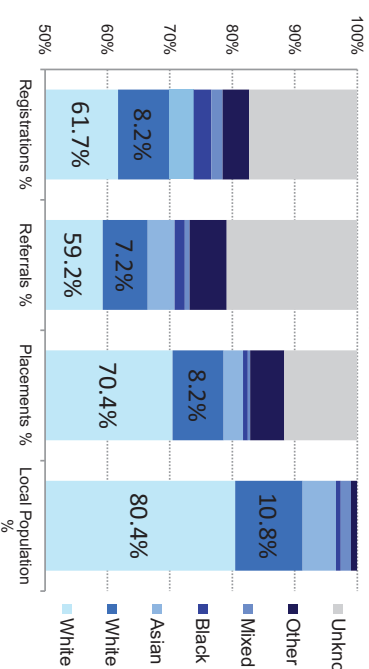
5. Volunteers with Disabilities



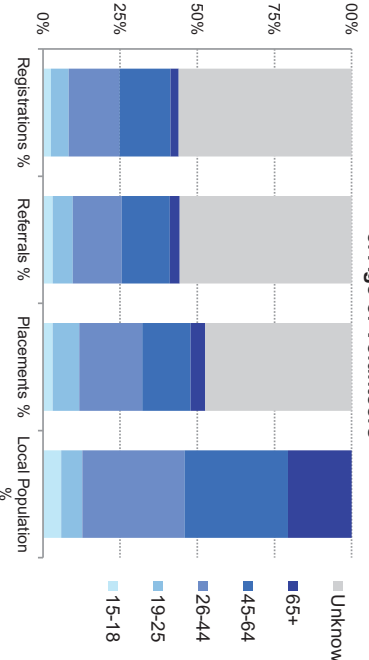
6. Gender of Volunteers



7. Ethnicity of Volunteers



8. Age of Volunteers



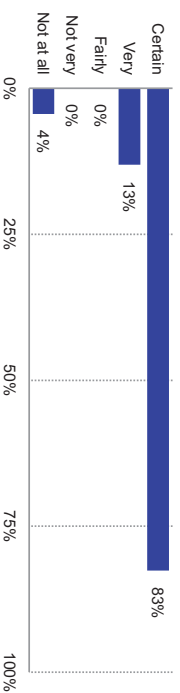
Corporate Volunteering	Q1	Q2	Q3	Q4
Number of events	1	3	2	0
Number of volunteers	6	33	35	0

Volunteering England 2013/14 Accreditation	Q1	Q2	Q3	Q4
POASSO Level	None	1	2	3

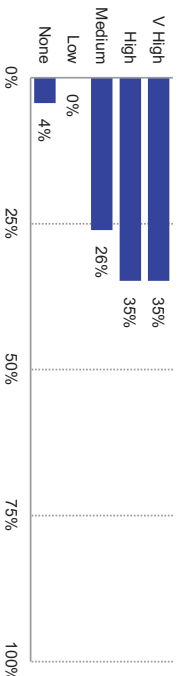
One Off Volunteering	Q1	Q2	Q3	Q4
Number of events	0	0	0	0
Number of volunteers	0	0	0	0

Volunteering hours	Q1	Q2	Q3	Q4
	84914			

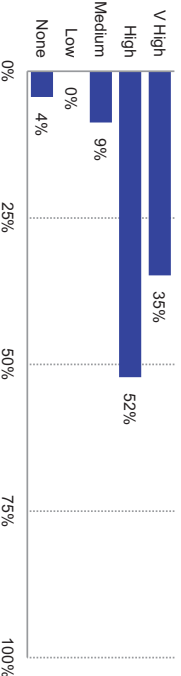
Frontline Survey - Confidence that you will still be in existence next year



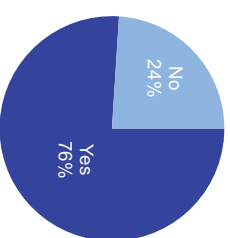
Frontline Survey - Awareness of appropriate funding opportunities



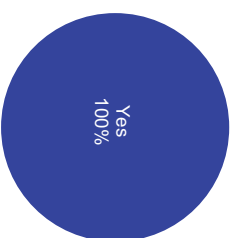
Frontline Survey - Confidence level in making funding applications



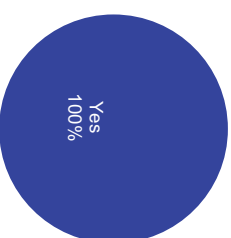
Frontline Survey - Voluntary Organisations who have a Business Plan in Place



Frontline Survey - Voluntary Organisations who have a Governance Framework in Place

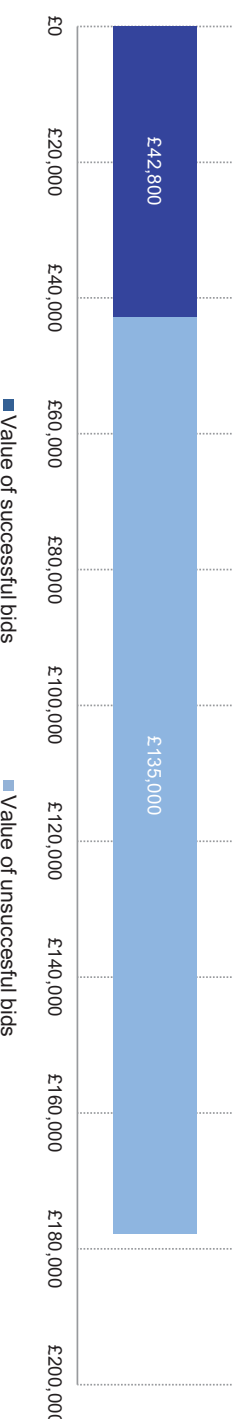


Voluntary Organisations who have a Complaints Procedure in Place



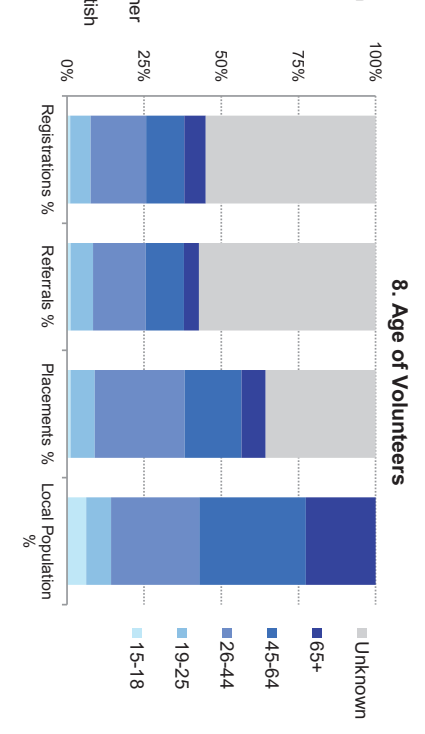
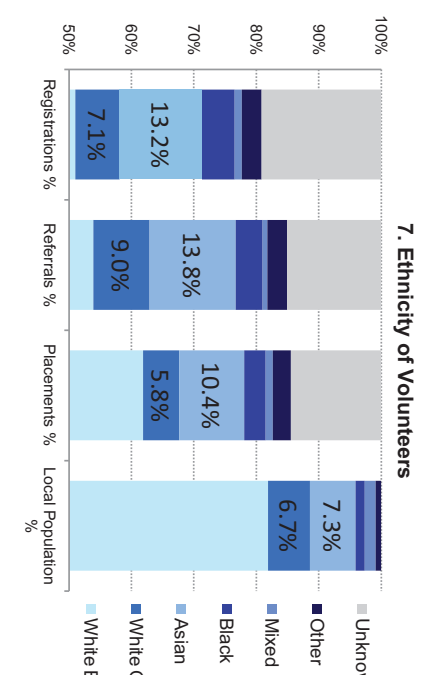
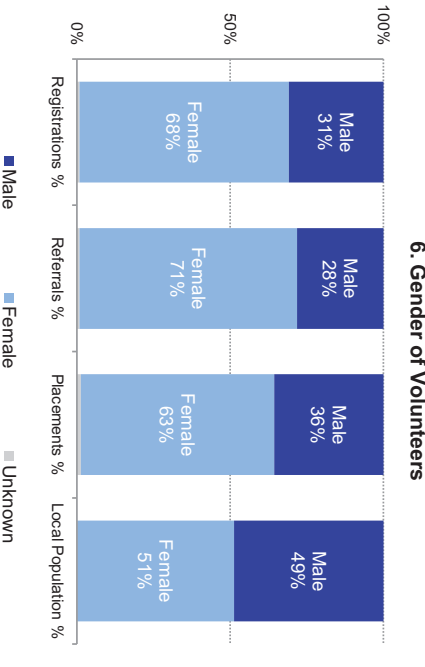
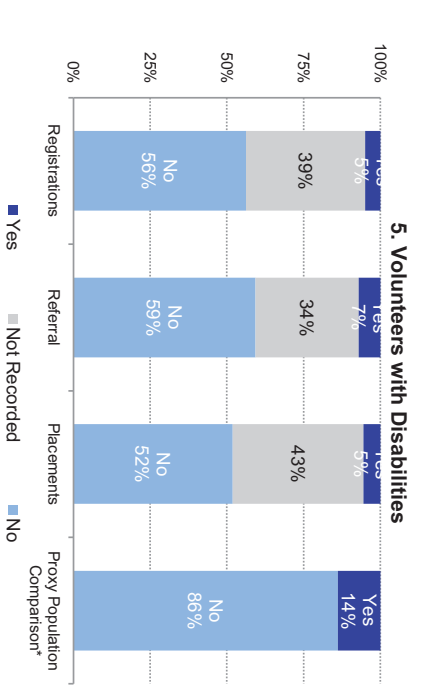
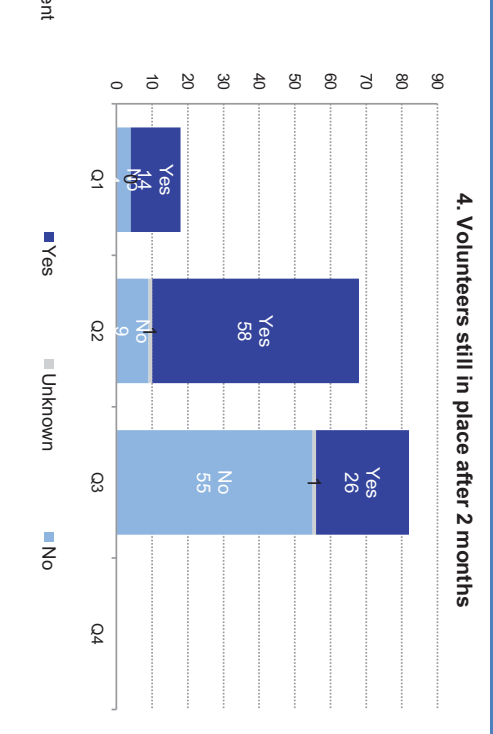
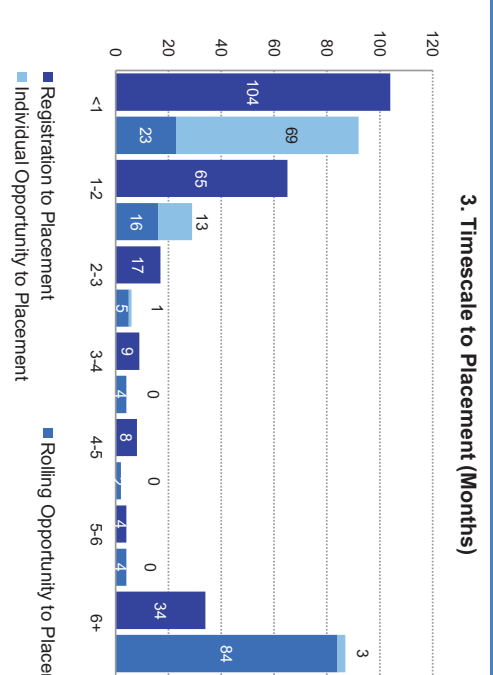
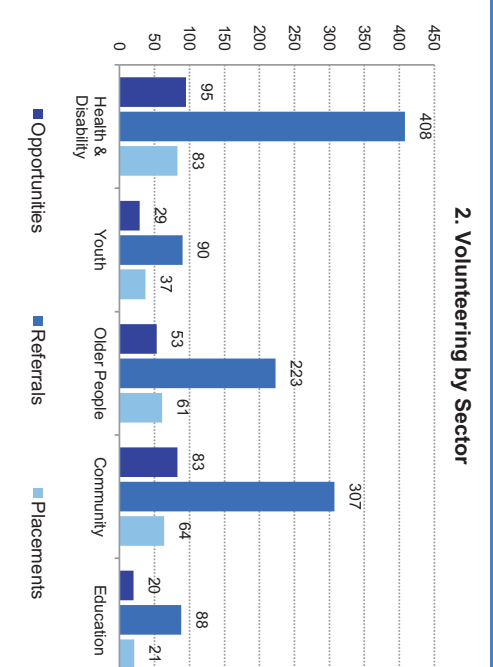
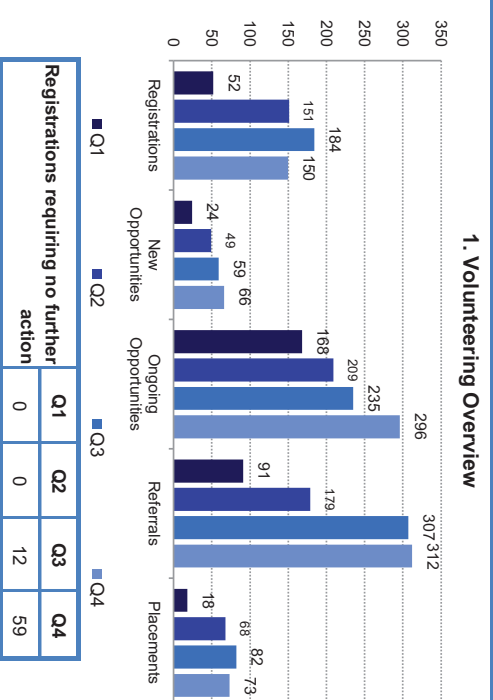
Frontline Survey Responses

37 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 (Brokerage)	94%	71%	92%	85%
Helping with volunteer recruitment (Brokerage)	94%	47%	88%	88%
Providing information on the management of volunteers	83%	20%	100%	100%
Providing information on developing a business plan	47%	13%	100%	100%
Helping with developing a business plan	41%	29%	100%	100%
Providing information on financial record keeping	29%	20%	100%	100%
Helping with financial record keeping	24%	25%	100%	100%
Providing information on funding sources	94%	25%	100%	100%
Helping with funding applications	65%	0%	-	-
Providing information on governance	47%	25%	100%	100%
Help with establishing governance structures	35%	17%	100%	100%
Providing information on organisational policies and procedures eg complaints procedure	53%	0%	-	-
Helping with establishing organisational policies and procedures eg complaints procedure	29%	0%	-	-
Providing information on quality accreditation	24%	0%	-	-
Helping with achieving quality accreditation	18%	0%	-	-
Back office functions eg CRB checks	76%	46%	100%	100%
Providing advice and support for Trustee development	47%	0%	-	-



*Proxy population comparator is based on individuals aged 16+ living in a household who assessed that their daily activities were limited a lot or a little by a long term health problem or disability, this includes problems related to old age. Source: 2011 Census

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Corporate Volunteering

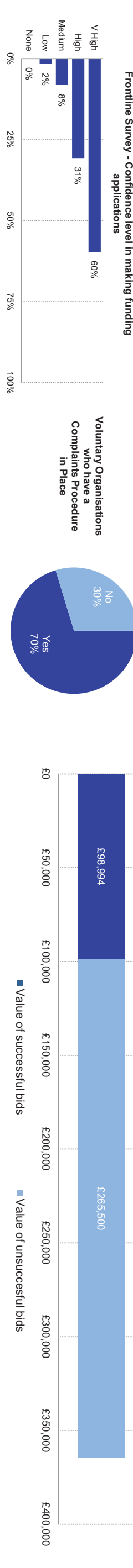
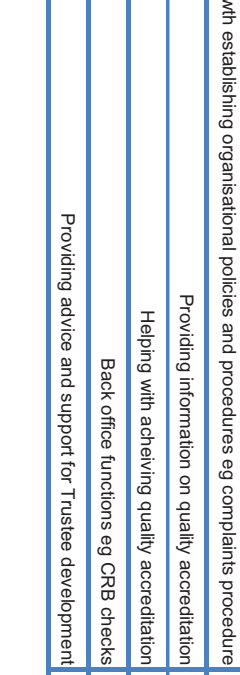
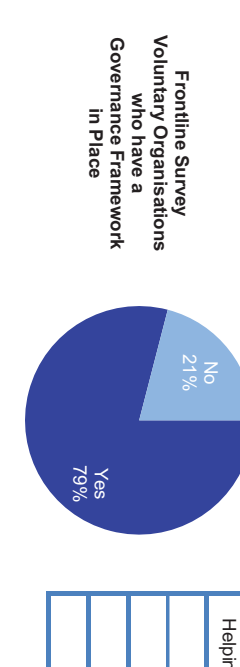
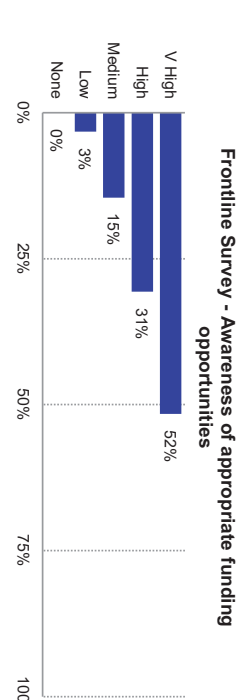
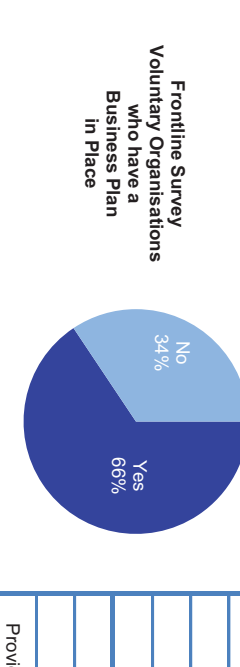
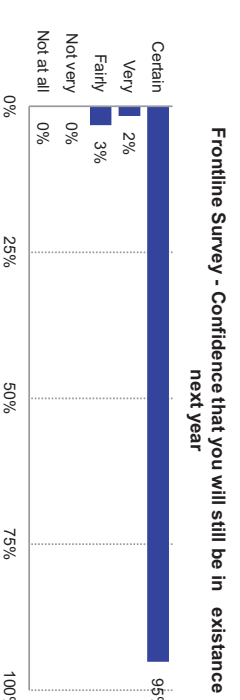
Category	Q1	Q2	Q3	Q4
Number of events	2	0	2	1
Number of volunteers	14	0	20	25

One Off Volunteering

Category	Q1	Q2	Q3	Q4
Number of events	0	0	2	3
Number of volunteers	0	0	13	32

Frontline Survey Responses

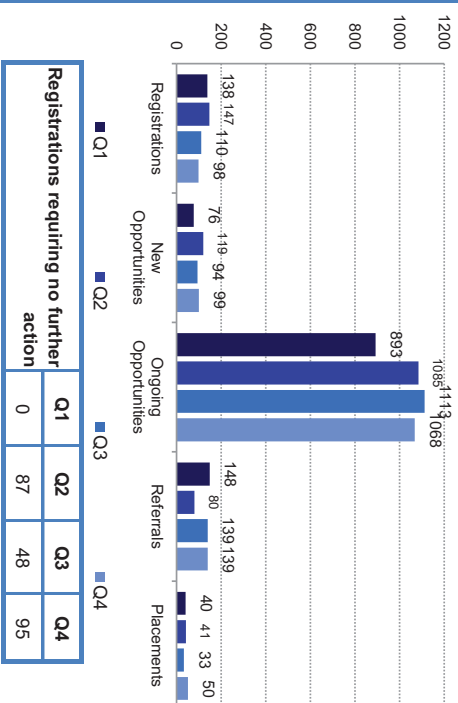
Response	Are aware of Service	Have used service in the last 12 months	Very/Fairly Satisfied with Service	Fully/Mostly Met Requirements
Providing information & guidance on volunteer recruitment (Brokerage)	93%	65%	90%	90%
Helping with volunteer recruitment (Brokerage)	89%	59%	83%	74%
Providing information on the management of volunteers	73%	13%	100%	100%
Providing information on developing a business plan	57%	8%	100%	50%
Helping with developing a business plan	51%	13%	100%	67%
Providing information on financial record keeping	53%	4%	100%	100%
Helping with financial record keeping	47%	5%	100%	100%
Providing information on funding sources	81%	34%	92%	92%
Helping with funding applications	72%	16%	100%	80%
Providing information on governance	63%	11%	100%	100%
Help with establishing governance structures	49%	0%	-	-
Providing information on organisational policies and procedures eg complaints procedure	63%	4%	100%	100%
Helping with establishing organisational policies and procedures eg complaints procedure	60%	4%	100%	100%
Providing information on quality accreditation	51%	0%	-	-
Helping with achieving quality accreditation	47%	0%	-	-
Back office functions eg CRB checks	71%	31%	70%	70%
Providing advice and support for Trustee development	58%	8%	50%	50%



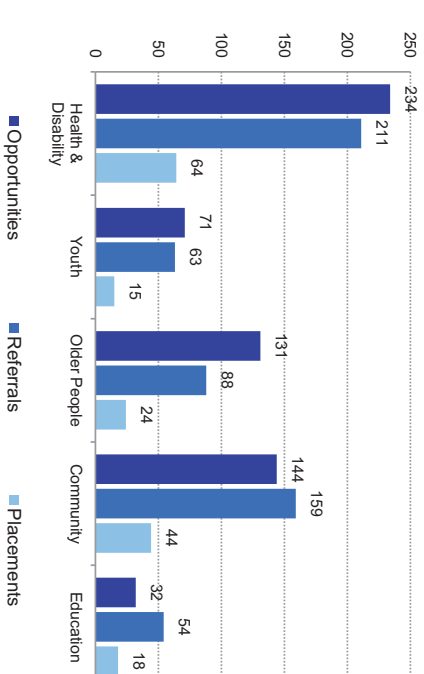
*Proxy population comparator is based on individuals aged 16+ living in a household who assessed that their daily activities were limited a lot or a little by a long term health problem or disability, this includes problems related to old age. Source: 2011 Census

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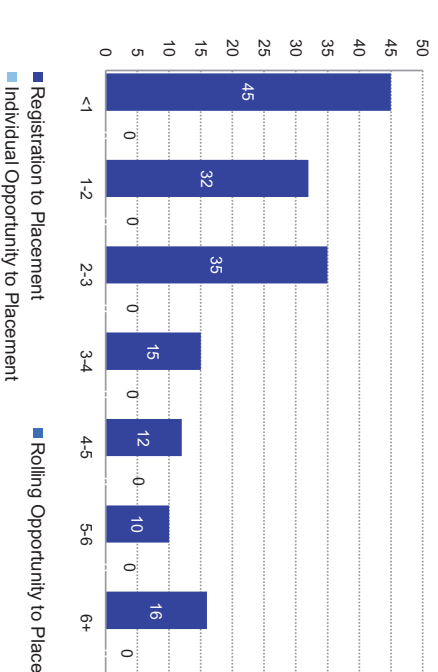
1. Volunteering Overview



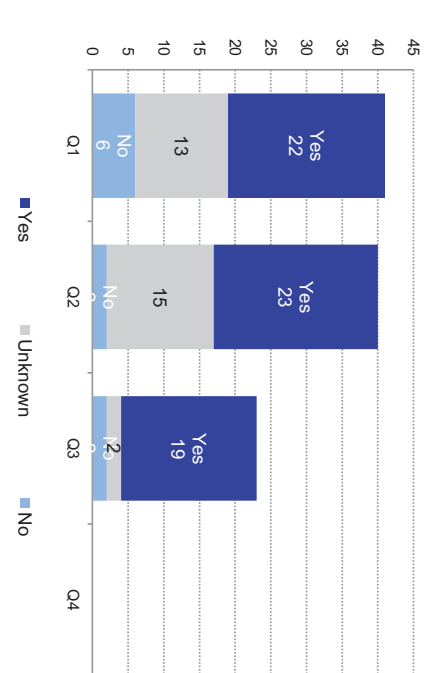
2. Volunteering by Sector



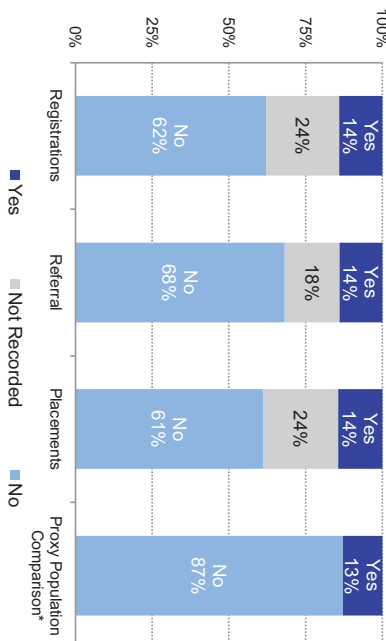
3. Timescale to Placement (Months)



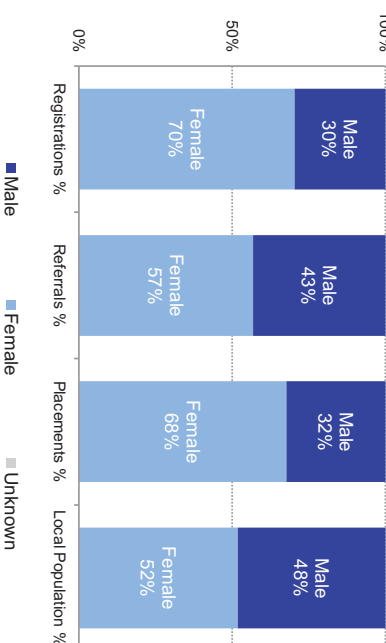
4. Volunteers still in place after 2 months



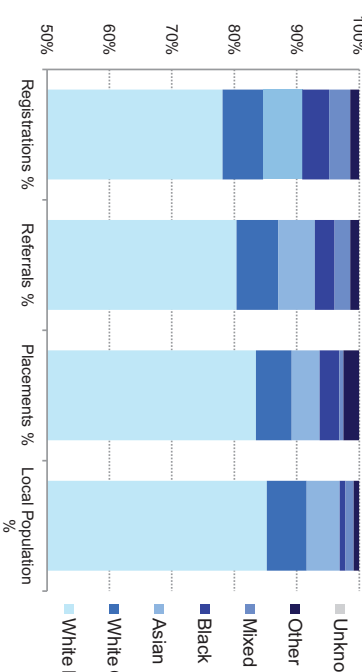
5. Volunteers with Disabilities



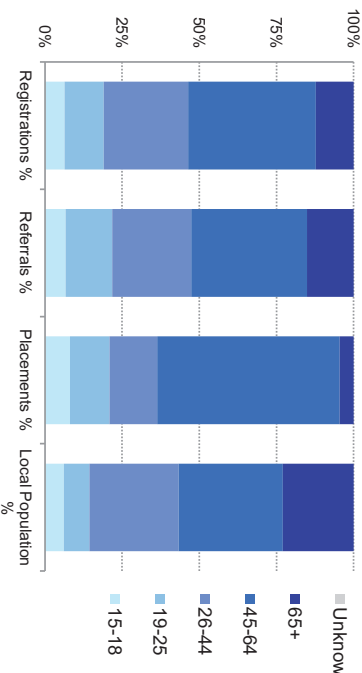
6. Gender of Volunteers



7. Ethnicity of Volunteers



8. Age of Volunteers

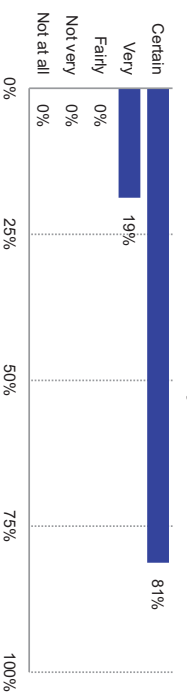


Corporate Volunteering	Q1	Q2	Q3	Q4
Number of events	0	0	0	0
Number of volunteers	0	0	0	0

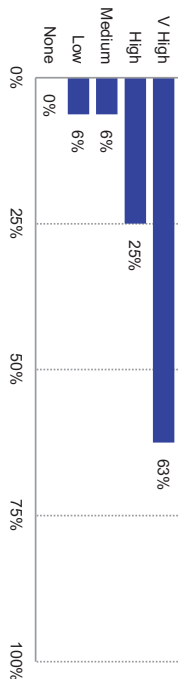
One Off Volunteering	Q1	Q2	Q3	Q4
Number of events	0	1	1	0
Number of volunteers	0	1	1	0

Volunteering England 2013/14 Accreditation	None	1	2	3
POASSO Level	None	1	2	3

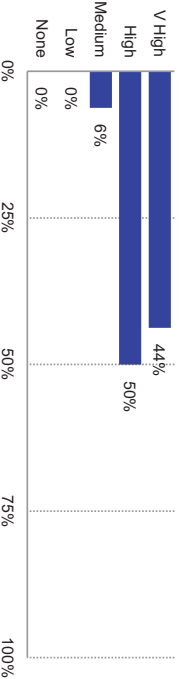
Frontline Survey - Confidence that you will still be in existence next year



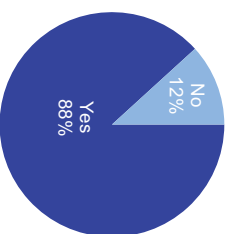
Frontline Survey - Awareness of appropriate funding opportunities



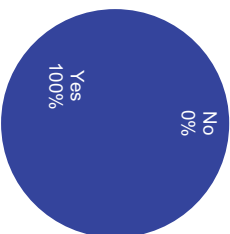
Frontline Survey - Confidence level in making funding applications



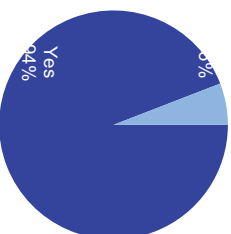
Frontline Survey - Voluntary Organisations who have a Business Plan in Place



Frontline Survey - Voluntary Organisations who have a Governance Framework in Place

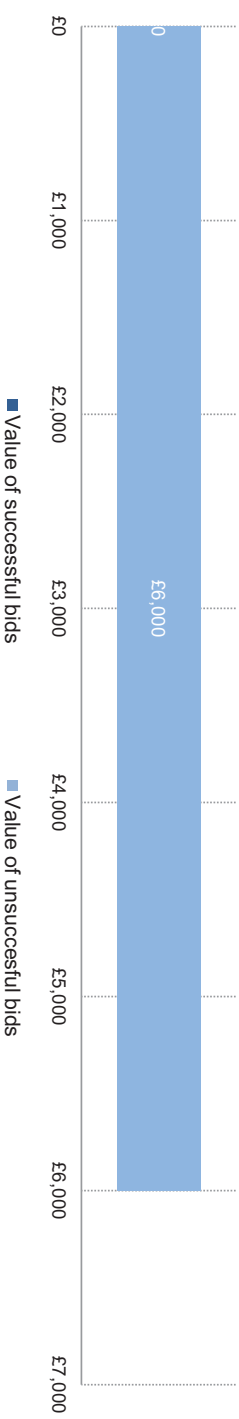


Voluntary Organisations who have a Complaints Procedure in Place



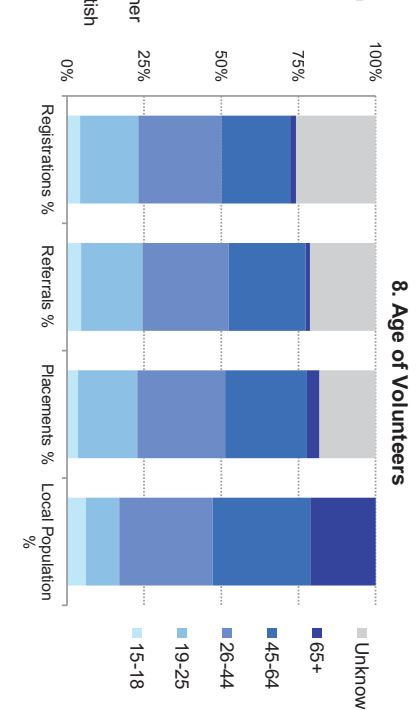
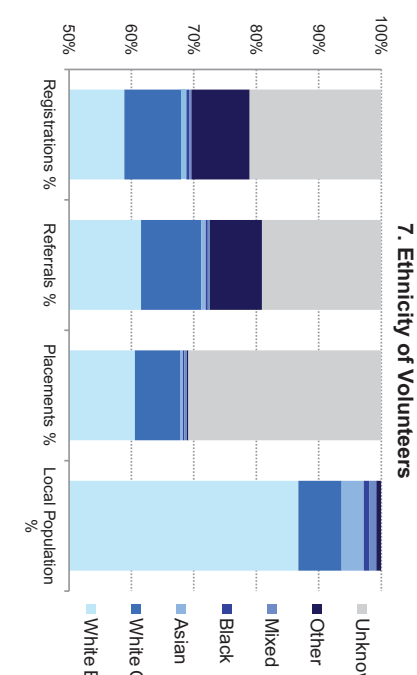
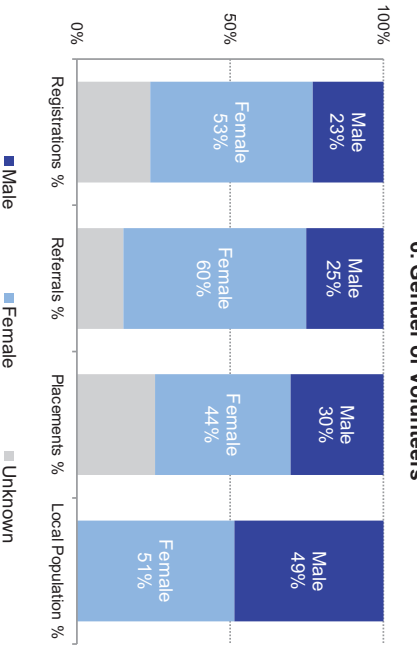
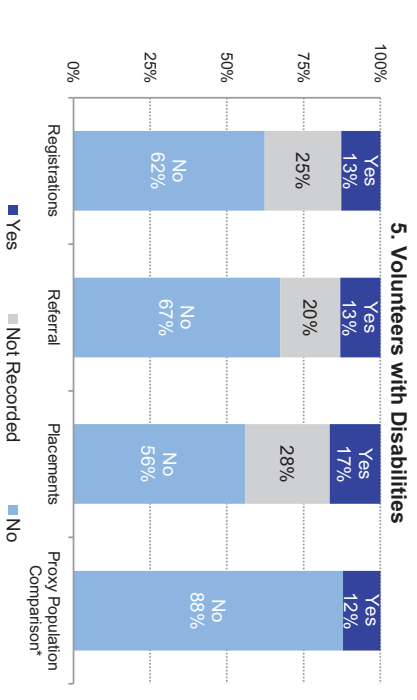
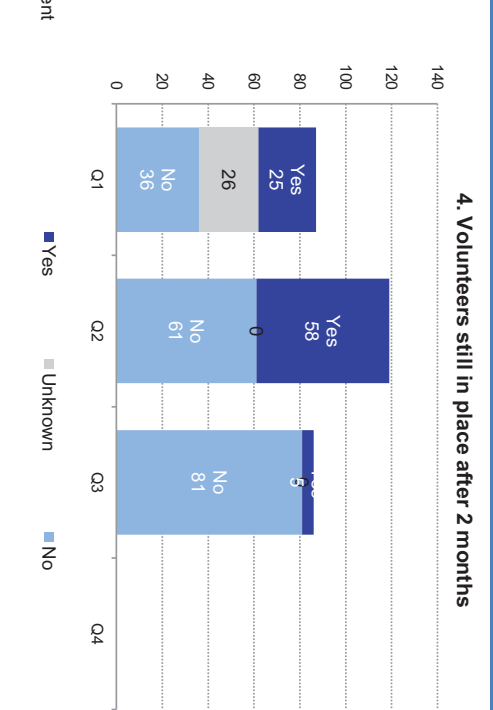
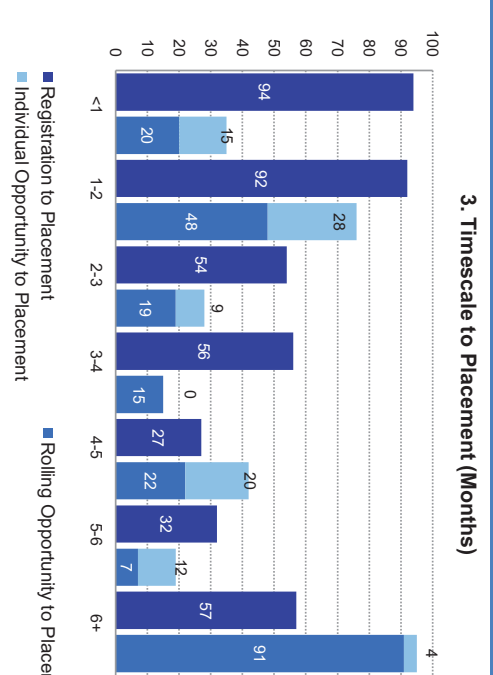
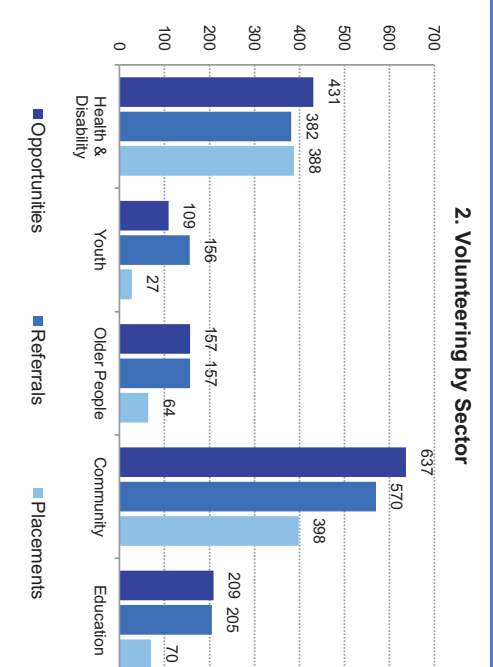
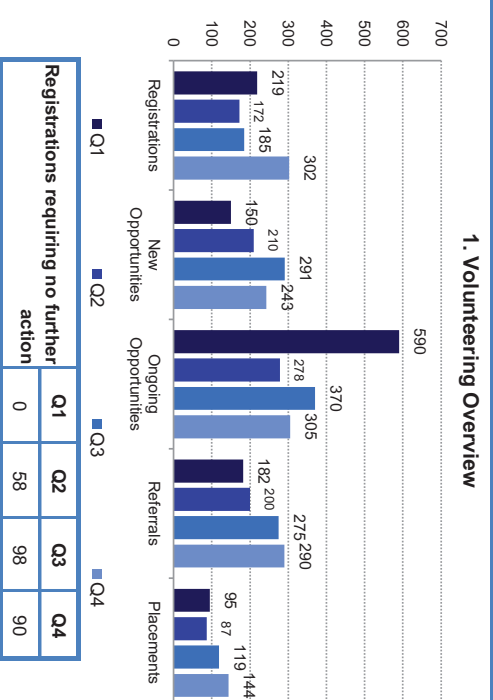
Frontline Survey Responses

Response	Are aware of Service	Have used service in the last 12 months	Very/Fairly Satisfied with Service	Fully/Mostly Met Requirements
21 organisations stated they had used VAMS in the last 12 months	100%	94%	88%	88%
Providing information & guidance on volunteer recruitment (Brokerage)	94%	94%	79%	79%
Helping with volunteer recruitment (Brokerage)	81%	15%	50%	100%
Providing information on the management of volunteers	56%	11%	100%	100%
Providing information on developing a business plan	69%	0%	-	-
Helping with developing a business plan	44%	0%	-	-
Providing information on financial record keeping	50%	0%	-	-
Helping with financial recording keeping	69%	27%	67%	100%
Providing information on funding sources	75%	8%	100%	100%
Helping with funding applications	44%	11%	100%	100%
Providing information on governance	44%	0%	-	-
Help with establishing governance structures	69%	18%	50%	50%
Providing information on organisational policies and procedures eg complaints procedure	69%	18%	50%	50%
Helping with establishing organisational policies and procedures eg complaints procedure	44%	14%	0%	100%
Providing information on quality accreditation	50%	13%	0%	100%
Helping with achieving quality accreditation	69%	45%	80%	60%
Back office functions eg CRB checks	50%	25%	0%	50%
Providing advice and support for Trustee development	50%	25%	0%	50%



*Proxy population comparator is based on individuals aged 16+ living in a household who assessed that their daily activities were limited a lot or a little by a long term health problem or disability, this includes problems related to old age. Source: 2011 Census

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Corporate Volunteering

Category	Q1	Q2	Q3	Q4
Number of events	1	8	0	0
Number of volunteers	78	78	0	0

Volunteering England 2013/14 Accreditation:

POASSO Level:

None	1	2	3
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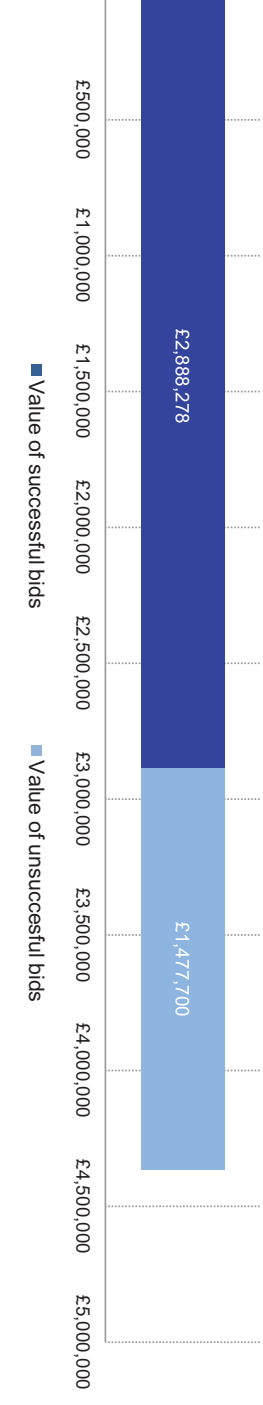
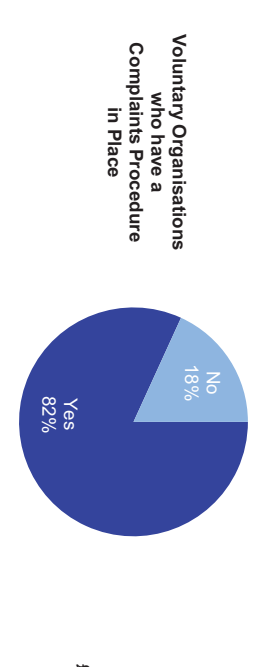
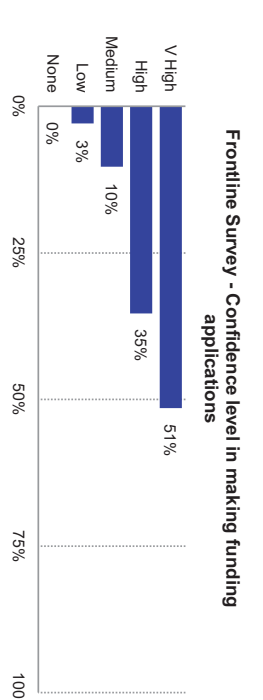
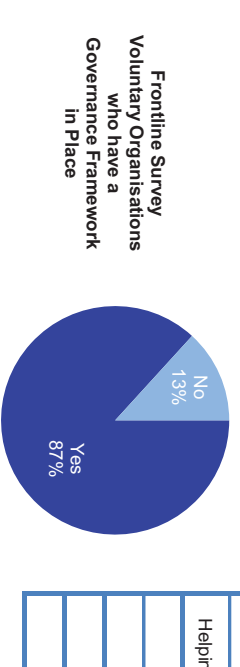
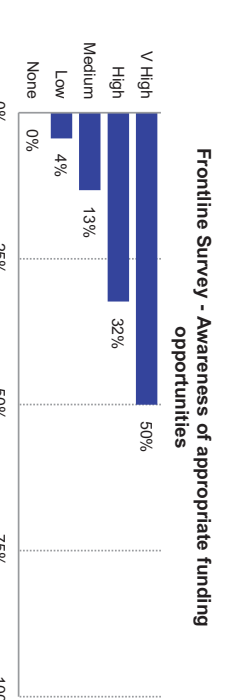
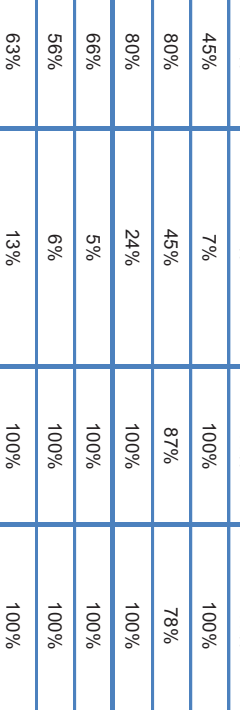
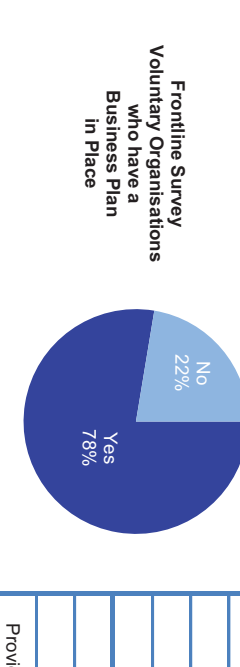
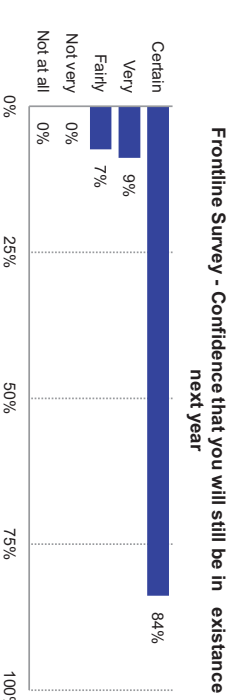
One Off Volunteering

Category	Q1	Q2	Q3	Q4
Number of events	7	1	0	0
Number of volunteers	91	7	7	0

Volunteering hours: 197082

Frontline Survey Responses

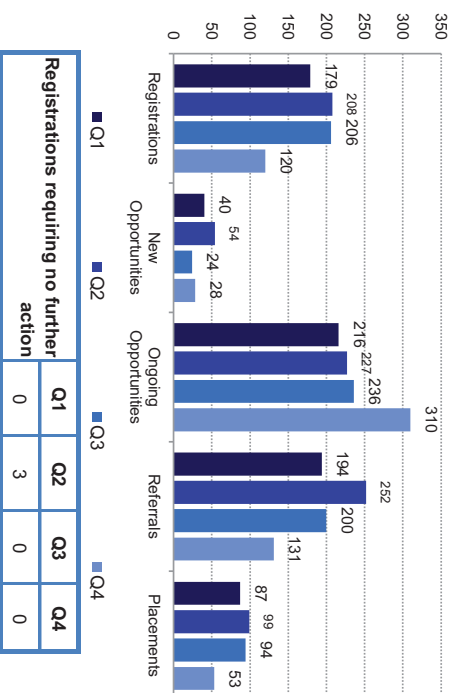
Response	Are aware of Service	Have used service in the last 12 months	Very/Fairly Satisfied with Service	Fully/Mostly Met Requirements
Providing information & guidance on volunteer recruitment (Brokerage)	97%	78%	83%	81%
Helping with volunteer recruitment (Brokerage)	88%	72%	88%	83%
Providing information on the management of volunteers	83%	30%	94%	100%
Providing information on developing a business plan	51%	9%	100%	100%
Helping with developing a business plan	48%	3%	100%	100%
Providing information on financial record keeping	47%	7%	100%	100%
Helping with financial record keeping	45%	7%	100%	100%
Providing information on funding sources	80%	45%	87%	78%
Helping with funding applications	80%	24%	100%	100%
Providing information on governance	66%	5%	100%	100%
Help with establishing governance structures	56%	6%	100%	100%
Helping with establishing governance structures	63%	13%	100%	100%
Providing information on organisational policies and procedures eg complaints procedure	56%	11%	100%	100%
Helping with establishing organisational policies and procedures eg complaints procedure	38%	4%	100%	100%
Providing information on quality accreditation	39%	8%	100%	100%
Helping with achieving quality accreditation	53%	35%	100%	100%
Back office functions eg CRB checks	56%	22%	100%	100%
Providing advice and support for Trustee development	56%	22%	100%	100%



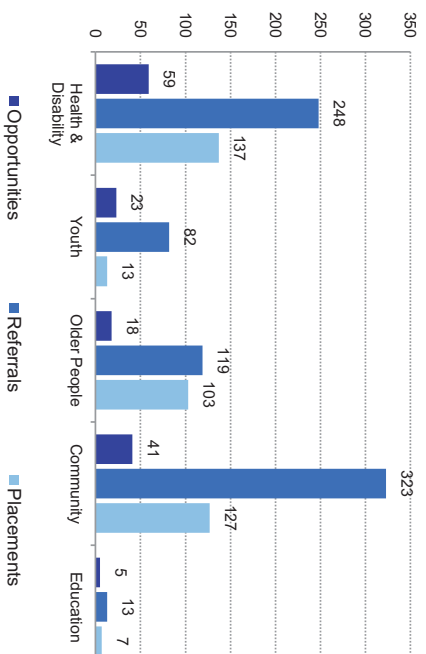
*Proxy population comparator is based on individuals aged 16+ living in a household who assessed that their daily activities were limited a lot or a little by a long term health problem or disability, this includes problems related to old age. Source: 2011 Census

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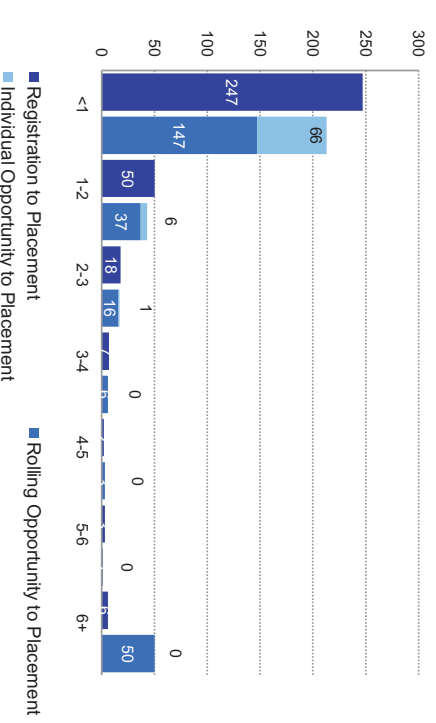
1. Volunteering Overview



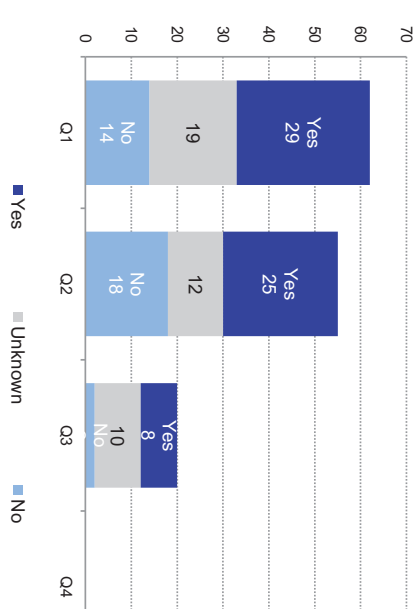
2. Volunteering by Sector



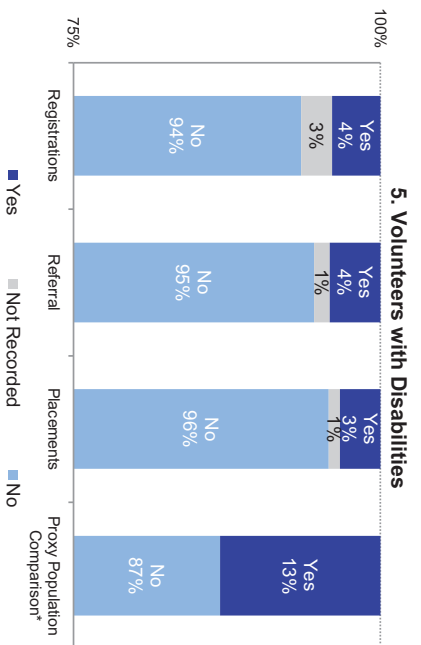
3. Timescale to Placement (Months)



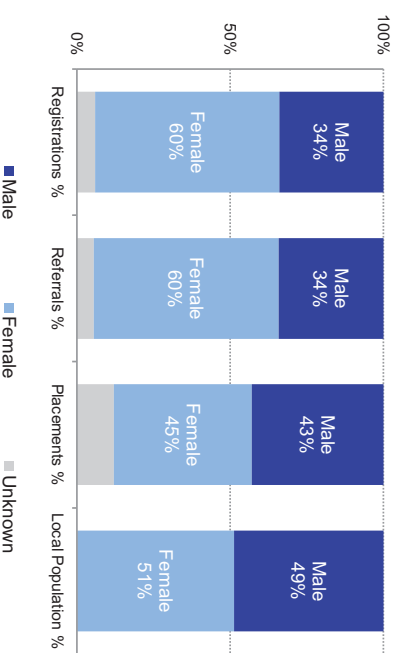
4. Volunteers still in place after 2 months



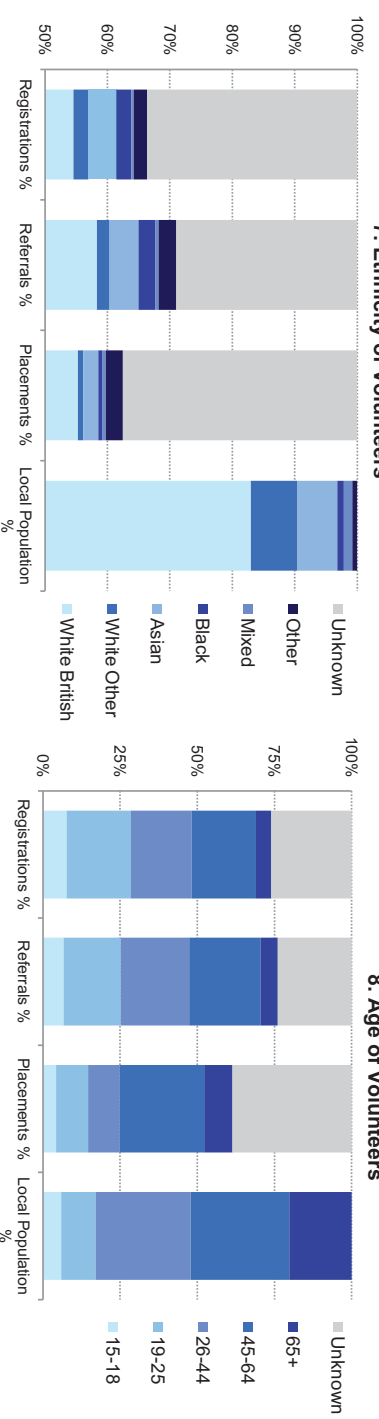
5. Volunteers with Disabilities



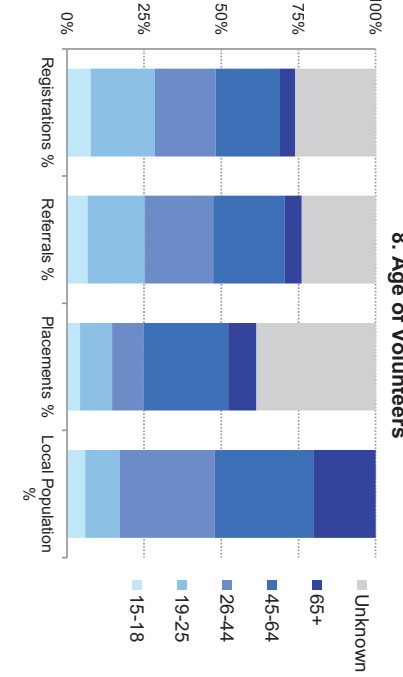
6. Gender of Volunteers



7. Ethnicity of Volunteers



8. Age of Volunteers



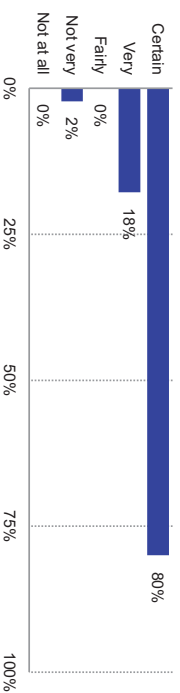
Corporate Volunteering	Q1	Q2	Q3	Q4
Number of events	12	10	9	1
Number of volunteers	133	54	356	100

Volunteering England 2013/14 Accreditation	1	2	3
POASSO Level	None	1	2

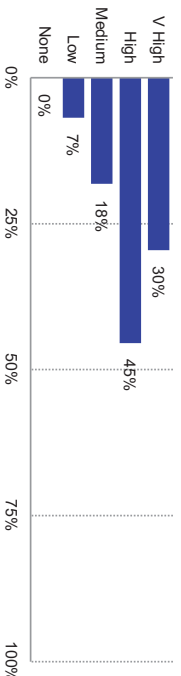
One Off Volunteering	Q1	Q2	Q3	Q4
Number of events	0	1	4	0
Number of volunteers	0	41	0	0

Volunteering hours	52803
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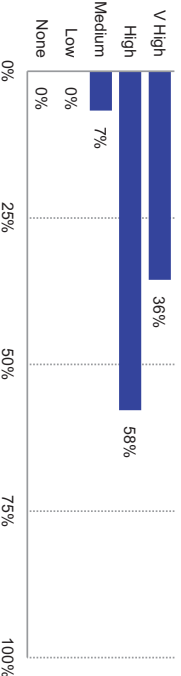
Frontline Survey - Confidence that you will still be in existence next year



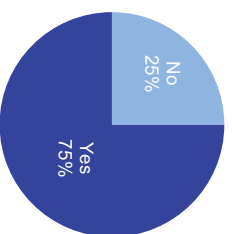
Frontline Survey - Awareness of appropriate funding opportunities



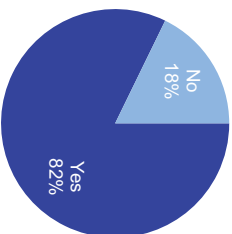
Frontline Survey - Confidence level in making funding applications



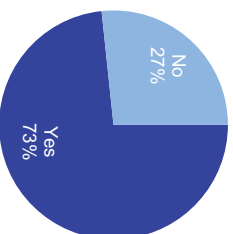
Frontline Survey who have a Business Plan in Place



Frontline Survey who have a Governance Framework in Place

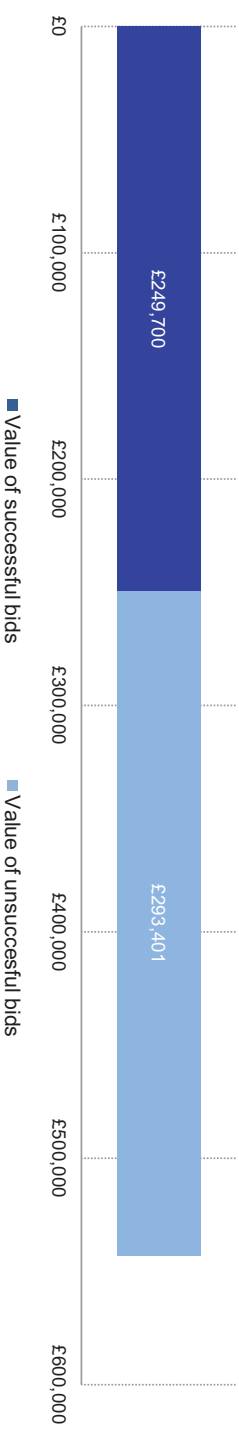


Voluntary Organisations who have a Complaints Procedure in Place



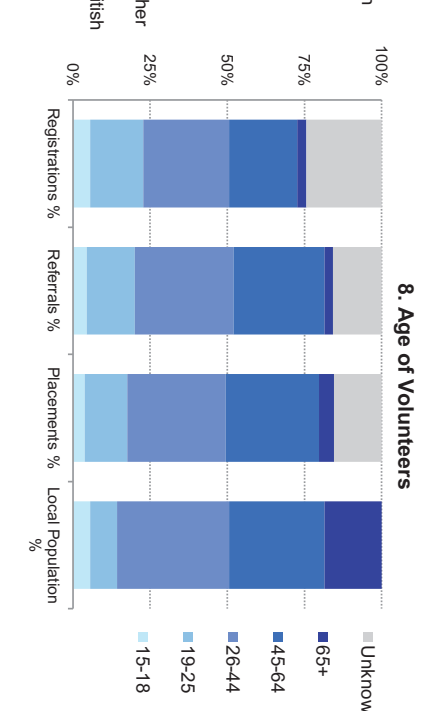
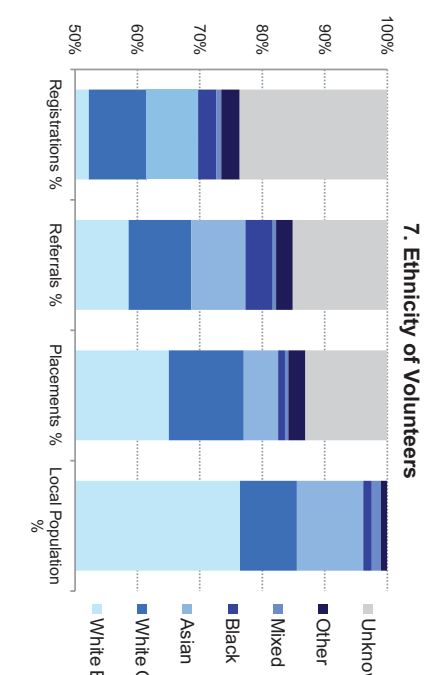
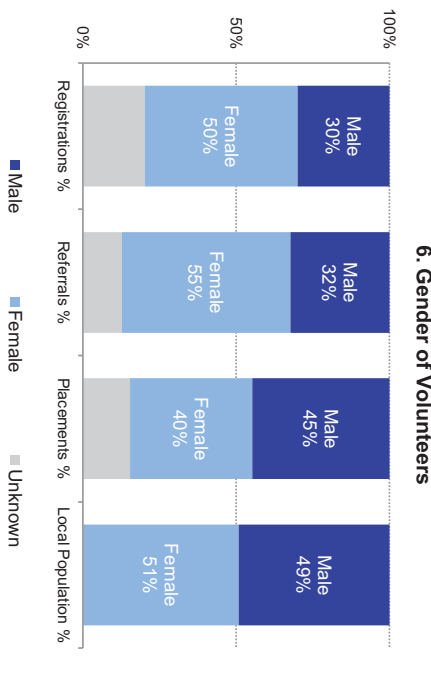
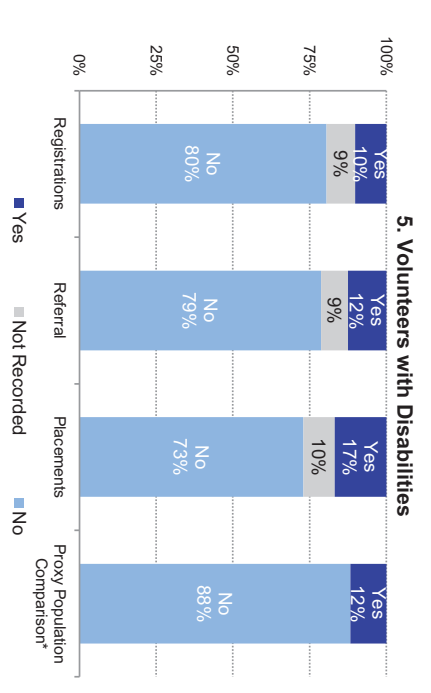
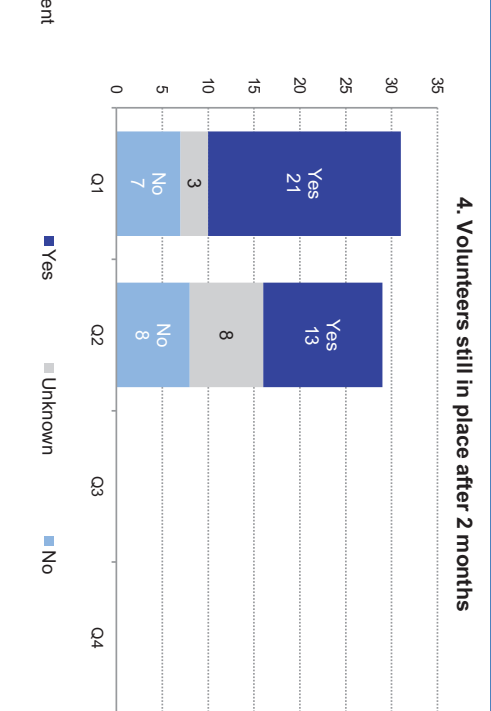
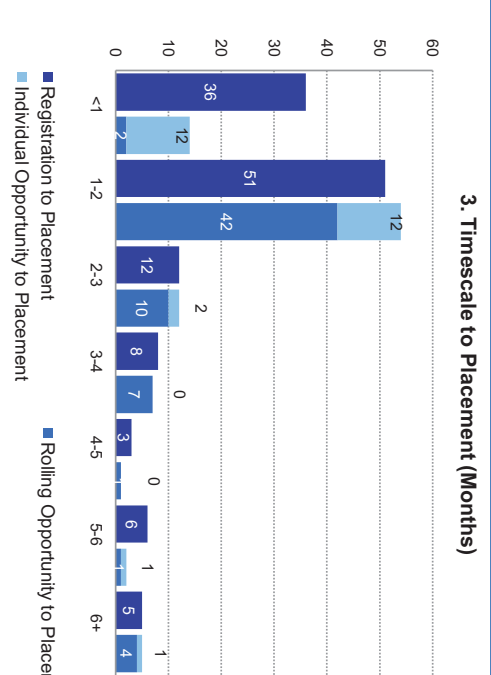
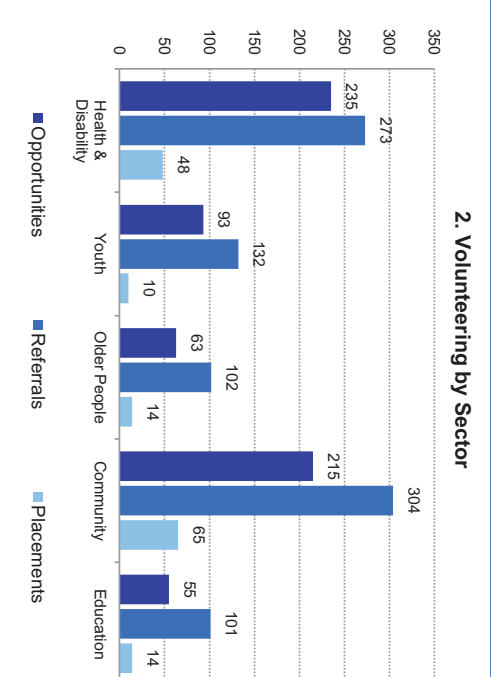
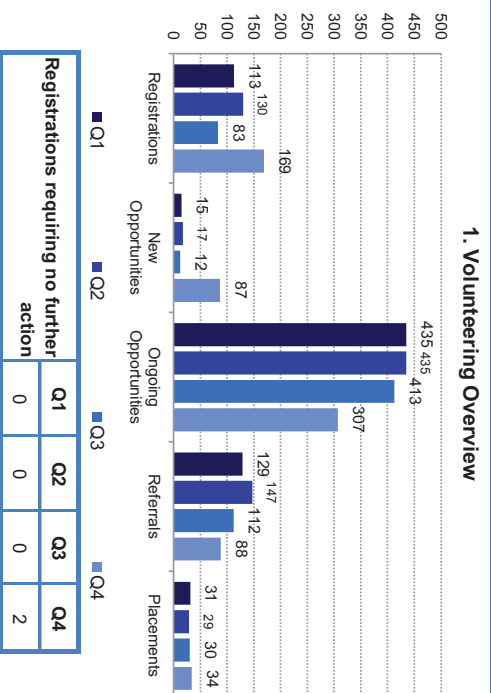
Frontline Survey Responses

Response	Are aware of Service	Have used service in the last 12 months	Very/Fairly Satisfied with Service	Fully/Mostly Met Requirements
65 organisations stated they had used VSNS in the last 12 months				
Providing information & guidance on volunteer recruitment	96%	69%	91%	88%
Helping with volunteer recruitment (Brokerage)	96%	63%	83%	79%
Providing information on the management of volunteers	76%	27%	100%	100%
Providing information on developing a business plan	60%	11%	100%	67%
Helping with developing a business plan	57%	15%	75%	75%
Providing information on financial record keeping	49%	13%	100%	100%
Helping with financial recording keeping	48%	0%	-	-
Providing information on funding sources	96%	61%	93%	89%
Helping with funding applications	83%	21%	88%	88%
Providing information on governance	74%	21%	86%	86%
Help with establishing governance structures	52%	8%	100%	100%
Helping with establishing governance procedures	59%	15%	100%	100%
Providing information on organisational policies and procedures eg complaints procedure	60%	20%	100%	100%
Helping with establishing organisational policies and procedures eg complaints procedure	60%	20%	100%	100%
Providing information on quality accreditation	33%	7%	100%	100%
Helping with achieving quality accreditation	31%	15%	100%	100%
Back office functions eg CRB checks	79%	52%	100%	100%
Providing advice and support for Trustee development	57%	21%	100%	100%



*Proxy population comparator is based on individuals aged 16+ living in a household who assessed that their daily activities were limited a lot or a little by a long term health problem or disability, this includes problems related to old age. Source: 2011 Census

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Corporate Volunteering

	Q1	Q2	Q3	Q4
Number of events	6	1	0	1
Number of volunteers	50	14	0	6

Volunteering England 2013/14 Accreditation:

POASSO Level: None 1 2 3

One Off Volunteering

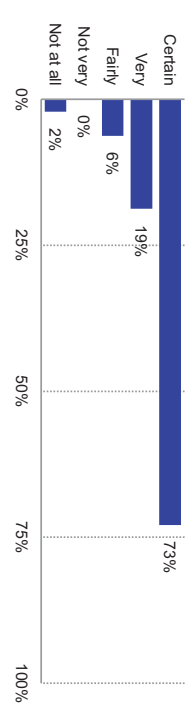
	Q1	Q2	Q3	Q4
Number of events	0	0	0	0
Number of volunteers	0	0	0	0

Volunteering hours: **33540**

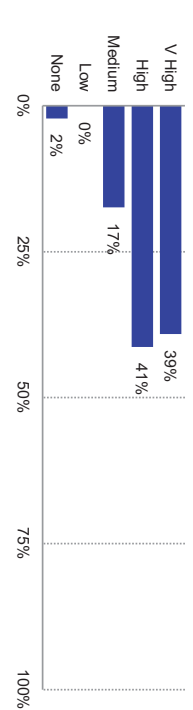
Frontline Survey Responses

Response	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 (Brokerage)	92%	76%	85%	91%
Helping with volunteer recruitment (Brokerage)	82%	60%	83%	87%
Providing information on the management of volunteers	72%	18%	100%	100%
Providing information on developing a business plan	55%	8%	100%	100%
Helping with developing a business plan	55%	4%	100%	100%
Providing information on financial record keeping	54%	8%	100%	100%
Helping with financial record keeping	44%	5%	100%	100%
Providing information on funding sources	96%	53%	91%	91%
Helping with funding applications	84%	26%	90%	90%
Providing information on governance	64%	34%	80%	90%
Help with establishing governance structures	51%	13%	100%	100%
Helping with establishing governance structures	62%	18%	100%	100%
Providing information on organisational policies and procedures eg complaints procedure	60%	15%	100%	100%
Helping with establishing organisational policies and procedures eg complaints procedure	53%	4%	100%	100%
Providing information on quality accreditation	44%	5%	100%	100%
Helping with achieving quality accreditation	82%	58%	100%	100%
Back office functions eg CRB checks	64%	21%	100%	100%
Providing advice and support for Trustee development	64%	21%	100%	100%

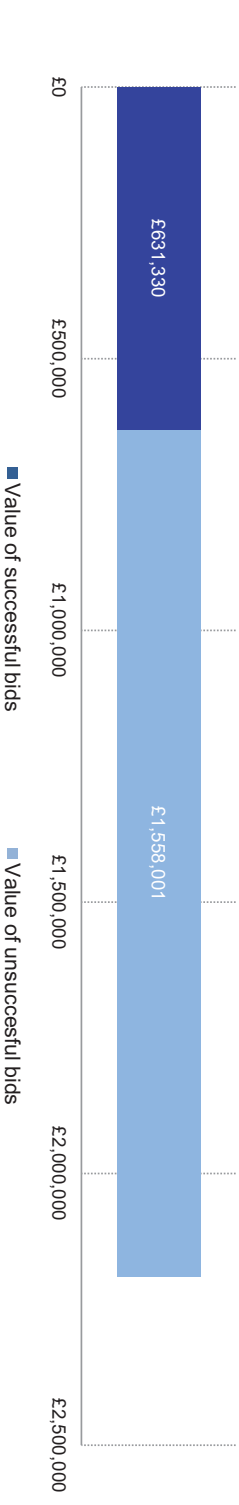
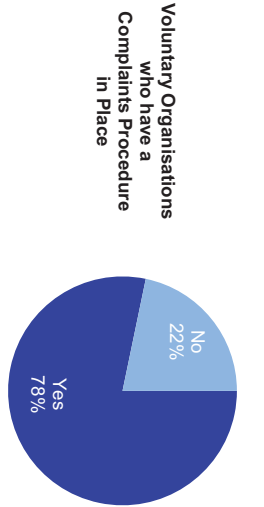
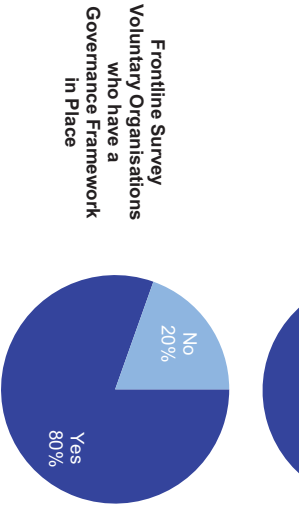
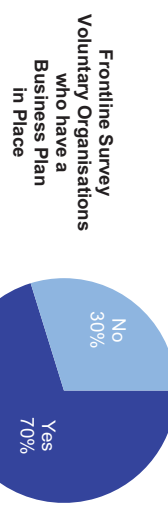
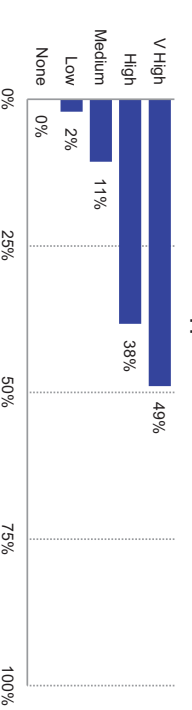
Frontline Survey - Confidence that you will still be in existence next year



Frontline Survey - Awareness of appropriate funding opportunities



Frontline Survey - Confidence level in making funding applications



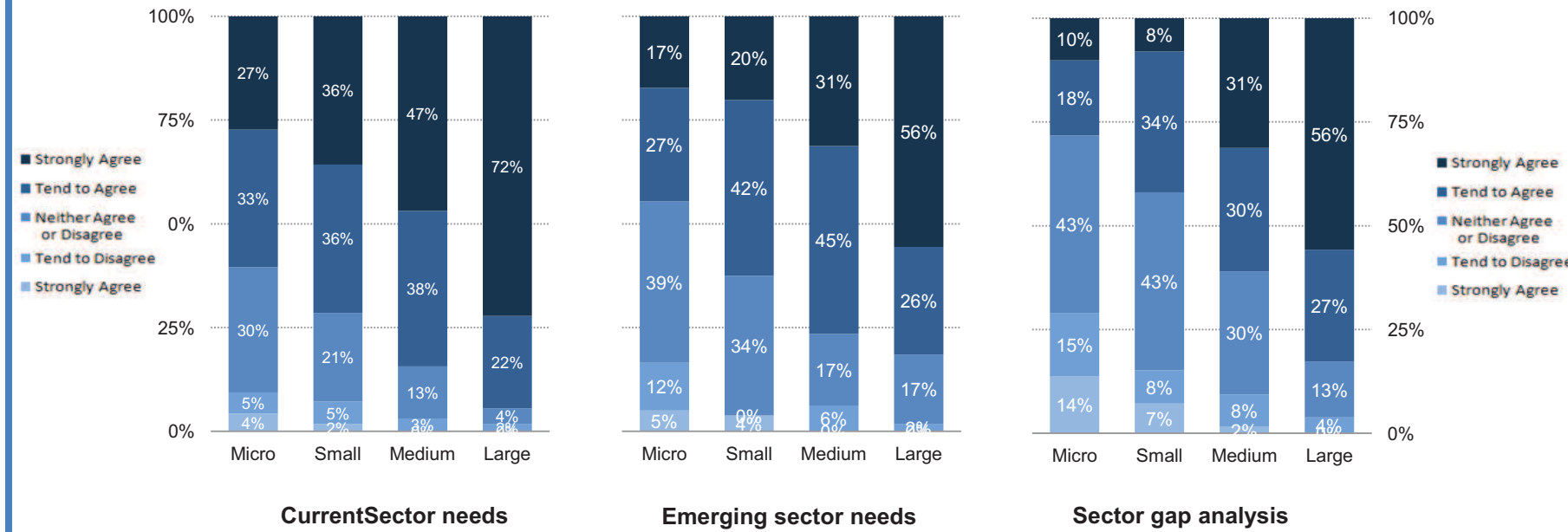
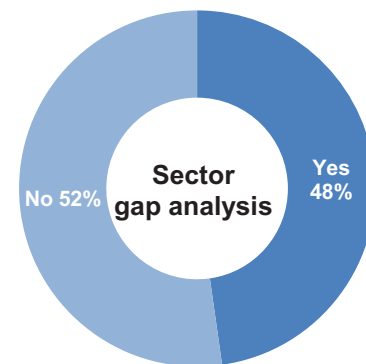
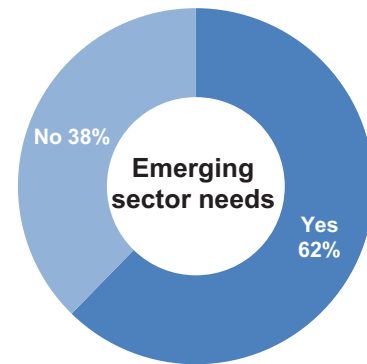
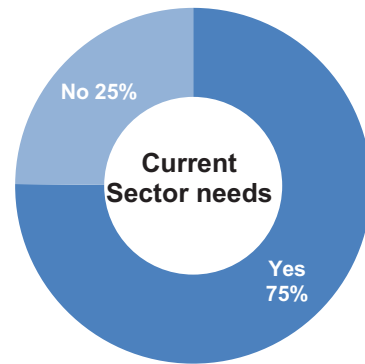
*Proxy population comparator is based on individuals aged 16+ living in a household who assessed that their daily activities were limited a lot or a little by a long term health problem or disability, this includes problems related to old age. Source: 2011 Census

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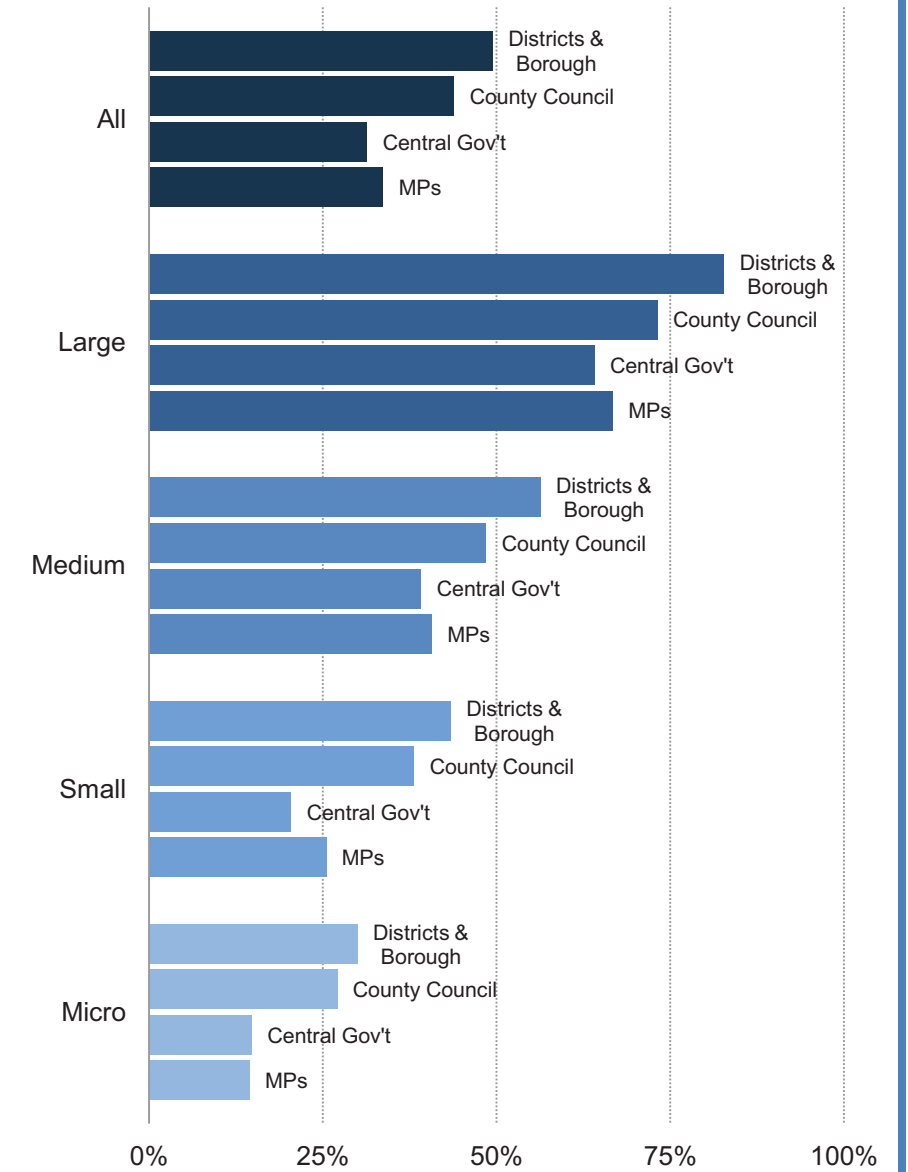
2014-15 Voluntary Community & Faith Sector Outcomes 4 & 5 Scorecard

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

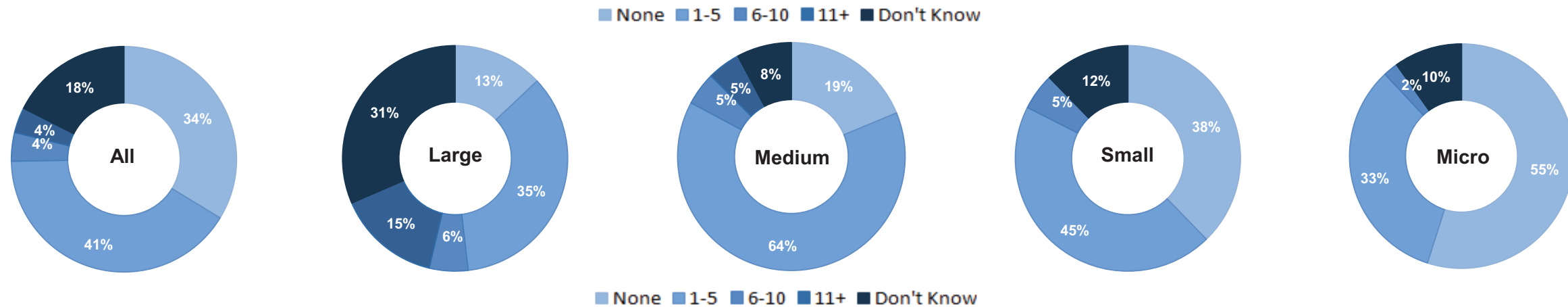
How confident are you that your organisation has an evidence based understanding of the following factors?



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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Statutory sector and VCFS are better informed about the needs of the VCFS and needs in Surrey communities

1	Need for greater awareness for VCFS about the sector	Co-chair Surrey Charities Chief Executives Group, bringing in Adult Social Care, Family Friends and Communities and other SCC bodies to discuss VCFS issues. Ran programme of events for VCFS and Statutory audiences including change management, funding fair, accessing ESF funding, quality, social investment and measuring social impact. Commissioned some "big-four" consultant to advise VCFS on partnerships and collaboration. Monthly newsletter highlighting key issues and opportunities distributed to 1500 organisations, plus social media feeds and specialist publications (eg village halls advice). Advised LEADER group on rural community issues and VCFS involvement. Chaired the Surrey Countryside and Rural Enterprise Forum's (SCREF's) group developing a new rural strategy for Surrey. Advised SCC and CCGs on VCFS capacity to support Child and Adolescent Mental Health Service (CAMHS) provision in new contract, represent the VCFS on the reference group and brokerage on behalf of 56 potential VCFS sub-contractors. Supported SCC in developing timebanking and Corporate Social Responsibility initiatives. Represent the VCFS on the Family, Friends and Communities Programme Board. Represent the VCFS on the Gypsy and Traveller Forum. Member of the Surrey Equalities Group. Extensive work with Local Enterprise Partnerships to represent the interests of Surrey's rural communities, the VCFS and Social Enterprises, being main point of contact between Enterprise M3 and the VCFS. Provided advice and support on VCFS engagement to the Health and Wellbeing Board and North East Hampshire and Farnham CCG. Brokered meetings between key VCFS organisations and Surrey Choices to address VCFS concerns. Advised SCC on new processes and paperwork for VCFS grants. Supporting Parish Councils on development and housing matters via Rural Housing Enabler post and relationship with Surrey Association of Local Councils.	VCFS are better informed of the needs and gaps in services.
2	Need for greater awareness about the VCFS for statutory sector	Statutory sector are aware of needs and gaps, steps identified to fill gaps.	

Local VCFS organisations adapt services and structures to meet identified needs

1	Information is used to encourage and develop new services.	Delivered 3 information events to support VCFS organisations keen to access ESF/Big Lottery funding. Ran workshop to inform Enterprise M3 how to engage with Social Enterprise. Provided brokerage service for CAMHS contract. Ran pilot energy saving information service for Surrey. Advised Seetec on how to engage VCFS partners in Work Programme. Ran two funding fair events for VCFS. Distributed £225k of funding to VCFS in Surrey through ESF Community Grants, plus levered in £3m via Community Buildings Grant Scheme. Surprised IGas and BDO to distributed £40k of grants and donations to Surrey VCFS.	New bespoke services are set up to meet the needs, based on data focusing on priority areas, eg, car schemes, community plans. Funds are generated for Surrey, multiplying SCC input.
2	Sector supported to change and remodel to meet needs of the existing environment	Oversaw the winding down of the Surrey Rural Partnership and integration into SCREF. Managed the transition of the Bridging the Gap BME project into the independent Surrey Minority Ethnic Forum. Supported 125 village halls with advice and training. Supported 12 village halls in arrears with, or under investigation by, the Charities Commission. Delivered £1.3m of social value via voluntary car schemes (SCC data). Secured 40 new volunteers for 21 car schemes. Created new partnerships between VCFS organisations to improve service delivery and access new funding.	Wider needs of Surrey communities are being met. Efficient processes and reduced duplication. Better value for money for Surrey residents. VCFS organisations building new partnerships to access funding and provide services

Innovation is actively supported

1	Need to encourage and develop innovative ways of delivering services	Provided brokerage service to support VCFS organisation seeking to work alongside prime providers for CAMHS contract (ensuring fair and equitable treatment and reasonable cost recovery). Ran a successful programme to build partnerships of VCFS organisations to access EU funding. Running a Village SOS programme supporting community asset development in Surrey, with 2 projects being actively supported. Running Drive into Action programme with SCC to secure new voluntary car scheme drivers (started in 2014/15, continuing in 2015/16).	VCFS aware of different delivery models, and supported to deliver them. New and improved services for Surrey residents.
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Key strategic decision makers, including elected Members are engaged with the VCFS

1	Need to clarify VCFS offer	Promoting VCFS offer with key stakeholders including SCREF, Surrey Association of Local Councils, CCGs, Family Friends and Communities, Adult Social Care, individual Parish Councils, local MPs, Enterprise M3, Coast to Capital. Set up joint projects with peer organisations in Hampshire and West Sussex.	Statutory sector are better informed and include VCFS on decision-making. Better value for Surrey residents.
2	VCFS need to understand who key decision-makers are	Facilitated meetings between VCFS partners and decision makers via CAMHS brokerage, LEP engagement, SCREF, Surrey Charities Chief Executives Group. Co-Chair the Infrastructure Charities Officer Network (ICON) linking CVSs and other infrastructure groups (RAISE, CET, Surrey Youth Focus) to maximise joint working and ensure better coordination.	VCFS is better informed and able to engage, influence and shape decisions on policy and services. Improved working between partners. Better value for Surrey residents.
3	Need to ensure Surrey is contributing to the national picture	Campaigning at Defra to maintain funding for rural Surrey via the ACRE network. Developed a significant part of ACRE's election manifesto, highlighting rural needs in Surrey. Supported a national organisation to bring grant funding into Surrey. Informed Big Lottery Fund on support for infrastructure charities nationally. Presented at national conference highlighting best practice for VCFS and LEP joint working	Surrey is represented nationally. Elected members, statutory sector and the VCFS are able to influence policy and decision making at a national level in an efficient and effective way. Better value for Surrey residents.

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Your Guide

Surrey compact
builds relationships
between voluntary,
community and faith
sector and public
authorities in Surrey

Working together for Surrey

Why the Surrey Compact matters

A Compact is an agreement that builds relationships that change how partners behave, engage and work together at all levels.

The Surrey Compact is about promoting understanding and co-operation between planners and providers of local services in the statutory and voluntary sector. As such its principles need to inform working practice throughout these organisations.

The Surrey Compact is the foundation of good working relationships between the voluntary, community and faith sector (VCFS) and other partners in the public sector, underpinning grant, contract and other partnership and collaborative working arrangements.

The Surrey Compact also ensures that the importance of the volunteering contribution to the local economy is recognised by all organisations in Surrey.

Voluntary, community and faith sector (VCFS) organisations will

- Have responsibility for responding to relevant and timely consultations
- Aim to provide a coordinated and where possible, collective voice for the sector through the Surrey VCFS Assembly
- Assume that in their dealings with statutory partners that they are equal partners.

Key Compact principles

- Voluntary action is an essential component of a democratic society
- In the development and delivery of public policy and services, the statutory sector and the VCFS have distinct but complementary roles
- There is added value in working in partnership towards common objectives. Meaningful consultation builds relationships, improves policy development and enhances design and delivery of services
- The statutory sector and the VCFS have different forms of accountability and are answerable to different stakeholders, but common to both is the need for integrity, objectivity and accountability, openness, honesty and leadership

- VCFS organisations are entitled to campaign within the law in order to advance their aims
- The statutory sector plays a significant role, among other things, as a funder of some VCFS organisations. Nevertheless, funding should not be the dominant factor in the balance of relationships.

How we work

Challenge and accountability

The **Surrey Compact Implementation Group** acts as a forum where key issues can be discussed, problems can be shared and resolved and recommendations made for changes of approach. The group meets with the Surrey Compact Champions Group twice a year, which includes representatives from signatory organisations, to share best practice between organisations across the county.

The real teeth of the Compact lie in its Codes of Practice that set out in more detail how aspects of the relationship are to be conducted.

The Surrey Compact Implementation Group and Compact Champions promote the use of the Compact Codes in everyday work.

Compact Codes cover:

- Implementing responsible and fair funding arrangements
- Promoting volunteering
- Facilitating communication, consultation and engagement
- Implementing and promoting equality and diversity
- Working with Community Groups
- Resolving disputes positively

Funding, commissioning and procurement

The Surrey Compact has championed the role of the VCFS in public service delivery and aims to ensure that local groups can compete for sustainable service contracts on an equal basis. Practical support is available from the statutory sector to ensure effective VCFS participation where groups want to enter the competitive market or make a bid for grant aid.



Public sector bodies will

- Use Compact principles to maximise effectiveness in their working relationship with the VCFS
- Provide support by implementing best practice
- Enable wide and appropriate consultation about service provision and service development.

Get in touch

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www.surreycompact.org

National web information

www.thecompact.org.uk

Compact sponsors

- Surrey County Council
- Guildford Borough Council
- NHS Surrey
- Surrey and Borders Partnership
NHS Foundation Trust
- Surrey Police

Details of all signatories can be found on the Surrey Compact website.

The Surrey Compact Implementation Group (SCIG)

The SCIG is made up of voluntary, community, faith sector and public sector representatives from across Surrey. Meetings are held bi-monthly and minutes can be accessed via the Surrey Compact Development Director.



Annex F – Surrey Charities' Chief Executive's Group (SCCEG) list of members

Organisation	Name of CEO
Action for Carers (Surrey)	Jane Thornton
Age UK Surrey	Sue Zirps
Community Foundation for Surrey	Wendy Varcoe
Crossroads Care Surrey	Christine Cleveland
Crusade for World Revival	Mick Brooks
Diocese of Guildford	Chris Rich
Disability Challengers	Laura Sercombe
Disability Initiative	Lucy Brown
Eikon	Chris Hickford
Guildford Action	Jo Tester
Guildford CAB	Joan O'Byrne
Halow Project	Yvonne Hignell
Headway Surrey	Oliver McGeachy
Just Advocacy	<i>Vacancy</i>
Lifetrain Trust	Paul Wilkinson
LinkAble	Bob Stevens
Mary Frances Trust	Patrick Wolter
Oakleaf Enterprise	Clive Stone
Parity for Disability	Alison Cooper
Prospect Housing and Support Services	Deborah Tosler
Queen Elizabeth's Foundation for Disabled People	Jonathan Powell
Crown Simmons Housing	Paul Yates
SADAS	Haydn Morris
Sheerwater/Maybury Partnership	Stephen Thomas
Sight for Surrey	Bob Hughes
Social Information on Disability	David Smith
SSAFA	Ewen MacDonald
Step by Step Partnership Limited	Amanda Dubarry
Surrey Care Trust	Elaine Tisdall
Surrey Coalition of Disabled People	Carol Pearson
Surrey Community Action	Jason Gaskell
Surrey Independent Living Centre	Richard Davy
Surrey SATRO	Beccy Bowden
Surrey Youth Focus	Cate Newnes-Smith
TAMBA (Twin and Multiple Births Association)	Keith Reed
The Grange Centre	Sally Reynolds
Transform Housing & Support	Paul Mitchell
Us in a Bus	Janet Gurney
VASWS	Carol Dunnett
White Lodge Centre for Living	Lesley Robbins
YMCA DownsLink	David Standing
YMCA Redhill	Ian Burks
YMCA Woking	<i>Vacancy</i>
Your Sanctuary	Bev Pass

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Driving up volunteering across Surrey 100 DAY Plan (1 June – 30 September)

DAYS 1 - 10 (→ 12 June)

Focus:

1. Finalise refreshed volunteering strategy, with sign-off from Leader and Chief Executive
2. Gain clarity on the current approach to promoting volunteering for:
 - Employees (Employee Volunteering Scheme)
 - Pre-retirees
3. Promote volunteers' week (1 – 7 June 2015)
 - External Comms – social media campaign
 - Reference on 'Be a volunteer' webpage about volunteers' week with links to what is happening locally
 - Promotion on S-Net and e-brief article about volunteers' week, highlighting the link with Family, Friends and Communities (also to be included in other directorate newsletters)

Outcomes:

- A coherent Volunteering Strategy which sets out the council's commitment to volunteering and our approach to driving up volunteering across Surrey, building on the principles of the Surrey Compact Volunteering Code.
- A clear understanding of what the council already does to promote volunteering amongst our staff, what's working well and where there are opportunities to do more.
- Staff and residents are aware of volunteering week and know how to find out what's happening in their local area.

DAYS 11 – 50 (→ 31 July)

Focus:

1. Agree priorities and start piloting new approaches for supporting staff and pre-retirees to identify volunteering opportunities which make the most of their skills and expertise whilst also supporting council priorities and meeting the needs of residents.
2. Work with Communications Team to agree our internal and external comms approach for promoting volunteering
 - Review findings from research on volunteering commissioned by Communications team
 - Agree messaging around volunteering and Surrey Compact, ensuring messages are aligned with messaging around Family, Friends and Communities.
 - Agree any internal and external campaigns around volunteering
 - Review webpages
3. Develop draft toolkit to support teams looking to build their use of volunteers. The toolkit will include information such as how to recruit volunteers, expenses, CVS contact list, and case studies with personal experience (building on suggestions from VCFS Task Group)

Outcomes:

- Staff volunteering and retiree volunteering which supports council priorities and meets local needs whilst also benefiting those who volunteer, with case studies demonstrating the value added of new approaches.
- A clear communications strategy for promoting volunteering to staff and residents
- A draft toolkit which we will build upon during August and September through engagement with internal and external stakeholders (e.g. discussion at VCF Network on 1 September)

DAYS 50 – 100 (August →September)

The focus of work during these 50 days will depend on the scoping and planning activities outlined above, however likely outcomes include:

- Ongoing programme of work around communications, employee volunteering and pre-retirees, directly contributing to council priorities and needs identified through local partnership forums.
- A published volunteering toolkit which encourages and supports services to develop alternative delivery models using volunteers.
- Voluntary, Community, Faith Network operating effectively. The network will be a forum for sharing learning around working with volunteers and will help embed our principles for working with VCFS (Surrey Compact Principles).
- A shared understanding of the benefits of involving volunteers and how best to involve volunteers, developed through engagement with our services, VCFS organisations and infrastructure organisations.

Next Quarter:

In addition to continuing some activities from the first 100 days (e.g. around employee volunteering and communications), in this quarter we will start to focus on:

- Scoping work around encouraging and supporting young people to volunteer
- Mapping and understanding the work of local groups which are building community capacity (e.g. Parish and Town Councils, School PTAs, Scouts and Guides) and identifying opportunities for these groups to play a greater role in contributing to identified local needs (link to local partnership forums)
- Identifying potential opportunities to work with SCC services to develop alternative delivery models which involve the use of volunteers and agreeing programme of discovery workshops.

Family, Friends and Communities:

The programme of work to drive up volunteering in Surrey will align closely with the work on Family, Friends and Communities and throughout the project we will promote volunteering in a way which supports initiatives being developed as part of the FFC agenda. For example, encouraging employees and pre-retirees to volunteer through Timebanks and promoting volunteering opportunities which will support the needs identified by local partnership forums.