

Notice of Meeting

Resident Experience Board



Date & time
Thursday, 19
November 2015 at
10.30 am

Place
Ashcombe Suite
County Hall
Penrhyn Road
Kingston upon Thames
KT1 2DN

Contact
Victoria White or Dominic
Mackie
Room 122, County Hall
Tel 020 8213 2583 or 020
8213 2814

Chief Executive
David McNulty

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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 dominic.mackie@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 Dominic Mackie on 020 8213 2583 or 020 8213 2814.

Elected Members

Mr Colin Kemp (Chairman), Rachael I Lake (Vice-Chairman), Mr Mike Bennison, Mrs Yvonna Lay, Mrs Jan Mason, Mr John Orrick, Mr Chris Pitt, Ms Barbara Thomson, Mr Alan Young, Mr Robert Evans, Mr Ramon Gray, Mr Saj Hussain

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

AGENDA

1 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

2 MINUTES OF THE PREVIOUS MEETING: 16 OCTOBER 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 (Friday 13 November).
2. The deadline for public questions is seven days before the meeting (Thursday 12 November).
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 SCRUTINY BOARD

There are no responses to report.

6 RECOMMENDATION TRACKER AND FORWARD WORK PROGRAMME

(Pages
11 - 16)

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

7 CUSTOMER SERVICE EXCELLENCE IN HIGHWAYS AND TRANSPORT

(Pages
17 - 48)

To provide an update to the Resident Experience Board on the customer service within, and resident satisfaction relating to Surrey Highways & Transport and the work being undertaken to improve customer service through the Customer Service Excellence Standard.

LUNCH BREAK 12.30PM - 1PM

8 MAGNA CARTA 800TH ANNIVERSARY COMMEMORATION DEBRIEF

(Pages
49 - 70)

The purpose of this report is to debrief the Resident Experience Board on the programme of events and activities supported by Surrey County Council to commemorate the 800th anniversary of the sealing of Magna Carta in Runnymede.

9 WELFARE REFORM TASK GROUP VERBAL UPDATE

Update from the Board's representative on the Welfare Reform Task Group about the current work of the group.

10 PERFORMANCE AND FINANCE SUB-GROUP VERBAL UPDATE

Update from the Performance and Finance Sub-Group on its recent work.

11 DATE OF NEXT MEETING:

The next meeting of the Board will be held at 10.30am on Wednesday 13 January 2016.

**David McNulty
Chief Executive**

Published: Tuesday 10 November 2015

MOBILE TECHNOLOGY AND FILMING – ACCEPTABLE USE

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It is requested that if you are not using your mobile device for any of the activities outlined above, it be switched off or placed in silent mode during the meeting to prevent interruptions and interference with PA and Induction Loop systems.

Thank you for your co-operation

MINUTES of the meeting of the **RESIDENT EXPERIENCE BOARD** held at 10.30 am on 16 October 2015 at Ashcombe Suite, County Hall, Kingston upon Thames, Surrey KT1 2DN.

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

Elected Members:

- * Mr Colin Kemp (Chairman)
- * Rachael I. Lake (Vice-Chairman)
- * Mr Mike Bennison
- A Mr Robert Evans
- * Mrs Yvonna Lay
- * Mrs Jan Mason
- * Mr John Orrick
- * Mr Chris Pitt
- * Ms Barbara Thomson
- * Mr Alan Young
- * Mr Saj Hussain
- A Mr Ramon Gray

* = attended
A = apologies

Ex officio Members:

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

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

Apologies for absence were received from Robert Evans and Ramon Gray.

2/15 MINUTES OF THE PREVIOUS MEETING: 21 JULY 2015 [Item 2]

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

3/15 DECLARATIONS OF INTEREST [Item 3]

No declarations of interest were received.

4/15 QUESTIONS AND PETITIONS [Item 4]

There were no questions or petitions.

Yvonna Lay arrived c10:45am.

5/15 RESPONSES FROM THE CABINET TO ISSUES REFERRED BY THE SCRUTINY BOARD [Item 5]

There were no responses to report.

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

The Board was informed that the November Resident Experience Board would feature the Customer Service Excellence: Highways item. At this meeting Highways officers, Cabinet members and Surrey residents, who have experienced the highways complaints procedures, will be in attendance to discuss their experiences.

The Board was informed of European 'Restart a Heart Day' as an initiative to educate members of the public on how to help restart the heart of someone who has suffered a cardiac arrest, with a particular focus on schools and pupils.

The Chairman gave support for the initiative on behalf of the Board and Members were encouraged to attend and promote resuscitation courses in their constituencies. As an example, St John Ambulance Epsom run regular courses of which some Members have attended and recommend.

It was mentioned by the Chairman that a note of thanks was received from Barbara Musgrave following the Board meeting in July.

7/15 UPDATE ON SFRS WORKSHOP [Item 7]

Declarations of Interest:

None.

Witnesses:

None.

Key Points Raised During the Discussion:

1. The Surrey Fire and Rescue Service (SFRS) was thanked for holding the Board workshop on 24 September 2015. The Chairman invited the Board to help develop ideas for further scrutiny.
2. The question of whether the use of drones by SFRS had been investigated was raised. It was noted that SFRS is working with Sussex Police who are in receipt of a Home Office grant as part of investigations of future drone usage for operational purposes. SFRS is also gathering information from international fire services and exploring how technology is used in other parts of the world. Australia and Denmark were given as examples.
3. Other scrutiny topics brought to the board for consideration included: collaboration and transformation plans; income generation schemes; prevention, what strategies are being employed now and what should be employed next?; commercial fire safety; multiple occupancy building inspections; the impact on staff allocation for the care of vulnerable adults; staff progression and training opportunities; and the JECC centre, mobilisation of resources around risk and need, and what this means for Surrey residents and coverage.
4. It was suggested that SFRS would be in a strong position to provide CPR training for Members, and the Chief Fire Officer agreed that this could happen as Fire Officers had received sufficient training from South East Coast Ambulance Service (SECAmb) and would be in a position to train others.

Actions/Further Information to be Provided:

1. In discussion with Democratic Services, for SFRS to consider providing Members with CPR training.

Recommendations:

None.

8/15 DRAFT PUBLIC SAFETY PLAN [Item 8]

Declarations of Interest:

None.

Witnesses:

Russell Pearson, Chief Fire Officer, Surrey Fire and Rescue Service
Sally Wilson, Service Improvement Manager, Surrey Fire and Rescue Service
Stephen Beakhust, Project Specialist, Surrey Fire and Rescue Service
Richard Walsh, Cabinet Member, Localities and Community Wellbeing
Kay Hammond, Cabinet Associate Member, Community Safety Services
Asif Aziz, Surrey FBU
Lee Belston, Surrey FBU
Richard Jones, Surrey FBU

Key Points Raised During the Discussion:

1. A presentation on the draft Public Safety Plan was delivered to the Board by the Chief Fire Officer, outlining the target of the Public Safety Plan in the context of the current safety plan that runs until 2020. The presentation covered why collaboration was required between the emergency services and gave example of where collaboration has been effective already in Surrey.
2. The timeline for the Public Safety Plan was discussed, particularly around the consultation period. It was agreed that changes to the timeline were necessary, though as there are no substantial changes to service provision, the consultation period may not need to be as long. The suggested period is 6 weeks and officers requested Member feedback on this proposal, which was positive. The method of consultation was debated, covering topics such as how best to engage with as many residents and businesses as possible; accessibility to older residents, and for face to face consultation, the time of day and locations. The Member Reference Group would discuss these issues in more detail and take this further.
3. The Chairman raised a desire to take the Public Safety Plan consultation to all 11 boroughs and districts in Surrey in an effort to highlight the document to as many residents as possible and increase awareness of what SFRS does. SFRS officers agreed to help facilitate this.
4. It was noted that the language of the Public Safety Plan required further attention as jargon and service specialist phrasing slips in. Members expressed that as a Public Safety Plan, further information and mention of prevent, protect and response is required.
5. Members discussed the pilot Telecare system currently being run in Elmbridge where suitably trained on-call firefighters respond to incidents. It was reported that the pilot scheme is going well and the trial has been extended.
Approximately 700 incidents have been attended so far on behalf of South East Coast Ambulance Service (SECAmb) since January, mainly breaking into homes where the resident needs medical attention. The scheme is considered by SFRS as a good example of where their collaborative efforts are making better use of resources; adding value to SFRS and upholding 24/7 facilities in Surrey, improving outcomes for residents. The scheme supports the SFRS prevention strategy as well as acting as a channel of communication between relevant agencies – the Service also has the support of 150 volunteers. The discussion around Telecare response and other emergency medical services provided by SFRS officers also brought attention to potential health and safety issues around working hours.
6. A discussion around future funding was held with a view of how Government innovation funding grants could be used to help future recruitment for SFRS. It was noted by the Board that the available grants could not be used in this way as they were one-off grants designed for transformation and improvement project work.

Actions/Further Information to be Provided:

1. To include further information on what happened next regarding case study on p30.

2. Member Reference Group for SFRS Transformation and PSP to discuss best approach to public consultation.
3. Performance and Finance Sub-Group to look at additional duties being carried out by SFRS and how it effects core services, and what additional financial burdens these additional services put on the SFRS budget.

Recommendations:

1. That the Board notes the draft Public Safety Plan for 2016-2025.
2. That the Board agrees the proposed alterations to the Public Safety Plan timeline (supported by the MRG) regarding later consultation and cabinet dates.
3. Members of the Board to engage with the consultation on the Public Safety Plan and to promote to residents and groups the summary document that will be provided.

A short break in proceedings 12.10pm-12.20pm.

9/15 DISCUSSION OF 'ENABLING CLOSER WORKING BETWEEN THE EMERGENCY SERVICES' CONSULTATION [Item 9]

Declarations of Interest:

None.

Witnesses:

None.

Key Points Raised During the Discussion:

1. SFRS, Cabinet and the Board are in agreement that collaboration between Police and Fire Service is a good thing. Discussions highlighted that collaboration was already taking place between the services already thanks to collaborative work with Surrey and Sussex Police Forces, SECamb and East and West Sussex Fire and Rescue Services. However concern was raised around the governance of the Fire Service under the Police and Crime Commissioner.
2. Members believe that the PCC role is still very new and that it may be too early to know whether this direction was suitable at this time.
3. Surrey County Council will be responding as a Fire Authority w/c 19 October 2015.

Actions/Further Information to be Provided:

1. Members to send ideas or comment directly to the Cabinet Associate.

Recommendations:

1. To Cabinet Member and Associate Cabinet Member: The Board agrees with and supports collaboration between the emergency services, but has reservations about the possible governance structure proposed in the consultation.

**10/15 CABINET MEMBER AND ASSOCIATE CABINET MEMBER PRIORITIES
[Item 10]**

Declarations of Interest:

None.

Witnesses:

Richard Walsh, Cabinet Member for Localities and Community Wellbeing
Kay Hammond, Cabinet Associate Member, Community Safety Services

Key Points Raised During the Discussion:

1. The Cabinet Member outlined his approach to improving resident experience and explained his priorities, which include improving customer service and encouraging departments and services to strive to attain the Customer Service Excellence Award, with particular attention of improving communication.
2. The Cabinet Member explained how he is keen to promote the Tower Award for Surrey staff, which is awarded each month and is working to increase volunteering in the county.
3. It was noted that the joined up Trading Standards service with Buckinghamshire was developing well through its increased resource and is a good example of collaboration. The Cabinet Member also committed to visiting as many libraries as possible and noted that he would be taking a keen interest in the service budgets across his remit.
4. Members commented on encouraging volunteering and ensuring that it is tailored to what the customer needs, and not necessarily what the customer wants. A Member also suggested a cash incentive for the Tower Awards if possible. It was also expressed that some customers have experienced difficulty in accessing advice on making complaints to Trading Standards and that improvements could be made.
5. Members also highlighted the excellent work of the registration team who managed to reschedule weddings at short notice following the fire at Clandon Park.
6. The Cabinet Associate outlined her responsibilities in supporting the Cabinet Member in his role. She noted that everything they do must link into the corporate strategy and that collaboration is a high priority at the moment. The Cabinet Associate chairs the Drive SMART board and takes a particular interest in road safety, and will be reviewing this campaign and forward planning.

Actions/Further Information to be Provided:

1. That the Cabinet Member and Cabinet Associate Member report back on progress in six months.

Recommendations:

None.

11/15 WELFARE REFORM TASK GROUP UPDATE [Item 11]

Declarations of Interest:

None.

Witnesses:

None.

Key Points Raised During the Discussion:

1. Due to time constraints, it was agreed that this item be deferred to the November meeting.

Actions/Further Information to be Provided:

None.

Recommendations:

None.

LUNCH BREAK 1pm - 1.30pm

12/15 ANNUAL SCRUTINY OF SURREY'S COMMUNITY SAFETY PARTNERSHIPS [Item 12]

Declarations of Interest:

None.

Witnesses:

Louise Round, Chair of East Surrey Community Safety Partnership
Kamini Sanghani, Partnerships Director, Kent, Surrey & Sussex Community Rehabilitation Company (KSS CRC)
Joanna Grimshaw, Anti-Social Behaviour Manager, Surrey Police
Louise Gibbins, Community Safety Officer
Superintendent Clive Davies, Surrey Police
Camilla Edmiston, Community Safety Officer, Woking Borough Council
Cllr Beryl Hunwicks, Woking Borough Council
Cllr Charlotte Morley, Surrey Heath Borough Council
Jane Last, Lead Manager, Community Safety Partnerships
Gordon Falconer, Community Safety Unit Lead Manager
Keith McGrory, Community Safety Officer, Spelthorne Borough Council
Jeff Harris, Deputy Police and Crime Commissioner for Surrey
Sarah Haywood, Senior Partnership Policy Officer (Office of the Police and Crime Commissioner)
Helen Harrison, Public Health Principal, Commissioning and Performance.
Simon Moore, Assistant Chief Fire Officer, Surrey Fire and Rescue Service
Richard Walsh, Cabinet Member for Localities and Community Wellbeing
Key Hammond, Cabinet Associate Member for Community Safety Services

Key Points Raised During the Discussion:

1. The Community Safety Unit Lead Manager introduced the report, explaining that legislation requires the Community Safety Partnerships (CSPs) to be scrutinised each year and that the Resident Experience Board fulfills this function giving an overview of county issues and priorities. The structure chart on page 79 was also explained. It was noted that the election of the Police and Crime Commissioner has had an effect on CSPs, and has changed the way the partnerships worked. Funding now comes from the main Police budget. Work of the CSPs is assessed annually, and takes into account crime data in the county. Using this information, action plans for each CSP are drawn up and assessed during the year.
2. The Chairman inquired about the link between the CSPs and the Community Safety Board, and how far the CSPs take into account the strategic direction that it sets. The Community Safety Unit Lead Manager explained that the strategic plans were developed in conjunction with the CSPs.
3. The Chairman asked about the relationship between the Community Safety Board and the CSPs and what gains the CSPs get from the Board. The Chair of East Surrey CSP noted that they adopt the Surrey-wide priorities, such as domestic abuse and substance abuse, and take a balanced view of taking local action versus a county-wide direction.
4. Members questioned the public perception of low level anti-social crime increasing and the resources being put into zero-tolerance by the Police and Crime Commissioner, whereas the statistics actually show that violent crime is on the increase and queried what the CSPs attach importance to. The Deputy Police and Crime Commissioner responded that zero-tolerance doesn't just apply to 'low level' crime, and that crime recording has changed in the past few years.
5. Members also asked about the Community Safety Board and questioned how representative it is, given that 6 people attend, representing 6 boroughs. It was replied that the districts and boroughs had agreed to move from all 11 being represented, to 3 representing clusters of CSPs, and 3 councillors, who are charged with communicating with other CSP representatives. The Cabinet Associate Member noted that her Lead Members group gives an opportunity for districts and boroughs to feedback experiences.
6. The Vice-Chairman asked about child sexual exploitation and made the point that this can happen at any age, and asked about the Community Safety Board's work on this. The Community Safety Unit Lead Manager stated that this topic area is owned by the Children's Safeguarding Board, and that they have strong links with the CSPS and Community Safety Board. Another Member noted that a useful presentation on the issue is available to districts and boroughs. The Chair of East Surrey CSP noted that there are issues around the transition age of 18 that are being looked at by the Child Sexual Exploitation Strategy Group. It was noted that Annex 6 contained further information on work that districts and boroughs are doing.
7. The Public Health Principal was invited to share the experiences public health has with the CSPs, and noted that they work closely with partners around substance misuse and the drug and alcohol strategy, mental health and domestic abuse, reporting into the Community Safety Board.

8. The Partnerships Director, Kent, Surrey & Sussex Community Rehabilitation Company, noted that probation colleagues regularly attend CSPs and are working with them on community payback projects.
9. Superintendent Davies commented that the combined CSPs are good, as one meeting can provide more oversight, particularly on big issues such as child sexual exploitation. The police find it useful getting all partners in the same room and using it as a forum for checking whether intelligence and data is reflected on the ground.
10. The Assistant Chief Fire Officer noted that the CSP model reduces some of the demand on officers' time and welcome the engagement with and exposure to other agencies, particularly around collaboration. This reduces the risk of different agencies working in silos, which is helpful as fire and rescue have similar vulnerabilities to take on board as the police do.
11. The Chairman questioned whether the merger in the East of the county sets an example for other areas to follow. In response it was explained that the East Surrey CSP came about as a coalition of the willing and would require individual CSPs to want to do this, which at the moment none do. A Member mentioned that there is a potential for a loss of accountability with joint structures and explained that good communication would be required to reassure partners.
12. Members asked about the Community Safety Fund and what attributes to the increase in incidents of domestic abuse. The Deputy Police and Crime Commissioner explained that the Police and Crime Commissioner had a discretionary £50,000 for community safety funding, and this now sits within the policing budget. This is scrutinised by the Police and Crime Panel and the Police Audit Committee. A bid from the Home Office and Ministry of Justice for £100,000 to spend on domestic abuse prevention is allowing substantial investment in this area. The Lead Manager for Community Safety Partnerships explained that the increase in domestic abuse reporting is partly because of increased confidence in reporting, following historic underreporting. There has also been an increase in successful prosecutions. Furthermore, £200,000 has been made available for education projects around healthy relationships and support to children in schools.
13. Members questioned why the Runnymede Safety Partnership funding was withdrawn and it was explained that it was not withdrawn, but money that was previously given to Community Safety Partnerships now is available to be bid for from the Police and Crime Commissioner's fund. The Deputy Police and Crime Commissioner offered to make available information on what bids have been successful.
14. Members noted that a lot of resident complaints concern cars, and asked what could be done about antisocial driving and parking. Officers responded that the Community Safety Board doesn't have the remit to act on this. The Joint Enforcement Teams have had some success in this area however. It was also noted that Safe Drive Stay Alive, a driving safety awareness project run by Surrey Fire and Rescue Service, helps to combat some of the issues of anti-social and dangerous driving among younger drivers.

Actions/Further Information to be Provided:

1. The Deputy Police and Crime Commissioner offered to make available information on what community safety fund bids have been successful.

Recommendations:

1. That the Community Safety Board develop a memorandum of understanding with the local Community Safety Partnerships. This should reflect that we can be stronger together and deliver better outcomes for residents through joint working, and include joint performance management arrangements for issues that are of common concern across the county, such as domestic abuse, anti-social behaviour and the Prevent work, to be sent to the Resident Experience Board within six months. Gordon Falconer is to oversee this.
2. That scrutiny officers for county, district and borough councils and community safety officers review scrutiny arrangements for the Community Safety Partnerships, to confirm local scrutiny arrangements and consider whether the Resident Experience Board should focus on the scrutiny of the Community Safety Board and county-wide strategic issues or whether it should scrutinise local Community Safety Partnership activity in more detail, to be reported back to the Resident Experience Board within six months.
3. That the Cabinet Member:
 - a. leads a discussion with County Members who sit on Community Safety Partnerships on how the work of the Community Safety Partnerships reflects local concerns and priorities of residents.
 - b. requests that the Cabinet Associate leads a discussion with the Lead Members Group to explore how the work of Community Safety Partnerships reflects local concerns and priorities of residents.
 - c. requests that the Community Partnership Team gathers evidence of how local concerns and priorities of residents are reflected by Community Safety Partnerships. and feeds this information back to a future Resident Experience Board meeting within six months.

13/15 DATE OF NEXT MEETING [Item 13]

The next full public meeting will be held at 10.30am on 19 November 2015 at the Ashcombe Suite, County Hall.

Meeting ended at: 3.05 pm

Chairman

Resident Experience Board Forward Work Programme 2015/16

19 November 2015

Ashcombe

- Customer Service Excellence: Highways
- Magna Carta programme - debrief

13 January 2016

- Review of the joint Trading Standards Service with Buckinghamshire

17 March 2016

- TBC - Final Public Safety Plan

09 May 2016

- TBC - Final Public Safety Plan

20 July 2016

- VCFS Performance Framework
- Surrey County Council's use of RIPA

22 September 2016

13 October 2016

17 November 2016

**RESIDENT EXPERIENCE BOARD 2015/16
ACTIONS AND RECOMMENDATIONS TRACKER – 19 NOVEMBER 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.

Date of meeting	Item	Ref:	Recommendations/Actions	Achieved/Outstanding?	Deadline	Responsible Cabinet Member/Member/Officer
16 OCTOBER 2015	UPDATE ON SFRS WORKSHOP	REB 4/2015	In discussion with Democratic Services, for SFRS to consider providing Members with CPR training, suggested holding around the full Council meeting.	Outstanding	Update requested for the January meeting	Russell Pearson Katie Booth Sally Wilson Richard Walsh Kay Hammond
16 OCTOBER 2015	DRAFT PUBLIC SAFETY PLAN	REB 5/2015	Members of the Board to engage with the consultation on the Public Safety Plan (PSP) and to promote to residents and groups the summary document that will be provided.	Outstanding	In line with consultation timeline for PSP	Russell Pearson Sally Wilson REB members Richard Walsh Kay Hammond
16 OCTOBER 2015	DRAFT PUBLIC SAFETY PLAN	REB 6/2015	To include further information on what happened next regarding case study on p30.	Outstanding	To be included in final PSP	Russell Pearson Sally Wilson Richard Walsh Kay Hammond
16 OCTOBER 2015	DRAFT PUBLIC SAFETY PLAN	REB 7/2015	Member Reference Group for SFRS Transformation and PSP to discuss best approach to public consultation.	Outstanding	To be discussed at ongoing MRG meetings	MRG members Russell Pearson Sally Wilson
16 OCTOBER 2015	DRAFT PUBLIC SAFETY PLAN	REB 8/2015	Performance and Finance Sub-Group to look at additional duties being carried out by SFRS and how it affects core services, and what additional financial burdens these additional services put on the SFRS budget.	Outstanding	To be discussed at Performance and Finance meetings	Rachael I Lake Russell Pearson Sally Wilson

16 OCTOBER 2015	DISCUSSION OF 'ENABLING CLOSER WORKING BETWEEN THE EMERGENCY SERVICES' CONSULTATION	REB 9/2015	To Cabinet Member and Associate Cabinet Member: The Board agrees with and supports collaboration between the emergency services, but has reservations about the possible governance structure proposed in the consultation.	Outstanding	Submitted to Cabinet for response on 24 November	Russell Pearson Sally Wilson Richard Walsh Kay Hammond
16 OCTOBER 2015	ANNUAL SCRUTINY OF COMMUNITY SAFETY PARTNERSHIPS	REB 10/2015	That the Community Safety Board develop a memorandum of understanding with the local Community Safety Partnerships. This should reflect that we can be stronger together and deliver better outcomes for residents through joint working, and include joint performance management arrangements for issues that are of common concern across the county, such as domestic abuse, anti-social behaviour and the Prevent work, to be sent to the Resident Experience Board within six months.	Outstanding	Within six months (by May REB)	Gordon Falconer Jane Last Louise Gibbins Richard Walsh Kay Hammond
16 OCTOBER 2015 16 14	ANNUAL SCRUTINY OF COMMUNITY SAFETY PARTNERSHIPS	REB 11/2015	That scrutiny officers for county, district and borough councils and community safety officers review scrutiny arrangements for the Community Safety Partnerships, to confirm local scrutiny arrangements and consider whether the Resident Experience Board should focus on the scrutiny of the Community Safety Board and county-wide strategic issues or whether it should scrutinise local Community Safety Partnership activity in more detail, to be reported back to the Resident Experience Board within six months.	Outstanding	Within six months (by May REB)	Louise Gibbins Richard Walsh Kay Hammond
16 OCTOBER 2015	ANNUAL SCRUTINY OF COMMUNITY SAFETY PARTNERSHIPS	REB 12/2015	That the Cabinet Member: - leads a discussion with County Members who sit on Community Safety Partnerships on how the work of the Community Safety Partnerships reflects local concerns and priorities of residents. - requests that the Cabinet Associate leads a discussion with the Lead Members Group to explore how the work of Community Safety Partnerships reflects local concerns and priorities of	Outstanding	Submitted to Cabinet for response on 24 November	Richard Walsh Kay Hammond

			<p>residents. - requests that the Community Partnership Team gathers evidence of how local concerns and priorities of residents are reflected by Community Safety Partnerships. and feeds this information back to a future Resident Experience Board meeting within six months.</p>			
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Resident Experience Board
19 November 2015

Customer Service Excellence in Highways & Transport

Purpose of the report: To provide an update to the Resident Experience Board on the customer service within, and resident satisfaction relating to Surrey Highways & Transport and the work being undertaken to improve customer service through the Customer Service Excellence Standard.

Introduction:

1. Surrey is a county that is on the move, with high levels of car ownership among the 1.13 million residents and an extensive public transport network. The county has some of the busiest roads in the country and there are significant challenges maintaining the network while keeping it moving. Surrey Highways and Transport (H&T) Service want to bring a customer focused service to all customers, and want customers to help shape our service into the future. This will be an integral part of the new 5 year Business Plan for Highways & Transport (H&T).
2. In 2013 H&T chose to use the Customer Service Excellence Standard as a framework to help achieve this goal. Accreditation was achieved in 2014 and until very recently H&T were the only county highway authority to achieve accreditation.
3. A cross party Member Reference Group made up of volunteers from the former Environment & Transport Select Committee was created to provide a member perspective on future performance criteria, provide insight, and challenge of the current delivery strategies and support the service in improving customer service.

Customer Service Excellence Standard

4. Customer Service Excellence is a framework developed by the Government and is designed to help review and drive continuous customer focussed improvement.

5. The Customer Service Excellence framework has five key themes: Customer Insight, Culture, Information, Delivery and Timeliness & Quality. To achieve accreditation H&T had to demonstrate how they met the criteria and were subject to both a paper based and a three day on site assessment by an independent external assessor.
6. Following independent assessment H&T was recommended for accreditation and the report highlighted areas for improvement and good practice. The assessor praised the attitude and commitment of staff to improve the service and highlighted Operation Horizon as a good example of how customer feedback was used to influence service delivery. Areas of improvement included using the Horizon example to use customer feedback more consistently across the service. In addition the follow up to enquiries and keeping the customer informed through the life of their enquiry was in need of development.
7. H&T used the report to produce an action plan and concentrated its efforts on addressing the five themes

Customer Insight

To gain additional insight from our customers H&T are using:

- The Highways Customer Panel has been established to improve the Services ability to listen, understand and respond to customer feedback. In 2015 existing customers were asked to join a customer panel to provide views, three times per year, on the service they receive. We now have over 1,000 volunteers and are working closely with our Member Reference Group to analyse the data and develop the questions for future surveys. Latest report at Annex 1.
- Annual National Highways & Transport survey (annex 2) assesses resident satisfaction with service provision. This is a postal survey of approx 4,500 residents with a 20% response rate.
- Surrey Residents Survey provides quarterly customer satisfaction data (see annex 3)

Culture

Customer Service Excellence forms one strand of the new Highways & Transport for the Future: People Strategy (HTftFPS) and will also address:

- Communication and engagement
- Leadership and management development
- Skills and opportunities

The recent H&T restructure has addressed contract management responsibility to bring decision making closer to the local area

Led by level 5 managers through increased networking and closer working H&T are driving service change.

Information

Customer service was at the heart of the recent service restructure and as part of this a new Works Communication Team has been created. This team will be responsible for ensuring that residents and Members are proactively informed of upcoming works, publishing programme information and handling related customer enquiries.

We have worked with a company called Elgin to develop the www.Roadworks.org webpage to provide the single point of information for planned works. This links to our Streetworks system to include utility company works and additional information allowing customers to self serve. Along side the website we have worked closely with SCC corporate Communications Team to redesign our signage and advance notification letters.

A new Works Management System (WMS) has been developed and installed to handle customer enquiries and works orders. The system provides greater transparency and ability to track customer contact.

Delivery

H&T regularly reviews its delivery standards in conjunction with the Member Reference Group. Feedback from the Customer Panel has been used to support this.

Compliments and complaint data is regularly reviewed to identify areas for improvement

Timeliness & Quality

Scrutiny Boards have been established to monitor, challenge and improve contract performance

H&T work closely with SCC Customer Services, which includes the Contact Centre, with the aim of managing enquiries at the first point of contact. To further improve relationships and understanding an ongoing programme of feedback, training and job swaps is taking place.

Annual Assessment:

8. To retain accreditation H&T has to demonstrate continuous improvement at its annual assessment. In April 2015 accreditation was retained and the assessor highlighted the following areas of good practice:
 - Commitment and approach to customer service
 - The Service has been instrumental in the introduction of customer service satisfaction questions within the National Highways & Transport (NHT) survey.
 - The Service has taken a lead in working with Elgin to improve the level of information being published on 'Roadworks.org' website to give members of the public more detailed information on roadwork's in Surrey
 - Increased levels of customer feedback to develop services,

- As part of the HTftFP key competencies have been developed around customer service including training, personal development and recruitment
9. Customer Service Excellence is an ongoing process and the assessor also highlighted area where further work is required:
- WMS has delivered improvements and a plan is in place to roll the system out to other areas of the Service. This area should be considered a priority.
 - Community Highway Officers were not able to update electronic systems while away from the offices. Providing remote technology could give significant advantages.

Conclusions:

10. The H&T Service receives a high volume of enquiries and complaints and has developed processes to ensure performance has increased in relation to these. However it is also recognised that there is room for improvement and work is being undertaken to achieve this through the Customer Service Excellence, Highways for the Future projects and an ongoing review of roles and responsibilities.

Recommendations:

11. That the Board:
Note the contents of this report and the Highways and Transport Services' work to improve Resident Experience.

Next steps:

Through the Customer Service Excellence project and its day to day operations H&T will seek to improve customer satisfaction and resident experience.

Report contact: Mike Dawson, Customer Service & Improvement Manager

Contact details: 0208 541 8019 miker.dawson@surreycc.gov.uk

Sources/background papers:
National Highway and Transport Survey
Surrey Resident Survey
Surrey Works Management System
SCC Feedback Database

Highways Customer Panel

May 2015 Survey Data and Results



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Accessibility:

- Zoom in or out by holding down the Control key and turning the mouse wheel.
- CTRL and click on the table of contents to navigate.
- Press CTRL and Home key to return to the top of the document.
- Press Alt-left arrow to return to your previous location.

Survey data analysis May 2015

Introduction

This report contains the data collected from the first highways customer panel survey, held during May 2015.

The purpose of this survey is to help us understand how satisfied our customers are with our service at the moment, and any areas in which they feel we could make improvements. We have said that we will be transparent with our findings, lessons learnt and any actions we take as a result of the survey.

A summary of all the results and actions we will take can be found on page 23 of this report.

The survey – May 2015

As this survey is the first, we decided the survey would contain some more generic subject areas, so we can gain a general understanding into how our customers feel we are performing. Although we have tried to break down the questions into some more detail so we can target specific areas of improvement, the aim for future surveys will be to include some more seasonal specific questions such as; winter maintenance, vegetation and drainage.

In this survey we wanted to gain an understanding of how satisfied our customers are with road works, and our customer service. The subject matters included the quality and speed of our repairs, road condition, cycle routes, street lighting among other aspects of Surrey's highway network. We also wanted to establish how satisfied customers were with our customer service, this includes the information we provide, how accessible customers feel we are, how we deal with enquires and defect reporting.

We also decided to include some open responses, as this gives our customers the chance to explain why they have given the answers provided and also highlight any areas which may not have been included in the survey.

We sent the survey to 446 members and received 363 responses, giving a response rate of 81%, which for our first survey is an extremely high rate, giving us great confidence in this initiative.

Feedback from management

Once the results were gathered a meeting took place between me and members of Surrey Highways management team to analyse the thoughts and views of each individual, and see what action we can take as a result of the feedback we received from you, the panel members.

Reporting format

For this report I have decided to run through each question individually, showing the results in a graph format with commentary on the results alongside this. With this there will be the conclusions we as an organisation have made, before highlighting the key points in the conclusions page at the back of the report. Some questions did raise more specific points than others, and some questions also were not open to much feedback as they were designed for informative purposes.

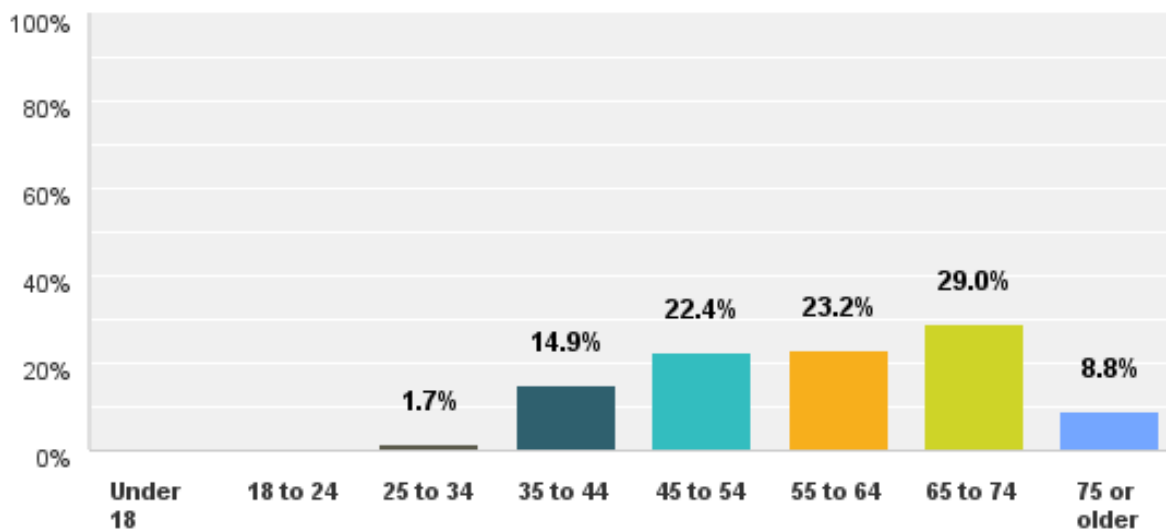
I hope you enjoy viewing your results and the feedback we at Surrey County Council Highways have for you.

The Survey: Results, Commentary and Feedback.

Question 1 - Please tell us your age group. This is designed to help us know how various age groups differ in their opinions towards highways matters.

Q1 Please tell us your age group. This is designed to help us know how various age groups differ in their opinions towards highways matters.

Answered: 362 Skipped: 1



[Key: X axis – Age Groups, Y axis – Percentage of respondents]

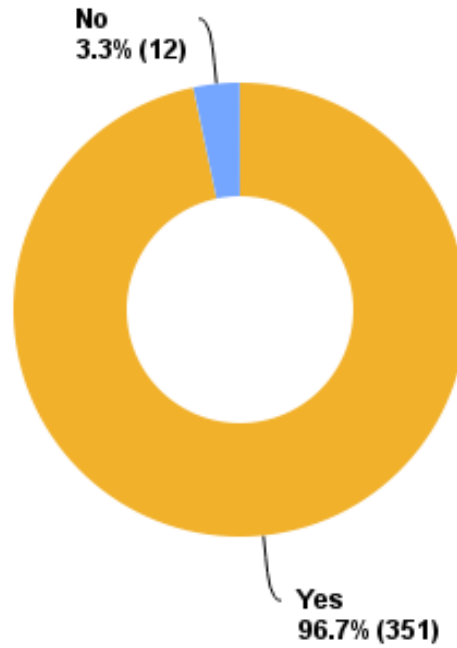
As you can see from the chart we had a fair spread of respondents aged between 45 and 74. 74.6% came from this age range, with a further 8.8% of members aged 75 or over.

This shows that the lower age ranges are not very well represented by the panel. This is possibly to be expected but we will seek to increase input from customers within the lower age range.

Question 2 - Have you had to contact Surrey County Council (SCC) Highways within the last 12 months?

Q2 Have you had to contact Surrey County Council (SCC) Highways within the last 12 months?

Answered: 363 Skipped: 0



[Key: Percentage of respondents (number of respondents)]

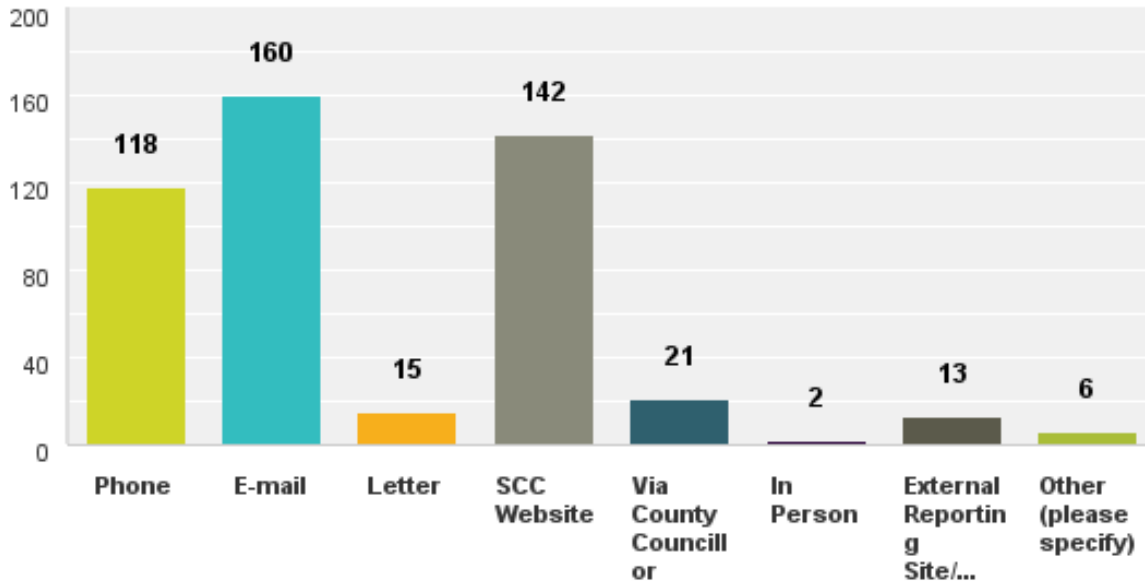
A vast majority (96.7%) of the respondents to this survey have had to contact Surrey County Council within the last 12 months.

This helps us to evaluate our service when people have contacted us, and ascertain the methods they have chosen to do so.

Question 3 - Which of the following methods did you use to report/make an enquiry with us?

Q3 Which of the following methods did you use to report/make an enquiry with us?

Answered: 342 Skipped: 21



[Key: X axis – Method, Y axis – Number of respondents]

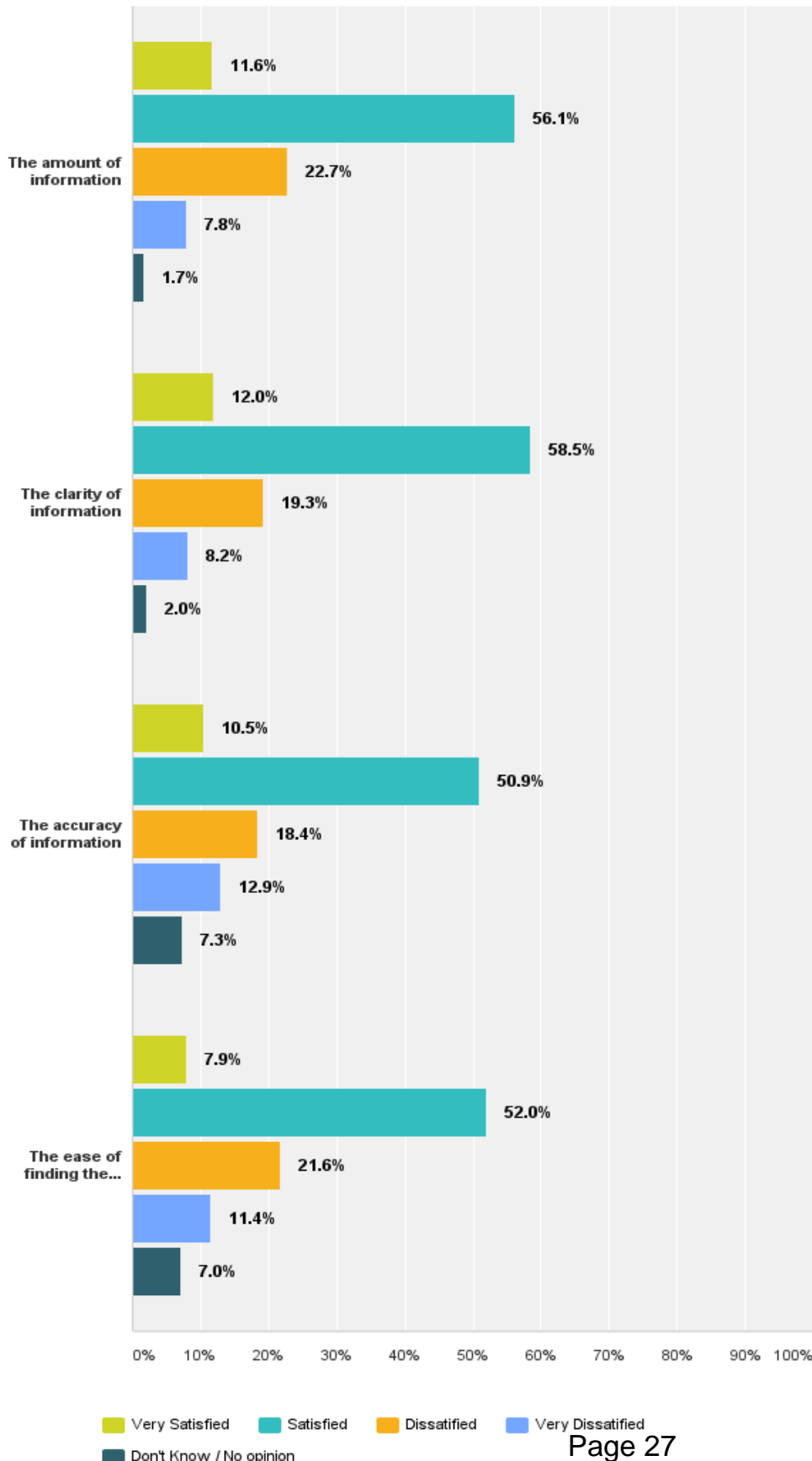
The most used contact methods are phone, e-mail and via the SCC website. A total of 477 answers were given, as members were allowed to choose multiple methods, 88% of the answers came from the top 3 categories.

This demonstrates how the use of digital equipment has become paramount, and we must always make sure that we are as accessible as possible via these methods. As it would seem most people are already using these methods, we must ensure that all 3 are as easy to use as we possibly can, which is why we are constantly looking at ways in which we can improve these for the customer. The aspect we found most surprising was that so many customers have contacted us directly by email; this shows although people are using the online tools, they like to make direct contact with us as well as self serve.

Question 4 - How satisfied were you with the following aspects of information you received?

Q4 How satisfied were you with the following aspects of information you received?

Answered: 344 Skipped: 19



Over half of the respondents to each question revealed that they are satisfied with the information we provide.

The main area for concern is the ease of finding the correct information. A combined 33% of respondents said they we're either dissatisfied or very dissatisfied. This shows us that people may be struggling to find the correct information when trying to self serve.

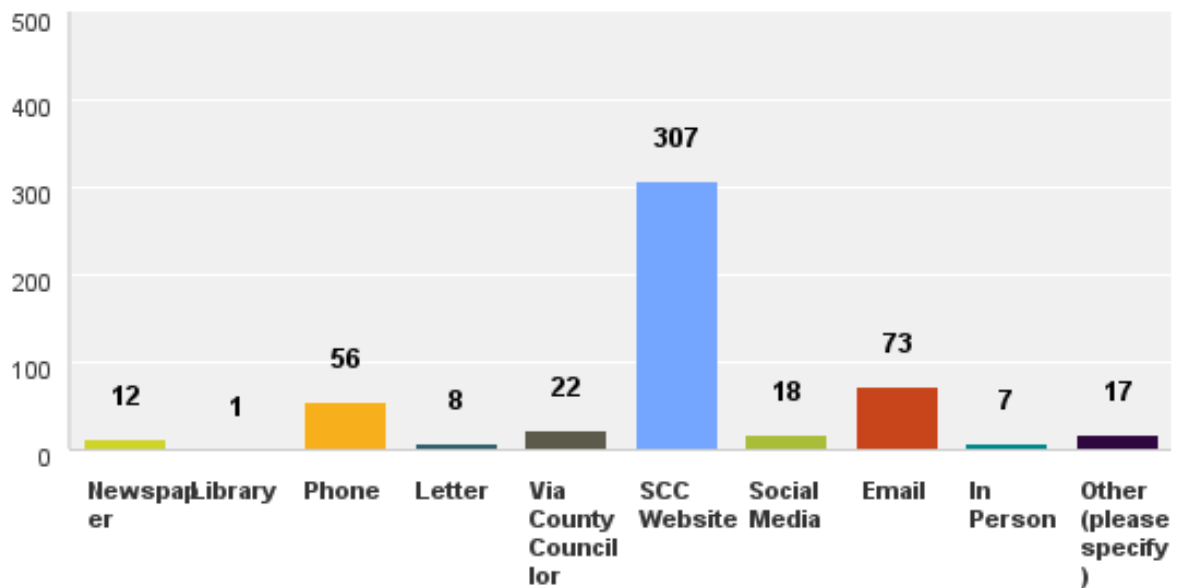
To improve this we will be undertaking reviews of our web pages and also working to improve the roadworks in my area web page.

[Key: The ease of finding the...correct information]

Question 5 - When attempting to find information regarding SCC Highways matters how would you do this?

Q5 When attempting to find information regarding SCC Highways matters how would you do this?

Answered: 356 Skipped: 7



[Key: X axis – Method, Y axis – Number of respondents]

This data shows that a vast majority of our customers would choose to use our public website when attempting to find information regarding Surrey highways. Again this question was open to multiple responses as people may try various methods to gain the information they are looking for.

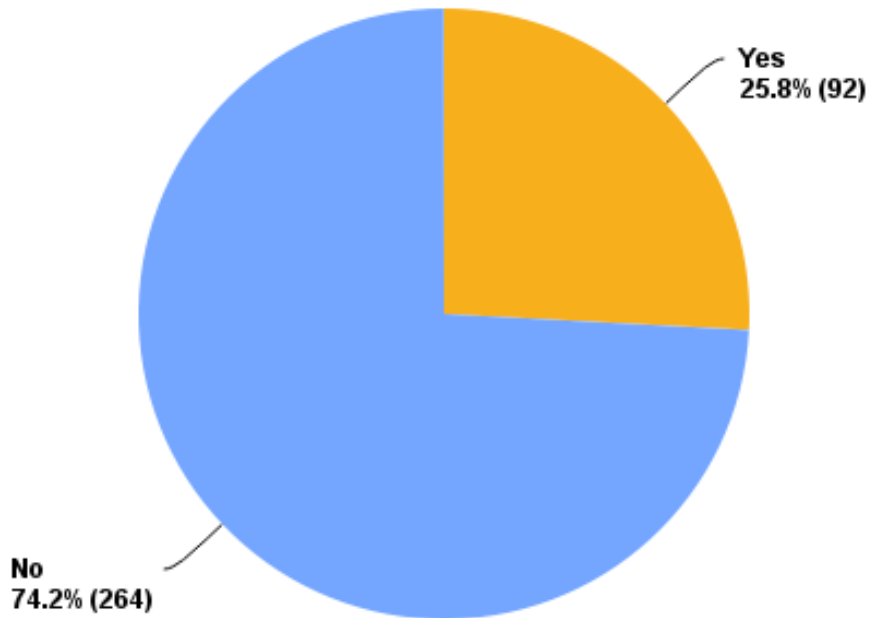
86% (307 of 356) of customers who answered this question said they would look for information online which would suggest that the majority of customers would prefer to self serve when possible. Linking to question 4 we are working to improve the availability of information online. In addition to this we are using information from customer enquiries to target where further information is required.

We have decided to review of our Highways information online web pages, to see how we can make these more effective as an information tools.

Question 6 - Would you use social media for information or reporting if it was available?

Q6 Would you use social media for information or reporting if it was available?

Answered: 356 Skipped: 7



[Key: Percentage of respondents (number of respondents)]

Only a quarter of our customer panel said they would use social media to find out information or reporting defects if it was available. This could be methods such as Twitter or Facebook among others.

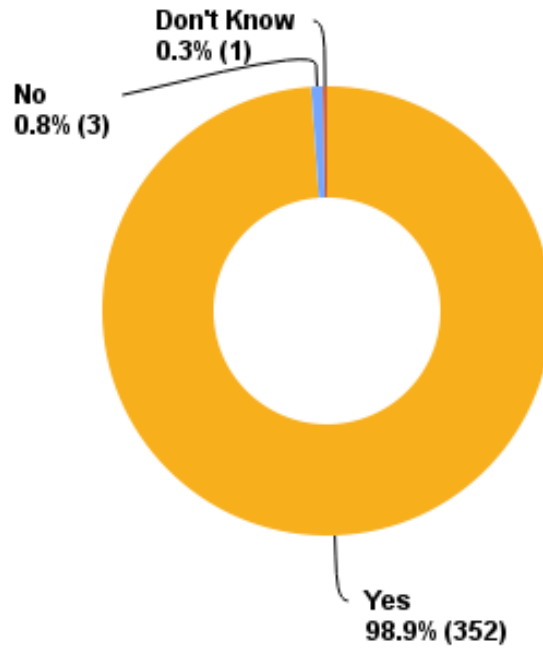
We recognise the need to be more proactive with distributing information and see social media as a quick, effective, low cost method of achieving this.

We will continue to look into the use of this which may also allow younger generations to come forward and report faults more regularly.

Question 7 - Have you encountered any roadworks on your journeys in the past 6 months?

Q7 Have you encountered any roadworks on your journeys in the past 6 months?

Answered: 356 Skipped: 7



[Key: Percentage of respondents (number of respondents)]

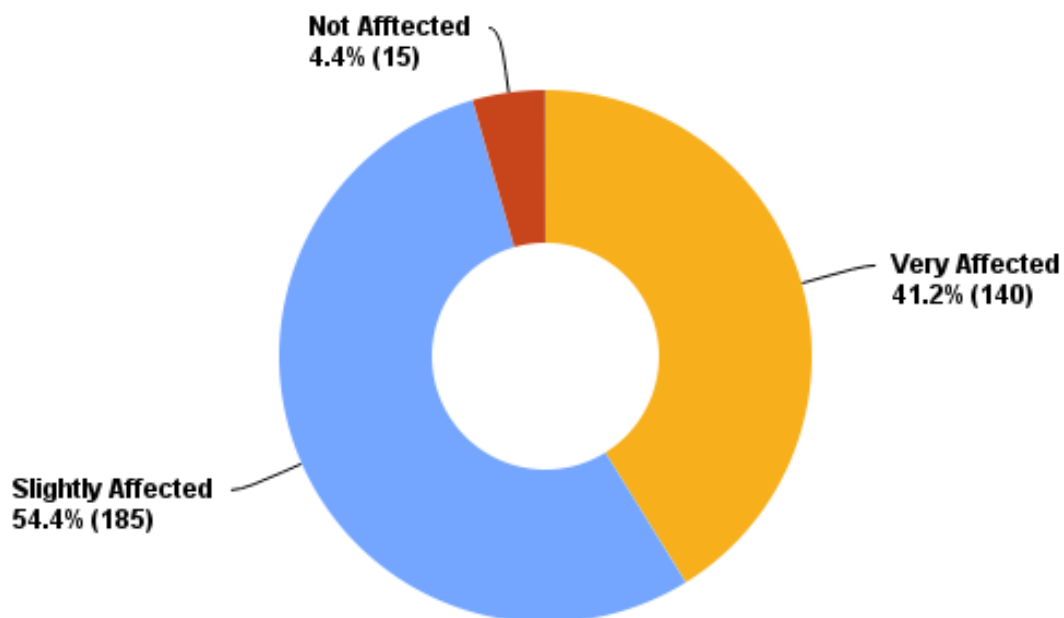
Nearly all of the respondents to the survey (98.9%) said they had encountered roadworks on their journeys within the last 6 months.

We have a vast amount of works being undertaken on our road network daily; however it may be unclear to many that in actual fact the majority of these works are undertaken by utility companies. Over the last 6 months (Jan 15 – June 15) there have been a total of 11597 planned works, and 10733 emergency works undertaken, giving a total of 22330 being completed on Surrey’s highways.

Question 8 - If Yes, how affected were you by the works?

Q8 If Yes, how affected were you by the works?

Answered: 340 Skipped: 23



[Key: Percentage of respondents (number of respondents)]

A majority of people (54.4%) said that they were only slightly affected by the works they encountered, and 4.4% said they were not affected at all. This shows that in the majority of cases we are doing well at managing our roadworks and causing minimal disruption to road users in most cases.

41.2% however still said that they felt very affected by the works.

Of the 22330 works undertaken in total, only 30.2% were operated by Surrey County Council. Please see the table below for the details behind these numbers. Utility companies are licensed by central government to carry out works on and in the highway. As the highway authority we work with them to try and minimise disruption to road users as much as possible, however we do not have the authority to prevent the works taking place.

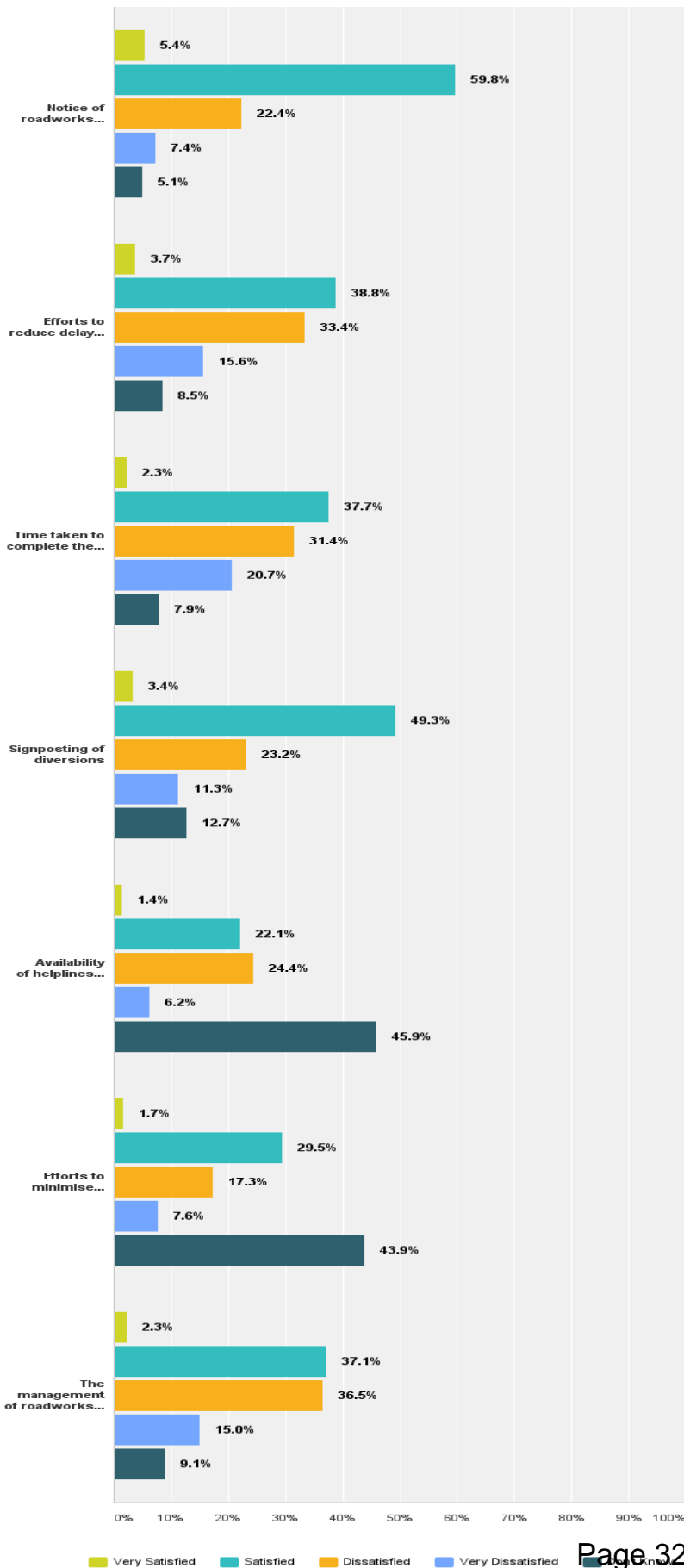
	Planned	Emergency	Overall Totals Emergency and Planned
Utility	10656	4915	15571
SCC	941	5818	6759
Total	11597	10733	22330

Table showing works on the highway from January 2015 – June 2015

Question 9 - Regarding SCC Highways roadworks, how satisfied are you with the following?

Q9 Regarding SCC Highways roadworks, how satisfied are you with the following?

Answered: 353 Skipped: 10



59.8% of respondents said that they are satisfied with the notice we give before works are undertaken. This means generally the information we provide to give warning of forthcoming works is good. We have also released up to date resurfacing reports detailing roads that are due to be resurfaced, on our horizon web page.

49% of customers were either dissatisfied or very dissatisfied with our efforts to reduce delays; we can assure you that Surrey Highways take as many measures as possible to ensure minimal impact to journey times.

The number of respondents that said they don't know to these questions raises concern again where information is concerned. These had a large percentage of don't know answers (45.9% and 43.9% respectively) showing that we need to make sure people have access to the help lines and know where to find them in case they require information.

We have decided to review the communications we give regarding our roadworks, including letter drops, signage, and online information to improve the customers experiences regarding roadworks, being implemented by our new Works Communication Team. We have been working hard to improve all aspects, for example our roadworks in your area tool.

Question 10 - Do you feel SCC provides you with sufficient information to help plan journeys in advance?

Q10 Do you feel SCC provides you with sufficient information to help plan journeys in advance?

Answered: 345 Skipped: 18



[Key: Percentage of respondents (number of respondents)]

Following on from the previous question, we need to ensure people are aware of the various ways in which Surrey provide travel information; for example making people aware of the Surrey travel Twitter page, information via our website e.g. Highways Information Online.

As mentioned in the commentary from question 9, we are currently working to improve the information we provide to our customers regarding highways work. We feel the more information that our customers are provided with, the more likely they are to use the tools to plan journeys, and make travelling through Surrey’s network as easy as possible.

Question 11 - Are you aware of the website www.surreycc.gov.uk/roadworks?

Q11 Are you aware of the website www.surreycc.gov.uk/roadworks?

Answered: 353 Skipped: 10



[Key: Percentage of respondents (number of respondents)]

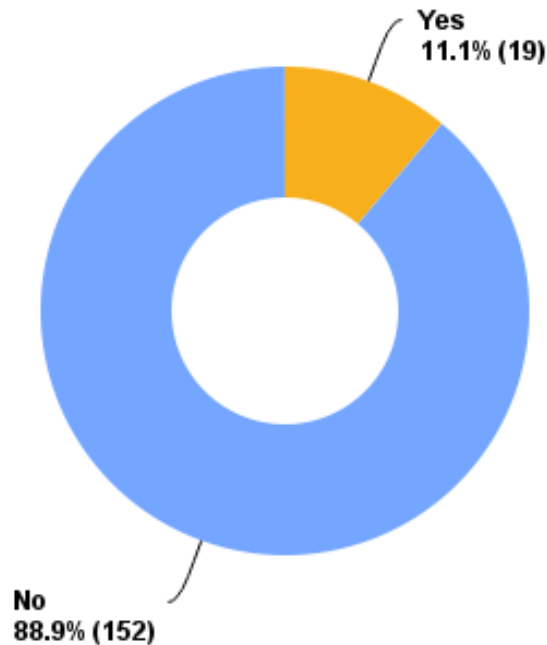
This shows that a majority of respondents (52.9%) are aware of the roadworks information section of our public website. However we still would ideally like to increase this, as the roadworks viewing tool is a superb one for finding information about any planned or ongoing work. This is another aspect where we could help you the customer self serve, to save both you and Surrey Highways time in the long run.

We have decided to look into ways in which we can promote this further, and make it as accessible as possible to our web users.

Question 12 - If yes, are you signed up to the alerts from www.surreycc.gov.uk/roadworks?

Q12 If yes, are you signed up to the alerts from www.surreycc.gov.uk/roadworks?

Answered: 171 Skipped: 192



[Key: Percentage of respondents (number of respondents)]

Although 52.9% of our respondents are aware of our roadworks site, only 11.1% are actually signed up to alerts.

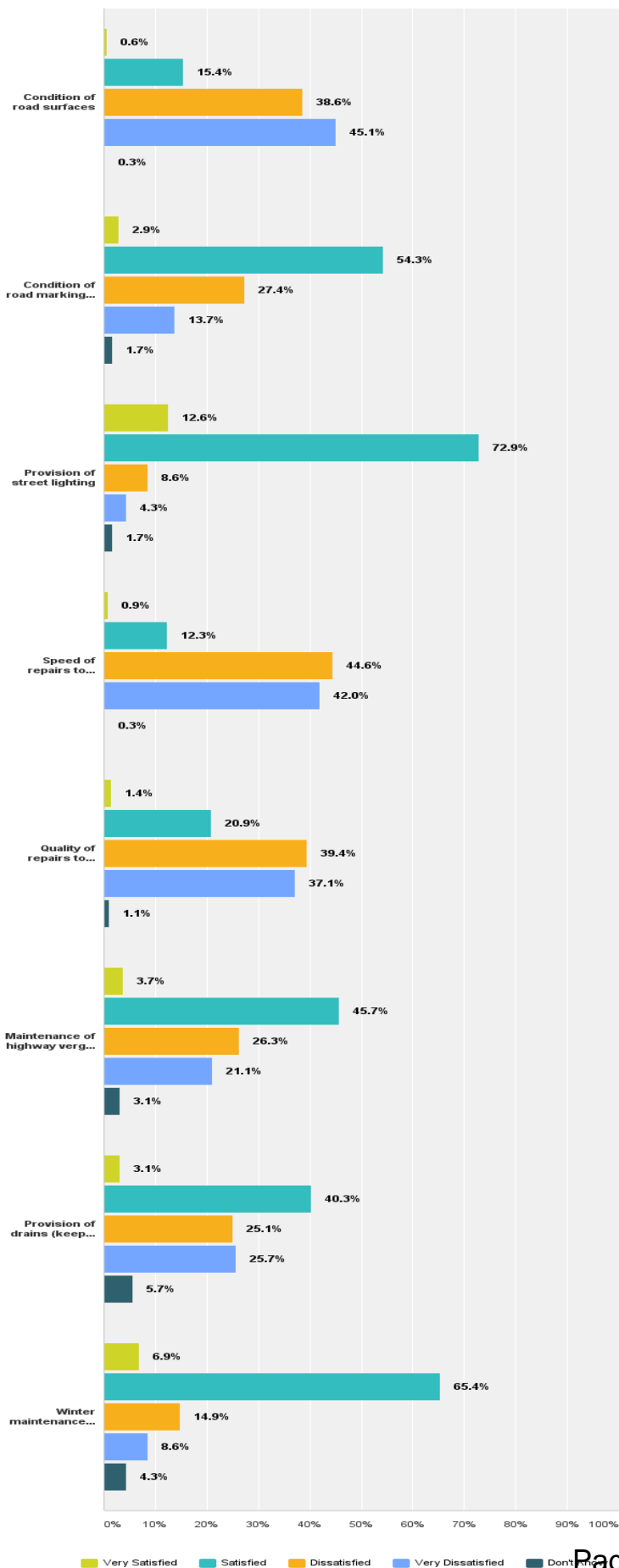
This is a great tool which allows you to sign up to alerts, based on an area of the County, and set the frequency of how often you receive these, preventing you from being overloaded. Again this will form part of the web review into how we can advertise the benefits of signing up to the alerts. This site is extremely powerful and will even populate when emergency works have been put in place.

As a result of this we have now placed a guide on how to sign up to the alerts on the roadworks in my area web page on the Surrey County Council site.

Question 13 - How satisfied are you with these aspects of SCC Highways works?

Q13 How satisfied are you with these aspects of SCC Highways works?

Answered: 350 Skipped: 13



The most positive of these results is the satisfaction with our provision of street lighting and winter maintenance. As you can see these had the highest total satisfied percentages (Satisfied and Very Satisfied) of all, 85.5% and 72.3% respectively. At Surrey we always endeavour to provide you with confidence that the winters will be safe on our road network.

The three areas which raise most concern is the condition of road surfaces, the speed of repairs to damaged roads and the quality of repairs to damaged roads.

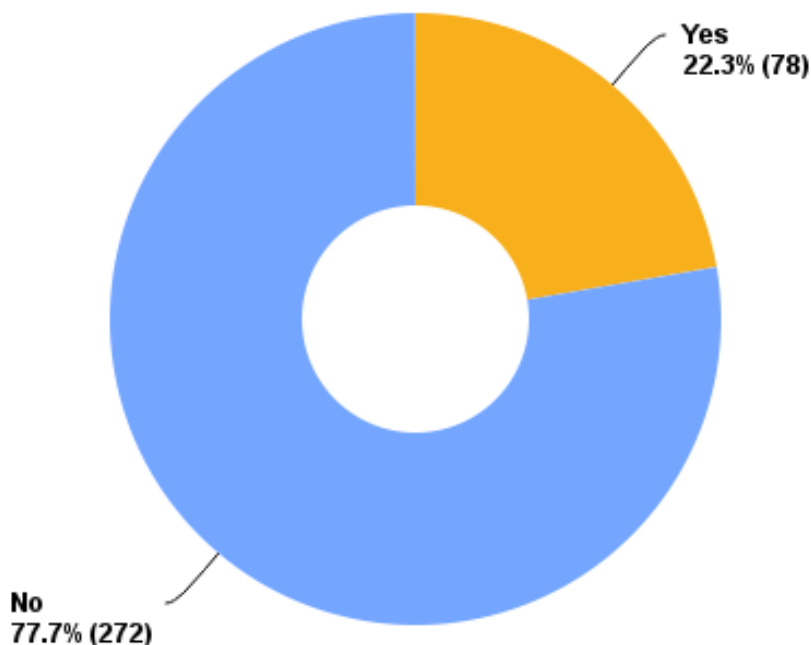
In order to improve the conditions of our road surfaces we started a new scheme called Project Horizon. If you would like to view any more information regarding Project Horizon please visit: new.surreycc.gov.uk/roads-and-transport/highways-information-online/horizon.

The quality and speed of repairs to damaged roads is something we are constantly working with our contractors to improve. This is one major area that we will be taking forward in our service improvements for the future.

Question 14 - Are you aware of how SCC prioritises defect repairs?

Q14 Are you aware of how SCC prioritises defect repairs?

Answered: 350 Skipped: 13



[Key: Percentage of respondents (number of respondents)]

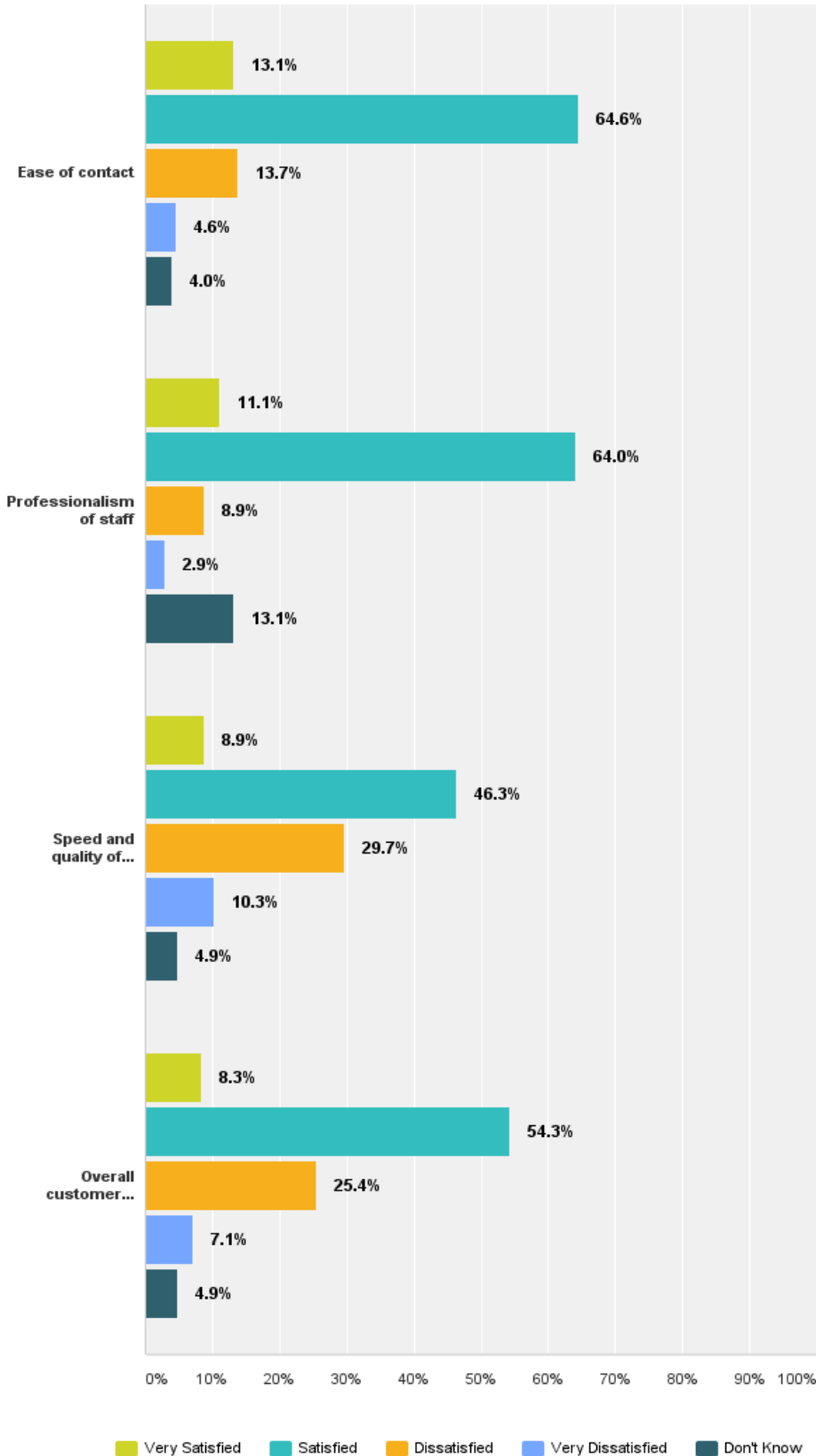
77.7% of respondents said they were not aware of how we prioritise defect repairs. This is something we are going to review and improve so that our customers are aware, and can view it with ease.

If you would like to view how we prioritise defect repairs please go to: <http://new.surreycc.gov.uk/roads-and-transport/road-maintenance-and-cleaning/our-highways-maintenance-contract/highways-contract-performance>.

Question 15 - How satisfied are you with these aspects of SCC customer service?

Q15 How satisfied are you with these aspects of SCC customer service?

Answered: 350 Skipped: 13



77.7% of the panel are satisfied or very satisfied with how easy it is to contact us. At Surrey we strive to make ourselves accessible to all of our customers. This shows we are achieving this via the various contact methods we offer.

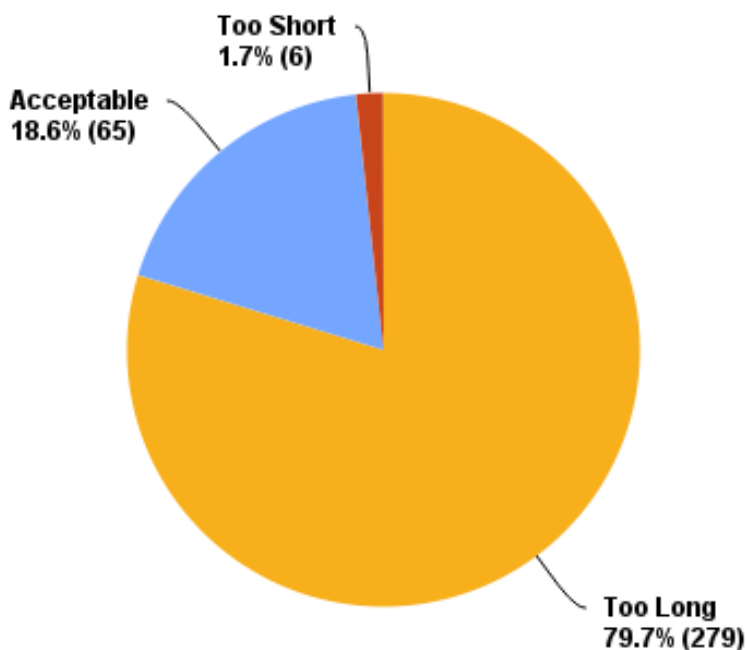
75.1% of respondents said they were either satisfied or very satisfied with the professionalism of our staff; this is an excellent result, as it proves that our training programmes are paying dividends and our staff are working hard to ensure you have the best experience possible when communicating with us.

The area where improvement has been most identified is the speed and quality of our responses. At Surrey Highways try to answer enquiries as quickly as possible, and manage this on a high percentage of occasions. As for the quality we are working to step up our response audits to ensure that all aspects of our responses are of the highest possible quality.

Question 16 - SCC aims to answer all enquiries within a 28 day period, do you feel this is:

Q16 SCC aims to answer all enquiries within a 28 day period, Do you feel this is:

Answered: 350 Skipped: 13



[Key: Percentage of respondents (number of respondents)]

As shown above a vast majority (78.7%) of panel members felt that our enquiry response time of 28 days was too long.

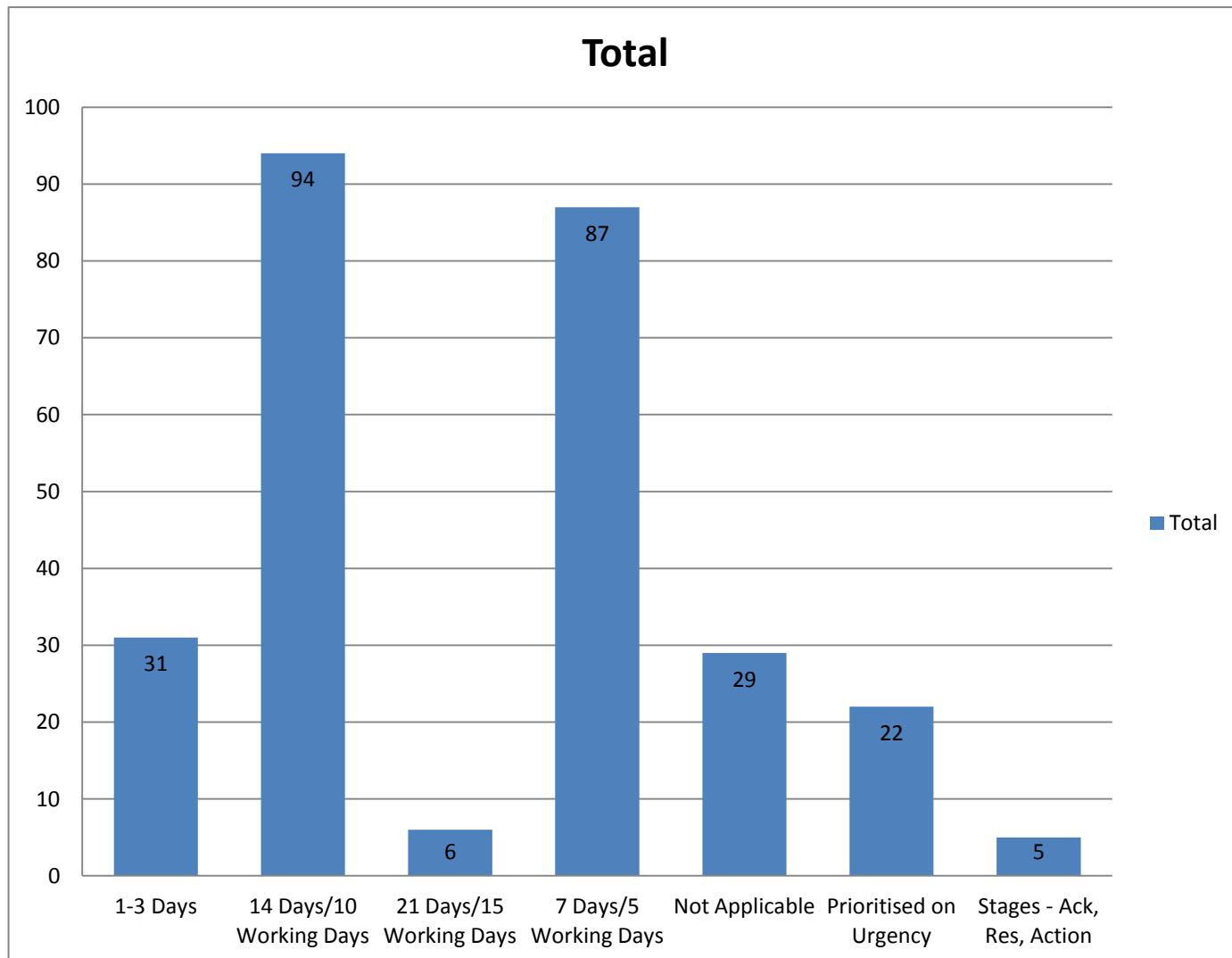
The 28 day period is a limit, and at Surrey Highways we do our utmost to respond to enquiries as soon as possible where we can. Some enquires we receive can be more complex however, and can mean communications between various departments.

Over 28 days	126
20 - 28 Days	264
10 - 19 Days	524
0 - 9 Days	2058
Not Complete	510
Total	3482

The table on the left shows enquiries that required a response in May 2015. We answered 59.1% of all these enquires within 0-9 days, a further 15% answered in 10-19 days and 7.5% within 20-28 days. This gives a total of 81.6% answered to timescale, and as you can see from the figures above, the majority of those are answered before 20 says. We are constantly working to improve prove our response times and tracking performance to ensure the best possible customer service.

Enquiries in May 2015 and response times

Question 17 - If too long, why do you feel this is and what would you consider to be an acceptable period of time?



[Key: X axis – Suggested Period/Method, Y axis – Number of Respondents]

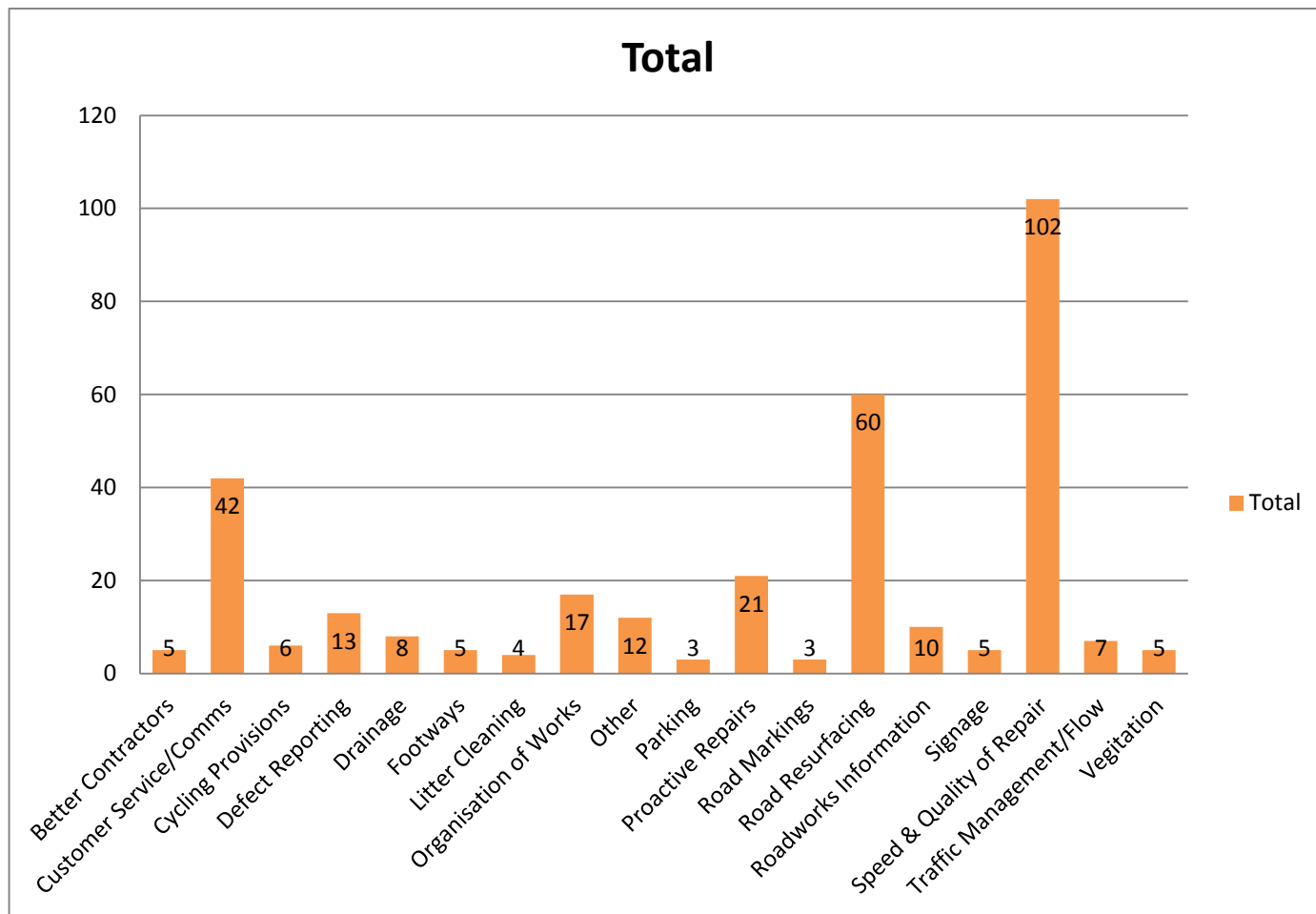
The top response, with 34% of responses, was 14 days. Second was 7 days with 31%, and third was 1-3 days with 11%.

8% of respondents said the timescales should vary depending on the urgency of a defect, whilst 1% said they would like answers in stages of Acknowledgement, Response and Action.

78% (274 out of 350) of respondents who answered question 16, thought that our current target response time of 28 days was too long.

As you can see from the data on page 19 we do reply to the majority of our enquiries within 0 – 20 days. The responses have been read by our management team and have been noted.

Question 18 – If we could improve one area, what do you think it should be?



This question was an open answer one, however the comments have been analysed and categorised for reporting purposes.

The top area in which our respondents thought we could improve was in the speed and quality of our repair work, 31% of the 326 respondents thought this. Including response times and longer lasting repairs.

Second was road resurfacing improvements with 18% of respondents, this category includes subjects such as; B roads, resurfacing rather than patching, maintaining promises to resurface roads, the speed of resurfacing works, road prioritising.

Next we have customer service and communications. 12% of all respondents thought this was a key area of improvement. Includes; faster responses, allowing direct contact with highways, making public more aware of the works within our remit, clear communication of actions and reasons, saying works are complete when they aren't, feedback and follow-ups, if not happy with reply not having to start process again.

Proactive repairs – repairing multiple defects down same road at same time and more inspections.

Organisation of works – planning works to cause minor disruption to residents and road users.

Defect reporting – the ease of reporting defects to us, especially via website.

Roadworks Information – Warning signs, Diversion routes and info on upcoming works.

Traffic Management/Flow – The way systems are planned to ease peoples' journeys/ prevent pollution.

Better Contractors – Workmanship, quality/professionalism of our contractors.

Again the main area of improvement was speed and quality of repairs.

Question 19 – Do you have any other comments you would like to add?

All of the comments have been read, and were carried into the meeting with senior managers to view. Some of the common comments are mentioned below.

We had a number of members that used this opportunity to express how pleased they felt that we were providing them with the chance to give us feedback, and have a positive effect on our service. “I admire you seeking feedback. It’s a great way to engage with stakeholders such as residents” and “I’m pleased to see that you’re giving people the chance to provide this feedback – it should help you target where improvements can be made with the most direct impact”.

We also received a number of positive comments towards our service such as; “SCC overall do a good job”, “Overall I am happy with the standard of the roads”, as well as “very happy with the amount of gritting the last few years” And “staff very helpful on the phone”.

One area we received multiple comments about is the reporting system on our website, for example; “possibly to design a... app that requires a log in etc... one that enables a photo of a road defect but uses GPS co-ordinates...” this is currently being addressed and we have a new reporting system which is due to be released this year. This new site will allow users reporting defects from a mobile device to take a picture and instantly upload it, as well as map location and greater ease when detailing the size of the defect.

Another area that received a large number of comments was asking why potholes that are close together are not filled in at the same time, for example; “Need to ensure all maintenance of a section of road is done at the same time to avoid repeatedly digging up the same stretch”. Our contractors work from scheduled work programmes, these programmes are made to ensure the gangs have solid amounts of work for the day, to ensure maximum productivity. If the gang does locate a defect, that meets the levels for intervention based on our safety matrix, then they are instructed to fix it providing materials and time will allow it. If for any particular reason they cannot repair the defect, they will record it and report it back so that it may be placed on a future schedule of works. Surrey Highways are constantly working with our contractors to ensure the best possible service is provided.

Communication was also a key factor in many of the comments we received throughout the survey, and one point in particular was our use of a no reply e-mail address. Our e-mailing system is pretty much in common with public bodies and private companies up and down the country. If something is submitted via the web, you will get an automated e-mail acknowledgement but if you wish to re-engage you will need to fill in a web form or phone the Contact Centre quoting the reference number. We receive between up to 10,000 enquiries per month concerning highway issues. Each gets an automated acknowledgement. If we opened this automated e-mail up as another communication channel it would be unworkable.

Summary

The Panel and Contact

- The Highways Customer Panel needs greater representation from the 44 and under age groups. Meaning we will endeavour to advertise to these age groups.
- The majority of panel members that have contacted us chose to do so using online methods or phone; however we need to ensure we are still accessible through other means such as letters or County Councillors.
- Customers were generally satisfied with the information they were provided with when contacting us, showing we perform well when dealing with customer seeking information.
- The vast majority of panel members would look to our website when seeking general information. Meaning a review of the highways information we provide via the website to ensure is as up to date and accurate as possible.
- Only a quarter of members would use social media for information and reporting, however we still believe this will be a key aspect for communications on the future.

Roadworks

- Nearly all of our members have encountered roadworks on their journeys in the past 6 months, however under half were very effected by the works. We are doing well when managing our works to ensure minimal disruption to the public, however there is room for improvement and a project team is currently working towards improving this. We also work with utility companies to ensure their works are being carried out to the highest standards.
- Panel members are generally satisfied with the notice we provide before roadworks are undertaken, and over our signing of diversion routes.
- Areas identified for improvement are our efforts to reduce delays and the time taken to complete the works.
- We have also learnt that we need to make help lines more available to residents as a large number responded as not know these were available to them. As well as this we need to communicate the efforts we take to minimise disruption to residents around noise etc, more effectively to residents so they know what we are doing to be as helpful as possible.
- Our panel members are split in terms of overall satisfaction with our management of roadworks, which shows it seems to be only particular areas which individuals seem to be dissatisfied with.
- 54% of panel members feel Surrey Highways do not provide sufficient information to help residents plan journeys in advance. We are working to improve all aspects of the information we provide residents with, through various platforms such as the website and social media.
- A majority (52.9%) of panel members are aware of the roadworks information page on our website. However only 11.1% of these people are signed up to the alerts on offer. We need to update our information to ensure people are aware of the alerts and signing up is as easy as possible.
- The results show that the 3 areas customers are least satisfied with, regarding the different aspects of SCC highways works, are the condition of road services, the speed of repairs and the quality of repairs.

- Customers are most satisfied with the provision of our street lighting, the conditions of road markings and winter maintenance.
- The majority (77.7%) of customers were not aware of how we prioritise our defect repairs.

Customer Service

- The majority of our respondents are satisfied with our customer service. People find we are easy to contact, our staff are professional and that as a customer they have a good experience when contacting us overall.
- The area identified for improvement was our speed and quality of response. This is possibly where our customers have received a lack of contact from us once raising an issue.
- A vast majority of our panel members feel that our enquiry response time of 28 days was too long.
- The customers who felt that the 28 day period was too long then gave us time periods that they felt would be more appropriate; the top 2 time periods they suggested were 14 days/10 working days and 7 working days/5 working days.

General

- The 3 main areas that panel members identified where improvement is needed are; the speed and quality of our repair work, road resurfacing and our customer service and communications.
- We received many various other comments all of which have been read through. There were many positive comments praising our current work and the Highways Customer Panel initiative.
- We received many comments regarding the speed and quality of work, communications and customer service, and our reporting systems among various others. Any changes we can make as a result of these comments will be communicated with the panel and the public as they happen.

Actions as a result of feedback

- We will continue to advertise the Customer Panel to increase the panel's strength and in particular advertise it to people aged 45 and younger to try and increase representation from the younger age groups.
- Continue to ensure we are accessible to all of Surrey's residents, and ensure that our most used contact methods – e-mail, phone and our website – are as efficient as possible.
- Review and update the information we provide online to allow as many of our residents to easily self serve making collecting information as hassle free as possible. We will be updating our Highways Information Online page very shortly.
- Review our use of social media for informing and reporting.
- Use the results of this survey to assist in the ongoing project to improve the information we provide to our customers regarding roadworks.
- Updated our Horizon webpage with up to date reports allowing residents to see the progress we are making with our resurfacing schemes.
- Promote and advertise our roadworks in my area page to ensure as many customers as possible know there is information available regarding roadworks and can use it to their advantage.
- We have now added a guide to this webpage to show our customers how to sign up to alerts detailing works in a selected area, helping them to plan journeys and prevent any surprises.

- The speed and quality of repairs is something that Surrey Highways is constantly working with our contractors to improve, the results of this survey will be considered when looking into this in the future.
- We must ensure that our defect priority guides are as accessible to the public as possible, so they are aware how we work it out and which defects take priority. We will review how easy this information is to find and endeavour to make it easier to get for our customers.
- Review the response auditing process to ensure as many responses as possible are to the agreed timescale, and that they are of the highest quality answering all of the customer' questions and explaining any reasons behind decisions.

Surrey Highways Customer Panel – What to expect next

We will send e-mails out to our members with any further details of updated information, as well as dates and information regarding any future surveys. These will contain any relevant links you will need.

Please send any questions you may have regarding this report or anything panel related to highways.customerpanel@surreycc.gov.uk.

If you feel anybody you know would be interested in joining the panel and giving us their feedback, please send them to <http://new.surreycc.gov.uk/roads-and-transport/highways-information-online/highways-customer-panel> and from there they can follow the link to sign up.

If for any reason you feel you no longer want to be a part of the Highways Customer Panel you can cancel your membership through the following link:

<https://www.surveymonkey.com/r/?sm=7ketzC3rIjy%2b4R4Pg4cOfw%3d%3d>

I would like to take this opportunity, on behalf of all of us at Surrey Highways, to thank you for taking part in the first Highways Customer Panel survey. I hope you enjoyed the experience and feel like the whole process has been productive. I very much look forward to the next instalments, and hope you are as excited as I am in shaping a better highways service for you, the customer.

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Annex 2 – National Highways and Transport (NHT) Survey Results 2009-2015 (Highway Maintenance Theme)

Percentage of residents satisfied with service provision over the last 7 years (rounded to nearest whole percentage point)

	2009	2010	2011	2012	2013	2014	2015 ¹	2015 Herts CC ²	2015 Counties Average	SCC 2015 ranking (29 counties) ³
Top level subjects:										
Condition of highways	29%	25%	26%	26%	24%	24%	32%	33%	35%	18 th
Highway Maintenance	44%	45%	45%	45%	47%	46%	53%	52%	53%	15 th
Street lighting	59%	63%	66%	68%	67%	69%	67%	52%	64%	11 th
Highway Enforcement	47%	49%	51%	49%	49%	48%	50%	50%	50%	5 th
Component service aspects:										
Condition of road surfaces	31%	25%	23%	25%	21%	21%	36%	38%	37%	18 th
Cleanliness of roads	53%	53%	56%	57%	55%	55%	62%	60%	60%	7 th
Condition of road markings	53%	52%	52%	55%	54%	57%	61%	56%	58%	2 nd
Condition and cleanliness of road signs	55%	54%	54%	55%	55%	55%	59%	56%	58%	13 th
Speed of repair to streetlights	51%	54%	60%	59%	60%	60%	62%	55%	61%	12 th
Speed of repair to damaged roads/pavements	23%	22%	19%	21%	17%	17%	27%	30%	29%	18 th
Quality of repair to damaged roads/pavements	-	-	27%	29%	26%	25%	36%	35%	36%	14 th
Maintenance of highway verges/ trees/shrubs	41%	44%	46%	44%	44%	42%	52%	53%	52%	15 th
Weed killing on pavements and roads	43%	47%	50%	47%	47%	46%	52%	53%	51%	11 th
Keeping drains clear and working	43%	43%	47%	43%	46%	42%	49%	50%	52%	22 nd
Deals with potholes and damaged roads	-	-	-	26%	22%	24%	34%	34%	35%	16 th
Deals with obstructions on pavements	46%	47%	49%	42%	42%	42%	45%	46%	44%	9 th
Keeps roads clear of obstructions	53%	57%	58%	55%	57%	58%	60%	60%	59%	7 th
Deals with illegally parked cars	42%	44%	49%	45%	46%	47%	46%	47%	44%	3 rd
Undertakes cold weather gritting	44%	36%	35%	46%	52%	54%	58%	57%	60%	19 th
Cuts back overgrown hedges	41%	42%	44%	43%	42%	41%	46%	46%	45%	11 th
Deals with mud on the roads	48%	50%	53%	53%	51%	53%	55%	55%	50%	2 nd
Deals with abandoned cars	50%	51%	53%	57%	56%	56%	55%	53%	55%	11 th
Provision of street lighting	-	-	-	-	64%	65%	68%	56%	65%	9 th
Provision of drains	-	-	-	-	51%	46%	54%	54%	55%	17 th
Provides information on gritting	-	-	-	-	41%	42%	42%	44%	46%	24 th
Deals with flooding on roads and pavements	-	-	-	-	-	41%	45%	46%	48%	27 th

¹ Bold denotes improvement from last year

² Hertfordshire CC regarded as a close comparator

³ Higher ranking is better.

Annex 3 - Surrey Residents Survey (SRS) Results from Quarter 1 2013/14 to Quarter 2 in 2015/16

Resident satisfaction with service provision.

	Qtr 1 2013/14	Qtr 2 2013/14	Qtr 3 2013/14	Qtr 4 2013/14	Qtr 1 2014/15	Qtr 2 2014/15	Qtr 3 2014/15	Qtr 4 2014/15	Qtr 1 2015/16	Qtr 2 2015/16
Road Maintenance	23%	32%	30%	21%	24%	30%	36%	31%	29%	35%
Pavement Maintenance	47%	49%	48%	47%	48%	50%	50%	47%	47%	57%

The SRS is a telephone survey of 1650 residents across Surrey every quarter. The sample design ensures survey results are broadly representative of the views of all Surrey residents in terms of age, gender and ethnicity

There are two satisfaction questions included for Highways & Transport concerning road and pavement maintenance. The data shows that residents are consistently happier with the maintenance of pavements than roads.

There has been a comparative year on year increase with satisfaction since 2013/14, for roads this could reflect the volume of works that have taken place in the last two years including Operation Horizon.

The quarterly variations follow a seasonal trend with quarters 3 and 4 reflecting the winter months where there is a greater likelihood of drainage, flooding and pothole issues.



Resident Experience Board

19 November 2015

Magna Carta 800th Anniversary Commemoration Debrief

Purpose of the report: Scrutiny of Services and Budgets

Magna Carta is of tremendous importance to our residents and visitors - now and in the future - in terms of heritage, education, economic development, tourism and great pride in our county. The purpose of this report is to debrief the Resident Experience Board on the programme of events and activities supported by Surrey County Council to commemorate the 800th anniversary of the sealing of Magna Carta in Runnymede. The commemorations included the national anniversary event on 15 June 2015, a dedicated art commission, and a wider event / activities programme. This paper principally reports on the programme and final budgets associated with these three work streams. The Board is asked to note the report.

1.0 Introduction:

- 1.1 The 15th June 2015 marked the 800th anniversary of the sealing of the Magna Carta by King John in Runnymede. This important historic event is a major part of Surrey's heritage, cultural identity and civic pride and was seen as an occasion of national and international prominence and significance - a great opportunity to promote and raise the profile of Surrey.
- 1.2 Surrey County Council supported this scheme because of the tremendous importance of Magna Carta in terms of heritage education, economic development, tourism and civic pride in our county. Through the events in 2015, and the legacy of an enhanced visitor offer, the profile of the area will be improved both nationally and internationally – with continuing benefits for the profile and economy of the area.
- 1.3 Surrey County Council provided strategic leadership to the project and worked closely with a wide range of partners to ensure the appropriate commemoration activities and events were programmed for residents and visitors alike. Partnership collaboration is continuing to ensure a lasting legacy is implemented.
- 1.4 Plans included:-
 - 1.4.1 Commemoration events – including the national anniversary event on 15 June 2015 and an event programme to raise the profile of the area, brought the community together to participate in a variety of cultural, healthy and educational pursuits, and provide an international celebration worthy of the occasion
 - 1.4.2 A Magna Carta art commission - a public artwork 'The Jurors' by artist Hew Locke, to commemorate the 800th anniversary.
 - 1.4.3 A lasting legacy – one of the key ambitions of local stakeholders for the 2015 anniversary was to provide improved visitor facilities and interpretation arrangements at the historically important site in Runnymede with minimal impact on the natural environment.
 - 1.4.4 A detailed breakdown of expenditure and income across the County Council is shown in attached Annexe A.

2.0 15th June 2015: Official national event Foundation of Liberty Runnymede 800 celebration

- 2.1 The organisation and successful delivery of this prestigious event has been widely acknowledged as a major and spectacular triumph for the County Council and it has greatly enhanced the reputation and standing of the council with many important individuals and organisations.
- 2.2 Background:-
 - 2.2.1 With strategic leadership from the County Council and working with partner organisations and stakeholders from across the County, the event needed to ensure that Runnymede was the focus of this important and historical anniversary.

2.2.2 Surrey County Council (SCC) worked in partnership with a variety of organisations, including The National Trust, Runnymede Borough Council and The City of London Corporation to develop the plans for this important event.

2.2.3 Whilst the creative content, programme planning and practical delivery were the responsibility of Surrey (with local partners) a governance structure was established with a strategic board on which the key partners - the national Magna Carta 800th Committee, American Bar Association, Houses of Parliament and City of London were represented.

2.3 The Vision and objectives:-

2.3.1 The vision for the Foundation of Liberty through Magna Carta Runnymede 800 event national commemoration event was:-

To celebrate the contribution of the Magna Carta in the foundation of liberty, democracy, human rights and the rule of law throughout the world”

2.3.2 The Foundation of Liberty through Magna Carta had 4 key objectives:

- To demonstrate the relevance of the Magna Carta, locally, nationally and internationally.
- To reaffirm the principles of rule of law, fair justice, equality and safety from the abuse of governmental or judicial power.
- To promote the vital importance of individual rights and acknowledge the role of Parliament in promoting these rights.
- To acknowledge the impact of Magna Carta on constitutional and democratic development since 1215.

2.4 The Event:-

2.4.1 The 15 June 2015 Foundation of Liberty 800 celebration on Runnymede Meadows was a State Occasion held in the presence of HM The Queen, HRH The Duke of Edinburgh, HRH The Duke of Cambridge, HRH The Princess Royal and Vice Admiral Timothy Lawrence. An invited audience of around 3,000 guests, representing local, national and international stakeholders witnessed a contemporary event which ran from 7am until 3pm full of music, drama and action that remembered the past and acknowledged the future.

2.4.2 A small core team of Surrey County Council Officers who, working in partnership with the National Trust and with professional contractors and artists, took responsibility for the key areas of delivery: concept and event content, guest list, invitations, vetting and ticketing, infrastructure build, transportation, production and direction.

2.5 The Programme:-

2.5.1 The formal / official ceremony comprised:-

- Dedication of the Magna Carta Art Commission
- Short programme of orchestral and choral work
- Civic introductions to HRH and others
- Speeches by key national leaders
- Unveiling of a commemorative plaque by HRH for permanent installation on the site

2.5.2 Other elements of the programme included:-

- 150 young people from Surrey Arts led the procession of the Parliamentary Flags project and delivered an extract performance of the Freedom Games concert from the Royal Albert Hall
- A performance of the 799 Magna Carta anniversary event Giant Puppets
- Freestyle music programme and screen broadcasts
- Music programme
- ABA memorial rededication
- A reprise of the Freestyle music programme and screen broadcasts after the official event closed

2.5.3 Throughout the morning, creatively integrated with the screening of specially made and assembled films and videos on wide range of aspects of Magna Carta and the Runnymede site, there were musical celebrations by a range of musicians and groups. Music for the formal proceedings was led by the London Philharmonic Orchestra supported by the Temple Church Choir, and a choir of 30 students from nearby Royal Holloway, University of London, Surrey Arts performed an excerpt from their opera The Freedom Game.

2.5.4 A highlight of the musical programme was an especially composed anthem by John Rutter was performed as Her Majesty The Queen arrived at Runnymede.

2.5.5 A specially commissioned dedication written by Owen Sheers was performed as part of the dedication of the especially commissioned artwork ' The Jurors' by Hew Locke.

2.5.6 There was a sequence of American music that accompanied the rededication of the ABA memorial.

2.5.7 The event passed off without security or technical incident.

2.6 Event Planning:-

2.6.1 The challenges were significant:

- To transform a meadow into a world class arena, suitable for hosting such a prestigious event that would not only be attended by members of the Royal Family, the Prime Minister and the Archbishop of Canterbury, but also be broadcast across the world.
- Ensuring that throughout the build and breakdown of the infrastructure and the arena all the required licences, permissions, health and safety rules and regulations were documented, monitored and adhered to.
- Co-ordinate all the requirements for the event pertaining to the emergency and security services, highways, contractors and logistics through the formation, chairing and administration of the MC800 delivery board.
- Generate a guest list that represented a wide cross section of British and international society to witness the celebration. Adapt an existing ticketing site into a secure invitation process that enabled the gathering of personal information necessary for the vetting of guests, performers, volunteers and staff by Surrey Police.

- Develop a transport and traffic management plan capable of ensuring that volunteers, performers staff and guests were able to access the meadow during the morning rush hour using a variety of transport options (car, coach and train).
- Coordinate the delivery of the musical and artistic content into an overall programme of events, ensuring that the various mediums dovetailed into a seamless performance within a strict timetable.

2.7 Event facts and figures:-

- 2.7.1 The event site was surrounded by over 2 miles of security fencing and had a total of 1.8 miles of track-way laid to protect the meadow during construction and the main event itself.
- 2.7.2 The stage, built to accommodate a full orchestra and choir as well as the Royal Party and various dignitaries, measured 20 meters in width and was 24 meters deep.
- 2.7.3 Over 3,000 guests attended the event.
- 2.7.4 58 Nationalities were represented within the guest list.
- 2.7.5 927 of the guests were from overseas.
- 2.7.6 Over 600 Surrey County Council Councillors, employees and guests of SCC attended the event.
- 2.7.7 Over 250 volunteers supported the event, many working at park and ride locations and Staines rail and bus stations.
- 2.7.8 Over 8,000 invitation emails and reminders were sent out.
- 2.7.9 Over 12,000 emails associated with event enquiries and administration were handled.
- 2.7.10 A fleet of 36 coaches were used to transport volunteers, performers and guests to and from the event site, the majority undertaking multiple journeys. A further 38 coaches were hired by specific groups and required coordination and parking during the event.
- 2.7.11 4,000 people were transported to the event site by 9am.
- 2.7.12 A total of 300 performers were involved in the event, including: 140 children, 85 British military personnel supported the event – 35 Royal Marines (Band), 25 Royal Navy and 25 Coldstream Guards (Route liners). Representatives from the RAF attended to coordinate the fly-past.
- 2.7.13 123 children involved in the Freedom Game production displayed 80 parliamentary flags. 60 of the parliamentary flags were produced specifically for the event.
- 2.7.14 More than 200 people were formally presented to the Royal Party, The Prime Minister and the Archbishop of Canterbury, 70 of those presented were local to Surrey.

- 2.7.15 128 gallons of water had to be transported from a single tap at the National Trust Lodges (a quarter of a mile away) to fill the bases for the medieval banners.
- 2.7.16 Over 800 row and seat labels were printed, hole punched and cable tied to seats.
- 2.8 Guests represented the following groups:-
- The Legal profession
 - The American Bar Association
 - Academics
 - Dames and Barons
 - Charter Towns
 - The City of London
 - Ambassadors and High Commissioners
 - Civil Servants
 - Community Representatives
 - Religious Groups
 - Members of Parliament
 - Local Borough and District Councils
 - County Councils
 - The National Trust
 - Local Stakeholders.
- 2.9 The event culminated in a fly-past by the red arrows after which guests enjoyed a picnic lunch on the meadow with the informal musical programme continuing until 2pm.
- 2.10 After contributions of £100,000 from the National Trust, £85,000 from City of London, £15,000 from the American Bar Association and £12,700 from the National Society of the Dames & Barons, the net cost of the event was £580,019.90. A breakdown of expenditure from the event is provided in Annex B.

3.0 Magna Carta Art Commission:- ‘The Jurors’ by Hew Locke (Artist)
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- 3.1 Plans to commemorate the anniversary included providing a lasting legacy of the sealing of the Magna Carta through an iconic commission in the landscape of a British memorial for Magna Carta. A number of possible locations were identified in the Landscape MasterPlan that was commissioned by the National Trust for the long term development of the Runnymede and Ankerwycke estate. The artistic brief required that any structure / installation in this location must address flooding issues.
- 3.2 Surrey County Council (SCC) and the National Trust, as the landowners, formed a selection panel, chaired by the Leader of SCC. Hew Locke was selected from a short-list selection exercise to undertake the art commission to mark the 800th anniversary of the Magna Carta.
- 3.3 The artist was inspired by the impact of the Magna Carta’s fundamental principles of justice, the basis of common law which has influenced the development of the United States constitution, the United Nations Universal Declaration of Human Rights and over a third of the world’s legal systems.
- 3.4 The commission was completed in time and within budget - and despite the tight timescale for such an important commission of such social / cultural

significance there was time for a modest local schools / community engagement programme.

- 3.5 The art commission has attracted considerable positive media coverage and The Jurors continue to be very popular with visitors. The NT have 3 or 4 volunteers on site talking about the art work every weekend and during the school holidays.
- 3.6 A mark of its popular appeal is that the visitor footfall has totally worn away all the grass around the chairs and the area has become bare ground. The British Council are running an online English language course from November focussed on Magna Carta so that students pick up some knowledge of MC as well as practice their English. The third and final session looks at the contemporary relevance of Magna Carta and they want to make The Jurors and the Dedication video a focus for this session.
- 3.7 Feedback from local stakeholders and engagement groups has been extremely well received. Although the concept of a contemporary public art installation drew some initial scepticism and concern two sample quotes sum up the success of the installation:-
 - 3.7.1 From Mrs Jill Reynolds of the Magna Carta Action Group:-
"The legacy of 'The Jurors' is immensely fitting – it is not a static, dead structure to be gazed at and forgotten but rather a dynamic and interactive installation which will encourage thought and debate for years to come. Thank you for working so hard to find something so appropriate to the time and the setting."
 - 3.7.2 A quote from an international visitor (India):-
"I did not think a group of chairs set in the middle of a beautiful Runnymede, would teach me so much about individual freedom, parliamentary democracy and supremacy of law. I am so glad I was able to see this great piece of art."
- 3.8 A dedicated website, featuring educational materials for teachers/students can be found at <http://artatrunnymede.com/>
- 3.9 The National Trust General Manager for Runnymede has advised they have experienced a most significant increase in car park takings in comparison to last year. Whilst commemorative activities and other incremental factors and the new cafe' offer have contributed to this he has commented that:-
"The Jurors are playing a significant part in this increased use of the site. There have only been a very few times in the day when someone is not sitting on, or photographing the Jurors and they appear are creating more interest than say the Kennedy or ABA Magna Carta memorials which were the previous draws to the site. One of the key benefits is that they have created new opportunities for volunteering and our weekend Art Interpretation Volunteers have been kept very busy to date. So the Jurors are a huge asset and rapidly have become a part of the Runnymede experience."
- 3.10 'The Jurors' is owned by SCC and are on loan do the National Trust via a formal loan agreement.

4.0 World Premier of 'The Freedom Game' Magna Carta Concert at the Royal Albert Hall 12th May 2015

- 4.1 'The Freedom Game' was a new community opera commissioned by Surrey Arts (with a grant contribution from Arts Council England), performed for the first time at the Royal Albert Hall on Tuesday 12 May 2015 by over 1,000 Surrey residents, watched by an audience of over 3,000 people including HRH the Earl and Countess of Wessex.
- 4.2 A very high quality creative team was put in place to deliver the project including Karen Gillingham (Director of the Youth Company at the Royal Opera House), Sir Richard Stilgoe (Libretto) and Hannah Conway (Composer), Tim Murray (Conductor).
- 4.3 The project had a great impact across the County of Surrey, as there were county-wide rehearsals from January onwards involving many hundreds of people (*including 17 schools*) – young and old engaged in exploring the values of freedom and democracy through regular rehearsals in preparation for performance
- 4.4 As well as showing the fantastic wealth of talent we have in Surrey, and providing an exciting opportunity for Surrey's young people and amateur groups, the project provided apprenticeship type opportunities for a number of 'up and coming' young performers, choreographers and backstage crew who are seeking to build a career in the performing arts. The project also broke new ground by including amateur community theatre, dance and choral groups as well as its well established County Youth Orchestra, County Wind Orchestra and County Youth Choir and 4 professional opera singers in the performance.

5.0 Other Magna Carta activities and events
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- 5.1 A comprehensive partnership events programme was delivered to raise the profile of the area, bring the community together to participate in a variety of cultural, healthy and educational pursuits, and provide an international celebration worthy of the occasion.
- 5.2 'Runnymede Explored' Smartphone App
 - 5.2.1 *The app was launched on Tuesday, April 7th 2015 at Runnymede Meadows.*
 - 5.2.2 On behalf of the Magna Carta Partnership (National Trust, Egham Museum, Surrey County Council, Runnymede Pleasure Grounds Trust, the Royal Borough of Windsor and Maidenhead) Royal Holloway students developed an exciting app, *Runnymede Explored* to help visitors explore the area.
 - 5.2.3 The app follows paths around the site and adds value for visitors to Runnymede Meadows who, for years to come, will be able to get more out of their experience of visiting the meadows. Written by students from Biology, History, Drama, Creative Writing and Geography, the app unlocks the fascinating story of the world importance of Magna Carta and Runnymede and offers the options of seven trails to follow, all based around the historic site, along with a field guide to over 100 species that make their home in the ponds, grasslands and woods.
 - 5.2.4 Each trail page offers visitors an image or sound clip and around 100-150 words of information, in a tone and style which is warm, informal, and engaging. Users can switch between topics of interest e.g. moving from the history of the Kennedy Memorial to a note about the political importance of

that memorial or the swamp oaks deliberately planted at the site to provide deep red autumn foliage.

5.2.5 Royal Holloway University have a refreshment schedule in place to review and update the information provided to ensure it is current and accurate.

5.3 Runnymede 800 Magna Carta Garden at Chelsea Flower Show

5.3.1 Supported by Surrey County Council, Runnymede Hotel and Kier PLC the garden designed on the theme of Magna Carta by previous Chelsea medal winners Janet Honour and Patricia Thirion (partners in A Touch of France Garden Design Company) won a Bronze in the Artisan Garden category.

5.3.2 Chelsea Flower show is attended by 161,000 visitors each year. The garden was prominently featured in the extensive national and international media coverage of Chelsea.

5.3.3 The formal layout was evocative of the gardens of the medieval period - involving a wattle arbour over a turf bench provided support for climbing plants; wattle obelisks, raised beds and a fountain – other typical garden features – and with heraldic pennants and other artefacts adding to the Magna Carta setting. The garden's symmetry also symbolised the new law and order of the time.

5.3.4 The garden is now installed in the grounds of the Runnymede on Thames Hotel where it is maintained by the hotel - and Surrey residents can visit and enjoy.

5.4 Great Charter Festival - held at Royal Holloway - Sunday 14th June 2015

5.4.1 The vision for this event was to create a Festival to creatively and critically explore Magna Carta, its history and legacy.... to entertain, surprise and delight the festival's audience...to inspire curiosity and enable learning....and to illuminate and explore the theme through critical inquiry, debate, play and other forms of active engagement. The chief aim was to help people connect with the importance of Magna Carta today rather than seeing the charter only as a historical event.

5.4.2 With a programme including music art and drama, exhibitions, family activities and debate and evening lectures etc it appealed to a wide-ranging demographic.

5.4.3 Surrey Arts helped arrange the large number of performers and artists taking part at the festival (e.g. 120 people performing in the Magna Carta Giants performance, 150 in the Youth Arts Platform, 60 DAiSY (Disability arts) performers and 120 in the Freedom Game Opera) and most will have been supported by friends and family.

5.4.4 The festival attracted an estimated 5,000 visitors (against a target of 2,000)... and initial discussions have been held with RHUL with a view to developing this into a regular feature of the Surrey cultural calendar.

5.5 Banner Project co-ordinated by Egham Museum Summer 2015

- 5.5.1 Egham Museum with representatives of Windsor and Staines Museums planned a series of banners to convey the Magna Carta story, with the King's side of the story being conveyed in Windsor, the Barons' arguments in Staines and a mixture of the two plus additional sectional interests explained and explored in Egham, giving visitors to one town a reason to go on to the others to see more of the story.
- 5.5.2 The project implemented:-
- 10 lamp post banners for Egham High Street and 2 hanging banners for St. John's in Egham
 - 6 pull up banners to split between Egham Library, Virginia Water Library and a venue in Englefield Green
 - 11 banners to be printed as decals to go on the inside of empty shop windows in Egham High Street
 - 8 large hanging banners installed in the Elmsleigh shopping centre; double-sided to hang outwards in the atrium
- 5.5.3 For Staines, the project was funding using Cllr. Saliagopoulous's members contribution. Surrey County contributed the shortfall to fund the banner display in Staines, Virginia Water and Englefield Green.
- 5.6 Magna Carta events at Guildford Cathedral in partnership with Surrey County Council June - August 2015
- 5.6.1 Display of Salisbury Cathedral's Magna Carta facsimile and seal... and touring of Salisbury's contemporary art installation projects on Magna Carta.
- 5.6.2 Display of the Surrey Heritage 'Surrey and the Magna Carta' exhibition display and a set of the magna carta site banners from the 15 June event were also loaned.
- 5.6.3 Guildford Cathedral also aquired 6 hanging banners from the Egham Museum Banner project for the nave and one pull up banner for their treasury.
- 5.6.4 In addition there was a programme of summer activities Magna Carta Family Fun Day / art workshops - display of the Magna Carta Quilts ...and a programme of eight public lectures.
- 5.7 Surrey Minority Ethnic Forum (SMEF) Event (staged at Guildford Cathedral) 6th- 12th June 2015
- 5.7.1 An important objective was that all Surrey communities should engage with Magna Carta 800. SMEF proposed a project that engaged with ethnic minority communities via a workshop to discuss ideas for producing an image for the 800th anniversary of the Magna Carta. Participants - young and old - from diverse ethnic backgrounds; African, Bangladeshi, Chinese, Greek Cypriot, Indian, Nepali, Pakistani, Portuguese and White British made up the group.
- 5.7.2 Through workshop discussions on what freedom means to each one of us participants chose symbols that resonated with their idea of freedom, liberty and democracy. An artist then worked with the group on the composition of all these symbols into a drawing which became a 7ft square mosaic that was then produced at Guildford Cathedral on Wednesday 10th June. While the group worked on the image visitors to the Cathedral watched on with great

interest many commented positively on opening the sacred space of the cathedral for the use of community groups. After five hours the image came together to rapturous applause from the participants and onlookers.

5.7.3 The project directly involved 50 volunteers and engaged SMEF's 53 member groups reaching out to over 200 people of different ethnicities.

5.7.4 Evaluation indicates that the following was achieved:-

- 100% of the participants agreed that taking part in the activity helped them to integrate with the larger community.
- 100% of the participants agreed that taking part in the activity increased their sense of belonging and pride.
- Verbal feedback from visitors to the Cathedral indicated that the art work helped raise awareness on the historical significance of the Magna Carta.

5.8 David Starkey Lecture @ Guildford cathedral
22nd April 2015

5.8.1 The Library Service successfully booked a lecture by David Starkey. The event, staged in partnership with Guildford Cathedral, was used as the pre launch event for the historian's new book *Magna Carta: The true story behind the charter.....* and was a sell out event (640 seats). People came from as far away as north London, Colchester and Poole.

5.9 Englefield Green Village Fair

5.9.1 In recognition of the local traffic disruption that residents would inevitably experience due to the road closures required to stage the 15 June event SCC made a contribution to Englefield Green Village Fair on 20th June, towards the costs of a medieval combat society doing a historical re-enactment event to reflect their own 2015 Magna Carta theme.

5.10 Surrey Heritage 6 Panel Pop up Exhibition (w/ Lincoln Facsimile)

5.10.1 Surrey Heritage developed a 6 panel pull up exhibition on telling the story of Surrey and the Magna Carta. Several sets were commissioned and these have toured all Surrey Libraries and been used at many other meetings and exhibitions.

5.11 ABA Magna Carta touring exhibition
Woking Library: 16 June - 26 June 2015
Addlestone Civic Centre: 29 June - 10th July 2015

5.11.1 An exhibition on Magna Carta developed by the American Bar Association was offered as a touring exhibition after it had been used at a conference in London and was displayed in Woking library for two weeks - where it was seen by an estimated 25,000 people using the library.

5.12 15th June 2014 '1 year to go event'

5.12.1 On 15th June Surrey Arts - in association with the National Trust staged an event on Runnymede Meadows to mark the 799th anniversary of the sealing of Magna Carta - and to raise awareness to the 800th anniversary.

5.12.2 The event was devised around eight large scale animated / performance puppets - each representing a character important to and representing rights

and liberties in each of the eight centuries that have elapsed since 1215 .. ranging from Robert Fitzwalter (Leader of the Barons 1215) to Wat Tyler (Leader of Peasants revolt 1381) to Emmeline Pankhurst (Suffragette leader 1903 onwards) to Malala Yousafzai. The Giants and school children paraded through Runnymede meadow, with a performance (live music and dance) at the Magna Carta memorial, followed by a community picnic.

5.13 Other activities and minor costs:-

- 5.13.1 Purchase of a fully illustrated Magna Carta Chronicle timeline exhibition (8 metres in length) for permanent display at Egham Library
- 5.13.2 SCC contributed to the practical costs of arranging the Magna Carta 800 Committee national stakeholder visit and meeting at Runnymede on 17th June 2014 (jointly co-hosted by Royal Holloway University London).
- 5.13.3 Partnership branding development of the 'Festival of Liberty logo'
- 5.13.4 Partnership coordination and exhibition of the Magna Carta Womens Touring Exhibition by Tracy Satchwill: a playful collage that captures the journey of British women over the last 800 years since the signing of the Magna Carta. The 4-piece panel highlights some of the notable women and men that have had an influence on British women and their long and arduous journey towards individual rights and freedoms.
- 5.13.5 The Community Learning and Skills service held a Magna Carta themed Lace Work exhibition.

6.0 Heritage Lottery Fund (HLF) Legacy Bid

- 6.1 At its meeting in March 2015 the Heritage Lottery Fund decided not to award a grant on that occasion for the Magna Carta Surrey Partnership Magna Carta 'Legacy' bid of £4.3million; however the partners - principally led by the National Trust - have been invited to resubmit the application.
- 6.2 Despite the unsuccessful earlier bid to the Heritage Lottery Fund the National Trust undertook more localised site improvements at Runnymede (the improvement of the Tea Rooms, footpath and access improvements / visitor interpretation and site notice boards / countryside management and landscape conservation works etc) part of plans for the 2015 season.
- 6.3 The Magna Carta Surrey Partnership is still committed to long-term plans to improve aspects of the visitor offer at Runnymede and the development of Facilities and to ensure that the importance and relevance to Magna Carta is fully understood. The National Trust has worked closely with HLF to understand why the previous bid was not successful.
- 6.4 As part of a shared ambition to develop the site and Runnymede and improve the visitor experience SCC supported the National Trust in the preparation of a Landscape MasterPlan (partly required to identify possible suitable locations for the siting of the art commission). The NT remains fully committed to a Legacy for Runnymede and a more modest scale bid (not exceeding £2 million) is currently being discussed. This bid would purely focus on Access (paths, ferries and improved links to local population), Accessibility (DDA) and Interpretation (of the whole history, rather than the events on or around a single day).

7.0 A308 Highway Improvements

- 7.1 The busy A308 road divides the ancient meadows from the river Thames and feedback from residents at early public meetings commented on this pedestrian-vehicular conflict as a hazard that was an issue for local residents using the site and as something that would be even more critical for 2015 when many more visitors could be expected to visit because of the raised profile of the anniversary year.
- 7.2 Surrey County Council Highways along with the National Trust and Brunel University London have worked in partnership to improve the safety at the busy stretch of road and a number of much needed improvements were completed prior to the anniversary celebrations, these being:-
- Reduction of speed limit to 40mph
 - New signalised pedestrian crossing near the National Trust tea rooms.
 - New site identification gateway features, signing and road markings.
 - New pedestrian island near the junction with Yardmead.
 - 3 new traffic islands through the series of bends (including 2 new pedestrian islands).
 - Upgrades to the 2 existing traffic islands near the National Trust car parks (including installation of dropped kerbs/tactile paving and refurbishment of lamp columns).

7.0 Magna Carta Volunteering

- 7.1 Promoting opportunities for volunteering was an important objective. The Surrey Ambassadors are administrated by SCC and are a strong local volunteer force of Surrey residents, originally assembled in advance of the 2012 Olympics; they continue to provide much needed assistance with community events and they have directly assisted in the stewarding of the Smartphone app launch, Royal Albert Hall 'The Freedom Games' RAH Community Concert, Chelsea Flower Show, and Magna Carta 799 event, Magna Carta River Relay & Pageant, Runnymede 800 15th June 2015 event, Great Charter Festival and the Magna Carta Day (Egham).
- 7.2 National Trust Volunteers and Rangers assist with the maintenance of the Runnymede site, event coordination, site walking tours and stewarding of the Magna Carta exhibitions - and The Jurors - at weekends. Elsewhere other volunteers have been hugely supportive of a wide range of events and activities organised by other partners / stakeholders as part of their Magna Carta programmes.

8.0 Public Engagement and Consultation

- 8.1 In addition to briefings, seminars and reports and attendance at meetings of Cabinet, Select Committee and Local Committees (Runnymede and Spelthorne) Surrey County Council and key partners arranged and attended a number of public meetings with residents and stakeholders prior to and throughout the programme lifetime; including a regular series of local stakeholder / public meetings including briefing meetings with Runnymede Business Partnership and Egham Chamber of Commerce.

- 8.2 SCC officers and Helyn Clack regularly attended the monthly meetings of the Magna Carta 800 Committee, attended briefing meeting with Philip Hammond MP, and there was a briefing to the Speaker's committee responsible for the coordinating the Houses of Parliament festival activity.
- 8.3 Helyn Clack did presentations on the Surrey Magna Carta programme at the LGA Culture, Tourism and Sport Conference in February 2015 - and also at the LGA Conference in Harrogate in June 2015.
- 8.4 The Magna Carta anniversary featured in the Visit Surrey 2015 Guide book (and all events were listed on its website) ...and Lady Cobham (Chair of Visit England) visited Runnymede in November to be briefed on local activity to celebrate Magna Carta 800.
- 8.5 In addition there was a public education / education programme in connection with The Jurors art commission.
- 8.6 Surrey County Council has established good working relationships with a diverse range of stakeholders and partners - both locally and nationally... and many of these will stand the reputation of the organisation in good stead for the future.

9.0 Conclusion

- 9.1 The 800th Anniversary commemoration programme was a great success, has showcased Surrey to the world and established and consolidated a number of excellent partnership relationships.

10 Recommendations

The Board are asked to note the report.

11 Next steps:

- Continue dialogue with key partners for the continued development and improvement of Runnymede, and to explore opportunities to maintain the profile and public interest in Magna Carta on an ongoing basis.
- Support the National Trust in a further bid to the HLF – and to finance an audience development manager to assist with the development of the bid.
- Work with RHUL to investigate possibilities for the continuing development of the Great Charter Festival, and other legacy activities in future years.
- Leverage legacy ambitions with key partners in the local area and throughout Surrey.
- Archive key documents / 15th June 2015 video for future reference.
- Continue to pursue the possibility of obtaining a facsimile copy of the 1297 Surrey County Inspeximus issue of Magna Carta, held by the Australian Parliament.

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

- Great Charter Festival Evaluation Report
- Surrey Minority Ethnic Foundation Evaluation Report

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ANNEX A: MAGNA CARTA WIDE PROJECTS – SUMMARY OF 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

Project	Original Budget allocated £'000	Change to budget £'000	Revised SCC Budget £'000	Projected Total SCC Expenditure £'000	Variance £'000	Notes
Art Installation	700	-300	400	400	0	Projected position. Some minor costs still to be incurred
Highways' additional road and safety improvements in advance of the Magna Carta celebrations	300		300	298	-2	Completed - costs finalised
Total Capital	1,000	-300	700	698	-2	

Revenue Budget

Project	Original Budget allocated £'000	Change to budget £'000	Revised SCC Budget £'000	Projected SCC Expenditure £'000	Variance £'000	Notes
Various associated projects	190	-15	175	175	0	Programme still ongoing some minor costs still to be incurred
Freedom Games Opera and Royal Albert Hall concert	10	33	43	43	0	The RAH Concert was part of a wider programme of Magna Carta themed activities which are funded by the Surrey Music Hub grant. Costs being finalised.
15 June Event	100	630	730	580	-150	Completed - costs finalised
Member allocations for Community Events		21	21	21	0	
Total Revenue	300	669	969	819	-150	
Grand Total	1,300	369	1,669	1,517	-152	

Summary of budget changes

	£'000
Initial budget allocation	1,000
Highways works funded from underspends	300
Surrey Arts allocation for Freedom Games Opera	0 was not required due to ticket sales
Additional Allocation for Freedom Games Opera	30
Additional funding using 2014/15 CEO underspends	315
Members allocation for RAH Concert	3
Members allocation for Community events	21
	1,669

External Funding

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

Project	Actual £'000	Notes
15 June Event	213	
Freedom Games Opera / RAH concert	91	Being finalised
Chelsea Flower Show Garden	5	From Kier to contribute to SCC costs
Total External funding	309	

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ANNEX B: MAGNA CARTA 15TH JUNE 2015 EVENT EXPENDITURE

Category	Total
Acts and Props	80,361.10
Health and Safety	1,550.00
Infrastructure	543,318.52
Insurance	10,879.06
Misc	1,084.79
Staff	60,877.74
Tickets	2,212.42
Traffic Management	47,987.94
Transport	44,448.33
Total cost	792,719.90
Income	-212,700.00
SCC Net cost	<u>580,019.90</u>

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ANNEX C: MAGNA CARTA WIDER EVENT SUMMARY

REB Report Paragrap	EVENT DESCRIPTION	ORGANISATION	SUM (£'s)
5.2	SMARTPHONE APP SCC contribution to the Magna Carta Smartphone app developed by Royal Holloway University London for the Magna Carta Surrey & RBWM partnership	Royal Holloway University London	£10,000.00
5.4	GREAT CHARTER FESTIVAL SCC contribution to the Great Charter Festival at Royal Holloway University London (Egham Campus)	Royal Holloway University London	£45,100.00
5.12	1 YEAR TO GO EVENT (15.06.2014) Commissioned by Surrey Arts and staged on National Trust Runnymede Meadows	Surrey Arts (& various)	£12,000.00
5.13.2	STAKEHOLDER EVENT @ RHUL Contribution to hosting of the Magna Carta stakeholder event on Tuesday 17 June 2014. Jointly co-hosted Royal Holloway University London	Royal Holloway University London	£500.00
5.13.3	PARTNERSHIP BRANDING Contribution to design graphic logo 'Festival of Liberty' with Magna Carta Surrey & RBWM partnership	ON Agency	£2,000.00
4.0	ROYAL ALBERT HALL Additional contribution to the Royal Albert Hall Freedom Games Community concert (12th May 2015)	Surrey Arts	£10,000.00
5.10	HERITAGE 6 PANEL POP UP EXHIBITION Small scale touring exhibition (w/ Lincoln Magna Carta facsimile) of the Surrey History Centre, Surrey Libraries and other venues	Surrey Heritage	£5,472.00
5.11	ABA EXHIBITION Contribution towards the logistical cost of having the ABA Magna Carta touring exhibition at Woking Library & the Addlestone Civic Centre / Library	Royal Holloway University London	£104.00
5.5	TOWN BANNER PROJECT SCC contribution towards the cost of Egham / Englefield Green / Staines high street public art banner project, co-ordinated by Egham Museum as part of their HLF programme. Match funding and local member allocation funded remainder	Egham Museum	£5,000.00
5.7	SURREY MINORITY ETHNIC FOUNDATION Magna Carta activities organised with the local community by SMEF (Suzanne Akram)	Surrey Minority Ethnic Foundation	£2,000.00
5.13.1	MAGNA CARTA CHRONICLE Permanent display at Egham Library	What on Earth Publishing	£1,400.00
5.3	CHELSEA FLOWER SHOW Magna Carta Garden in partnership with Runnymede on Thames Hotel; and with £5000 from Kier to offset SCC contribution. Relocated to Runnymede on Thames Hotel for locals to enjoy.	A touch of France garden design	£10,000.00
8.1	STRODE COLLEGE HALL HIRE Hire of Coopers Hall for Public Stakeholder meetings	Strodes College	£900.00
8.1	STALL BOOKING Small booking fees for partnership public engagement	Various	£140.00
5.9	MEDIEVAL SOCIETY REENACTMENT Contribution to medieval society re-enactment (Magna Carta theme) at EGVRA Fair	EGVRA	£500.00
NA	ARTWORK / PRINTING COSTS	Reprographics	£914.00
NA	13TH JUNE 2015 GIANTS PERFORMANCE Contribution towards the Magna Carta Giants performance at Magna Carta Day on 13th June 2015	Surrey Arts	£750.00
5.13.5	MAGNA CARTA LACE WORK (CLS SERVICE) SCC contribution to the cost of exhibition of lace work on the theme of Magna Carta made by tutors / students at Sunbury Community Learning Centre	Community Learning & Skills service	£30.00
2.0	SURREY ARTS 15TH JUNE 2015 Contribution to performance costs	Surrey Arts	£15,000.00
TOTAL			£121,810.00

COMMITMENTS & ASPIRATIONS			
11	GUILDFORD CATHEDRAL EVENTS Contribution towards the cost of partnership Magna Carta events at Guildford Cathedral	Guildford Cathedral	£8,000.00
6.4 / 11	HLF AUDIENCE DEVELOPMENT MANAGER SCC contribution towards the cost of an Audience Development officer during the development phase of the HLF bid. (partner - NT)	National Trust	£14,000.00
11	ARCHIVING Archive key documents / 15th June 2015 video for future reference.	ESTIMATE Blind Crow / Surrey Heritage	£1,000.00
5.6 / 11	MAGNA CARTA 1297 INSPEXIMUS Continue to pursue the possibility of obtaining a facsimile copy of the 1297 Surrey County Inspeximus issue of Magna Carta, held by the Australian Parliament.	ESTIMATE Australian Parliament	£7,000.00
11	VARIOUS <ul style="list-style-type: none"> • Further development of the Runnymede Literary Festival • Possible contribution to Royal Holloway University London for jointly funded short term project officer to develop local Magna Carta legacy initiatives • Possible production of Surrey Magna Carta leaflet (based on Heritage Exhibition) for distribution at citizenship ceremonies 	ESTIMATE Various	£23,000.00
TOTAL			£53,000.00

GRAND TOTAL			£175,000.00
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