

Notice of Meeting

Resident Experience Board

**Date & time**

Thursday, 17 March
2016 at 10.30 am

Place

Walton Library
54 The Heart (off
Hepworth Way)
Walton On
Thames
Surrey
KT12 1GH

Contact

Andrew Spragg, Room 122,
County Hall, Penrhyn Road,
Kingston Upon Thames, Surrey,
KT1 2DN.
andrew.spragg@surreycc.gov.uk

Chief Executive

David McNulty

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 andrew.spragg@surreycc.gov.uk.

This meeting will be held in public. If you would like to attend and you have any special requirements, please contact Andrew Spragg, Room 122, County Hall, Penrhyn Road, Kingston Upon Thames, Surrey, KT1 2DN. andrew.spragg@surreycc.gov.uk on 020 8213 2673.

Elected Members

Mr Colin Kemp (Chairman), Rachel I Lake (Vice-Chairman), Mr Mike Bennison, Mrs Yvonna Lay, Mrs Jan Mason, Mr John Orrick, Mr Karan Persand, 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: 13 JANUARY 2016

(Pages 1
- 6)

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 11 March 2016).
2. The deadline for public questions is seven days before the meeting (Thursday 10 March 2016).
3. The deadline for petitions was 14 days before the meeting, and no petitions have been received.

5 RESPONSES FROM THE CABINET TO ISSUES REFERRED BY THE SELECT COMMITTEE

There are no responses to report.

6 RECOMMENDATION TRACKER AND FORWARD WORK PROGRAMME

(Pages 7
- 12)

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

7 EXCLUSION OF THE PUBLIC

Recommendation:

That under Section 100(A) of the Local Government Act 1972 the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information under paragraph 4 of Part 1 of Schedule 12A of the Act.

8 SURREY COUNTY COUNCIL'S LIBRARY SERVICE AND THE DEVELOPMENT OF A FUTURE STRATEGY

(Pages
13 - 42)

To review what the library service currently provides for Surrey's residents and to discuss the requirement of a new strategy for the provision of library services in the county.

9 PUBLICITY OF PART 2 ITEMS

To consider whether the item considered under Part 2 of the agenda should be made available to the press and public.

10 DATE OF NEXT MEETING

The next meeting of the Board will be held at 10.30am on Monday 9 May 2016.

David McNulty
Chief Executive

Published: Wednesday 8 March 2016

MOBILE TECHNOLOGY AND FILMING – ACCEPTABLE USE

Those attending for the purpose of reporting on the meeting may use social media or mobile devices in silent mode to send electronic messages about the progress of the public parts of the meeting. To support this, County Hall has wifi available for visitors – please ask at reception for details.

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Thank you for your co-operation

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MINUTES of the meeting of the **RESIDENT EXPERIENCE BOARD** held at 11.00 am on 13 January 2016 at Ashcombe Suite, County Hall, Kingston upon Thames, Surrey KT1 2DN.

These minutes are subject to confirmation by the Board at its meeting on Thursday, 17 March 2016.

Elected Members:

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

Also in attendance

- * Mr Richard Walsh, Cabinet Member for Localities and Community Wellbeing.

25/15 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS [Item 1]

Apologies for absence were received from Barbara Thomson, Robert Evans, Saj Hussain and John Orrick.

26/15 MINUTES OF THE PREVIOUS MEETING: [Item 2]

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

27/15 DECLARATIONS OF INTEREST [Item 3]

There were no declarations of interest.

28/15 QUESTIONS AND PETITIONS [Item 4]

There were no questions or petitions.

29/15 RESPONSES FROM THE CABINET TO ISSUES REFERRED BY THE BOARD [Item 5]

The Board reviewed the responses from Cabinet.

30/15 RECOMMENDATION TRACKER AND FORWARD WORK PROGRAMME [Item 6]

1. The Chairman informed the Board that based on the good feedback from the October Board meeting, where residents attended as witnesses for the Highways Customer Service Excellence item, the next Board meeting would be hosted at a Library branch, and that updates would be circulated to the Board ahead of the meeting.
2. The Board noted the updates on the Recommendations Tracker.
3. The spokesperson for the Performance and Finance Sub Group queried what the forthcoming work stream for the group was and it was clarified that Board's would have a role in scrutinising service budgets as soon as that information was made available.
4. The Chairman notified the Board that from the Surrey Fire and Rescue Transformation Member Reference Group, a series of Key Performance Indicators (KPIs) would be drawn up. The Performance and Finance sub Group would be responsible for the analysis and overview of these KPIs.
5. A Member raised the potential relocation of the Grange Park Opera House in West Horsley as a potential item for scrutiny.

Actions:

The Grange Park Opera House was added to the Forward Work Programme as an item for consideration.

31/15 THE NEW JOINT TRADING STANDARDS SERVICE: UPDATE ON PROGRESS [Item 7]

Declarations of interest:

None.

Witnesses:

Steve Ruddy, Head of Buckinghamshire and Surrey Trading Standards
Amanda Poole, Assistant Head of Buckinghamshire and Surrey Trading Standards

Key points raised during the discussion:

1. Officers explained to the Board that the joint Trading Standards Service went live on 1 April 2015 and was still in its infancy. The service was designed as a holistic service to protect residents and businesses in Buckinghamshire and Surrey, and build upon the local authorities' statutory responsibilities. The service aimed to provide a better service for residents and partners across the two counties as a more resilient team.
2. Officers provided an update on paragraph 3.1.3 of the report; a rogue trader defrauding over £100,000 from Surrey residents was prosecuted and jailed before Christmas 2015 and £114,000 of their assets will be used to pay back the residents affected.
3. Officers reported the expansion of Primary Authority Partnerships continued and that local businesses were coming to Trading Standards as they saw the benefits of joining their scheme.
4. Trading Standards officers said that their Health and Wellbeing workstream was developing well, and gave two examples of current work: continued work against 'legal highs' and the 'Eat Out Eat Well Award' campaign.
5. Officers outlined the partnership between Trading Standards with Checkatrade; the latter increased the checks and introduced enhanced criteria in order to gain membership on the scheme, and when compared to the previous confidence based scheme, officers reported that figures demonstrate an increase in membership since the partnership began. Officers reported that Trading Standards had also joined the national TrustMark scheme.
6. Cabinet Member Richard Walsh commented that the Trading Standards service was working well and that the partnership with Buckinghamshire was proving successful. The joint Trading Standards model needed to plan ahead and operate in a way that would not be clipped and reduced but rather remains to provide an essential service to the community. The business model chosen would give Trading Standards the ability to find income sources with the aim of the Service becoming self-financing in the future, with profits being invested back into developing and protecting communities.

7. Members raised concerns that smaller local businesses felt trapped into having to purchase a full membership for Checkatrade under the new partnership with Trading Standards. Officers explained that the new Checkatrade arrangement was not a full membership, and that it was available at a discount to the full membership price. The new scheme would not cost significantly more than the previous Buy with Confidence scheme. Trading Standards had looked at options with other partners; however prices would have been significantly higher.
8. Members commented that the Trading Standards website had improved greatly, however 'the consumer' was not part of the thread of rhetoric on the site and most links pointed consumers to the Citizens Advice Bureau.
9. Members questioned how Surrey's residents, as consumers, could receive the best information and advice for their 'smaller' issues. Officers explained that the Citizens Advice Bureau was separate to Trading Standards, however all reports received by the Citizens Advice Bureau were seen by Trading Standards. It was also reported that a Trading Standards Team analysed the data received through this information stream, and build up evidence and look for patterns. When trends developed and suggested a sustained issue in an area or business, Trading Standards would get involved and act on cases as they built up.
10. Members agreed with Officers that managing customer's expectations was important and recommended that a statement should be added to the Trading Standards web pages in order to explain how Trading Standards aggregated issues and complaints, including from data received from outside agencies.
11. Members commented that the service should ensure that information about Trading Standards be made available and accessible to all residents, including those without internet. Members queried how their literature was distributed. Officers agreed that communication could be further improved, and understood that not all elderly or vulnerable adults may have access to information online. However, it was reported that the service produced a 'scams pack' for residents and worked with police and other agencies to help distribute this information. Officers agreed to ensure that Checkatrade information was made available in Libraries, and would explore other options for information distribution.
12. Officers informed the Board that intelligence was received from monitoring of social media streams. Members suggested the introduction of a 'hashtag' for the aid of linking complaints to Trading Standards, and for residents to help raise awareness of issues in their area.

Recommendations:

- Explore options to give local (including new) businesses flexibility to become a "vetted" trader beyond the Checkatrade scheme to provide better choice for Surrey businesses to help provide enhanced consumer security for Surrey residents.

- Include a clear statement on the website to help manage consumer expectations about the service Surrey Trading Standards can provide, the process for reporting scammers and reassurance from TS on how organisations are monitored.
- Ensure that communication/literature regarding rogue traders and scams is available to those who don't have access to the internet (E.g. doctors surgeries, Libraries and via Councillors).
- Produce a hashtag for reporting concerns on social media and communicate to all Members.

32/15 DATE OF NEXT MEETING: [Item 8]

The next full public meeting will be held at 10.30am on 17 March 2016.

Meeting ended at: 1.05 pm

Chairman

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Resident Experience Board Forward Work Programme 2016/17

17 March 2016
Walton Library

- The Surrey Library Service

09 May 2016
Ashcombe

- Local and Joint Committee Review
- Armed Forces / Covenant / SAFA

**EXTRAORDINARY
MEETING**

30 June 2016
Ashcombe

- SFRS Public Safety Plan - Final Draft
- SFRS - JECC Centre & Mobilising Resources and managing risk
- SFRS Scrutiny Plan

20 July 2016

Ashcombe

- Trading Standards - The Proceeds of Crime
- Surrey County Council's use of RIPA
- County Coroner - Deprivation of Liberty Safeguards (DOLS)

22 September

Ashcombe

- VCFS Performance Framework
- Special Educational Needs and Disabilities Programme - Customer Service Excellence
- Community Safety Partnerships

13 October 2016

Surrey History Centre, Woking

- Surrey Heritage

17 November
2016

Ashcombe

- Flooding & Community Engagement

Other Topics &
Items

- Grange Park Opera House - Site visit Friday 24 June

**RESIDENT EXPERIENCE BOARD 2015/16
ACTIONS AND RECOMMENDATIONS TRACKER – 17 March 2016**

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	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 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	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	ANNUAL SCRUTINY OF COMMUNITY SAFETY	REB 11/2015	That scrutiny officers for county, district and borough councils and community safety officers review scrutiny arrangements for the Community Safety	Outstanding	Within six months (by May REB)	Louise Gibbins Richard Walsh Kay Hammond

	PARTNERSHIPS		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.			
19 NOVEMBER 2015	CUSTOMER SERVICE EXCELLENCE IN HIGHWAYS AND TRANSPORT	REB 14/2015	That the Board requests that the Highways team develops the asset management system to ensure that all assets are logged (request update in 3 months). Update: response circulated to the Board on 02/03/2016	Achieved/Ongoing	Request update in February 2016 for March Agenda.	Mike Dawson John Furey Richard Walsh
19 NOVEMBER 2015 Page 10	CUSTOMER SERVICE EXCELLENCE IN HIGHWAYS AND TRANSPORT	REB 15/2015	That the Board requests that the Highways team distribute the information leaflet brought to the Board to all Surrey libraries. Update: response circulated to the Board on 02/03/2016	Achieved	Request update in February 2016 for March Agenda.	Mike Dawson John Furey Richard Walsh
19 NOVEMBER 2015	CUSTOMER SERVICE EXCELLENCE IN HIGHWAYS AND TRANSPORT	REB 16/2015	That the Board requests that the Highways team develops a plan of engagement with local and joint committees to enable feedback that is given there to be logged into the main system. Update: response circulated to the Board on 02/03/2016	Achieved	Request update in February 2016 for March Agenda.	Mike Dawson John Furey Richard Walsh
19 NOVEMBER 2015	CUSTOMER SERVICE EXCELLENCE IN HIGHWAYS AND TRANSPORT	REB 17/2015	That the Board requests that the Highways team writes to all residents who attended the Board explaining what went wrong and steps that are being taken to address these issues, and to copy this to the Board. Update: response circulated to the Board on 02/03/2016	Achieved	Request update in February 2016 for March Agenda.	Mike Dawson John Furey Richard Walsh

19 NOVEMBER 2015	CUSTOMER SERVICE EXCELLENCE IN HIGHWAYS AND TRANSPORT	REB 18/2015	That the Board requests that the Highways team works with County Councillors to emphasise their role in distributing key information to residents. Update: response circulated to the Board on 02/03/2016	Achieved	Request update in February 2016 for March Agenda.	Mike Dawson John Furey Richard Walsh
19 NOVEMBER 2015	CUSTOMER SERVICE EXCELLENCE IN HIGHWAYS AND TRANSPORT	REB 19/2015	That the Board requests that the Highways team encourages the Member Reference Group to continue monitoring the standard and timeliness of response to residents. Update: response circulated to the Board on 02/03/2016	Achieved	Request update in February 2016 for March Agenda.	Mike Dawson John Furey Richard Walsh
19 NOVEMBER 2015	PERFORMANCE AND FINANCE SUB-GROUP VERBAL UPDATE	REB 22/2015	The Board is satisfied with the progress made by Surrey Arts on the actions in the Management Action Plan, and recommends that Internal Audit conducts a follow-up review in April 2016.	Outstanding	May 2016	Philip Trumble Peter Milton Sue Lewry-Jones Richard Walsh
19 NOVEMBER 2015	PERFORMANCE AND FINANCE SUB-GROUP VERBAL UPDATE	REB 23/2015	That Surrey Arts considers the use of volunteers and looking at its business model.	Outstanding	May 2016	Philip Trumble Peter Milton Sue Lewry-Jones Richard Walsh
19 NOVEMBER 2015	PERFORMANCE AND FINANCE SUB-GROUP VERBAL UPDATE	REB 24/2015	The Board is satisfied with the progress made by Surrey Fire and Rescue Service on the actions in the Management Action Plan, and recommends that Internal Audit conducts a follow-up review in the summer of 2016.	Outstanding	September 2016	Ian Thomson Russell Pearson Sue Lewry-Jones Richard Walsh
13 JANUARY 2016	THE NEW JOINT TRADING STANDARDS SERVICE: UPDATE ON PROGRESS	REB 1/2016	Explore options to give local (including new) businesses flexibility to become a "vetted" trader beyond the Check-A-Trade scheme to provide better choice for Surrey businesses to help provide enhanced consumer security for Surrey residents.	Outstanding	May 2016	Steve Ruddy Amanda Poole Richard Walsh
13 JANUARY 2016	THE NEW JOINT TRADING STANDARDS SERVICE: UPDATE	REB 2/2016	Include a clear statement on the website to help manage consumer expectations about the service Surrey Trading Standards can provide, the process for	Outstanding	May 2016	Steve Ruddy Amanda Poole Richard Walsh

	ON PROGRESS		reporting scammers and reassurance from TS on how organisations are monitored UPDATE: response circulated to the Board on Monday 15 February 2016.			
13 JANUARY 2016	THE NEW JOINT TRADING STANDARDS SERVICE: UPDATE ON PROGRESS	REB 3/2016	Ensure that communication/literature regarding rogue traders and scams is available to those who don't have access to the internet (E.g. doctors surgeries, Libraries and via Cllrs).	Outstanding	May 2016	Steve Ruddy Amanda Poole Richard Walsh
13 JANUARY 2016	THE NEW JOINT TRADING STANDARDS SERVICE: UPDATE ON PROGRESS	REB 4/2016	Produce a social media hashtag for reporting concerns on social media and communicate to all Members. UPDATE: response circulated to the Board on Monday 15 February 2016 and Tuesday 23 February 2016.	Outstanding	May 2016	Steve Ruddy Amanda Poole Richard Walsh

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