

Notice of Meeting

Resident Experience Board



Date & time
Thursday, 19 May
2016 at 10.30 am

Place
Committee Room C
County Hall
Penrhyn Road
Kingston upon Thames
KT1 2DN

Contact
Dominic Mackie or
Sharmina Ullah
Room 122, County Hall
Tel 020 8213 2814 or
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Chief Executive
David McNulty



We're on Twitter:
@SCCdemocracy

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This meeting will be held in public. If you would like to attend and you have any special requirements, please contact Dominic Mackie or Sharmina Ullah on 020 8213 2814 or 020 8213 2838.

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.

Ex-officio Members:

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:

(Pages 1
- 4)

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 May 2016.
2. The deadline for public questions is seven days before the meeting Thursday 12 May 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 SCRUTINY BOARD

There are no responses to report.

6 RECOMMENDATION TRACKER AND FORWARD WORK PROGRAMME

(Pages 5
- 10)

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

7 SUPPORTING ARMED FORCES COMMUNITY IN SURREY

(Pages
11 - 34)

To highlight the issues facing the armed forces community (including serving personnel and their families, reservists, cadets and veterans) in

Surrey, and to provide an update on progress made on implementing actions under the Armed Forces Covenant to help ensure that the armed forces community is not disadvantaged by their service.

8 COMMUNITY ENGAGEMENT IN THE LOCAL DECISION MAKING PROCESS

(Pages 35 - 58)

To consider how the resident experience in relation to engagement, local decision making and devolved funding has improved over the last few years, and to consider options for further improvement.

9 DATE OF NEXT MEETING:

The next meeting of the Board will be held at 10:30am on Thursday 30 June 2016.

**David McNulty
Chief Executive**

Published: Tuesday 10 May 2016

MOBILE TECHNOLOGY AND FILMING – ACCEPTABLE USE

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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 10.30 am on 17 March 2016 at Walton Library, 54 The Heart (off Hepworth Way), Walton on Thames, Surrey KT12 1GH.

These minutes are subject to confirmation by the Board at its meeting on Thursday, 19 May 2016.

Elected Members:

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

Ex officio Members:

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

- * Present
- A Apologies

33/16 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS [Item 1]

Apologies were received from Alan Young, Yvonna Lay and Karan Persand. Richard Wilson attended as a substitute.

34/16 MINUTES OF THE PREVIOUS MEETING: 13 JANUARY 2016 [Item 2]

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

35/16 DECLARATIONS OF INTEREST [Item 3]

The following Declarations of Interest were noted:

1. John Orrick and Richard Walsh informed the group that their wives are employed by the Library Service.
2. Saj Hussain informed the Board that he is the landlord of Knaphill Library.

36/16 QUESTIONS AND PETITIONS [Item 4]

None were received.

37/16 RESPONSES FROM THE CABINET TO ISSUES REFERRED BY THE SELECT COMMITTEE [Item 5]

There were no responses to report.

38/16 RECOMMENDATION TRACKER AND FORWARD WORK PROGRAMME [Item 6]

Key points raised during the discussion:

1. The Board was informed that an extra Surrey Fire and Rescue (SFRS) task group meeting had been scheduled for June to coincide with the Public Safety Plan (PSP) work.
2. A Member suggested that more future meetings take place around the County instead of County Hall.

39/16 EXCLUSION OF THE PUBLIC [Item 7]

40/16 SURREY COUNTY COUNCIL'S LIBRARY SERVICE AND THE DEVELOPMENT OF A FUTURE STRATEGY [Item 8]

Declarations of Interest:

Declaration of Interests made by Members are detailed under item 3.

Witnesses:

Ann Charlton, Strategic Director for Cultural, Legal and Democratic Services
Rose Wilson, Head of Library Service
Peter Milton, Head of Cultural Services
Kelly Saini Badwal, Senior Manager - Customer Network
John Case, Senior Manager - Stock Development & Design
Katie Kinnear, Senior Manager - Project, Innovation, Design & Delivery
Chris Ganderton, Senior Manager – Systems Support
Janet Thomas, Senior Manager – Community Connections

Key points raised during the discussion:

1. The Cabinet Member for Localities and Community Wellbeing expressed to the Board that Libraries was a valued service but future budget pressures would mean the current logistics were unsustainable. In order to maintain physical Libraries, firm asset management, public service transformation and technology advances would be required. It was added that £90,000 worth of savings was required from the Library Service each financial year.
2. Members expressed that it was important for services users to feedback how they would like the Library Service to run by 2020, bearing in mind financial pressures. The service would be proactive and communicate back to residents what services the Libraries can offer and be a signpost to access further information.
3. The Board was informed that more partnership within the service was required; to support this Members suggested engaging apprentices, business networks and Parish Councils. A Member noted that a vision should first be produced before establishing a strategy, on this point it was emphasised that social inclusion matters should be taken into account; matters such as technological usage would affect how some users access the Library Service.
4. There was a discussion around using charging options; officers noted that the National Library Service does not currently use this, implementing this within Surrey's Library Service would prove challenging.
5. Members expressed that the Library Service should always remain safe, knowledgeable and accessible to all service users.
6. Enforcement was discussed and it was noted that the approach to enforcement needed to be more consistent, implementing this would save money. A 20p charge for books lent out for more than one week was discussed. Officers informed the Board that the service had recently reduced the amount of permitted renewals, started charging people over 70 for overdue books and were currently looking at options of different areas to introduce charging. Members noted that charging need to be carefully considered, as charging in some areas could discourage people from using the library. The introduction of 'enhanced memberships' was also suggested.
7. The Board was informed that the first two hours of computer usage in libraries was free, and a small charge was payable for any time above two hours.
8. A Member informed the Board that in one Borough there were currently seven libraries, these could be reduced and a central library introduced. However concern was raised at this suggestion as certain service users are only able to access specific libraries.
9. The Board agreed the arrangements for the establishment of a Task Group to look at further ways the Library Service can improve the service and meet future budget requirements. John Orrick and Ramon Gray volunteered to sit on this group.

Recommendations

The Board recognises the role of the library service as a community asset. To support this for a vision of 2020, the Board resolves:

- That a scrutiny task and finish group is established to support the library service's development of its vision and strategy for 2020.

Feedback from the Board's workshops with staff and residents will feed into developing the task group's work and terms of reference.

The Board also recommends:

- That the library service makes working with social care, health and other public sector partners a key focus for developing this vision
- That the library service explore opportunities for partnership with local business and community resources

In addition, the Board requests an update concerning the various options considered for creating additional revenue and projected income from this activity in six months time.

41/16 PUBLICITY OF PART 2 ITEMS [Item 9]

The Board decided that points raised under the Part 2 item would not be made available to the public.

42/16 DATE OF NEXT MEETING [Item 10]

The next Resident Experience Board will take place on 19 May 2016 at 10.30am at County Hall.

Meeting ended at: 2.14 pm

Chairman

**RESIDENT EXPERIENCE BOARD 2015/16
ACTIONS AND RECOMMENDATIONS TRACKER – 19 May 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. | Achieved <i>UPDATE: Circulated to Board 06/05/2016</i> | Within six months (by May REB) | Gordon Falconer Jane Last Louise Gibbins Richard Walsh Kay Hammond |

| Date of meeting | Item | Ref: | Recommendations/Actions | Achieved/Outstanding? | Deadline | Responsible Cabinet Member/Member/Officer |
|------------------------|--|----------------|--|---|--------------------------------|--|
| 16 OCTOBER 2015 | 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. | Achieved <i>UPDATE: Circulated to Board 06/05/2016</i> | Within six months (by May REB) | Louise Gibbins Richard Walsh Kay Hammond |
| 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. | Achieved <i>UPDATE: Circulated to Board 03/05/16</i> | May 2016 | Philip Trumble Peter Milton Sue Lewry-Jones Richard Walsh |
| 16 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. | Achieved <i>UPDATE: Circulated to Board 03/05/16</i> | 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. | Achieved <i>UPDATE: Circulated to Board 06/05/2016</i> | May 2016 | Steve Ruddy Amanda Poole Richard Walsh |

| Date of meeting | Item | Ref: | Recommendations/Actions | Achieved/Outstanding? | Deadline | Responsible Cabinet Member/Member/Officer |
|-----------------|---|------------|---|--|----------|--|
| 13 JANUARY 2016 | THE NEW JOINT TRADING STANDARDS SERVICE: UPDATE ON PROGRESS | REB 2/2016 | <p>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</p> <p>UPDATE: response circulated to the Board on Monday 15 February 2016.</p> | <p>Achieved</p> <p>UPDATE: Circulated to Board 06/05/2016</p> | May 2016 | <p>Steve Ruddy Amanda Poole</p> <p>Richard Walsh</p> |
| 13 JANUARY 2016 | THE NEW JOINT TRADING STANDARDS SERVICE: UPDATE ON PROGRESS | REB 3/2016 | <p>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).</p> | <p>Achieved</p> <p>UPDATE: Circulated to Board 06/05/2016</p> | May 2016 | <p>Steve Ruddy Amanda Poole</p> <p>Richard Walsh</p> |
| 13 JANUARY 2016 | THE NEW JOINT TRADING STANDARDS SERVICE: UPDATE ON PROGRESS | REB 4/2016 | <p>Produce a social media hashtag for reporting concerns on social media and communicate to all Members.</p> <p>UPDATE: response circulated to the Board on Monday 15 February 2016 and Tuesday 23 February 2016.</p> | <p>Achieved</p> <p>UPDATE: Circulated to Board 06/05/2016</p> | May 2016 | <p>Steve Ruddy Amanda Poole</p> <p>Richard Walsh</p> |
| 17 MARCH 2016 | SURREY COUNTY COUNCIL'S LIBRARY SERVICE AND THE DEVELOPMENT OF A FUTURE STRATEGY | REB 5/2016 | <p>That a scrutiny task and finish group is established to support the library service's development of its vision and strategy for 2020.</p> <p>UPDATE: A task group scoping document is on course to go for approval at Council Overview Board at the end of May 2016.</p> | Outstanding | May 2016 | <p>Dominic Mackie</p> <p>Resident Experience Board</p> |

| Date of meeting | Item | Ref: | Recommendations/Actions | Achieved/Outstanding? | Deadline | Responsible Cabinet Member/Member/Officer |
|------------------------|---|-------------|--|------------------------------|---|--|
| 17 MARCH 2016 | SURREY COUNTY COUNCIL'S LIBRARY SERVICE AND THE DEVELOPMENT OF A FUTURE STRATEGY | REB 6/2016 | That the library service makes working with social care, health and other public sector partners a key focus for developing this vision | Outstanding | To be discussed at Library Task Group meetings. | Rose Wilson Peter Milton Richard Walsh |
| 17 MARCH 2016 | SURREY COUNTY COUNCIL'S LIBRARY SERVICE AND THE DEVELOPMENT OF A FUTURE STRATEGY | REB 7/2016 | That the library service explore opportunities for partnership with local business and community resources | Outstanding | To be discussed at Library Task Group meetings. | Rose Wilson Peter Milton Richard Walsh |
| 17 MARCH 2016 | SURREY COUNTY COUNCIL'S LIBRARY SERVICE AND THE DEVELOPMENT OF A FUTURE STRATEGY | REB 8/2016 | The Board requests an update concerning the various options considered for creating additional revenue and projected income from this activity in six months time. | Outstanding | September 2016 | Rose Wilson Peter Milton Richard Walsh |

Resident Experience Board Forward Work Programme 2016/17

19 May 2016

Committee Room C

- Local and Joint Committee Review
- Supporting the Armed Forces Community in Surrey

**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
19 May 2016

Supporting the Armed Forces Community in Surrey

Purpose of the report:

To highlight the issues facing the armed forces community (including serving personnel and their families, reservists, cadets and veterans) in Surrey, and to provide an update on progress made on implementing actions under the Armed Forces Covenant to help ensure that the armed forces community is not disadvantaged by their service.

Introduction:

1. Surrey County Council (SCC), signed the Armed Forces Covenant on 13 March 2012. The Covenant seeks to ensure that all those who serve, or have served in the Armed Forces and their families are treated fairly.
2. To support the aims of the Covenant, the 'Surrey Civilian Military Partnership Board' (SCMPB) was established at a strategic level with a high level remit to ensure that the military community (serving personnel and their families, reservists, cadets, veterans, service charities and welfare organisations) are given appropriate recognition and status within the county, and to maintain good relationships with the Ministry of Defence (MoD) and the military command structure within the county so that potential problems can be averted and issues resolved in an amicable and timely manner and at the right level. The SCMPB is chaired by Mrs Sally Marks, Chairman of SCC.
3. Two task groups have been created at a tactical level to support delivery of the work of the Board, the 'Recognise and Remember' and the 'Community Integration' task groups. These task groups report to the SCMPB.
4. The military in Surrey are fully engaged with the work of the SCMPB. At a countywide level this support is provided by 11 Infantry Brigade, and at a district and borough level the support is provided by one of four Commanding Officers from an operational army base covering Surrey (these are known as Task Force Commanders). Task Force Commanders provide a two way link between the military and the district/borough council through the Armed Forces Champion.

Issues Facing the Armed Forces Community

5. The SCMPB focuses its actions to ensure the military community can play a full part in the wider Surrey community. There are a number of issues which the Armed Forces Community may face in their lives as a result of their service. The SCMPB is working hard to address these issues to help ensure that all members of the Armed Forces Community are treated fairly and can actively participate as Surrey residents and easily access all the services required for families.
6. Some of the work of the Board has been recognised nationally as best practice. The Board has been active in engaging in cross border partnerships to share best practise widely. The SCMPB has also enabled a shared dialogue and understanding of the issues across all sectors.
7. Listed below are the key areas which can be an issue for the Armed Forces Community in Surrey. Underneath each issue there are examples of actions that have been taken by either SCC or one of the partners on the SCMPB to support the armed forces community. A fuller list of examples of success achieved by the SCMPB over the past year are set out in Annex 1.

- 7.1 **Education** - The MoD are aware of the difficulties around service children moving schools during the school year and try to ensure, where possible, these moves are not made during the school year. However, this is not always possible.

In Surrey:

- a) Excellent links have been made between 11 Infantry Brigade and SCC Schools Commissioning and Admissions Team to try and ensure that service children are not disadvantaged by their parents' service in terms of accessing school places. Surrey staff are aware of the Covenant and work hard with schools and families to place children at appropriate schools.
- b) Close links between the Army Families Federation and SCC Admissions and Transport Team have been made. This has resulted in a new FAQ for army families around the admission process covering issues such as eligibility for free school transport and how to make an application for a school place if you don't yet have an address. A further outcome has been the offer of concessionary travel seats on school transport to three additional families from RLC Deepcut.
- c) The Service Pupil Premium, which is currently £300 per annum, is allocated to schools for every service child for their emotional and social wellbeing. Work is ongoing with Surrey education officers to ensure that this is spent in accordance with the guidelines as it is monitored by OFSTED.
- d) A termly newsletter sharing best practice is sent to all Surrey schools with service children.

- 7.2 **Employment/Business** - Both service personnel and employers are often unaware of the business skills and expertise gained though serving with the Armed Forces. These include leadership,

management, problem solving, delegation etc. The Career Transition Partnership (CTP) is the official MoD provider of Armed Forces resettlement and provides a dedicated employment/recruitment website for those leaving the Military.

In Surrey:

- a) SCC has been awarded the Silver Employer Recognition award for supporting the Reservists working for the authority – this is an example that other authorities are looking to follow.
- b) Officers in HR have been working with soldiers being treated at Headley Court to help them identify key transferable skills and support them back into employment. Attached as Annex 2 is a success story from this work.
- c) The Board has been promoting the benefits of supporting the Armed Forces Covenant and employing Reservists/ex-service personnel to Surrey organisations and businesses through attendance at local Business Breakfasts often arranged by local authorities.
- d) Links have been made between the CTP and Surrey HR to establish the best way of marketing appropriate SCC vacancies to service leavers.

7.3 Health - Healthcare is provided by the Military for all service personnel. Families are routinely covered by the NHS unless they are registered at a special DMS (Defence Medical Services) medical centre, which can offer provision for families. Some of their care will still be covered by the NHS even if they are registered at a DMS centre. Naval and RAF families are all served by the NHS. This is also the case for dentists and orthodontists. Often there will be issues getting onto waiting lists (can be due to lack of postcode on Bases) for these services and they may need assistance. Mental Health, including Post Traumatic Stress Disorder (PTSD) is handled by mental health providers including First Steps and Combat Stress as well as service charities.

In Surrey:

- a) Closer links have been developed between Adult Social Care following a briefing to 116 Adult Social Care Managers by the key service charities operating in Surrey. From January to April 2016 there have been over 25 referrals to SSAFA the Armed Forces Charity for additional support.
- b) Funding has been successfully applied for to carry out a pilot project with Surrey Young Carers to assess the number and needs of service children who are also young carers.
- c) A main point of contact for military issues within each of the six Surrey Clinical Commissioning Groups has been identified. This role will be developed over the next few months.

7.4 Housing - Service personnel on leaving the Armed Forces can be faced with no accommodation and high housing costs locally makes it difficult for people to stay in Surrey. The Military are becoming more stable and encouraging people to reside near their place of work to enable more stability for the whole family.

In Surrey:

- a) Local connection criteria can now be found by virtue of the location and length of service on the Military base, which will now enable service/ex-service personnel to be placed on a local authority housing waiting list.
- b) The Surrey Housing Officers Group is working to ensure that all members of the armed forces community have the same access to housing options, advice and support as any other citizen across the county.

7.5 Family Life including Benefits, Debt and Divorce – Members of the Armed Forces Community should have the same access to all services and benefits as any UK citizen, except where tailored alternative schemes are in place. As with the civilian community, divorce and debt can be an issue.

In Surrey:

- a) Welfare help and advice is available from the Citizens Advice Bureaux and service charities.
- b) Training is being provided to Surrey County Council Contact Centre staff on the role that service charities play both in financial support and counselling for both serving and ex-service personnel and their partners.

8. Cadets and Volunteering

Supporting young people in Surrey within the Cadet units from all three services is a priority for both 11 Infantry Brigade and the SCMPB. There is currently a shortage of adult volunteers within the Cadets, which Surrey County Council is helping to address via its volunteering campaign. Attached as Annex 3 are two case studies which show in more depth how we have been helping to promote the role of adult volunteers in the Cadets. Further work is being done through the work with the Covenant to encourage employers to support Cadet Units.

Armed Forces Champions and Activity at a Borough and District Level

9. Each district and borough Council (DC/BC) in Surrey has appointed an Armed Forces Champion to give the Armed Forces Covenant support at a political level. The objective of the role is to raise the profile and needs of the Armed Forces community, including serving personnel, both regular and reserve, their families, veterans and Cadets, within the Council and the wider borough/district area. To assist councillors who may be considering taking on this key role, a Job Description for Armed Forces Champions was produced and disseminated by the SCMPB; this had been recognised at a national level by MoD Officials and adopted widely.
10. Annex 4 sets out an article written by the Runnymede Armed Forces Champion on her role, which was published in the January 2016 edition of First the magazine for local government.

11. All Surrey district and boroughs are making good progress with this role. SCC facilitates the BC/DC Armed Forces Champions getting together along with the four Task Force Commanders and representatives from 11 Infantry Brigade on a six monthly basis to share best practice and to discuss priorities locally. The last meeting of this group took place on 3 March 2016. Set out below are some examples of actions which have been taken at a district and borough level in support of the Armed Forces Covenant locally:

11.1 Promotion of the Covenant within the Council

Written and adopted a Covenant Action Plan and taken an annual report through the Overview and Scrutiny Committees, the Executive and/or the local/joint committee on achievements.

- 11.2 Promoted best practice nationally. For example the Armed Forces Champion in Woking presented the work being carried out locally to the Diocesan Champions across the country at Lambeth Palace.
- 11.3 Nominated the authority for either the silver or bronze Employer Recognition Award. Woking BC has been nominated for a Silver Award and Mole Valley DC have been awarded the Bronze Award.
- 11.4 Woking BC has started to record links that new employers have with the armed forces through their initial application for to the Council.
- 11.5 A number of authorities have incorporated Reservist Leave (extra two weeks) into Council Leave Policy
- 11.6 Attendance of staff from SCC, Mole Valley DC and Woking BC at the Sandhurst Leadership Challenge. The Leadership Training Day offers a unique opportunity to develop the leadership and teamwork skills of executives and managers under the expert guidance of the Reserve Forces at the Royal Military Academy Sandhurst.

- 11.7 **Information and Signposting**

Council websites have been updated with information about the Covenant and links provided to key service charities etc.
- 11.8 Customer Service staff have been made aware of the Covenant and how to help signpost veterans to relevant service charities. Tandridge DC now asks callers/visitors whether they have a military connection in order to provide the most appropriate support.
- 11.9 Guildford BC has developed a leaflet which is available throughout the borough to give veterans key points of contact for various services, and is attached as Annex 5.
- 11.10 An event was held at Reigate Town Hall for the armed forces community to raise awareness of support that is supported locally.
- 11.11 An article on the Covenant has been included within the Borough Bulletin in Spelthorne to help raise awareness.

- 11.12 **Support to the Local Armed Forces Community**

District and borough councils in Surrey support the exemption to the Local Connection criteria in the Council Housing Allocation Scheme for armed forces personnel.
- 11.13 To help easily identify Armed Forces families, a tick box has been added to the housing register online application form for military families in Runnymede.

- 11.14 Guildford Borough Council supports the Ministry of Defence Tenancy Deposit Loan Scheme which allows defence personnel to apply for a loan to meet the cost of a deposit for a rental property.
- 11.15 Vacancies within a number of local authorities in Surrey are promoted to those leaving the forces through the Career Transition Partnership.
- 11.16 Concessionary rates for armed forces and ex-armed forces personnel have been added at some council run facilities including Leatherhead Leisure Centre and Dorking Halls.
- 11.17 Promotion of Covenant to Local Businesses**
A number of district and borough council have arranged for the SCMPB to be represented at local Business Breakfast meetings to promote the benefits of signing up to the Armed Forces Covenant for Business and employing Reservists.
- 11.18 Heroes Welcome and/or the Defence Discount Scheme have been widely promoted to local businesses in a number of areas.
- 11.19 Commemoration and Remembrance Events**
All councils have facilitated successful Remembrance Sunday and other commemorative events throughout the year. Guildford hosted the very successful National Armed Forces Day in 2015.
- 11.20 Funding Opportunities**
The Armed Forces Covenant Fund has been widely promoted in all district and borough council areas.
- 11.21 Some areas have successfully delivered local projects part funded by the Armed Forces Covenant Fund, including the Beech Grove Play area in Pirbright for the use of both service families and the local civilian community.
- 11.22 Local Links to the Military and Cadets**
Good links have been made with the local Military units in the different district and borough areas through the Task Force Commanders responsible for each of the district/borough council areas.
- 11.23 Links have also been enhanced with local Cadet Units through attendance at inspections of the Units with the relevant Task Force Commander for the area.

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| <p>Next Steps for 2016/17</p> |
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12. The Surrey Civilian Military Partnership Board will continue to drive forward the priorities for the local armed forces community and to address the issues set out above. In addition there will be additional areas of work that the Board will oversee. Some of these priorities are set out below.
13. **Best Practice**
The SCMPB has developed a number of areas of work which are seen as best practice. These include a briefing paper for all Surrey MPs and their case workers, a Job Description for district and borough Armed Forces Champions, and links between Adult Social Care and service

charities. This work will be promoted nationally as a way of sharing best practice.

14. Surrey has developed close working relationships with neighbouring County Councils and is looking at ways to enhance cross border working for the benefit of our armed forces community.
15. Within the County Council, steps will be taken to look at the impact of all key decisions made by the authority on the Armed Forces Community.
16. The Police and Crime Commissioner (PCC) has funded the innovative Respect and Remember Project, which is a partnership between the PCC, Surrey and Sussex Probation Trust, Surrey County Council Youth Services and Surrey Police for offenders serving community sentences and in other restorative programmes to help restore Surrey's war memorials. A case study has been produced which is being promoted to other areas.
17. **Employer Engagement and Reservists**
The Board is proactively working with 11 Brigade on employer engagement and in 2015 SCC was successful in being awarded the Silver Employer Recognition Award for supportive behaviour towards the Armed Forces within the County Council. In 2016, SCC will be taking this further and applying for the Gold Award.
18. Increasing the number of Reservists is a key priority of the Army and by 2020 one third of the Army will be made up of Reservists. The Chairman of SCC is planning to bring together all the Reservists that work for the County Council to formally acknowledge their service to the Nation. This will take place around Armed Forces Week in June, with a view to developing an ongoing peer support network.
19. **Maximising Funding**
During 2015/16 Surrey was successful in obtaining £100,000 of grants from the Armed Forces Covenant Fund for six local projects. After Scotland, the South East got the second largest share of the Armed Forces Covenant in the country, with Surrey and Hampshire each having the highest number of successful bids.
 - **Officer of the Police and Crime Commissioner - Vulnerable Veterans - Halting the Revolving Door:** a six month project to:
 - Identify the number of ex-service personnel imprisoned or on license in Surrey.
 - Benchmark the support available to veterans, reserves and their families so that service users can be signposted to the appropriate support for them.
 - Create and train a team of mentors to support ex-service personnel in the criminal justice system.
 - Prevent service personnel and their families from becoming victims.

The programme is progressing well and links have been made to a number of projects and partners including the Transforming Justice programme, SSAFA The Armed Forces Charity, Royal British Legion, 11 Brigade and many others - £20,000.

- **Brookwood and Pirbright Children's Centre** - extended early intervention and support for service and civilian families with children aged 0-5 years - £17,515
 - **The Surrey Care Trust** - Learning Together: a programme of adult learning aimed at spouses of servicemen and women and the civilian community in the Deepcut and Pirbright areas - £19,805
 - **Blackdown Pre-School, Deepcut** - IT resources and play equipment- £1,462
 - **The Trench Experience** - to purchase a multi-purpose exhibition vehicle with items to re-create typical WWI and subsequent conflict experiences - £17,600
 - **Surrey Minority Ethnic Forum** - Gurkha Veteran's Integration Drive: a project to help integrate the local Gurkha community in the Woking area with the local civilian community through joint learning and social activities at local churches - £19,724
20. Officers will work to maximise the amount of grant funding brought into the County during the coming year which will also help reduce demand on mainstream budgets.
21. **Increasing Awareness**
On 15 November 2016 the third annual Surrey Armed Forces Covenant Conference will be held at RLC Deepcut, with Ministerial support. This will focus on health, service children, youth and businesses.

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| Conclusions: |
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22. Surrey is recognised as being a military county. Through the work of the Surrey Civilian Military Partnership Board, work has been progressed to ensure that no member of the Armed Forces Community in Surrey is disadvantaged by their service. Much of the work that is being carried out is seen as best practice nationally, and the Board will continue to market the work to share the benefits.
23. Surrey was very successful in being awarded a large number of grants through the Armed Forces Covenant Fund, and work will continue to build on this success in 2016/17.

Recommendations:

24. The Resident Experience Board is asked to:
 - a) Review and comment on the progress made with implementing the Armed Forces Covenant in Surrey.
 - b) Comment on additional areas that the Board would like the SCMPB and/or Surrey County Council to explore to further address the needs of the Armed Forces Community in Surrey.
 - c) Promote the aims of the Armed Forces Covenant through your role as councillors.
 - d) Support the sharing of best practice developed by the SCMPB at both a local and national level.

Next steps:

25. The SCMPB and the two Task Groups will continue to meet to further the aims of the Armed Forces Covenant and support the integration of the military and civilian communities in Surrey.
26. The SCMPB will continue to work in a collaborative manner and to share information on its work at a regional and national level.
27. SCMPB will continue to encourage and support bids to the Armed Forces Covenant Fund.
28. SCC will continue to act as an exemplar employer in relation to its employment of reservists.
29. The Annual Conference will provide a basis for monitoring the impact of the work of the Board, and an annual report on achievements will be produced at the end of each financial year. This will be published on the website (www.surreycc.gov.uk/armedforces) as well as being widely circulated.

Report contact: [Jane Last, Head of Community Partnership and Safety; James Painter, Community Partnerships Manager, Customers and Communities.]

Contact details: [Jane Last - 0208 541 9794, janel@surreycc.gov.uk; James Painter - 01483 832539, james.painter@surreycc.gov.uk]

Sources/background papers: [None]

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Surrey Civilian Military Partnership Board

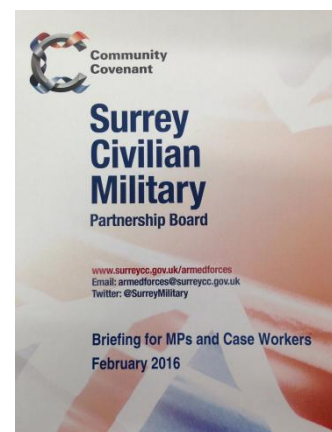
Successes 2015/16

The Surrey Civilian Military Partnership Board (SCMPB) has a high level remit to foster closer working relationships between a number of lead agencies and military partners, and meets twice a year. The Board is supported by two Task Groups which each meet quarterly – Recognise and Remember Task Group and Community Integration Task Group. The Board operates with the full support of 11 Infantry Brigade. Meetings, where appropriate, are held on military bases.

Set out below are some of the key successes of the Board, which have been achieved as a result of the work carried out by representatives on either the Board, or one of the Task Groups.

General

- The second countywide Community and Corporate Covenant Conference was held at RLC Deepcut on 10 November 2015. This was a very well received conference aimed at key partners in Surrey as well as front line staff. Keynote speeches were given by the Lord-Lieutenant of Surrey as well as Mr Julian Brazier TD MP, Minister for Reserves and Recruitment and Col Patrick Crowley, Chief Executive of SERFCA. During the conference there was the opportunity for small group discussion around key issues facing the armed forces community including education, employment, health and wellbeing and housing.
- Working with the Military, Service Charities and local MPs, the Surrey Civilian Military Partnership Board has produced a briefing for MPs and their case workers to help identify members of the armed forces communities and sign post them to appropriate support. This was sent out by Anne Milton MP with her endorsement on behalf of the SCMPB, and has been well received by MPs across Surrey.



- The Board has been successful in helping bring in grants totalling nearly £100,000 from the Armed Forces Covenant Fund to Surrey. Six bids were successful in receiving funding for a wide variety of projects to promote adult learning, to support service children, ex-service personnel in the criminal justice system and the Gurkha community, as well as providing funding for a mobile exhibition vehicle to promote awareness and education around the First World War and comparisons to conflict today.

- 11 Infantry Brigade has assigned each district and borough council a Task Force Commander from an operational base covering Surrey. These Task Force Commanders provide a two way local link between the Military and the local authority. In order to promote relationships and links between the district and borough council Armed Forces Champions and the local Task Force Commanders and to help support them in their role in taking forward the Armed Forces Covenant locally, the SCMPB has hosted two meetings in September 2015 and March 2016. These meetings have been very well received and have been key for sharing best practice and knowledge. These will continue to be hosted by the SCMPB on a six monthly basis.



- SCMPB has promoted the role of the Armed Forces through numerous events across the County. Examples include a display stand at National Armed Forces Day in Guildford in June 2015, promoting military attendance at a number of other events including remembrance and commemoration events, Marches through town centres and Victoria Cross unveilings in Guildford, Woking, Reigate and Surrey Heath. Messages have been spread through a number of mechanisms including the Armed Forces calendar on the Surrey County Council website, the @SurreyMilitary twitter feed, direct emails and face to face contact.



- The SCMPB has facilitated a number of meetings during the year to look at closer working between the local authorities and the Military on joint priorities. An example of this is around youth, which is a priority for both 11 Infantry Brigade and Surrey County Council. The meeting explored how both organisations engage with young people especially those requiring extra support, and how we can work together to encourage more adult volunteers within the Cadets.

- Best practice from within Surrey and Woking was promoted by the Armed Forces Champion for Woking Borough Council to a national conference for Diocesan Champions in the Church of England at Lambeth Palace in November 2015. This was well received and work is ongoing to see how some



of the examples given can be used locally within the Dioceses.

- A number of Surrey authorities are promoting either Heroes Welcome or the Defence Discount Scheme with local businesses as another way to support the armed forces community in Surrey.
- 12 November 2015 saw the official opening of the Peace Garden at the Muslim Burial Ground in Horsell by HRH The Earl of Wessex KG GCVO. This four year project saw the restoration and creation of a Peace Garden at the Grade II listed site. This project was part funded by the Armed Forces Covenant Grant.



- Surrey History Centre was successful in winning a grant of £460,000 from the Heritage Lottery Fund for a project to immortalise the experiences of Surrey residents on the front line and at home during the First World War. This was launched by David Munro, the then Chairman of Surrey Civilian Military Partnership Board on 18 May 2015 (<http://www.exploringsurreyspast.org.uk/themes/subjects/military/surreys-first-world-war/remembers/>)
- Following a successful £30,000 Armed Forces Community Covenant Grant application by the Surrey Archaeology Unit, volunteers from both the armed forces community and the civilian community worked together between July and October 2015 to uncover the secrets of a former Surrey military camp in Witley.



Education

- A termly Newsletter for schools who educate the 1,100 service children in Surrey is produced. This newsletter sets out best practice and key contacts to help schools with service children support their needs. Input to the newsletter comes from a variety of sources including the Families Federations, Ministry of Defence, best practice from other Councils and examples from local schools. The information in the Newsletter has been very well received, and going forward it has been agreed that it will now be incorporated

into the regular newsletter to all schools to ensure they are all aware of the issues and support available should if they ever need to support a Service child.

- SCMPB facilitated a meeting between the RLC Deepcut, the Army Families Federation and Surrey County Council to increase the understanding of the school admissions and transport policies and procedures. This meeting resulted in a number of actions including a FAQ and case study being developed for Army families in relation to admissions and transport. When complete it will be shared with both the Naval and RAF Family Federations.
- Opportunities have been explored for promoting adult learning amongst service spouses through a successful Surrey Care Trust Covenant Grant bid, which gave a number of taster courses with the aim of increasing uptake and establishing need.

Employment

- Surrey has been working with the Career Transition Partnership (the MoDs official provider of Armed Forces Resettlement) to advertise suitable vacancies on their website to encourage ex-military personnel to apply for vacant positions. Alongside this, a colleague from HR has been working with the Recovery Career Services and Headley Court which has resulted in assisting an injured ex-serviceman into employment within the Finance Directorate at Surrey County Council.
- Woking Borough Council has started to monitor the Reservist status/links to the Armed Forces on council job application forms to ensure appropriate support is available. Data from these forms will be monitored by HR and information passed to the Military Covenant Advisory Panel.
- Links have been created between Job Centre Plus and the Military to help ensure relevant signposting for vacancies to service leavers.
- Work has been carried out to identify skills shortages in Surrey (including engineers and caterers), with the aim of matching these type of roles to the skills of service leavers.
- The promotion of Reservists is a key priority for 11 Brigade. Board members, through their organisations, have been looking at promoting the benefits of employing reservists within Surrey organisations and businesses.
- The SCMPB has worked with local authorities and Surrey businesses to raise awareness of the benefits of signing the Armed Forces Covenant through attendance at Breakfast Business meetings in a number of boroughs across the county.
- On 7 October 2015 the Board was represented at the Woking Means Business Event at HG Wells. Businesses received a presentation from the Army Engagement Team on the benefits of employing Reservists and signing the Armed Forces Covenant.



- The Board has a liaison role with DMRC Headley Court over the forthcoming relocation to the Midlands and the implications for the local community.

Housing

- A Surrey Housing Officers Group representative is leading the housing element of the Community Integration Task Group work. This will help to ensure that all members of the armed forces community have the same access to housing options, advice and support as any other citizen across the county.
- Many Councils in Surrey now welcome applications for housing from the Armed Forces Community from anywhere in the country (no local connection is required). For example, due to raised awareness of the Covenant in Woking, there have been several positive outcomes with provision of housing for ex-forces personnel in the Borough.

Health, Wellbeing and Welfare

- Work has been progressed during the year to increase awareness of the role of Service Charities with colleagues in Adult Social Care and encourage greater links. The Board and Service Charities have presented to senior Adult Social Care managers, and a directory produced of the key service charities operating in Surrey, who they can support and the types of assistance they can offer. The document is available via the website (<http://www.surreycc.gov.uk/people-and-community/advice-guidance-and-support/armed-forces/support-for-current-and-ex-service-personnel>). In the first three months we are aware of at least 10 referrals from Adult Social Care to ssafa Surrey.
- Work is ongoing to identify key issues and needs in relation to health and welfare for the armed forces community (including access to NHS GPs and dentists as well as welfare issues) and providing relevant signposting through appropriate websites.
- The implications of the Care Act for veterans are being considered.
- A pilot project to assess the number and needs of Service children acting as carers within their own families. This is being complemented by some national work being led by the Children's Society, which the Board is inputting into.
- An armed forces link officer for each of the six Surrey Clinical Commissioning Groups covering Surrey has been appointed. The role of these officers will be developed over the course of the year but will include being a key point of contact for GP practices within their area.

Local Authorities

- Working jointly with the Armed Forces Champions in Waverley and Woking, SCMPB has produced a job profile for Member Armed Forces Champions across Surrey, which is being promoted by the Ministry of Defence as best practice nationally. All Surrey district and borough councils appointed an Armed Forces Champion for the year 2015/16. Along with the job description, a briefing document has been produced for the Armed Forces Champions setting out the issues that the armed forces community face, as well as signposting to relevant help and support.
- A number of Armed Forces Champions from Surrey are in the process of producing information to signpost members of the armed forces community to key services available in their locality. This is being produced in various forms including leaflets which can be handed out at council information desks as well as information on the armed forces pages of their council websites.

- Following a nomination by a Reservist who works within the Environment and Infrastructure Department of Surrey County Council (SCC), the authority was awarded the Silver Employer Recognition Award, which was presented to the County Council at an award ceremony on board HMS Victory in July 2015. As a Silver Award winner, SCC clearly demonstrated and communicated our supportive behaviour towards the Armed Forces within the County Council.



- Surrey, Woking and Mole Valley council staff have attended the Sandhurst Leadership Challenge which is held every six months in March and September. This is a leadership training day which offers a unique opportunity to develop the leadership and teamwork skills of young executives and managers under the expert guidance of the Reserve Forces.



Assisting Injured Ex-Service Personnel Back to Work

Case Study – Andrew Houldsworth

As part of our work under the Armed Forces Community Covenant, Surrey County Council started working with Recovery Career Services and Headley Court in July 2015.

As part of this work Surrey County Council has provided work experience placements for service personnel who are in the process of being medically discharged from the Military and has also offered support on a one to one and group basis in order to build confidence and skills in relation to finding work.

As part of the transition process service personnel are encouraged to take up work experience in a range of organisations to help them find work post discharge. During any placement they remain fully paid and are supported by the various charities and welfare networks. There does not have to be a permanent role available for them, though if they did decide that is what they wanted it would obviously be a great outcome.

The reasons for discharge vary and may be physical or mental health difficulties ranging from PTSD, minor hearing loss or mobility issues.

The key role for us is in building confidence to help them succeed in civilian life. One such ex serviceman was Andrew Houldsworth who began working with Charlotte Gibbens, Recruitment and Attraction Advisor in August 2015. Charlotte met with Andrew to understand his skills and ambitions and to talk about what a placement at Surrey County Council could lead to for him. Tailoring sessions to Andrew's needs, Charlotte worked with him on a programme of support, advice and guidance and worked with colleagues to facilitate a placement within the Finance Directorate.

Andrew found the sessions helped him grow in confidence and built an awareness of both Surrey County Council as an employer and the routes available to him. Andrew had been studying for a finance qualification and felt ready to start applying for work. Using his experiences from the placement and sessions he applied for a role in the Directorate and after a two stage interview process was offered a level 9 role. Andrew has now begun with Surrey County Council and is a valued member of the team.

How can people find out more? Please email armedforces@surreycc.gov.uk



**ARMED FORCES
COVENANT**



SURREY



Contact us:

www.surreycc.gov.uk/armedforces
armedforces@surreycc.gov.uk
[@SurreyMilitary](https://twitter.com/SurreyMilitary)

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Volunteering with Reigate Sea Cadets – Lara Smith



I moved to Surrey four years ago and wanted to volunteer as a way of getting involved in the local community. Because I work 9am to 5pm as a project co-ordinator, I needed to find something that would fit around this. I was a Sea Cadet when I was younger, so was really pleased to discover that there were opportunities to volunteer with Reigate Sea Cadets during the evening and weekends.

I'm a uniformed instructor and help out with the cadets' marching band, and absolutely love it. I do this for a few evenings a week and sometimes at weekends, but some volunteers get involved for just a few hours a week, so it's a great role if you want to fit volunteering around a busy working life.

I now have a young child of my own, but with the cadets I feel like I also have a family of more than 30 kids. Working with the same young people and seeing their successes is hugely rewarding. A recent highlight was when the marching band performed at the Tower of London – it's a good job I was marching at the back so that no-one could see the tears streaming down my face!

How can people find out more? Please email armedforces@surreycc.gov.uk



Contact us:

www.surreycc.gov.uk/armedforces
armedforces@surreycc.gov.uk
[@SurreyMilitary](https://twitter.com/SurreyMilitary)

Volunteering with the Army Cadets: Suzanne Young-Hotz – part time administrator, carer, grandmother and Cadet volunteer

Tell us about your volunteering roles

My main commitment is with the Cadet Forces. At first I was a member of the Air Training Corps civilian committee where I've had many roles from secretary to chairman. Then back when there were very few women in the Army Cadet Force I volunteered as female cover and my role progressed from there.

What were your motivations for volunteering?

I always needed to give something back to the community. Throughout my life I've got a lot of support from other people...wherever you are there are people who give voluntary support to you and in the same way you give something back. When I saw that my children benefitted so much from Cadets I felt I should help out.

What have you gained from it?

The MOD sets a high standard of skills for Cadets instructors. I've now done my MCGI (NVQ level7) through the Cadet Vocational Qualification Organisation program supplied by as well as a long list of qualifications within the Cadet Force. So I have benefitted an awful lot through it.

As well as this, I find my role hugely rewarding. Especially seeing the difference that we make to young people and enabling them to enjoy themselves, gain qualifications and have fun.

What difference does it make?

We have the opportunity to make a huge difference in young people through Cadets. I have watched many Cadets who are not performing well at school go on to achieve qualifications (CVQO, DoE and CCAT) and start a career through the support available to them at Cadets.

We also give them opportunities that would otherwise not be available. Like our exchange trip to Australia. But most of all we give them fun! I always maintain whatever you do in life, if you enjoy it you learn.

Do you have any advice for someone who's thinking of volunteering?

There are a lot of potential volunteers out there that say 'I can't give anything, I have no skills and/or I have no time' but we all have skills that we are not aware of and not all volunteering requires a regular commitment.

Volunteering gives as much back as you put in. So try it! Even if it is just for one day, you never know what will happen!

Find out more about volunteering with the Army Cadets - <https://armycadets.com/volunteer-with-us/>



Contact us:

www.surreycc.gov.uk/armedforces
armedforces@surreycc.gov.uk
[@SurreyMilitary](https://twitter.com/SurreyMilitary)

Service and support

Every council in the country has now signed up to the Armed Forces Community Covenant – but what does this mean for the lives of our service personnel and their families, and what do councils do differently as a result?



Cllr Shannon Saise-Marshall (Con) is Armed Forces Champion for Runnymede Borough Council

At first, I didn't think that we would have many members of the armed forces needing support in the area, as we don't have a military base within the borough.

However, when I took up the role in July 2015, I was concerned that although we had signed the community covenant in 2013, we didn't have a website setting out what we were doing.

Putting together the website meant that we really had to think about what the community covenant meant and what we were offering. It is a voluntary statement of mutual support between our community and the armed forces locally, including their families, reservists and veterans.

We decided that a key area where we could offer support here in Runnymede was in housing. With the simple inclusion of a tick box within the housing application, we've already had 40 families come forward in the area, who we now know about and can support. Members of the armed forces bring desirable skills, often becoming valuable local key workers, so we want them to live and settle in the area, and become active members of the community.

One of our veterans, who I remember as a local cadet attending our remembrance services, is Matt Fisher, who sadly had to have his foot amputated as a result of injury on active service. He has gone on to inspire us and raise money for charity as part of the team of wounded veterans who walked 1,000 miles across Britain as part of the Walk of Britain expedition. I was able to organise a march out of his town of Chertsey – it's only something small, but it brings the community together and people remember it and identify with it.

For me, part of being an armed forces champion is about championing them in our local community and, although not included in the official community covenant, championing the cadets as an excellent youth organisation, and an important local asset for our young people.



About the covenant

The Armed Forces Community Covenant is a local partnership agreement that brings together charities, local authorities, other public sector organisations, businesses, communities, individuals and the military in a pledge of support between local residents and the armed forces community.

Lord Porter, LGA Chairman, met with Mark Lancaster MP, the Parliamentary Under-Secretary of State for Defence Personnel and Veterans, to discuss the best way to understand what is being done to support the community covenant at a local level, and how the LGA can help councils by sharing good practice and facilitating an Armed Forces Community Covenant Champions network.

Mr Lancaster said: "The covenant is not about special treatment; it is about recognising the unique nature of service life – dislocation from family, regular operational postings, increased mobility for personnel and their families – and providing a level playing field, making sure the armed forces community is treated fairly.

"There are some excellent examples of where this is happening across different local authorities and I would like to ensure that this best practice becomes the norm.

"If you're doing something good, tell us about it. This is about creating armed forces champions, so please be the best champion that you can be.

"I am keen to support local authorities in ensuring that the policies they have put in place are understood and working.

"On behalf of service personnel, veterans and their families, thank you for your commitment. It is very much appreciated."



If you'd like to share a story of what you are doing on the community covenant, email info@local.gov.uk

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PROUDLY
SUPPORTING
THOSE WHO
SERVE



Welfare

Service personnel should contact their unit welfare officer. The District Welfare Support Officer is available via telephone: 0207 414 2264 Or via email: AWS-LONDIST-DWSO@mod.uk

During transition, Veterans UK provide a veterans welfare service, telephone: 0808 1914 218

You could also contact the Pirbright Welfare Centre, telephone: 01483 798604

Veterans

Contact Veterans UK, telephone: 0808 1914 2 18 email: veterans-uk@mod.uk.

You could also contact the Royal British Legion or SSAFA. These partners are recognised as the principal organisations who will support our Armed Forces family.

SSAFA operate Forcesline, a free and confidential listening and signposting service for both serving personnel and veterans, telephone: 0800 731 4880.

Healthcare

Contact your local GP/dentist in the first instance: <http://www.nhs.uk/Service-Search>

NHS Direct, non-emergency telephone: 111 The NHS offer comprehensive healthcare to the Armed Forces community. www.nhs.uk/NHSEngland/Militaryhealthcare

Contact Veterans UK for enquiries regarding priority treatment, telephone: 0808 1914218 www.veterans-uk.co.uk



**ARMED FORCES
COVENANT**

The Guildford Armed Forces Covenant

commits local civilian and military communities to working together more closely to support current and former Armed Forces personnel and their families. The Covenant recognises the challenges that Armed Forces personnel can face in identifying and accessing public services and aims to ensure that all parties will be better placed to understand and meet those challenges. This is particularly important when servicemen and women are making the transition from military to civilian life.

We hope this leaflet provides useful information for Armed Forces personnel, their families and veterans on services within Guildford Borough.



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Jobs

The Careers Transition Partnership (CTP) will support you in finding employment, two years prior and two years after leaving service. Visit: www.ctp.org.uk

Veterans can find job vacancies through The Royal British Legion's employment programme: www.civvystreet.org/

Jobcentre Plus can help you find a local job. Telephone: 0345 604 3719

If you are inspired to start your own business, contact x-forces.com on 0800 307 7545.

Debt Advice

CAB and SSAFA offer debt advice: www.citizensadvice.org.uk/debt-and-money/help-with-debt/
<https://www.ssafa.org.uk/help-you/veterans/debt-advice>

Education

Surrey County Council, telephone 0300 200 1004 for advice on:

- Access to chosen school catchment area.
- School applications.
- Apprenticeship Schemes.
- Accessing further education scholarships for bereaved service children.
- Support for parents and carers.

www.surreycc.gov.uk/schools-and-learning

Further education

Guildford College, telephone: 01483 448500
University of Surrey, telephone: 01483 300800

Housing

Contact Guildford Borough Council's housing advice service, telephone: 01483 444244 with any housing related queries.

The Joint Service Housing Advice Office can provide information via telephone: 01252 787630 or online via: www.gov.uk/government/publications/joint-service-housing-advice-office-jshao-key-documents

Leisure

Contact Guildford Borough Council on 01483 505050 to see what's on offer. www.guildford.gov.uk/artsandleisure

The Cadet Forces host activities for young people.

Sea Cadets HQ telephone: 020 7654 7000
Army Cadets HQ contact via:
Holderness House, 51-61 Clifton Street, London EC2A 4DW
Air Cadets HQ telephone: 01400 26 7628

Many local businesses are signed up to the Defence Discount Services and the Heroes Welcome campaign. They may be able to offer discounts, upgrades or acknowledgement. www.guildford.gov.uk/heroeswelcome
www.defencediscountservice.co.uk





Resident Experience Board
19 May 2016

Community Engagement in the Local Decision Making Process

Purpose of the report:

To consider how the resident experience in relation to engagement, local decision making and devolved funding has improved over the last few years, and to consider options for further improvement.

Introduction:

1. The Community Partnerships Team (CPT) purpose is to facilitate local democratic decision making, to engage residents to have their say and get involved in their local communities and to work with partners to shape place and ensure residents remain healthy (Annex 1).
2. For 2016/17 the team has a series of key actions to support achievement of the council's three corporate strategy goals of wellbeing, economic prosperity and residents experience, namely:
 - **Engagement:** Increase resident engagement through the use of evolving technology and our work with services and partners
 - **Governance & Devolution:** Actively encourage governance and projects that support place and devolution
 - **Funding:** Maximise the benefit of funding sources to enable projects that enhance our local and military communities
3. In all areas of delivery CPT has refocused services around the needs of residents. This report sets out how the residents experience has improved to date and invites the Board to comment on what future steps should be undertaken.

Background:

4. The local committee (LC) system was established in April 2002 with the introduction of 11 LCs each aligned to one of Surrey's districts and boroughs. The original aim of the local committees was to devolve decisions closer to communities, improve local performance monitoring and improve local representation.
5. In 2012 the Public Value Review (PVR) reviewed the role of SCCs Local Committees and the Community Partnership Team *"to improve outcomes for residents by strengthening local democracy and placing much greater emphasis on partnership working."* (David Hodge, Leader of SCC). The report made a number of recommendations, designed to:
 - support Members in their role as community leaders and champions
 - improve decision making and speed-up processes
 - promote greater accountability and local scrutiny

- Increase the involvement of residents, local communities, businesses and partners.
6. One of the responses to the PVR recommendations was to review the governance of the local committees and to consider the transition to a joint committee model. The Woking Joint Committee (WJC) was established in June 2014 with the aims of strengthening local democracy; reducing duplication of governance arrangements; improving partnership working; and simplifying decision making. It is responsible for functions delegated by Surrey County Council (SCC) and Woking Borough Council (WBC). It is composed of seven councillors from each authority who meet and make decisions jointly on issues affecting those who live, work and study in Woking.
 7. During 2015, the SCC CPT, who are responsible for administering the local/joint committees successfully achieved Customer Service Excellence (CSE) accreditation. The external CSE assessor recognised the team's *'deep understanding of, and commitment to, customer service excellence'*.

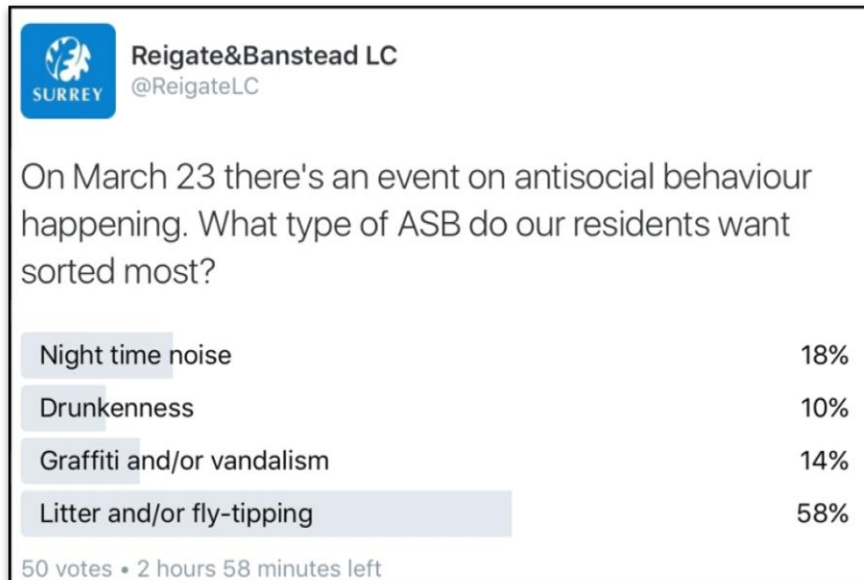
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| Engagement |
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8. To better enable residents to feel able to influence life in the places where they live, in 2015 the SCC CPT introduced an overarching engagement strategy for the first time, focused on *'People, Places and Influence'*. The principles behind this strategy were as follows:

People: We are increasing our interaction with a diverse range of residents through the use of social media. Engaging with residents digitally allows them to set the agenda in terms of issues they wish to discuss, to share their interests with us, and to do so in ways and at times that are convenient for them.

Places: Our aim is to promote pride in Surrey's towns and villages. By focusing our engagement with residents and businesses on matters pertinent to their local area, we are making SCCs work more relevant to their lives and those of their families and co-workers. Our web page news stories and Instagram accounts are promoting local events, projects, consultations and services, alongside the work Surrey is doing to make local neighbourhoods safer and attractive to residents and businesses.

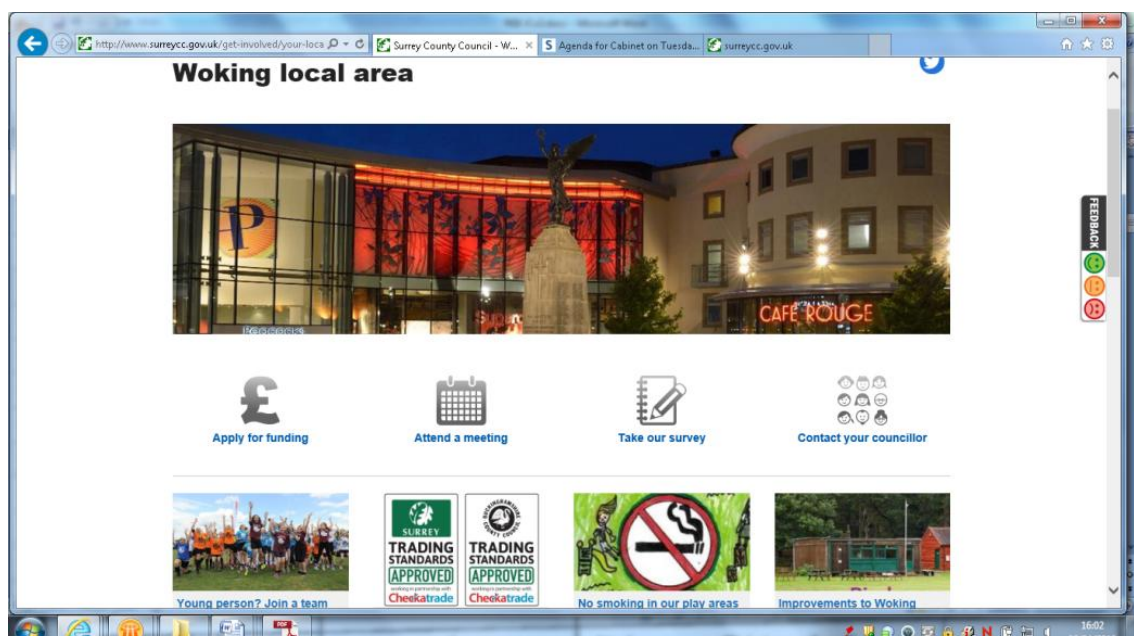
Influence: We are helping Surrey's services to go beyond County Hall and connect with local people to gauge their opinions on proposals that may affect them. We recently used online Twitter voting polls to identify residents top anti social behaviour concerns in each district and borough. Our Community Safety Team colleagues are using this intelligence to inform their work, countywide.



8.1 Web Pages

Research conducted by the Community Partnerships Team with residents in 2012 identified that there was an appetite for much more local information and more opportunities to participate electronically, but that this was hampered by local information being difficult to find on the Councils web pages at that time.

- 8.2 As a direct result of feedback, new improved local web pages were developed, focused on providing residents with access to the local information they requested. The web pages provide an overview of the county council's work on a local basis. Residents can use these pages to access local/joint committee papers; read stories about local services, news, events, consultations etc, as well as finding out about their local county councillor and funding opportunities. The landing page for 'Your Local Area' (<http://www.surreycc.gov.uk/get-involved/your-local-area>) gets on average 2,000 visits per month, with a large number of additional hits on the individual local area pages by district/borough.



- 8.4 Local web pages play a crucial part in increasing online engagement and contribute towards the wider aim of encouraging greater involvement of

residents, local communities, businesses and partners in issues and decisions. Recent highly viewed stories from the local web pages reflect this move, including:

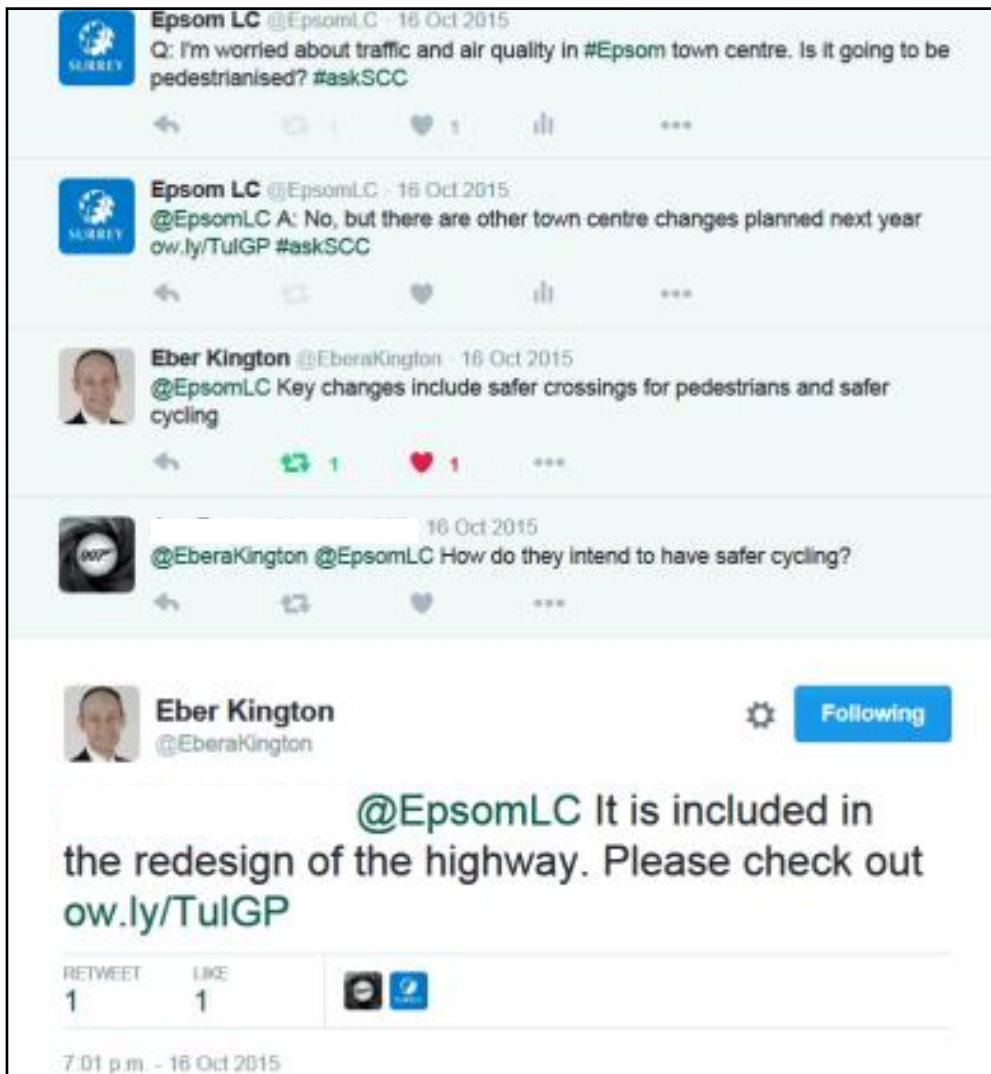
- How to have your say on how Crossrail 2 will affect trains to Epsom
- Proposed parking changes in Woking

8.5 Twitter

In order to provide residents with more opportunities to participate electronically, eleven twitter feeds have been established under the engagement strategy, one for each local/joint committee. As of end of March 2016, there were over 5,000 followers to the local/joint committee feeds overall, with a consistently upwards trend. The twitter feeds are also used to disseminate appropriate communications from partner organisations including Police or B/D Councils. As well as posting information useful to residents, including links to committee papers, deadlines for questions and petitions and links to local stories, residents also use Twitter to raise issues. An example is shown in Annex 2.

8.6 Online Question and Answer sessions

To encourage greater online involvement in issues and on decisions, in line with feedback from residents, the traditional local committee question time was the inspiration for two online Question and Answer sessions in Epsom and Ewell and Spelthorne. By asking residents and businesses to pose questions to the County Council on Twitter, we were able to answer questions on parking, boundary changes, Heathrow expansion and Cross-rail from residents who might never contact or attend a formal committee meeting. Please see example below from Epsom and Ewell:



Governance & Devolution

9. Feedback from those residents who attended Local Committee meetings was that they wanted the meetings to be more welcoming, easier to understand, and for there to be more opportunities to ask questions. The CPT with LC Chairmen actively considered how it could best address these concerns towards improving decision making and increasing the involvement of residents, local communities, businesses and partners in these processes.
10. During the Customer Service Excellence (CSE) accreditation a series of in depth interviews were held with residents who have previously engaged with the joint/local committees specifically regarding the key areas of improvement that residents would welcome. These were as follows:
 - For it to be easy to find out about the local/joint committees. They felt that it would be helpful if they could be promoted more widely locally, and for clear information to be available setting out how they can ask questions and get involved in the committee as well as practicalities of where to park and sit etc.
 - To feel welcome at the meeting, and listened to, to feel that they have been heard and to have the opportunity to contribute after their allotted time on points of clarity. They would like to feel that they have achieved some change, even if it's not the exact change they were hoping for.
 - To leave the meeting feeling clear about what was agreed, and what the next steps are.
 - To have clear expectations of how they will be kept informed on progress going forwards.

11. As a result of the collective feedback from Surrey residents a number of measures designed to improve the customer experience at joint/local committees have been introduced:

11.1 Publicity

A poster is produced and circulated prior to each formal meeting of the local/joint committees setting out the time, date and venue as well as the key items being discussed and how to access the papers. Committee meetings are also widely promoted through the 11 local Twitter feeds.

11.2 Clearer Upfront Information for residents

A standard document has been produced that can be sent out ahead to those attending the local/joint committees giving details about who to contact if they have a query, how to access papers on line, details about the venue of the meeting, how and when to ask a question or present a petition, what happens after the meeting and how to keep up to date on decisions agreed at the meeting.

11.3 A warm welcome and introductions

The SCC CPT has sought to make meetings clear and easy to follow for all residents attending. Local/joint committee chairmen go to great effort to explain the role of the meeting and ask members of the committee and the relevant officers to introduce themselves. Greater effort is made to collect feedback through a formal survey, or informally from asking residents attending the meeting.

11.4 PowerPoint presentations

Presentations have been introduced at each meeting showing which item is being discussed and what the recommendations are. This enables all those present at the meeting to easily follow the agenda, and if any amendments are made to the recommendations, these can be put on the screen for all to see.

11.5 Decision tracker document

To ensure that residents who have raised an issue at committee, either through a question or petition, are kept informed of progress being made to address it, a decision tracker has been added to each agenda of the local/joint committees. This document clearly sets out at each meeting an update on implementing decisions that have been taken at previous committees. Once they have been marked as complete, they are removed from subsequent decision tracker reports.

11.6 Chairmen training

Local/joint committee chairmen have been encouraged to attend a local/joint committee in another area. In addition, parts of local committee meetings were recorded for discussion at a training session for the Chairmen to explore best practice across the county. Feedback from recent local committees supports that residents feel the meetings are welcoming and well chaired. Annex 3 sets out some of the recent positive feedback received.

11.7 Resident Involvement

Following the Public Value Review of the SCC CPT in 2012, the Standing orders for local/joint committees were changed to enable greater public engagement with members of the public, at the Chairman's discretion. Chairmen have more flexibility to take questions or invite comments as they see appropriate during the formal meeting and residents are now able to take

part in discussions on all parts of the agenda, rather than being limited to the questions at the beginning. This has made the governance of meetings to be far more easily understood by residents in attendance.

11.8 Nine out of the eleven LCs also offer an informal engagement opportunity for residents and businesses at the start of meetings, which provide residents with the opportunity to come and raise issues on the day, without having to submit them in advance.

11.9 Petitions

All local/joint committees have adopted a consistent approach to rules around submitting petitions and questions. This has resulted in young people being able to bring petitions on behalf of their school, and means that the procedures are consistent across the county



Petition presented by Primary School Pupil to Spelthorne LC.

11.10 Residents also told us that paper petitions are helpful for them to use when discussing an issue with their neighbours locally. However sometimes people weren't aware what information to include in a paper petition. Therefore a **petition template** has been published on the local/joint committee web pages so residents can be sure they are including all the information required to enable their petition to be accepted onto the agenda. In addition, it is possible to set up an online petition through the SCC website.

12. The Joint Committee Model

The PVR provided the opportunity to review the governance model of the local committees and consider transitioning to a Joint Committee model. To date, Woking is the only area that has made this transition and following a recent review a number of key benefits to both residents and the authorities were identified.

12.1 The joint committee model has been endorsed by Mr Richard Walsh, Cabinet Member for Localities and Community Wellbeing and other areas are now considering the benefits of the Joint Committee model. It is anticipated that Spelthorne will be the next local committee to become a joint committee.

Interest in the Joint Committee governance model has also been expressed by local authorities in Hampshire and West Sussex who have identified it as a model of best practise.

13. Benefits of transitioning from a local to a joint committee

The Joint Committee model of governance has a number of benefits for residents, which include:

13.1 Single point of contact for residents and businesses

The JC model gives members of the public and local businesses one place to go to ask questions on any council service provided in the district/borough area. For example:

- In Woking, a petition was presented to WJC opposing a proposed development in Rydens Way. The issues in the petition were under the remit of both SCC and WBC and considered holistically by WJC.

13.2 True partnership between authorities

The JC provides a platform for members from both authorities to regularly discuss issues that matter to residents in a fully joined up way. JCs are a true partnership and all councillors on the committee have full voting rights on all issues being considered, no matter which authority delegated the function.

This has led to the following benefits:

- WJC debated a report on school places and the decision for the borough to pursue new sites. This resulted in the provision of a new secondary school (840 pupils) and recreation facilities in Hoe Valley.
- The profile of community safety work in Woking has been raised with residents through the WJC acting as the formal community safety partnership. Meetings are held in public and residents can come along and have their say.
- WJC provided local residents with a joined up response to deal with poor air quality in an area of Knaphill. The responsibility for air quality was with WBC, but the solution with SCC. WJC agreed improvement works to traffic signals to address the traffic problem which should result in an improvement in air quality.
- SCC Councillors in Woking will be invited to WBC member briefing meetings, to ensure that all councillors representing Woking receive the same information to help support the residents.

13.3 Joined up delivery

The JC enables the seamless delivery of services to residents. Different aspects of some functions, such as youth services and health and wellbeing issues can be provided by different councils. The JC enables these issues to be considered holistically ensuring that there is no duplication or overlap in service which results in a better service provided for residents and better value for money for the authorities involved. Examples of seamless service delivery include:

- An enhanced youth offer for young people in Woking is now available following the adoption by the WJC of an Integrated Youth Strategy under which youth services are planned, commissioned and delivered.
- A fully co-ordinated approach to health and wellbeing is being provided to Woking residents following the adoption by WJC of the Health and Wellbeing Plan. Benefits include the opening of the Safe Haven Cafe and the Bedser Hub; Community Meals Service offering customers a free bottle of water with their meals to prevent dehydration; the setting up a GPS

tracking service for people with dementia; and extending locations for health checks for 40-74 year olds.

13.4 Value for money

The JC can provide better value for money for residents. Funding decisions can be decided upon jointly for the benefit of the local community. An example of how this approach will benefit residents is as follows:

- In Woking, as Community Infrastructure Levy receipts from local development start being received, the WJC will agree how they are spent in accordance with the Regulation 123 list.

13.5 Promotion to residents and businesses

Residents can find out about the JC through increased number of channels as publicity can be widely promoted through both councils. For example:

- In order to raise awareness of the WJC, and how residents can get involved, an article has been included in the WBC magazine (which is sent to all Woking households), Residents Associations newsletters, Woking Works magazine and Twitter account (for local businesses) as well as through posters and both the SCC and WBC websites and Twitter feeds.

Devolved Funding

14. There are a number of budgets available to County Councillors at a district and borough level that can be used to benefit the local community and address local concerns. The Community Partnership Team administrates a number of budgets:

- **Member Allocations**
- **Community Improvement Fund**
- **Cluster Funds**
- **Community Safety Funds**

15. Members Allocations

County Councillors have £10,300 of funding available to them to help support residents, voluntary and community organisations to provide activities and projects that benefit local people. Over the County there was £834,000 available in 2015/16.

15.1 A new streamlined administration process for Member Allocations was introduced for the benefit of applicants, following the PVR which drastically reduced processing times from three months to an average of between 14 and 20 days. The administration process receives consistently high feedback from applicants, comments include:

- *“Our application was turned around extremely quickly which was greatly appreciated”.*
- *“A much appreciated source of funding made accessible without being time consuming and out of reach for those that are not necessarily training in writing successful grants”.*
- *“Your team has been very supportive and efficient”.*

15.2 The Member Allocations funding is used in a wide variety of ways by Members to assist in addressing local concerns (a full breakdown of spend by category can be found in Annex 4), examples of spend include:

- Community groups across Surrey have used Members Allocation funding for defibrillators at community venues with training of staff and volunteers paid for locally.

- Funding has been used to support events bringing residents together including a street party in Staines, the Black Cherry Fair in Chertsey, Dormansland Carnival and Farnham Carnival.
- Following requests from food producers in Dorking, a Food Map was produced to promote awareness of local food to residents, supporting the local economy.
- Funding was provided towards flowerbeds to improve the visual appearance and promote economic vitality and the 'visitor experience' at Stoneleigh Broadway following requests from local residents and traders.

15.3 The Member Allocations process received a positive internal audit in 2015. The audit report proposed minor amendments to the financial framework for the benefit of clarity and on consistency of evidence gathering, which have been acted upon.

16. Community Improvements Fund

16.1 The Community Improvements Fund was established in 2012 by the Leader of Surrey County Council to provide funds to help communities come together to give people the chance to make a real difference to others' lives. The fund is open to any Surrey charity or community group and is designed to help communities turn a great idea into something real. The fund has supported over 100 projects with grants of £10,000 to £30,000 since its launch. The views of Local Committee Chairmen and the local County Councillor are sought on all applications to help endorse the local need for the project. Examples include:

- In 2014 Sunbury charity Dramatize, which runs theatre, music and dance sessions for adults with learning disabilities received a grant of £11,000 to help with renovations, including installing a sensory room. "Moving to and renovating our new venue has helped us gain much more community awareness," says Dramatize's Karen Bradley. "Around 50 people use our service now, compared with the 15 to 20 who used it before we received the funding."
- In 2015 The Clockhouse Centre for elderly residents in Milford, near Godalming received funding toward a new minibus which plays a key role for nearly 200 passengers who use it to travel to and from the Clockhouse every week. "The Clockhouse is the greatest thing since sliced bread," adds John Phillips, aged 90, who visits every week. "It's a marvellous place to come to".

16.2 This year, for the first time, the criteria for the fund has been extended to consider projects that involve improvements to local shopping areas, which often form the heart of a community. An extra £250,000 of funding has been made available.

17. Cluster Funding

A Cluster Fund was established in 2014 by Guildford Local Committee to help in addressing residents local concerns before they are raised as an issue at the local committee. Under these enhanced arrangements for the Local Committee, Guildford has been divided into four cluster areas with total funding of £70,000 allocated. Funding originally comprised of £35,000 of Guildford LC capital allocation, match funded by £35,000 of revenue from Guildford Borough Council. The CPT takes on the

administration of the fund within its existing resources. Examples of funding agreed over the past 12 months include:

- £5,500 allocated to fund two local projects supporting carers of residents with dementia at risk of social isolation through the Alzheimer's Society.
- Two Vehicle Activated Signs installed in Northway, Westborough to help address residents concerns about speeding.
- Improvements to pavements in four areas across the borough.

17.1 The Cluster approach has been well received and valued by Parish Councils and residents. To ensure continuation of the Cluster funding when Local Committee Capital funding ceased in 2015/16, the Local Committee took the decision to allocate funding direct from its Local Highways Capital allocation in order to ensure continuation of this initiative.

18. Community Safety

In order to help towards addressing local community safety issues, each local/joint committee has had a small amount of funding each year (£3,337 in 2015/16) administered by CPT. Funding is normally designated for projects within the local Community Safety Partnership Plan, or on addressing an issue of local concern raised by one of the partners on the Partnership. Examples of how funds have been spent include:

- Funding Life Education Centres to attend all primary schools in Woking, which is considered a key prevention activity for the future.
- Funding for CCTV and signage for a fly tipping project in Reigate and Banstead.
- Promotional materials for Domestic Abuse Awareness Week in Runnymede.
- An Eagle Radio campaign on fire safety and domestic abuse in Waverley.
- Supporting Junior Citizen for year 6 pupils in Spelthorne schools.

18.1 In view of current budget pressures, and towards ensuring that the SCC is maximising the use all funds for the benefit of Surrey residents, steps have been taken in 2015 to more fully assess the impact and widen awareness of the Community Safety funding across the County.

19. Highways Devolved Budgets

The local committees have a significant role to play in delivering the Highway Service. Four budgets are delegated to Local Committees, and dedicated for Highways work to enable councillors to address local concerns, these include:

- **Local Committee Revenue (£1,745,000)**
- **Capital Maintenance (totalling £4,523,000 combined with ITS)**
- **Integrated Transport Schemes (ITS) Capital**
- **Community Enhancement (£5,000 per County Councillor)**
- **Parking Revenue**

19.1 The devolved budgets are in addition to central budgets which address a range of areas including asset led maintenance and improvement work such as the resurfacing, road safety and gully cleansing.

19.2 There is scope to move funding between budgets, but Members are asked to consider the wider implications for the sustainability of the highways budget.

19.3 Local Committee Revenue

This fund is prioritised by the Committee to address the routine maintenance of the existing highway, for example minor patching, clearing back vegetation and anything else that keeps the existing highway in good order. The Committee can vary the amounts spent on each issue to deal with local priorities providing

a real opportunity to recognise the diversity of the County and to address these local priorities. The Localism initiative with Parishes, Town Councils & Residents Associations, has provided another dimension for this work to be carried out.

19.4 Capital Maintenance

This budget had been provided to the Local Committee to fund road resurfacing and localised structural repair (LSR) often to non-strategic local priority roads. Budgets can also be used for footways, local drainage works and even public realm improvements.

19.5 Integrated Transport Schemes (ITS) Capital

This fund is to enable the design and introduction of completely new or modified highway facilities such as crossings, cycle ways, traffic calming, speed limit changes etc. Issues and concerns raised by local residents, if agreed as a priority by the committee, can be addressed through this funding. The Toshiba project in Surrey Heath is one example, where this has been used to fund the construction of a second lane between two roundabouts to reduce local congestion, which was a big issue locally.

19.6 Community Enhancement

This budget is provided to enable Members to directly fund minor local improvements that might not otherwise be provided through other budgets. This can cover a wide range of items such as new signage through to enhanced maintenance. Examples of how this has been spent include:

- Woodham Lane in Runnymede, Community Enhancement and Members Allocation funding were jointly used to address concerns residents had raised through their local councillors about a number of large overbearing trees on the highway. The works improved the appearance of the area and addressed residents' concerns.
- Other examples include funding towards Vehicle Activated Signs to reduce local speeding and putting in dropped kerbs for pedestrian crossings.

19.7 Parking Surplus

Under an agency agreement, the majority of borough and district councils in Surrey undertake on street parking enforcement on behalf of SCC. Any surplus income is divided according to a ratio agreed by SCC Cabinet of 60% to the local/joint committee, 20% to the borough/district council and 20% to SCC.

19.8 Typically urban areas tend to generate a surplus from parking enforcement. In 2015/16 seven of the 11 boroughs generated a surplus of varying amounts ranging from £3,800 to £679,500. By law, the surplus income from parking enforcement must be used in accordance with Section 55 of the Road Traffic Regulation Act 1984 (as amended). This generally limits its use to highway/parking infrastructure improvement/maintenance or other environmental work in the public realm. Examples of how parking surplus is used to benefit residents across Surrey include:

- Guildford where 100% of the surplus goes to the Committee and is used to subsidise the Park and Ride scheme around the town.
- Elmbridge where it is used to support more frequent parking reviews and an additional officer is employed to undertake these reviews.
- Waverley is planning to use the surplus to supplement capital highways budgets to enable additional integrated transport schemes.
- Spelthorne have used funding toward additional enforcement to help free up spaces near shops.

19.9 In Woking as well as the 60% of the parking surplus that is allocated to the joint committee, Woking Borough Council has agreed that the 20% of the surplus that they receive should be spent on Woking Town Centre. This brings the total amount of surplus under the remit of the Joint Committee to 80%.

20. Youth

The local/joint committees are responsible for Local Prevention (£990,000) which is used to build the resilience of young people who are at risk of becoming NEET (Not in Employment, Education or Training). Local Prevention delivers against the County Council's expectation that where possible local youth services are commissioned locally to best address the needs within the borough/district area. Local needs and priorities are identified by the local/joint committee alongside a number of young people. Examples of the use of these funds include:

- Supporting a girl whose secondary school attendance was at less than 10% with a mentor to build confidence and self-esteem, who now as a result attends School regularly.
- In the Preston ward in Tadworth, youth workers have utilised new flood lights to light up the multi use games area to engage a large group of young people who have been congregating outside the shops in positive activities including basketball and football.
- A detached youth work team session in Holmwood in Mole Valley is very popular which supports on average 15 young people ranging from 11-19. A further funding request has been submitted into the High Sheriff to buy some drugs education resources for work with these young people.
- Lifetrain's Mobile Youth Bus, 'Bus Shelter', delivering 3 x 3 hour sessions a week of Mobile Youth Work in Spelthorne. Many Young people participating in the sessions have achieved Youth Achievement Awards (YAA), and have showed a huge increase in confidence.

Current Focus and Future Priorities

21. Continuous Improvement

The team is committed to continuous improvement as demonstrated by the following examples:

21.1 Consistent Training

All staff in the SCC CPT are being encouraged to attend the County Council's new Customer Service training offer. Customer care standards and the customer promise ambitions are being built into appraisals and linked to performance review.

21.2 Benchmarking

The CPT is committed to benchmarking its service offer against other local authorities to ensure that it is providing the best possible service to Surrey residents. Benchmarking against Wiltshire and Buckinghamshire was conducted in December 2015 which highlighted that the level of devolved decision making through Local / Joint committees within Surrey is significantly wider in scope than in comparative County areas. Engagement via social media was also more advanced within Surrey.

21.3 Customer Promise

The CPT is keen to fully understand the customer experience for users of its services, to ensure it is delivering against the County Council's Customer Promise. Information is collected in the following ways:

- **Feedback:** The existing feedback form for residents on local/joint committees is being reviewed, with an emphasis on gathering feedback that can be measured against the aims of the Customer Promise
- **Customer Journey Mapping:** Officers have conducted detailed interviews with residents. The information gained has been used for 'customer journey mapping', to review current processes to ensure that these are efficient and focused on the needs of the customer, eliminating unnecessary or confusing practise.
- **Customer insight** is being developed through a question in the Surrey Residents Survey asking how residents prefer to raise a matter of local concern. This will run from April 2016 – March 2017.
- **Mystery shopping:** The SCC Customer Relations Team is undertaking a 'mystery shopping' exercise to look at how easy it is for residents to contact the team, and to review the experience of attending a committee.

22. Improving the Resident Offer

Plans are in place to further enhance the resident experience across all areas of delivery. Where pilots are undertaken in a locality, best practice will be shared across the county both through officers and through the LC Chairmen.

22.1 Targeted engagement

The Team is piloted more targeted engagement with communities specifically focused on issues of local interest which have come to the attention of LCs, this has been piloted in Runnymede and Tandridge LCs:

- In Tandridge, a local issue was raised asking for a reduction in the speed limit by a local school and their pupils at the local committee, the team arranged a targeted leaflet drop to local houses to let them know about the issue being discussed and inviting them to the meeting, and the school was also provided with information to share with parents through their school newsletter. The CPT then informed the school of the outcome, so that they could include it in their newsletter.
- In Runnymede, targeted local publicity was circulated in Virginia Water ahead of the Local Committee being held in this community, which resulted in a high public turn out to the meeting.

22.2 New Communication Channels

Equipped with a more sophisticated understanding of how different groups of Surrey residents choose to interact with SCC, CPT Officers are looking at new ways to widen engagement beyond established channels in order to try to engage with a broad cross-section of Surrey's communities. Our recently launched Instagram accounts will run tailor made social media campaigns on local interests. Facebook, Live Tweeting, Twitter Panels and Twitter Polls will also be considered and utilised when most appropriate.

22.3 Periscope – broadcasting committees

Following a webcasting pilot across three LCs/WJC (Woking, Mole Valley and Guildford), due to the prohibitive cost of web cast administration, alternative methods of broadcasting local/joint committee meetings using the Periscope application are now being developed. This will enable residents to view the committee meetings and comment on proceedings, in real time, as decisions are being made on their behalf by councillors. In one example:

- The Periscope application was piloted at the Reigate and Banstead LC on 7 March 2016. Twitter followers of the local committee were able to view the recording live up to 24 hours after the meeting. Promotional tweets were sent

in advance and the pilot received a positive comment during the live broadcast, and from users who were monitoring the recording via Twitter.

22.4 Devolved Funding

CPT is working with partners to actively promote wider funding opportunities to local Surrey groups. A specific leaflet and web page have been produced providing details of alternative funding sources and contacts. SCC CPT staff have also attending three Funding Fairs in the past year in conjunction with Surrey Community Action to assist and advise residents. This approach may reduce a reliance on SCC sources of funding.

23. One Team Approach

The CPT is committed to working with staff across the County Council in a seamless manner for the benefit of all Surrey residents

- **Contact Centre Briefings:** As a result of the Mystery shopping exercise, Staff within the SCC Contact Centre are being briefed on the role of the joint/local committees. The aim of this training is help to ensure that residents' queries are directed to the local/joint committees if appropriate. The training will be offered to BC/DC contact centre and reception staffs, to ensure are aware of the role of the committees and can help signpost residents effectively.
- **Surrey Highways:** A new webpage has been developed jointly with highways to explain to residents how to deal with some of the common requests regarding road improvements and to set expectations for residents about what the process is for requests and possible outcomes¹. Members are asked to help promote this new page in their dealings with residents and parish councils/residents' associations.

Making a request for highway improvements

What kind of requests do we receive?

As the highway authority for Surrey, we receive many requests for us to carry out work. Last year this figure averaged at over 1000 enquiries per week.

Some requests are for maintenance work, which could mean repairs to a pothole or cutting a tree back however we also receive requests for new safety improvements or changes to the highway. These requests are dealt with differently to the requests for maintenance work. Examples include;

- traffic calming schemes such as speed bumps
- [changes to parking regulations](#)
- [new road signage](#)
- changes to [speed limits](#)
- installation of crossing aids like zebra, pelican or puffin crossings
- installation of Keep Clear markings

This page will tell you all you need to know about how you can submit a request for improvements to us and what you can expect to happen.

See also

- [Get involved](#)
- [Councillors and committees](#)
- [Roadworks in my area](#)
- [Buses and trains](#)
- [Report a highways problem](#)

Useful links

- [Crash Map](#)

Conclusions:

24. Residents have benefited from continuous improvement in the way that they are able to engage with the Community Partnerships Team and the local/joint committees since the PVR and Customer Service Excellence accreditation. These have included new methods of engagement and communication, work with SCC services as well developing a new democratic offer through the JC model.
25. Interest in the JC model is developing, both from other areas in Surrey as well as in neighbouring counties.

26. Engagement with local businesses has been an area that local/joint committees have struggled with to date. Further ideas of engaging with this sector would be welcomed. Members are encouraged to continue to play a key role in further promoting the role of the committees more widely.

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| Recommendations: |
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27. The Resident Experience Board is asked to:
- a) Review progress made and comment on the actions undertaken and those planned to improve the resident experience in the local decision making process.
 - b) Consider the benefits for residents and opportunities for devolved governance demonstrated by the development Joint Committee model.
 - c) Make suggestions on further actions that should be undertaken to develop and support the resident experience across all aspects of service delivery.

| |
|--------------------|
| Next steps: |
|--------------------|

28. The Community Partnerships will continue to improve its customer service and will be seeking re-accreditation for Customer Service Excellence in July 2016.
29. Best practice developed by the local/joint committees will be shared across the County Council through the Customer Service Network and other appropriate mechanisms.
30. Learning from the Woking Joint Committee will continue to be promoted across Surrey as well as to other County Councils as best practice.

Report contact: [Jane Last, Head of Community Partnership and Safety; James Painter, Community Partnerships Manager, Customers and Communities.]

Contact details: [Jane Last - 0208 541 9794, janel@surreycc.gov.uk; James Painter - 01483 832539, james.painter@surreycc.gov.uk]

Sources/background papers: [SCC Cabinet Report – 27 February 2013]

Annex 1 – Community Partnership Team



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Example of resident service request addressed via Twitter

The screenshot shows a Twitter thread. The top tweet is from a user with a yellow crown profile picture, asking for help with a noise alarm. It is followed by three replies from the same user. The final tweet is from the official account of Runnymede LC, providing an email address for reporting noise problems.

Empty property corner Station Rd Victoria Rd b alarm been going on & off for 2 weeks. Who do we report it to [@RunnymedeLC](#) [@RunnymedeBeat](#) ?
4:48 PM - 5 Apr 2016

[@RunnymedeLC](#) [@RunnymedeBeat](#) This is still going off, how do I report it please?
View conversation · [←](#) [↻](#) [♥](#)

[@RunnymedeLC](#) [@RunnymedeBeat](#) try the [@RunnymedeBC](#) website. Police don't care.
View conversation · [←](#) [↻](#) [♥](#)

[@RunnymedeLC](#) [@RunnymedeBeat](#) [@RunnymedeBC](#) Going to wander down to the offices. Getting silly now
View conversation · [←](#) [↻](#) [♥](#)

Runnymede LC [@RunnymedeLC](#)
[@RunnymedeBeat](#) [@RunnymedeBC](#) sorry for delay, now reported,if noise problems please email environmentalhealth@runnymede.gov.uk
View conversation · [←](#) [↻](#) [♥](#)

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A selection of positive comments noted when talking to residents about their experience of local/joint committees and the Community Partnerships Team:

'I find the committee helpful. I'm pleased with the informal question time. It's good I can ask a supplementary question. I usually get helpful replies. I was interested by the range of topics discussed.

'The rule changes around petitions and more public engagement two years ago are very worthwhile'.

'[Even though I didn't get the result I wanted], I felt it was democracy in action'

'I think the committee is well run and feel the increased public engagement is very important. I feel that the public are listened to'. 'Applaud the committees for allowing informal questions'.

It's good forum to bring issues to the council's attention that need a wider solution than you can get by reporting it online

'I feel that issues are dealt with correctly and given due consideration. I usually come away quite satisfied'.

'I understand why it takes time to get the end result even if the committee say yes - has to be planned and budgeted for'

'I'm pleased with the support from CPCOs and keeping me updated. I'm pleased with the support from my county councillor'. Councillor always responds and arranges to meet and discuss'

'Very helpful and efficient. A seat was put by for me, and I was shown how to use the microphone'

My CPCO is very helpful, very calm, consistent in communication and reliable

[The CPCO] Always comes back to me promptly, providing an excellent standard of care for residents'

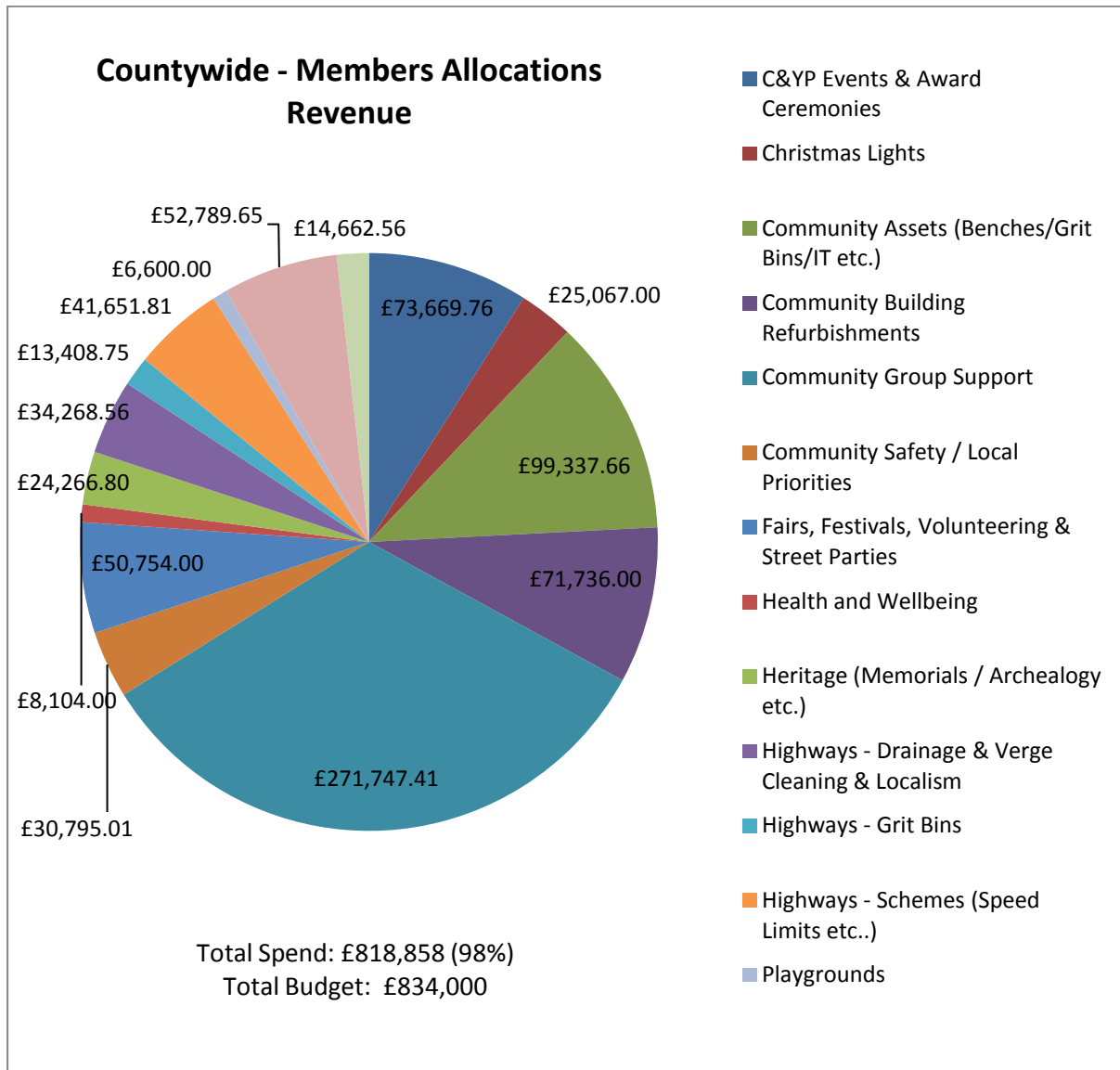
'The [new] decision tracker is an excellent way of keeping us updated on progress after the meeting'

'First class service, very helpful, nothing was too much trouble'

'The meeting was well run and efficient'

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Annex 4 – Members Allocation Spend 2015/16



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