

Notice of Meeting

Resident Experience Board



Date & time
Thursday, 22
September 2016 at
10.00 am

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

Contact
Dominic Mackie or
Sharmina Ullah
Room 122, County Hall
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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), Rachael I. Lake (Vice-Chairman), Mr Mike Bennison, Mr Robert Evans, Mrs Yvonna Lay, Mrs Jan Mason, Mr John Orrick, Ms Barbara Thomson, Mr Karan Persand (Epsom West), Mr Alan Young, Mr Ramon Gray and Ms Denise Turner-Stewart

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 MEETINGS

(Pages 1
- 18)

To agree the minutes as a true record of the meetings held on Thursday 30 June 2016 and Wednesday 20 July 2016.

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 16 September 2016.
2. The deadline for public questions is seven days before the meeting Thursday 15 September 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
19 - 26)

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

- 7 SURREY COMMUNITY SAFETY BOARD** (Pages 27 - 40)
- Purpose of the report:** The Police and Justice Act 2006 requires local authorities to undertake annual scrutiny of Community Safety Partnerships (CSPs). This paper sets out the current responsibilities of the County Community Safety Board and informs the Committee of current county-wide priorities and activity that has taken place to address them during 2015/16.
- 8 TACKLING ANTI SOCIAL BEHAVIOUR IN SURREY** (Pages 41 - 80)
- Purpose of the report:** To inform the Residents Experience Board of partnership activity, led by the Community Safety Board, to tackle Anti Social Behaviour across Surrey, and how work at the county strategic level translates into local delivery, leading to better outcomes for the residents of Surrey.
- 9 UPDATE ON THE VOLUNTARY, COMMUNITY AND FAITH SECTOR (VCFS) INFRASTRUCTURE IN SURREY AND THE VOLUNTEERING PROJECT** (Pages 81 - 108)
- Purpose of the report:** Policy Development and Review
- To provide the Board with an update on the performance and relevance of the general voluntary, community and faith sector (VCFS) infrastructure organisations co-commissioned by the County Council, Boroughs and District Councils and Clinical Commissioning Groups and the important contribution of the VCFS in general.
- To share with the Board the work of the 'Driving Up Volunteering Across Surrey' project.
- 10 DATE OF NEXT MEETING**
- The next meeting of the Board will be held at the Surrey History Centre on Thursday 13 October 2016.

David McNulty
Chief Executive
Published: Wednesday 14 September

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

Thank you for your co-operation

MINUTES of the meeting of the **RESIDENT EXPERIENCE BOARD** held at 10.30 am on 30 June 2016 at Ashcombe Suite, County Hall, Kingston upon Thames, Surrey KT1 2DN.

These minutes are subject to confirmation by the Board at its meeting on Thursday 22 September 2016.

Elected Members:

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

Ex officio Members:

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

In attendance

Mrs Kay Hammond, Cabinet Associate for Community Safety Services,
Cabinet Associate for Community Safety Services

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

Apologies for absence were received from Yvonna Lay, Alan Young and Karan Persand.

Apologies were also received from Richard Walsh.

2/16 MINUTES OF THE PREVIOUS MEETING: [Item 2]

One correction was made to the minutes for Item 3: son-in-law, not son. The remainder of the minutes were agreed as a true and accurate record.

3/16 DECLARATIONS OF INTEREST [Item 3]

No declarations of interest were received.

4/16 QUESTIONS AND PETITIONS [Item 4]

There were no questions or petitions.

5/16 RESPONSES FROM THE CABINET TO ISSUES REFERRED BY THE SCRUTINY BOARD [Item 5]

There were no responses from Cabinet to report.

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

1. The Board was informed that recommendation REB10/2016, to circulate a case study video, had been completed after the publication of the agenda. It was noted that Officers were in conversation regarding some outstanding recommendations made at the meeting on 19 May 2016, and that deadlines for these recommendations would be set before the meeting on Wednesday 20 July.
2. The Board was informed that during discussions for the drafts reports for the County Coroner paper it was decided that a separate report on "reforms to the Death Certification Process and Introduction of the Medical Examiner" would be added to the forward Work Programs for November 2016.

7/16 EMERGENCY SERVICES COLLABORATION PROGRAMME [Item 7]

Declarations of Interest:

None.

Witnesses:

Russell Pearson, Chief Fire Officer
Sally Wilson, Service Improvement Manager
Victoria Kiehl, Project Specialist
Ian Thomson, Group Manager
Asif Aziz, Fire Brigade Union, Surrey Brigade

Richard Jones, Fire Brigade Union, Surrey Brigade Secretary
Kay Hammond, Associate Cabinet Member, Community Safety Services

Key points raised during the discussion:

1. The Officers introduced the report and highlighted some of its key points with a presentation. It was explained that the main aim of the Emergency Services Collaboration Programme was to integrate the six emergency service partners¹ to help improve the current services for the residents they serve whilst increase savings potential and service efficiencies. The Officers presented the three project areas to the Board with details on the different ways in which costs would be reduced and how the services would be interconnected. The Board were also informed of plans to build stronger working relationships with neighbouring Fire and Rescue Services with a view to increase and improve fire cover.
2. Members expressed concern with the report showing that a significant number of requests for assistance from emergency service partners did not require any action from Fire Officers upon arrival. The Officers explained that there were occasions where the Fire Service were no longer needed after the request had been processed and that it was their aim to reduce this number.
3. Referring to the co-responding scheme with South East Coast Ambulance (SECAmb), a Members questioned whether SECAmb provided an estimated time of arrival to the fire fighters to have responded to the emergency, and also whether fire fighters were permitted to transport casualties to hospital themselves if an Ambulance crew was not available. Officers reported that an estimated time of arrival was provided, but it relied on the availability of Ambulance resource, based on their demand at the time. It was also reported that only ambulances may be used to transport casualties to hospital as the equipment is clinically prepared, whereas Fire and Rescue appliances were not.
4. The Board asked Officers to give details on their vision for this project and to confirm the ways in which they will be measuring the projects progress. The Associate Cabinet Member reported that the vision was for all emergency service partners to achieve shared goals effectively together. It was also commented that the collaboration programme would require perseverance and commitment from all partners. Officers explained that their vision was to provide the best possible service for the residents of Surrey and unlocking all the potential within the emergency services. In regards to the measurement of progress it was confirmed that a number of project management tracking tools were in place, and that new Key Performance Indicators (KPIs) were being drawn up.
The Chairman informed the Board that these KPIs were scheduled to

¹ East Sussex Fire and Rescue Service, South East Coast Ambulance Service NHS Foundation Trust, Surrey Fire and Rescue Service, Surrey Police, Sussex Police, West Sussex Fire and Rescue Service

go to the Board's Performance and Finance Sub-Group in September 2016.

5. A Member queried whether response times were improving in line with changes made in relation to the collaboration programme in addition to a question around 999 and non-emergency call handling in light of an increase in false alarms triggered by automatic fire alarms. Officers suggested that delays to attendance could be attributed to call handling at contact centres. They also confirmed that they were exploring how best to coordinate and integrate the emergency call systems with their partners and stated that improvements would provide residents with a shorter response time to incidents and provide a better all round service. It was mentioned that automatic fire alarms were a big problem and Officers reported that they had been working with automatic fire alarm manufacturers for 4 years previously, but could consider their procedures to change the way they responded to automatic fire alarm calls.
6. A Member of the Board asked Officers a variety of questions covering topics such as: the number of staff vacancies within the service; the potential opportunity to have a confidential meeting regarding Prevent; and it was asked if Fire Officers used body cameras and used satellite phones. Officers informed the Board that Surrey Fire and Rescue Service had not needed to recruit any on-call firefighters for five years. The Officers went on to confirm that they were willing to provide a paper on Prevent for the Board to review. Officers also confirmed that the service was considering the introduction of personal CCTV cameras such as those used by Police as it would offer Officers the opportunity to review previous experiences as well as offer protection to themselves.
7. The Board made reference to the recent heavy rainfall in Surrey and thanked the Fire Service for its effort to keep the people of Surrey safe.
8. A discussion was had around the possibility of merging computer systems with neighbouring emergency service partners to the benefit of Emergency Services in the wider region, including Surrey, the Sussexes and London. It was suggested that this would not only provide potential savings but also would give residents an improved, efficient and quicker service. However, Officers explained that other Emergency Service Partners were under contract with their own software providers and so negotiations with these partners would be a long-term project for the programme. As an example, Officers explained that Surrey Police and Surrey Fire and Rescue were interested in co-designing a new joint software package and that other services were under contract for 4-5 years.
9. During a discussion around a potential shared emergency call centre to cover a wider region, a Member of the Board raised a concern that, although the efficiency of the service would improve, call centre staff and operators may lack local knowledge of the wider Service area; which may cause problems when dispatching resources to emergency situation. A discussion was had in which the Officers clarified that the local Fire Crew would still have an understanding of their local area

when attending incidents; and that they would work with call centre staff to advise and avoid any problems when attending. Officers also made the point that the Surrey Fire and Rescue's Joint Emergency Contact Centre was contracted to receive emergency calls from the Isle of Wight and suggested the success of this relationship proved that Surrey was in a good position to collaborate further with its partners.

10. The Board noted its invitation to visit the new Joint Emergency Contact Centre above Salfords Fire Station. The Chairman agreed that it would be very worthwhile as it would give Board Members the chance to see the changes that are being made.

Recommendations:

- The Board agreed to the suggested recommendations outlined in the report.

BREAK 12:23pm - 12:28pm

8/16 PUBLIC SAFETY PLAN 2016 - 2025 [Item 8]

Declarations of Interest:

None.

Witnesses:

Russell Pearson, Chief Fire Officer
Sally Wilson, Service Improvement Manager
Victoria Kiehl, Project Specialist
Asif Aziz, Fire Brigade Union, Surrey Brigade Chair
Richard Jones, Fire Brigade Union, Regional Secretary
Kay Hammond, Associate Cabinet Member, Community Safety Services

Key points raised during the discussion:

1. The Chairman introduced the item and gave the Board a brief history of the participation of Members, Fire and Rescue Service and the Fire Brigades Union (FBU) in the creation of the Public Safety Plan. The Chairman expressed that he is very pleased with the draft Public Safety Plan and understands that a lot of work has been put into it.
2. The FBU Regional Secretary explained that a legislation change in 2004 introduced the requirement for an Integrated Risk Management Plan (IRMP). He expressed to the Board that the FBU was very pleased with Surrey's draft Public Safety Plan, which includes Surrey's IRMP. The Regional Secretary added that they believed it to be one of the best in the country as a true integrated plan, unlike many other plans which seemed to be orientated around budget cuts. The Board was informed that the FBU was heavily involved with the creation of the plan and that the residents of Surrey see the future collaboration plans as the right choice in the current economic climate.

3. The Associate Cabinet Member referred to the consultation process outlined within the report and highlighted that the Council needs to make the residents of Surrey more aware of what the Fire Service does and the risks that it faces as it is obvious in the report that communication is a key problem.
4. Members of the Board expressed how happy they were in their ability to easily understand and read the draft Public Safety Plan and consider this a positive step forward. The Board congratulated all the Officers involved for the work that had been put into it.
5. A discussion was held about concerns with sustainability and resilience around budget pressures and the increased risks and demands that were brought with the rising population in Surrey and other key issues that would increase response times from the Fire and Rescue Service. Officers explained that the Fire and Rescue Service was incredibly lean in comparison with other similar services across the country and that resources were stretched thin due to budget constraints and that this had, and would continue to, cause many challenges that need to be resolved.
6. The Chief Fire Officer expressed that the success of the Emergency Services Collaboration Programme was key for all services to achieve the appropriate savings required and also in order to provide the best possible service for the residents of Surrey.

Recommendations:

- that the Board's Member Reference Group discusses and outlines the concerns raised around the impact and implications the delivery of the Public Safety Plan will have on the residents of Surrey at its July meeting, and for these concerns to be submitted as a report to Cabinet, and;
- that Cabinet subsequently considers the Board's concerns, and its implications, before approving the plan on 20 September 2016.

9/16 SURREY FIRE AND RESCUE SERVICE RISK REGISTER [Item 9]

Declarations of Interest:

None.

Witnesses:

Russell Pearson, Chief Fire Officer
 Sally Wilson, Service Improvement Manager
 Victoria Kiehl, Project Specialist
 Asif Aziz, Fire Brigade Union, Surrey Brigade
 Richard Jones, Fire Brigade Union, Surrey Brigade Secretary
 Kay Hammond, Associate Cabinet Member, Community Safety Services

Key points during the discussion:

1. The Chairman introduced the item and informed the Board that the monitoring of Risk Registers follows a recommendation from Council Overview Board. The Chairman explained that the risks were well

understood by the Board and proposed that the Board's Performance and Finance Sub-Group continued to monitor the identified risks as part of their work programme.

2. The Chief Fire Officer clarified some details within the risk register and stressed that any actions against the highlighted risks needed to be completed in the most appropriate way in order avoid further risks to the service or the county's residents.

Recommendations:

- The Board noted the contents of the Surrey Fire and Rescue Service Risk Register.

10/16 SCRUTINY PLAN FOR SURREY FIRE AND RESCUE SERVICE 2016 - 2017 [Item 10]

Declarations of Interest:

None.

Witnesses:

Russell Pearson, Chief Fire Officer
Sally Wilson, Service Improvement Manager
Victoria Kiehl, Project Specialist
Asif Aziz, Fire Brigade Union, Surrey Brigade
Richard Jones, Fire Brigade Union, Surrey Brigade Secretary
Kay Hammond, Associate Cabinet Member, Community Safety Services

Key points during the discussion:

1. The Chairman introduced the item and informed the Board of its intention to continue in-depth scrutiny of Surrey Fire and Rescue Service as the service delivers its Public Safety Plan.
2. A Member of the Board asked Officers whether the impact on staff morale was being considered and monitored in light of the recent and proposed changes to the Fire and Rescue Service. Officers informed the Board that they would be producing a performance plan in the coming months which would include a number of key performance indicators based around the wellbeing of staff.
3. A discussion was had about the possibility of reviewing how the Fire and Rescue Service communicates with the local residents of Surrey. Members went on to discuss the opportunity to review a potentially Part 2 paper on anti-terrorism in the future.
4. The Board discussed looking into the implications of the Policing and Crime Bill and the potential impacts that it could have on Surrey's residents as well as financial implications on Surrey County Council. It was also raised that the potential for the Police and Crime Commissioner to govern over Surrey Fire and Rescue Service should also be reviewed. Officers explained that many of the themes from the Bill were already being worked on as part of the Emergency Services Collaboration Programme.

5. The Chairman suggested the possibility of renewing the Board's Surrey Fire and Rescue Member Reference Group to address these potential policy implications.

Recommendations:

- The Board agrees the proposed scrutiny topics and dates for the coming year.
- That the Board agrees to a meeting in September or October to discuss the duty to collaborate.
- That Surrey Fire and Rescue Service present budget monitoring against the Medium Term Financial Plan and service performance information to the Performance and Finance Sub Group.
- That the Board agrees that the Member Reference Group, focused on the delivery of the Public Safety Plan, will end in line with the Terms of Reference of the group after the Plan's Cabinet approval in September.

11/16 DATE OF NEXT MEETING: [Item 11]

The next Resident Experience Board will take place on Wednesday 20 July at 10:00am in County Hall.

Meeting ended at: 1.25 pm

Chairman

MINUTES of the meeting of the **RESIDENT EXPERIENCE BOARD** held at 10.00 am on 20 July 2016 at Ashcombe Suite, County Hall, Kingston upon Thames, Surrey KT1 2DN.

These minutes are subject to confirmation by the Board at its meeting on Thursday, 22 September 2016.

Elected Members:

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

In attendance

Richard Walsh, Cabinet Member for Localities and Community Wellbeing

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

Apologies were received from Alan Young, Robert Evans, Ramon Gray and Jan Mason. Chris Norman is substituting for Alan Young and Margaret Hicks is substituting for Ramon Gray.

2/16 MINUTES OF THE PREVIOUS MEETING [Item 2]

The minutes of the Extraordinary Meeting on 30 June will be tabled at the next meeting on Thursday 22 September 2016.

3/16 DECLARATIONS OF INTEREST [Item 3]

There were no declarations of disclosable pecuniary interests.

4/16 QUESTIONS AND PETITIONS [Item 4]

There were no questions or petitions.

5/16 QUESTIONS FROM SOCIAL MEDIA [Item 5]

1. The Chairman of the Board informed Members that Democratic Services had run a Twitter poll. Social media users voted on questions that they wished the Resident Experience Board Chairman to answer. The poll was to encourage engagement on social media between the Board and Surrey's residents. The Chairman answered all three questions that were successful in the vote.

Question 1 - What sparked your passion for resident engagement and what do you see as the future for resident engagement over the coming years?

2. The Chairman responded that everything the Board did centred on serving Surrey's residents, including engagement with residents before, during and after decisions are made. Unfortunately, in many cases residents provide feedback at a time when something had gone wrong. The Chairman went on to say that residents needed to be encouraged to give input to the decision making process earlier so that decisions made by the Council are focused on what the needs of the residents are and not what the Council believe they are.

Question 2 - What are the primary benefits/challenges of moving to a digital delivery model for Council Services?

3. The Chairman explained that the benefits of using a digital delivery model could make Council services more accessible to a larger percentage of Surrey's population, particularly for younger generation. The Chairman conceded that a big challenge would be communicating the availability of these online services, and making sure what was communicated was relevant and interesting.

Question 3 - How can the public influence and engage in the work of the Resident Experience Board?

4. The Chairman replied, the Resident Experience Board's purpose is to scrutinise any department within the County Council that directly engages with Surrey residents. He explained that in doing this, the Board was keen to look at Services' engagement processes and assessing what can be improved. This could be supported by residents sending in questions, informing the Board of their experiences; in doing so, residents would help set agendas and work programmes for future meetings.
5. In response to these answers, a Member emphasised that resident needs and wishes can be two different things and differentiating between them was important. Members also added that the older generation should not be forgotten and every avenue should be explored and opened up in terms of the digital delivery model. Furthermore, a Member shared the view that working alongside Local Committees would promote putting items in the right context.

6/16 RESPONSES FROM THE CABINET TO ISSUES REFERRED BY THE BOARD [Item 6]

There were no responses to report.

7/16 RECOMMENDATION TRACKER AND FORWARD WORK PROGRAMME [Item 7]

1. The Chairman thanked the Cabinet Member's response regarding recommendation REB 17/2016, in relation to community engagement in the local decision making process.
2. A Member queried whether the Resident Experience Board was the right Board for Community Recycling Centre related issues. The Chairman clarified that it would be a matter for Economic Prosperity, Environment and Highways Board.
3. There was a discussion around the flooding and community engagement item which is scheduled to come to the Board on 17 November 2016. Members encouraged residents who were affected by the flooding to attend the meeting to share their experience.
4. The Strategic Director for Customer and Communities informed the Board that the Reforms to the Death Certification Process & Introduction of the Medical Examiner item would be better served when further information on the reforms was available; therefore it was suggested the item was unsuitable to come to the Board meeting on 17 November 2016. It was agreed by the Board to defer the item to 2017.

8/16 THE IMPACT ON SURREY'S COUNTY CORONER RELATING TO DEPRIVATION OF LIBERTY SAFEGUARDS [Item 8]

Declarations of interest:

None

Witnesses:

Giles Adey, Coroner Service Manager
Yvonne Rees, Strategic Director for Customer and Communities
Jim Poyser, Senior Manager, Mental Capacity Act and Deprivation of Liberty Safeguards
Andy Butler, Principal Social Worker
Andy Tink, Senior Principal Accountant

Key points raised during discussion:

1. The Chairman briefed the Board that it was essential to understand the Deprivation of Liberty Safeguards (DoLS) before understanding the impact and the purpose of the report.
2. Officers introduced the report by informing the Board that a dedicated team within Adult Social Care was in place which gave advice to the applicant families and carers, ensuring that procedures were followed. Training involved a full five day programme to cover the complexities surrounding the area and level of detail.
3. Officers explained that in essence DoLS are there to ensure the protection of individuals that are dependent on third party treatment because they are vulnerable. The legislation in place aimed to ensure the prevention of harm to vulnerable people through requiring carers and medical professionals to and act in the best interest of those in their care.
4. The Board were informed that under the Mental Capacity Act 2009 (MCA), an application to restrict and restrain a person was made through the Court of Protection. Although a system was in place, central Government was still seeking to install a more efficient system for managing DoLS applications. Due to changes in legislation, statistics had shown a sharp increase in applications being submitted, which in turn created other issues and concerns around demand on the Coroner's Service.
5. The Chairman of the Board sought clarification on the average time a DoLS application was completed and authorised. Officers indicated two types of authorisations, standard and urgent. Due to financial pressures, applications were prioritised, Officers explained that there was over 5000 outstanding applications awaiting approval.
6. Surrey County Council supports the Coroner Service financially, with some additional funding from Surrey Police. Surrey has a busy coronial district including 5 prisons, a significant highways network,

and these factors bring considerable work for the County Coroner, alongside DoLS.

7. Members expressed concern over the backlog of 5037 DoLS applications and queried whether plans were in place to reduce this. Officers explained that they didn't anticipate a reduction because a number of points in the process cause delays. Officers also outlined that if Adult Social Care Officers were able to process the outstanding applications, this could cause a significant increase in demand for DoLS inquiries for the Coroner Service.
8. The Board indicated whether any funding could be sought to help ease the pressures on the Service. Officers informed Members that the Council had been actively lobbying for additional funding and that the Department of Health gave initial funding to councils as the additional burden came through the Courts and not through the legislation change.
9. The Cabinet Member for Localities and Community Wellbeing acknowledged that significant additional funding would be required to deal with the potential pressure on the Coroner's Service.,
10. Members expressed concern around the amount of time that was required to complete the assessment process for a DoLS application and requested more information on this. In response to that Officers informed Members that due to legislation there was little room for flexibility as the service had to comply with set rules and regulations within the six separate assessments.
11. There was a discussion around where the help and responsibility lied with regards to supporting the families involved, in particular for when there were delays in releasing the body. Officers explained there were bereavement services available for affected families, and that the service always aimed to reduce the time before bodies can be released. Where a DoLS inquiry is required, Officers indicated that families were assigned a dedicated liaison Officer to help support that family through the process.

Recommendations:

The Board recommends:

- That the Coroner Service and Adult Social Care continue to work together to discuss the ongoing implications of DoLs.
- That the Chairman writes to the Chief Coroner, the DoH and the Law Commission to lobby for a timetable in terms of the publication of the Law Commissions proposed changes, and when they are likely to be implemented.

**9/16 REGULATION OF INVESTIGATORY POWERS ACT 2000 (RIPA) REVIEW
2015/2016 [Item 9]**

Declarations of interest:

None

Witnesses:

Steve Ruddy, Head of Trading Standards

Key points raised during discussions:

1. The Officer introduced the report by reminding the Board that there was a requirement to annually review the County Council's use of the Regulation of Investigatory Powers Act 2000 (RIPA).
2. The report outlined the background of RIPA, focused on the types of activity that RIPA could be used for and summarised how Trading Standards had used RIPA over the last year.
3. The Officer also mentioned that although the Trading Standards were the sole Council user of RIPA, in the period covered, in future and in appropriate circumstances, other services, could utilise RIPA when investigating serious crime.
4. The Board were advised that the Investigatory Powers Bill was beginning to go through the Parliamentary process and once law, updates to the RIPA process may need to be made accordingly. Officers conceded that it was not yet clear what changes may be made.
5. In addition the report mentioned that the last audit by The Office of Surveillance Commissioners took place in November 2014. The feedback received from the report indicated an efficient and robust system was in place. Some minor recommendations came out of the review and had been implemented subsequently.
6. Members sought clarification on the Covert Human Intelligence Source authorisations; whether such operations included the use of secret shoppers to tackle under age sales. The Officer clarified that the report focused primarily on RIPA, however, covert operations were often conducted by the Police. The Officer was not aware of any Covert Human Intelligence Source authorisations exercised by the Trading Standard in the period the report covers. The Chairman of the Board advised that further information needed to be provided to understand which services were carrying out the different kinds of investigative operations.
7. With the new Bill coming in, Members wanted to know the possible effects on RIPA regulations. The Officer advised the Board that the main change will be to modernise legislation to make it more fit for the

digital age, to tackle problems which did not exist when legislation was originally written.

Recommendations:

- The Board agreed to the recommendations outlined in the report.

Actions:

The Board noted the summary of the Council's use of RIPA.

10/16 PROTECTION RESIDENTS OF BUCKINGHAMSHIRE AND SURREY [Item 10]

Declarations of interest:

None

Witnesses:

Steve Ruddy, Head of Trading Standards

Key points raised during discussions:

1. The Officer outlined the main themes that were contained within the report, including: how residents access could consumer advice; how residents could be protected from scams, and Buckinghamshire and Surrey Trading Standards' use of Proceeds of Crime legislation. The Board were asked to help continue the development of new approaches and partnerships to better protect residents, especially the most vulnerable people in the community.
2. The Board were informed that residents were signposted to contact the Citizen Advice Consumer Services (CiTACS) for consumer advice and assistance. Trading Standards analyse the complaints and information received via CiTACS and other sources and use the intelligence to determine which cases to investigation further.
3. The Officer also highlighted some key points from the report with regards to tackling scams and financial abuse. Some examples of this were: lonely older people are more likely to be at risk of being scammed; dementia causes a fluctuation of mental capacity; technology facilitates the issue of scams, and scams can be a major factor in the decline of health in older people, and undermines wellbeing and quality of life.
4. The Board were also addressed on how Trading Standards communicated with residents, the officer was keen to demonstrate the balance used to tailor information to all audiences. For example for those who do not have access to social media, material is distributed via doorstep or in places where vulnerable people go such as libraries and pharmacies. Trading Standards utilised social media sources such

as Facebook, Instagram, LinkedIn and Twitter, and have achieved a large number of followers.

5. The Officers made reference to Checkatrade and Trustmark who Trading Standards work in partnership with in promoting approved, accredited traders that residents may use confidently. The two schemes were designed to help drive out rogue traders in both counties.
6. There was a discussion around call blocking services and the Board were addressed on a device which had been fitted in homes to accommodate those who were victims of scam calls. Since starting this provision, around 11,500 calls had been blocked and feedback had shown positive results.
7. Members were briefed on Trading Standards' use of Proceeds of Crime legislation; how criminal assets were reallocated and compensated back to victims.
8. Members expressed the importance for simple and understandable information to be circulated and available to all different types of audience, in particular for people with special education needs and disabilities. The Officer assured the Board that information was already tailored and produced for all audiences was readily available.
9. Officers informed the Board of a recent successful prosecution in Guildford, where residents were a victim of deceptive sales, Trading Standards were in the process of discussing compensation for the victims.
10. Members referred back to RIPA, in particular with regards to communication and whether there was a network of sharing information and promote using those resources to identify problems pro-actively. Officers explained that joint checks are taken and intelligence is shared nationally.
11. Officers clarified some concerns regarding Checkatrade, explaining to Members that the system was more robust than it used to be, and a positive scheme for both Counties. Officers further assured the Board the Checkatrade system worked very well and further added that companies which falsely advertised membership to the scheme can face criminal charges. Officers suggested that the Checkatrade Chief-Executive may be invited to attend a future Board meeting to answer further queries if the Board decide an update on the scheme should be considered a future item for scrutiny.
12. Members queried what proportion of assets recovered was compensated back to the victims of crime. The Officer explained that victims would receive as much compensation as possible from the assets from the proceeds of crime raised. If there was a surplus of assets after identified victims had been fully reimbursed, then the

remainder would be distributed to the Home Office, HM Courts and Tribunal Service the prosecution and investigative authorities.

13. The Officer reported that the funding behind the leaflets tabled at the meeting was provided from private sector sponsorships, funds received from the Proceeds of Crime and the office of the Surrey Police Crime Commissioner. The Officer offered provide Member's with a stock of leaflets if they wanted to distribute them in their divisions.
14. Board Members suggested that, in order to save funds, electronic versions of leaflets should be circulated through online media to widen the awareness of scams and the work of Trading Standards. In addition it was proposed, in an effort to promote the website, the TS Alert link should be shared and circulated as effectively as possible by Members.
15. Officers clarified to the Board that the voluntary sector may get involved in the scam conferences that are due to take place, promoting the expansion of a broader network.

Actions:

The Board congratulated Trading Standards for the approach taken to protect residents and supported the range of initiatives taken to protect residents from scams in Buckinghamshire and Surrey.

In particular, the Board supported the proposal to hold a Scams conference later this year and associated new initiatives such as Friends Against Scams and encouraged Members to partake in a Stand Against Scams training session to become Scamchampions or Scambassadors, and use their knowledge actively in their role as Councillors.

11/16 PERFORMANCE & FINANCE SUB GROUP VERBAL UPDATE [Item 11]

Key points raised during discussions:

1. The Chairman of the Performance and Finance Sub-Group gave the Board an overview of the findings from the recent Performance and Finance Sub-Group meeting.
2. The Board endorsed recommendations raised from the meeting.

Recommendations:

- The Board requests that IMT officers provide Cultural Services with an update on the MARS system.
- The Board requests that IMT officers set a launch date for Weybridge so that the ceremonies team can be integrated in Leatherhead.

- The Board requests that IMT officers provide Cultural Services with an update as to when improvements will be made to ORBIT.
- The Board requests that Cultural Services and IMT Officers to investigate commercial opportunities of the online registration and ceremonies booking system (ORBIT and MARS).
- The Board requests that Cultural Services explore further alternative and sustainable income streams or service models for Surrey Arts and Adult Learning.
- In view of the potential savings in staff time and the opportunity for income generation, the Board recommends that the two relevant Cabinet Members work together to help support Cultural Services and IMT Officers achieve the recommendations outlined.

12/16 DATE OF NEXT MEETING [Item 12]

The next Resident Experience Board will take place on 22 September 2016 at 10:30am in County Hall.

Meeting ended at: 12:55pm

Chairman

**RESIDENT EXPERIENCE BOARD 2015/16
ACTIONS AND RECOMMENDATIONS TRACKER – 22 September 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/Progress Check	Responsible Officer/ Member/Cabinet Member
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 Update: the follow-up audit is still outstanding	October 2016	Ian Thomson Russell Pearson Sue Lewry-Jones Richard Walsh
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 Update: This will be on the agenda of the next Libraries Task Group meeting.	To be discussed at Library Task Group meetings.	Rose Wilson Peter Milton Richard Walsh
19 MAY 2016	SUPPORTING ARMED FORCES COMMUNITY IN SURREY [Item 7]	REB 11/2016	The Board recommends that officers expand and improve the information available to all Surrey County, Local and Parish Councillors on the issues facing Armed Forces personnel and veterans, including specific case studies.	Achieved & Ongoing Update: A response was circulated to the board on 14/09/2016	September 2016	James Painter Sarah Goodman Richard Walsh

Date of meeting	Item	Ref:	Recommendations/Actions	Achieved/Outstanding?	Deadline/Progress Check	Responsible Officer/ Member/Cabinet Member
19 MAY 2016	SUPPORTING ARMED FORCES COMMUNITY IN SURREY [Item 7]	REB 12/2016	The Board recommends that officers raise Councillors awareness of the range of support and resources available to serving and retired Armed Forces personnel.	Achieved Update: A response was circulated to the board on 14/09/2016	September 2016	James Painter Sarah Goodman Richard Walsh
19 MAY 2016	COMMUNITY ENGAGEMENT IN THE LOCAL DECISION MAKING PROCESS [Item 8]	REB 13/2016	The Board recommends that Officers explore possibilities for strengthening local committee delivery structure that the committees operate under with an aim to reaffirm the purpose of the committee.	Achieved & Ongoing Update: A response was circulated to the board on 14/09/2016	September 2016	James Painter Sarah Goodman Richard Walsh
19 MAY 2016 Page 20	COMMUNITY ENGAGEMENT IN THE LOCAL DECISION MAKING PROCESS [Item 8]	REB 14/2016	The Board recommends that Members and Officers engage with the Cabinet Member to consider whether constitutional changes or modifications to local committee terms of reference would achieve the most appropriate committee model arrangements, to aid consistent partnership working across Surrey.	Achieved & Ongoing Update: A response was circulated to the board on 14/09/2016standing	September 2016	James Painter Sarah Goodman Resident Experience Board Richard Walsh
19 MAY 2016	COMMUNITY ENGAGEMENT IN THE LOCAL DECISION MAKING PROCESS [Item 8]	REB 15/2016	The Board recommends that Officers provide further support and training to County and Borough frontline staff outlining the role, importance and work of Local and Joint Committees for their local residents, and instructions on how to forward enquiries to the Committees.	Achieved & Ongoing Update: A response was circulated to the board on 14/09/2016standing	September 2016	James Painter Sarah Goodman Richard Walsh
19 MAY 2016	COMMUNITY ENGAGEMENT IN THE LOCAL DECISION MAKING PROCESS [Item 8]	REB 16/2016	The Board recommends that all Local and Joint Committees publicise how Committee budgets and Members Allocations are spent, and how this will benefit their local communities.	Achieved & Ongoing Update: A response was circulated to the board on 14/09/2016standing	September 2016	James Painter Sarah Goodman Richard Walsh

Date of meeting	Item	Ref:	Recommendations/Actions	Achieved/Outstanding?	Deadline/Progress Check	Responsible Officer/ Member/Cabinet Member
30 JUNE 2016	PUBLIC SAFETY PLAN 2016 - 2025 [Item 8]	REB 19/2016	That the Board's Member Reference Group discusses and outlines the concerns raised around the impact and implications the delivery of the Public Safety Plan will have on the residents of Surrey at its July meeting, and for these concerns to be submitted as a report to Cabinet.	Achieved Update: The REB MRG met on Thursday 28 July.	July 2016	Resident Experience Board's Surrey Fire and Rescue Service Member Reference Group
30 JUNE 2016	SCRUTINY PLAN FOR SURREY FIRE AND RESCUE SERVICE 2016 - 2017 [Item 10]	REB 21/2016	That Surrey Fire and Rescue Service present budget monitoring against the Medium Term Financial Plan and service performance information to the Performance and Finance Sub Group.	Outstanding Update: SFRS Officers are scheduled to attend the REB Performance & Finance Sub-Group on 26 September 2016.	October 2016	Russell Pearson Sally Wilson Victoria Keihl Resident Experience Board Performance and Finance-Sub Group Richard Walsh
20 JULY 2016	THE IMPACT ON SURREY'S COUNTY CORONER RELATING TO DEPRIVATION OF LIBERTY SAFEGUARDS [ITEM 8]	REB 22/2016	That the Chairman writes to the Chief Coroner, the DoH and the Law Commission to lobby for <ul style="list-style-type: none"> • a timetable in terms of the publication of the Law Commissions proposed changes, and when they are likely to be implemented. • Additional funding to support the Coroner Service with the increased pressure from DoLS applications 	Outstanding	October 2016	Giles Adey Yvonne Rees Richard Walsh
20 JULY 2016	THE IMPACT ON SURREY'S COUNTY CORONER RELATING TO DEPRIVATION OF LIBERTY SAFEGUARDS [ITEM 8]	REB 23/2016	The Board requests clarification of the bereavement services and support for families.	Outstanding	October 2016	Giles Adey Yvonne Rees Richard Walsh

Date of meeting	Item	Ref:	Recommendations/Actions	Achieved/Outstanding?	Deadline/Progress Check	Responsible Officer/ Member/Cabinet Member
20 JULY 2016	THE IMPACT ON SURREY'S COUNTY CORONER RELATING TO DEPRIVATION OF LIBERTY SAFEGUARDS [ITEM 8]	REB 24/2016	The Board requests clarification on opportunities for the voluntary sector to support the Surrey Coroner Service.	Outstanding	October 2016	Giles Adey Yvonne Rees Richard Walsh
20 JULY 2016	PERFORMANCE AND FINANCE SUB-GROUP VERBAL UPDATE [ITEM 11]	REB 26/2016	The Board requests that IMT officers provide Cultural Services with an update on the MARS system.	Outstanding	October 2016	Peter Milton IMT Richard Walsh
20 JULY 2016	PERFORMANCE AND FINANCE SUB-GROUP VERBAL UPDATE [ITEM 11]	REB 27/2016	The Board requests that IMT officers set a launch date for Weybridge so that the ceremonies team can be integrated in Leatherhead	Outstanding	October 2016	Peter Milton IMT Richard Walsh
20 JULY 2016	PERFORMANCE AND FINANCE SUB-GROUP VERBAL UPDATE [ITEM 11]	REB 28/2016	The Board requests that IMT officers provide Cultural Services with an update as to when improvements will be made to ORBIT	Outstanding	October 2016	Peter Milton IMT Richard Walsh
20 JULY 2016	PERFORMANCE AND FINANCE SUB-GROUP VERBAL UPDATE [ITEM 11]	REB 29/2016	The Board requests that Cultural Services and IMT Officers to investigate commercial opportunities of the online registration and ceremonies booking system (ORBIT and MARS).	Outstanding	October 2016	Peter Milton IMT Richard Walsh
20 JULY 2016	PERFORMANCE AND FINANCE SUB-GROUP VERBAL UPDATE [ITEM 11]	REB 30/2016	The Board requests that Cultural Services explore further alternative and sustainable income streams or service models for Surrey Arts and Adult Learning.	Outstanding	October 2016	Peter Milton Richard Walsh/Linda Kemeny

Date of meeting	Item	Ref:	Recommendations/Actions	Achieved/Outstanding?	Deadline/Progress Check	Responsible Officer/Member/Cabinet Member
20 JULY 2016	PERFORMANCE AND FINANCE SUB-GROUP VERBAL UPDATE [ITEM 11]	REB 31/2016	In view of the potential savings in staff time and the opportunity for income generation, the Board recommends that the two relevant Cabinet Members work together to help support Cultural Services and IMT Officers achieve the recommendations outlined.	Outstanding	October 2016	Peter Milton IMT Richard Walsh Denise Le Gal

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Resident Experience Board Forward Work Programme 2016/17

13 October 2016 Surrey History Centre, Woking	<ul style="list-style-type: none">• Surrey Heritage
22 November 2016 Conference Room 1	<ul style="list-style-type: none">• Flooding & Community Engagement• SFRS - Review of Automatic Fire Alarm Policy• SFRS - Review of Immediate Emergency Care Response Pilot Scheme
2 February 2017 Ashcombe	<ul style="list-style-type: none">• SFRS - Fire and Road Traffic Collision Prevention• SFRS - Training Strategy• <i>Reforms to the Death Certification Process & Introduction of the Medical Examiner - TBC</i>
7 June 2017 Ashcombe	<ul style="list-style-type: none">• <i>Business Meeting?</i>
6 July 2017 Ashcombe	<ul style="list-style-type: none">• SFRS - End of Year Performance Review• SFRS - Public Safety Plan - Action Plan Update & Progress Check• <i>Special Educational Needs and Disabilities Programme - Customer Service Excellence - TBC</i>

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Resident Experience Board

22 September 2016

Surrey Community Safety Board

Purpose of the report: The Police and Justice Act 2006 requires local authorities to undertake annual scrutiny of Community Safety Partnerships (CSPs). Subsequent guidance suggests, but does not mandate that in two tier authority areas district/borough and county councils should work together to develop a collaborative approach to the scrutiny of community safety issues.

In Surrey, district and borough councils fulfil the duty to scrutinise local community safety partnership plans. The County Council's Resident Experience Board will therefore scrutinise the work of the overarching strategic Community Safety Board (CSB).

Following a review of the scrutiny of community safety in 2015 the Chairman of the Residents Experience Board was provided with options, based on the priorities of the Community Safety Board, to choose a single issue that could be explored in greater depth. This year, that issue will be Anti Social Behaviour, paying particular interest in how work at the county strategic level translates into local delivery and the provision of better outcomes for the residents of Surrey.

This paper sets out the current responsibilities of the County Community Safety Board and informs the Committee of current county-wide priorities and activity that has taken place to address them during 2015/16.

Introduction

1. The Crime and Disorder Act 1998, as amended by the Police Reform Act 2002 and the Police and Justice Act 2006, requires responsible authorities named under the Act to work together, alongside the community and voluntary sector to develop and implement strategies for reducing crime and disorder in their area. The responsible authorities are:
 - District and Borough Councils
 - County Councils
 - Police
 - Fire & Rescue Service
 - Probation Service
 - Clinical Commissioning Groups

2. In much of the County the Community Safety Partnerships (CSPs) are district and borough boundary based. However, Reigate & Banstead, Tandridge and Mole Valley have merged to create the East Surrey Community Safety Partnership
3. In two tier authority areas, there is a requirement to have a county-level strategy group to add value and co-ordinate county-wide activity on common themes. In Surrey, the multi agency Community Safety Board fulfils this role and is chaired by the Police and Crime Commissioner for Surrey. Community Safety Board membership and Terms of Reference is provided in **Annex 1**.
4. The Community Safety Board is administered by the Surrey County Council Community Safety Team who routinely develop and progress work in furtherance of their priorities. The Board works closely with other county wide boards to ensure effective strategic join up, including: Surrey Safeguarding Children Board, Surrey Safeguarding Adults Board and the Health and Wellbeing Board.
5. A diagram showing the structure of community safety delivery is provided in **Annex 2**.

Formulation and implementation of Strategy

6. Each CSP is required to prepare a full strategic assessment every three years, which is refreshed annually, and to then develop and implement an annual partnership plans to address those issues identified in the assessment.
7. Surrey County Council's Community Safety Team produces a Strategic Assessment on behalf of the local Community Safety Partnerships and the county Community Safety Board.
8. The Strategic Assessment comprises an overview that informs the priorities of the Community Safety Board, and local chapters to inform district and borough partnership plans. The latest strategic assessment can be viewed here:
<http://www.surreycommunitysafety.org.uk/community-safety-in-surrey/single-strategic-assessment/>

Information Sharing

9. Confident and effective information exchange is the key to multi-agency crime reduction work. When conducted appropriately it reveals a more accurate picture of what is going on and enables more effective interventions and outcomes. During 2015/16, Surrey County Council's Community Safety Team worked with community safety partners across the county to review and re-launch the Surrey Crime & Disorder Information Sharing Protocol. The new protocol was agreed and is now published on the Community Safety website: <http://www.surreycommunitysafety.org.uk/information-sharing/>
10. In support of this new protocol, the Community Safety Team are now working with colleagues in Surrey County Council's Legal Services and the Training Delivery Team to develop a universal information sharing e-learning course that will be available to both Surrey County Council and community safety partners.

The Priorities of the county-wide Community Safety Board

11. Annually the Board reviews and sets its county wide community safety priorities. Each of these priorities is, in turn, managed by a coordinating group who have a strategy and an action plan to deliver their priority. Outlined below are the 2015-16 priorities along with a brief description of the notable areas of work undertaken during the past year.

Anti Social Behaviour

12. See in-depth report in **Annex 3**

Domestic Abuse

13. Work to tackle domestic abuse in Surrey is framed by the multi-agency Domestic Abuse Strategy 2013 – 18 which in turn is underpinned by annual action plans. Examples of the work delivered as a result of the strategy and action plans over the past two to three years' include services for children experiencing domestic abuse in the home, the implementation of domestic violence protection notices and orders (DVPN/O's), a domestic abuse checklist for Children, Schools & Families staff, the piloting of the 'IRIS' project whereby GP's are assisted in the identification of people experiencing domestic abuse and someone within the practice to who they can refer the individual for support and assistance

14. Domestic Homicide Reviews

Since the introduction of Domestic Homicide Reviews (DHRs) in 2011, five of the 11 borough/district Community Safety Partnerships have undertaken a DHR. In total, 12 DHRs have been initiated in Surrey - six have been concluded. Between them, the reports have identified over 60 recommendations.

15. In July 2015 the Community Safety Board asked Surrey County Council's Community Safety Team to draw together the reports' recommendations, actions taken, and the lessons learned from Domestic Homicide Reviews. As part of their discussions the Community Safety Board expressed a desire:

- For a county-wide process to capture and disseminate the learning and good practise from Domestic Homicide Reviews
- To develop closer links with both the Children and Adults Safeguarding Boards, to share the learning from the DHRs and from the reviews that they oversee and to disseminate the learning to influence and improve practice by practitioners, and
- That DHR actions are tracked at a county level more effectively

16. In line with its terms of reference, it was proposed that the Community Safety Board has an oversight role for all Domestic Homicide Reviews in the county, including:

- The general status and progress of DHRs and their recommendations
- Quality assurance of the actions and their delivery
- Seeking longitudinal evidence of change of practice, policy or procedure
- Capturing and disseminating the lessons learnt across all Domestic Homicide Reviews in the county

17. Domestic Abuse Perpetrator Programme

Also in July 2015, the Community Safety Board agreed to the scoping of a Domestic Abuse perpetrator scheme for Surrey, their likely costs and the options for running a scheme, after a national report highlighted feedback from victims that working with the perpetrator can reduce the harm. Subsequently the Board established a task and finish group to develop a scheme in Surrey.

18. There are several areas in the country beginning to work with perpetrators and Surrey joined with the Government Transformation Network in tracking the emerging evidence.

19. The agreed proposal was to establish a pilot scheme throughout Surrey. This allows for a consistent county-wide approach, reducing the potential for reputational harm to organisations that could arise from applying a post code constraint to risk management considerations.

20. A service specification was written, a tendering process undertaken and a contract awarded to the successful applicant in July 2016. The service will go live in October 2016.

Prevent (Counter Terrorism)

21. The Counter Terrorism and Security Act received Royal Assent on 12 February 2015 and states that 'specified authorities must, in the exercise of their functions, have due regard to the need to prevent people from being drawn into terrorism.' In Surrey the strategic lead for this activity is the Community Safety Board.

22. The operational lead for the coordination of local partners in actively preventing people from being drawn into terrorism is the Community Safety Team of the County Council.

23. Key work areas that have followed include:

- Creation of a Prevent Partnership Group and appropriate governance mechanisms involving a wide range of public sector providers across the County.
- Agreement and publication of a [Prevent Strategy](#) for Surrey
- Responding to Channel Panel referrals and subsequent follow-up work
- Ensuring that all partners have Prevent plans in place along with monitoring and evaluation processes
- Development of three Prevent Forums, aligned with the Channel Panels across the county. These will meet more frequently and involve more practitioners than the Prevent Partnership Group.
- Work to develop practical and effective links with Safeguarding Boards and the safeguarding agenda.

24. During April/May 2016 the County Council's Community Safety Team commissioned and delivered 34 half day sessions of Prevent awareness training across Surrey to district, borough and county council staff, and to County Councillors, reaching in excess of 650 individuals. Going forward, briefing sessions are being offered and booked for district and borough Councillors, a Prevent 'train the trainer' session is planned to take place in

November 2016 and the Home Office Prevent E-Learning Package has been made available on the [Surrey Skills Academy](#) website.

25. The Health and Wellbeing Board for Surrey regularly shares reports with the Community Safety Board on overarching and shared agendas, these are:

Substance Misuse

26. The Surrey Substance Misuse Partnership provides to the Health & Wellbeing Board quarterly reports on changes or updates in legislation, new initiatives and performance data for the substance misuse treatment system these are shared with the Community Safety Board.

27. Of particular note this year was the introduction of The Psychoactive Substances Act, which received Royal Assent on 28 January 2016. The act applies across the UK and came into force on 26 May 2016. The Act makes it illegal to produce, supply, import or export any psychoactive substance that is likely to be used to get high. The Act is intended to tackle the production and supply of substances more commonly referred to as 'Legal Highs'.

Mental Health

28. A shared key issue is mental health particularly in relation to policing and services in the community with achievements to date including, but are not limited to:

- 5 safe haven cafes now open across Surrey (from April 2016)
- Mental Health Peer support workers in place
- Reduction of Section 136¹ people taken into police custody down to only 3% of the figure from previous years
- Conveying of people on Section 136 by ambulance introduced
- Review and refresh of protocols and improved working between Surrey and Borders Partnership NHS Trust, Police, NHS England 111 helpline, Ambulance
- Crisis provision for children and adolescents extended (HOPE)
- Mental health staff pilot in police call centres expanded to a 7 night service

29. On the 13 October 2016, the second Anti Social Behaviour Practitioner's Forum will take place, its key theme will be Mental Health, as both a contributing factor in the carrying out of the ASB and how ongoing, persistent ASB can affect the mental health of ASB victims.

New Responsibilities on the Surrey Community Safety Board

30. With each passing year expectations on the Community Safety Board and the local community safety partnerships increases as a result of new legislation, policy and guidance. Outlined below are two areas of new work:

Serious Organised Crime

¹ The police can use Section 136 of the Mental Health Act to take someone, in a public place, they believe has a mental illness and are in need of care to a place of safety.

31. This year there has been particular emphasis on how community safety partners, and in particular borough and district councils, can use the tools and powers available to them to disrupt serious organised crime activity.

32. There is a clear role for local authorities alongside law enforcement agencies to tackle organised crime. The expectation is that they will work in partnership with the police and other agencies to:

- Identify and safeguard vulnerable adults exploited by serious organised crime groups (OCGs)
- Tackle child sexual exploitation, especially where there is clear organised criminality
- Protect communities from cyber enabled crime such as fraud
- Use local regulation and licensing and powers to disrupt OCGs
- Use taxi/PHVs or licensed premises to share essential community intelligence
- Tackle those selling counterfeit or illicit goods which may be linked to a wider, more organised criminality.

33. A police led, multi-agency group has been established to take forward this area of work.

Child Sexual Exploitation

34. In support the above, Surrey County Council's Community Safety Team worked with Surrey Police to deliver a county-wide conference in February 2016, to:

- Raise awareness of CSE among Community Safety Partnerships (CSPs) demonstrating what it is, how you can recognise it and what to do about it
- Provide an opportunity to learn about the new Multi Agency CSE Action Plan
- Let CSPs know about MAECCs (Missing And Exploited Children's Conference) and their role in protecting victims of CSE
- Explore how CSPs can help disrupt activity linked to CSE through the use of existing tools and powers
- Provide a networking opportunity for CSPs and safeguarding professionals working to tackle CSE

35. Since this event, local authority representatives are now working with the Safeguarding Children Board to progress work in this area, including training for taxi drivers and operators on CSE awareness, improving intelligence gathering and information sharing on CSE and the proactive use of local authority powers to disrupt CSE related activity.

Conclusions:

36. The two tier arrangements in Surrey provide an excellent opportunity to identify common themes and work collaboratively across the county where appropriate, whilst maintaining the ability of district/borough based Community Safety Partnerships to develop bespoke responses to address the needs of their local communities.

37. Despite continuing reductions in public funding and staff available to deliver and support community safety partnership work, Surrey continues to benefit from low levels of crime and increasingly effective partnership working has played a key role in this achievement.

38. The Community Safety Board continues to achieve improvements in county wide strategic join-up and service delivery on cross cutting issues across CSPs and county partners, particularly Domestic Abuse, Prevent and Anti Social Behaviour and the developing new work streams on Serious Organised Crime and, in particular, Child Sexual Exploitation. This is despite the fact that no statutory authority exists that allows the county Community Safety Board to either directly task or hold local Community Safety Partnerships to account. The Surrey community safety team delivers for the Community Safety Board work that provides a county wide approach which district and borough community safety partnerships can utilise.
39. The Community Safety Board, at its meeting in December 2016, will be reviewing its priorities and setting new ones for 2017 that reflect the crime and disorder issues for the County and new and emerging legislation.
40. Work delivered by the Community Safety Board and local Community Safety Partnerships contributes significantly to improvements in resident experience and ensuring they stay safe.

Recommendations:

41. Members are asked to:

- a) Note the progress made since last year, particularly against a setting of increased responsibility, coupled with continuing reductions in resources available to undertake community safety work.

Report contact: Louise Gibbins, Community Safety Officer

Contact details: Tel: 0208 541 7359 Email: louise.gibbins@surreycc.gov.uk

Annexes:

- Annex 1 Community Safety Board membership and Terms of Reference
- Annex 2 Community Safety Delivery Structure
- Annex 3 Anti Social Behaviour in-depth Report

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Terms of Reference

Annex 1

Last updated: March 2014

1. Introduction

The Crime and Disorder regulations (2007) require the formation of a county strategy group made up of the responsible authorities in a county area. This group have responsibility for the development of a community safety agreement and strategy with the aim of reducing re-offending and crime and disorder, and for combating substance misuse.

2. Purpose of the board

The board will develop strategies and oversee plans that aim to increase the sense of safety of the people of Surrey.

The board will work collaboratively with other county boards to ensure effective strategic join up and the development of joint strategies where appropriate.

The board is responsible for devising a county wide joint strategy for community safety that takes into account the Police and Crime plan, the community safety Single Strategic Assessment and the Strategic Needs Assessment. The community safety strategy will provide Surrey agencies working in the fields of community safety with clear and consistent direction to improve outcomes in the agreed priority areas.

3. Aims of the board

Through public consultation, the strategic assessment and environmental scanning, identify strategic priorities impacting on the safety of Surrey's communities.

Oversee strategies aimed at making demonstrable improvements to these priority areas and where possible identify opportunities to work across organisational boundaries.

Provide direction at both a county and borough level by commissioning and funding (where appropriate) projects, services or activities aimed at targeting the agreed priority areas.

Oversee the delivery and impact of funded programmes of work, identifying and sharing best practice across the county to support the local delivery of crime and disorder reduction activity.

4. Membership

Director of Public Health	Surrey County Council
Chief Executive	Office of the PCC
Head of Youth Justice	Surrey County Council
Chief Crown Prosecutor	CPS
Deputy Chief Crown Prosecutor	CPS
Head of Crime South East Region	Ministry of Justice
Governor, HMP Highdown	HMPS
Senior Manager, Community Safety	Surrey County Council
Surrey and Sussex Cluster Manager	HMCS
Strategic Director, Adult Social Care	Surrey County Council
Chief Constable	Surrey Police
Chief Fire Officer	Surrey Fire and Rescue Service
Director, Surrey Local Delivery Unit	Surrey and Sussex Probation Trust
Strategic Director, Customers and Communities	Surrey County Council
Chief Superintendent, Neighbourhoods	Surrey Police
Chief Executive	Northern cluster representative
Chief Executive	Western cluster representative
Chief Executive	Eastern cluster representative
Strategic Director Children, Schools and Families	Surrey County Council
Lead Member, Community Safety	Surrey County Council
Lead Member, Community Safety	Eastern cluster
Lead Member, Community Safety	Western cluster
Lead Member, Community Safety	Northern cluster
Police and Crime Commissioner	Office of the PCC
Representative from Health and Wellbeing	

5. Meetings and administration

The board will meet quarterly following an agreed calendar of meetings.

The board may also hold additional development sessions and workshops as necessary to further develop its role and partnership arrangements.

The meetings will be held at venues across Surrey as agreed by the board.

Agenda items will be requested a month/20 working days in advance of the meeting.

The Chair will approve the agenda and commission reports three weeks in advance.

Meeting papers will be circulated 10 days in advance of the meeting to a widened distribution list to enable engagement with CSPs and local feedback.

An action note will be distributed within 5 days of the meeting taking place.

6. Chairing

Elections of Chair and Vice-Chair will take place every two years from December 2013.

The current elected Chair is the Police and Crime Commissioner for Surrey; the elected Vice-Chair is the Surrey County Council Cabinet Associate for Fire and Police Services.

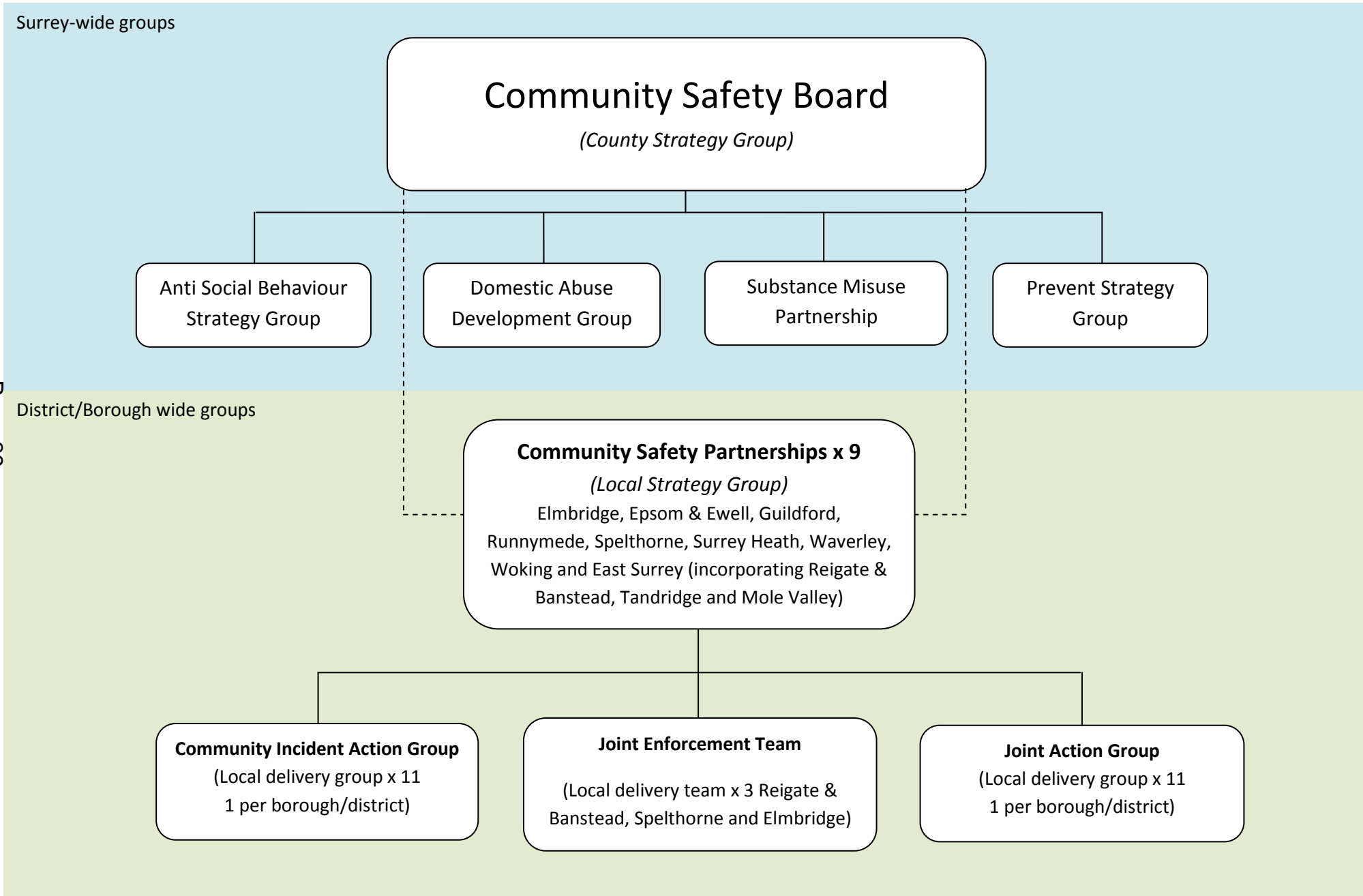
7. Attendance and substitutions

Each member of the board will provide the details of one named substitute authorised by their organisation to attend board meetings in the event of their absence. A list of the substitute members will be agreed by the board and maintained as part of the administration of the body. Substitutes should be at the same level or position of responsibility as the statutory member.

Board members will inform the board, via the committee manager, in advance if they are unable to attend a full board meeting and will make arrangements to ensure their named substitute attends and is provided with the support necessary to contribute to the meeting.

Board members who feel that their position on a number of boards may cause a conflict of interests should raise their concerns to the Chair.

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Resident Experience Board
Thursday 20 July 2016

Tackling Anti Social Behaviour in Surrey

Purpose of the report: To inform the Residents Experience Board of partnership activity, led by the Community Safety Board, to tackle Anti Social Behaviour across Surrey, and how work at the county strategic level translates into local delivery, leading to better outcomes for the residents of Surrey.

Executive Summary

- The 1998 Crime & Disorder Act introduced a statutory requirement for local authorities, county councils, police, fire and rescue, probation and health to work together to develop strategies and plans to reduce incidents of crime and anti social behaviour in communities. It also introduced a very lengthy and often confusing list of tools and powers to deal with anti social behaviour.
- The 2014 Anti Social Behaviour Crime & Policing Act was introduced by a new government, to tidy up a piece of tired legislation, and introduced a simpler streamlined suite of new tools and powers with a much clearer focus on victims and their needs.
- In response to the ASB Crime & Policing Act, the Surrey ASB Strategy Group developed a Surrey-wide multi agency strategy and action plan seeking to improve the response to ASB in communities, focusing the initial phase of delivery on ensuring local community safety partnerships had the knowledge and skills needed to use the new legislation effectively.
- What followed was a concentrated period of both general and bespoke training for practitioners from a wide range of organisations on the effective use of the new tools and powers. Alongside this training, the ASB Strategy Group led on the development of guidance, protocols and templates to ensure a consistent county-wide response to their use.
- To further improve the county's response to ASB, the ASB Strategy Group have recently commissioned an organisation called Resolve ASB, to review and assess how effective local community safety partnerships are at risk assessing and identifying the most vulnerable victims of ASB in our communities. The findings of the review aim to support the aspiration of commissioning targeted support services for those most vulnerable victims of ASB.

- In addition to the above the ASB Strategy Group continue to promote the sharing of good practice and knowledge through the creation of the Surrey ASB Practitioners' Forum, which now has in excess of 300 members, and the development of the [Surrey Community Safety website](#), which hosts guidance documents and templates.

Introduction

1. The term Anti Social Behaviour (ASB) refers to a wide range of nuisances and disorders that affect people's lives on a daily basis. There is no defined list as ASB is largely in the 'eye of the beholder' and what might be considered anti social by one person might be perfectly acceptable to another. It is, however, widely recognised that single agencies cannot tackle ASB alone and effective problem solving is best addressed through partnership working.
2. Issues that can be considered as ASB include:
 - Rowdy, noisy behaviour in otherwise quiet neighbourhoods
 - Night time noise from houses or gardens, especially between 11.00pm and 7.00am
 - Threatening, drunken or intimidating behaviour
 - Vandalism, graffiti and fly-posting
 - Litter and fly-tipping rubbish
 - Aggressive begging
 - Drinking in the street
 - Setting off fireworks late at night
 - Abandoning cars
3. Although annoying, there are some types of behaviour that are not classed as ASB:
 - Children playing in the street or communal areas - unless they are causing damage to property
 - Young people gathering socially - unless they are rowdy, inconsiderate and being intimidating to individuals
 - Being unable to park outside your own home
 - DIY and off road car repairs- unless these are taking place late at night or early in the morning

The Surrey Picture

4. Recorded incidents of ASB to Surrey Police shows a reduction of 38.5% in the first quarter of 2016 compared to the same period in 2015.
5. Surrey Police statistics showing the number of recorded ASB incidents is provided in **Appendix One**.
6. Whilst overall public satisfaction in how ASB is dealt with by the Police remains high there are areas for improvement that they have identified:
 - Keeping victims informed on progress of their issue
 - Maintaining consistent response to ASB victims
 - Identifying repeat incidents

- Ensuring that all staff and Officers are trained in the use of the tools and powers to tackle ASB
7. For the purpose of police data recording, the following incidents are categorised as anti social behaviour:
- Nuisance:
 - Fireworks sale/use/possession
 - Noise
 - Rowdy or inconsiderate behaviour
 - Street drinking
 - Vehicle nuisance/inappropriate use
 - Personal:
 - Malicious/nuisance communications
 - Nuisance neighbours
 - Trespass
 - Rowdy or inconsiderate behaviour
 - Environmental:
 - Abandoned vehicles
 - Animal problems
 - Littering/drugs paraphernalia

<h3>A Surrey-wide Response to Anti Social Behaviour</h3>
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8. October 2014 saw the introduction of the [ASB Crime & Policing Act](#), which introduced a simpler, more flexible, menu of tools and powers available to tackle anti social behaviour which is shown in **Appendix Two**.
9. With 11 local district and borough councils in Surrey, it was recognised that it could prove difficult to manage the expectations of the Surrey public and to work in partnership effectively with county-wide agencies such as Surrey Police and Surrey County Council, if there were eleven different processes for implementing this legislation.
10. In response to the Act, the county Community Safety Board ratified a proposal for the development of a county-wide framework for implementation of the legislation, to be led by the Surrey Anti Social Behaviour Strategy Group, Chaired by Surrey Police and consisting of members from local authority community safety and housing departments, registered social landlords, youth support service, office of the police and crime commissioner, community mediation services and victims support.
11. The ASB Strategy Group developed, consulted on and launched a three year strategy seeking to improve the response to incidents of anti social behaviour in communities. Surrey County Council's Community Safety Team took the lead on the commissioning and delivery of training on the new ASB tools and powers introduced by the Act and the development of county-wide guidance and templates for those tools and powers that would be utilised primarily by local authorities, namely the Community Trigger and Community Protection Notices.

12. The Surrey Police ASB Manager delivered training and briefings to all the Neighbourhood Teams across Surrey Police, put processes in place across the force for those tools and powers that would be utilised primarily by the police i.e. dispersal orders, closure notices, criminal behaviour orders, ASB injunctions, and attended local community safety partnership meetings and committees, as requested, to provide briefings on the new Act.
13. The Surrey Police ASB Manager also led on the production of best practice guidance that outlines the preferred process for consultation and joint working to deal with ASB issues, demonstrating how the new powers will be managed in a Surrey context, particularly in relation to local multi agency delivery groups such as the Community Incident Action Group (CIAG) and Joint Action Group (JAG), which is available here: <http://www.surreycommunitysafety.org.uk/anti-social-behaviour/powers-to-deal-with-asb/joint-working-when-dealing-wit/>

Training

14. The initial phase of delivery focused on ensuring practitioners across Surrey have the knowledge and skills needed to use the new legislation effectively. Surrey County Council's Community Safety Team delivered 8 one day courses on the new tools and powers contained within the Act, with over 150 individuals attending from a range of agencies including Surrey County Council, Surrey Police, district/borough councils, social housing providers, volunteer community mediation services.
15. In response to feedback received, more focussed training was then delivered, including:
 - A victim led seminar, aimed at raising awareness of the potentially devastating impact of persistent and continuing ASB
 - A seminar to raise awareness of New Psychoactive Substances, legal highs as they were known, their effects and links with anti social behaviour
 - Bespoke training on the use of the new Community Protection Notice, delivered over three sessions to 70 district and borough council staff.

Ensuring a consistent county-wide approach

16. The Surrey County Council Community Safety Team, working alongside the Surrey Police ASB Manager, and in consultation with district and borough community safety officers, have been instrumental in ensuring that the ASB Strategy Group delivered structures and processes that work for all.
17. A key element of the Act is the Community Trigger which gives victims of ASB the right to request a review of their ASB complaints and brings agencies together to take a joined up, problem solving approach to find a solution. Surrey County Councils Community Safety Team led on the consultation, negotiation and agreement of a single Surrey-wide framework for the implementation of the Community Trigger. Further information and the framework are provided here: <http://www.surreycommunitysafety.org.uk/anti-social-behaviour/the-community-trigger/>

18. Community Protection Notices (CPNs) are intended to deal with on-going problems of nuisance which have a negative effect on the community's quality of life. The notice will direct the individual, business or organisation responsible to stop causing the problem and it could also require the person responsible to take reasonable steps to ensure that it does not occur again. The agreed surrey-wide framework, including templates for issuing CPNs, produced by Surrey County Council's Community Safety Team, are provided here:
<http://www.surreycommunitysafety.org.uk/anti-social-behaviour/community-protection-notices/>

Putting Victims First

19. The ASB Strategy Group commissioned Resolve to undertake a review of the vulnerability aspect of the Surrey ASB Strategy, focusing on whether there is a robust process in place to assess, identify and support vulnerable victims of ASB across the county.
20. The review assessed whether there is commonality in approach across all the district/borough Community Safety Partnerships and whether there is targeted support available to reduce the risk associated with being a vulnerable victim of ASB. It also looked at testing case management, governance arrangements and risk escalation processes in relation to risk management.
21. The review identified both good practice and some areas of concern and has provided the ASB Strategy Group with a number of recommendations for future action. The findings and recommendations of the review aim to support the aspiration of commissioning further targeted support services for vulnerable victims of ASB. The Surrey Police ASB Manager is leading ongoing discussions with the Office of the Police and Crime Commissioner, with regard to the scope and funding of this service.
22. Recommendations from this review are provided in **Appendix Three** and will form the basis of a refresh of the Surrey ASB Strategy and action plan.

ASB Practitioners Forum

23. March 2016 saw the delivery of the inaugural ASB Practitioners' Forum aimed at keeping in touch with Surrey's ASB practitioners, to share best practice and keep everyone informed of Surrey-wide activity and developments in national policy and best practice.
24. The event was well attended by over 100 professionals from a wide range of organisations. The second ASB Practitioners' Forum is taking place on 13 October 2016 and aims to increase delegates understand of mental health, as both a contributing factor in the carrying out of anti social behaviour and how ongoing, persistent ASB can affect the mental health of ASB victims.

Improving Information Sharing

25. Confident and effective information exchange is the key to multi-agency crime and ASB reduction work. The ASB Strategy Group recognises there is a need for a consistent and secure solution for Community Safety Partnerships across Surrey and has focused this year on promoting the roll-out of the SafetyNet system, which is managed by Surrey Police.
26. SafetyNet is a web based solution that facilitates secure partnership information sharing and case management. During 2015/16 it has been rolled out over seven boroughs across Surrey. The remaining four boroughs: Epsom and Ewell, Waverley, Runnymede, and Mole Valley are work in progress.
27. The ASB Strategy Group also achieved agreement of funding from the Office of the Police and Crime Commissioner to renew the SafetyNet licence for the next three years, and 10 out of 11 boroughs, alongside Surrey County Council and Surrey Police have agreed a three year contribution to the SafetyNet Business Systems Manager.
28. Complementary to the roll-out of SafetyNet, this year also saw Surrey County Council's Community Safety Team lead on the negotiation, agreement and publication of a new Crime & Disorder Information Sharing Protocol for Surrey, which is available to view here:
<http://www.surreycommunitysafety.org.uk/information-sharing/>

The Local Response

Local use of ASB tools and powers

29. Data on the use of the ASB tools and powers on a district/borough basis are provided in **Appendix Four**.
30. To illustrate to the Resident Experience Board how activity at the county strategic level translates into local delivery, leading to better outcomes for the residents of Surrey, a case study from each district and borough is provided in **Appendix Five**. Each case study identifies a real ASB issue from that borough, details the partnership working that occurred and highlights the positive outcomes that followed.

Conclusion:

31. The Community Safety Board provided the 'push' for a countywide response to new anti-social legislation resulting in common processes, templates, training and a shared pool of knowledge.
32. Overall resident satisfaction with Surrey as a place to live remains very high. The challenge going forward will be maintaining the current level of satisfaction against a backdrop of increasing pressure on public sector budgets and service delivery. Partnership working, therefore needs to continue to prioritise anti-social behaviour and respond in two key ways; firstly through a commitment to

addressing public concerns through visible joint agency working and secondly, through better integrated services focused on the most vulnerable victims and intensive service users.

Recommendations:

33. Discuss and explore with the witnesses, using the example of anti-social behaviour provided in this report, the role of the Community Safety Board in relation to a new piece of legislation and how it is operationalised effectively through training and guidance provided, the difference a coordinated approach has made to reducing and resolving ASB on the ground and importantly the impact for victims.

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- Appendix One – ASB Statistics
- Appendix Two – New ASB Powers
- Appendix Three – Putting Victims First Review Recommendations
- Appendix Four – Use of ASB Tools and Powers
- Appendix Five – ASB Case Studies

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Surrey Police ASB Statistics

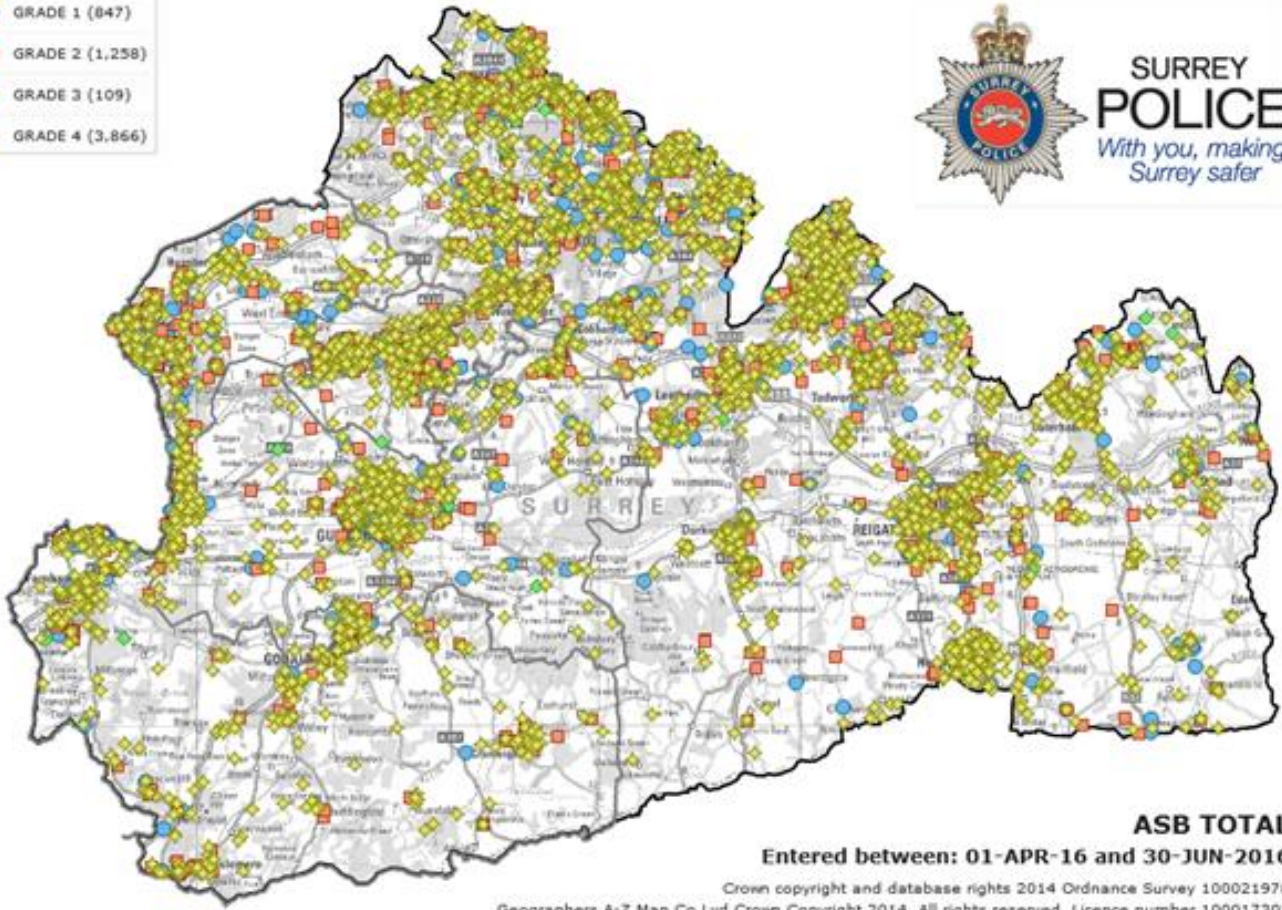
	ASB Incidents				Harassment or Public order offences			
	Apr-Jul 2015	Apr-Jul 2016	Change	%age	Apr-Jul 2015	Apr-Jul 2016	Change	%age
EP	938	602	-336	-35.8%	156	233	77	49.4%
MV	792	527	-265	-33.5%	116	213	97	83.6%
RB	1747	1033	-714	-40.9%	291	456	165	56.7%
TD	946	557	-389	-41.1%	134	214	80	59.7%
East	4423	2719	-1704	-38.5%	697	1116	419	60.1%
EL	1343	852	-491	-36.6%	268	385	117	43.7%
RM	1031	606	-425	-41.2%	175	276	101	57.7%
SL	1326	864	-462	-34.8%	249	351	102	41.0%
North	3700	2322	-1378	-37.2%	692	1012	320	41.0%
GD	1906	1174	-732	-38.4%	303	462	159	52.5%
SH	972	575	-397	-40.8%	127	226	99	78.0%
WK	1323	856	-467	-35.3%	211	319	108	51.2%
WV	1228	695	-533	-43.4%	184	266	82	44.6%
West	5429	3300	-2129	-39.2%	825	1273	448	54.3%
Force	13552	8341	-5211	-38.5%	2214	3401	1187	53.6%

	Opened Crime and Closed as ASB				Opened Crime and Closed as Crime			
	Apr-Jul 2015	Apr-Jul 2016	Change	%age	Apr-Jul 2015	Apr-Jul 2016	Change	%age
EP	256	175	-81	-31.6%	587	714	127	21.6%
MV	208	156	-52	-25.0%	423	593	170	40.2%
RB	420	311	-109	-26.0%	980	1151	171	17.4%
TD	233	163	-70	-30.0%	709	721	12	1.7%
East	1117	805	-312	-27.9%	2699	3179	480	17.8%
EL	325	244	-81	-24.9%	881	1030	149	16.9%
RM	264	179	-85	-32.2%	620	724	104	16.8%
SL	382	282	-100	-26.2%	823	915	92	11.2%
North	971	705	-266	-27.4%	2324	2669	345	14.8%
GD	473	391	-82	-17.3%	1003	1136	133	13.3%
SH	216	183	-33	-15.3%	487	549	62	12.7%
WK	370	278	-92	-24.9%	701	828	127	18.1%
WV	295	177	-118	-40.0%	575	664	89	15.5%
West	1354	1029	-325	-24.0%	2766	3177	411	14.9%
Force	3442	2539	-903	-26.2%	7789	9025	1236	15.9%

- GRADE 1 (847)
- GRADE 2 (1,258)
- ◆ GRADE 3 (109)
- ◆ GRADE 4 (3,866)



**SURREY
POLICE**
*With you, making
Surrey safer*



ASB TOTAL

Entered between: 01-APR-16 and 30-JUN-2016

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Force

Anti-Social Behaviour	Avg Weekly Rate (FYD)	Average Weekly Budget	Week ending 14 Aug 16	Four weeks to 14 Aug 16	FYD 14 Aug 16	FYD 16 Aug 15	FYD Change	Reduction 14 Aug 16	Reduction 17 Jul 16	% Change in last four weeks	
NUISANCE	322	●	461	<u>309</u>	<u>1402</u>	6252	9850	-3598	-36.5%	-38.7%	▼ 2.2%
ASB05: Fireworks - sale / use / possession	1	●	4	<u>2</u>	<u>11</u>	28	37	-9	-24.3%	-41.4%	▼ 17.1%
ASB07: Noise	36	●	44	<u>29</u>	<u>152</u>	699	1235	-536	-43.4%	-42.7%	▲ 0.7%
ASB11: Rowdy or inconsiderate behaviour	176	●	297	<u>190</u>	<u>836</u>	3416	5170	-1754	-33.9%	-38.0%	▼ 4.1%
ASB12: Street drinking	4	●	2	<u>8</u>	<u>24</u>	77	118	-41	-34.7%	-50.0%	▼ 15.3%
ASB15: Vehicle nuisance / inappropriate use	105	●	114	<u>80</u>	<u>379</u>	2032	3290	-1258	-38.2%	-37.8%	▲ 0.5%
PERSONAL	106	●	245	<u>85</u>	<u>448</u>	2062	3954	-1892	-47.9%	-50.6%	▼ 2.8%
ASB06: Malicious / nuisance communications	19	●	63	<u>16</u>	<u>91</u>	377	734	-357	-48.6%	-51.6%	▼ 3.0%
ASB10: Nuisance neighbours	32	●	77	<u>29</u>	<u>158</u>	622	1322	-700	-53.0%	-57.8%	▼ 4.9%
ASB14: Trespass	8	●	1	<u>10</u>	<u>44</u>	162	165	-3	-1.8%	-10.6%	▼ 8.8%
ASB16: Rowdy or inconsiderate behaviour	46	●	103	<u>30</u>	<u>155</u>	901	1733	-832	-48.0%	-48.4%	▼ 0.4%
ENVIRONMENTAL	50	●	78	<u>66</u>	<u>197</u>	978	1367	-389	-28.5%	-28.3%	▲ 0.2%
ASB01: Abandoned vehicle	32	●	42	<u>41</u>	<u>122</u>	629	727	-98	-13.5%	-11.1%	▲ 2.4%
ASB02: Animal problems	8	●	24	<u>5</u>	<u>18</u>	147	366	-219	-59.8%	-56.4%	▲ 3.4%
ASB09: Littering / drugs paraphernalia	10	●	13	<u>20</u>	<u>57</u>	202	274	-72	-26.3%	-35.0%	▼ 8.7%
Total Anti-Social Behaviour	478	●	785	<u>460</u>	<u>2047</u>	9292	15171	-5879	-38.8%	-41.0%	▼ 2.2%

Force			East			North			West		
FYD 14 Aug 16	FYD Change	% pnt change last 4 weeks	FYD 14 Aug 16	FYD Change	% pnt change last 4 weeks	FYD 14 Aug 16	FYD Change	% pnt change last 4 weeks	FYD 14 Aug 16	FYD Change	% pnt change last 4 weeks
6252	-3598	▼ 2.2%	2067	-1110	▼ 2.0%	1771	-867	▼ 1.0%	2414	-1621	▼ 3.1%
28	-9	▼ 17.1%	12	-4	▼ 8.3%	9	+3	▼ 16.7%	7	-8	▼ 11.0%
699	-536	▲ 0.7%	215	-110	▲ 4.1%	208	-178	▲ 0.6%	276	-248	▼ 1.3%
3416	-1754	▼ 4.1%	1097	-533	▼ 4.3%	951	-458	▼ 3.9%	1368	-763	▼ 4.2%
77	-41	▼ 15.3%	21	-11	▼ 15.6%	13	-12	▼ 8.5%	43	-18	▼ 17.8%
2032	-1258	▲ 0.5%	722	-452	▲ 0.0%	590	-222	▲ 3.9%	720	-584	▼ 1.1%
2062	-1892	▼ 2.8%	649	-649	▼ 3.3%	551	-573	▼ 3.2%	862	-670	▼ 2.0%
377	-357	▼ 3.0%	135	-93	▼ 1.7%	84	-157	▼ 2.8%	158	-107	▼ 3.2%
622	-700	▼ 4.9%	194	-254	▼ 5.9%	181	-127	▼ 8.0%	247	-319	▼ 2.3%
162	-3	▼ 8.8%	38	-6	▼ 23.9%	53	-8	▼ 21.4%	71	+11	▲ 19.4%
901	-832	▼ 0.4%	282	-296	▲ 0.3%	233	-281	▲ 1.5%	386	-255	▼ 2.9%
978	-389	▲ 0.2%	309	-164	▲ 1.5%	250	-118	▼ 3.2%	419	-107	▲ 1.0%
629	-98	▲ 2.4%	197	-26	▲ 3.1%	161	-27	▲ 0.4%	271	-45	▲ 3.1%
147	-219	▲ 3.4%	50	-83	▲ 8.7%	38	-67	▼ 1.7%	59	-69	▲ 2.6%
202	-72	▼ 8.7%	62	-55	▼ 11.5%	51	-24	▼ 8.3%	89	+7	▼ 5.6%
9292	-5879	▼ 2.2%	3025	-1923	▼ 2.2%	2572	-1558	▼ 1.9%	3695	-2398	▼ 2.4%

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ASB Crime & Policing Act 2014 – New Powers

SIMPLIFICATION: FROM 19 TO 6

People



Places



Police powers



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Surrey ASB Strategy Group “Putting Victims First” Review

Table of Recommendations

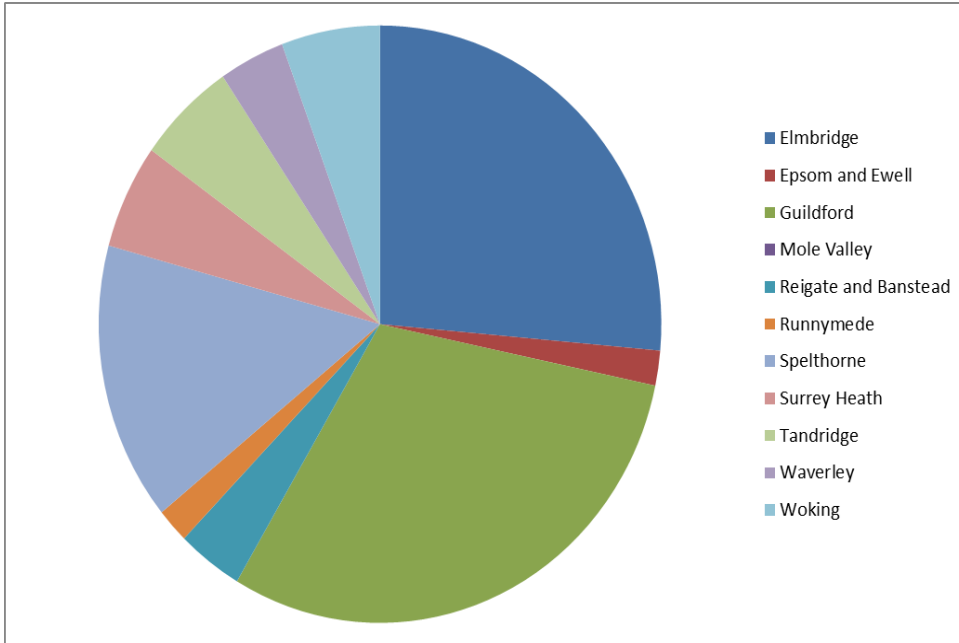
Strategic	Lead
Review the eleven district/borough Community Safety Strategies and in partnership with Crime and Disorder Leads develop a single approach to victims and vulnerability. With the aim to develop a common strategic vision that has associated objectives and actions to be mirrored across all eleven strategies.	ASB Strategy Group
Re-launch the Surrey Multi Agency ASB Strategy with a strong focus on victims and vulnerability. Working together with key agencies who attend CIAG to develop a shared understanding of vulnerability and why Surrey ASB Strategy Group have this as a priority.	ASB Strategy Group
A strategic review of non-attendance or sporadic attendance from agencies especially those whom operate at a County level such as Mental Health and Adult Social Care be undertaken and a commitment sought at a senior strategic level via the Surrey Community Safety Board of the importance of attendance and information sharing from all relevant agencies. That a clear escalation process is developed to highlight non-attendance or any barriers in place to successful multi agency partnership working.	Community Safety Board
Vulnerability and Harm Assessment	
The triage system is rolled out across all across all agencies whom receive reports of anti social behaviour using the recommended questions in the Joint Working When Dealing With Anti Social Behaviour Surrey Guidance.	District/Borough Community Safety Leads
A training programme is undertaken with agencies whom attend the CIAG and also the front line to develop a greater knowledge of vulnerability and harm to reduce the risk presented to the Community Safety Partnerships..	ASB Strategy Group
Vulnerability Risk Assessment	
A standardised approach to risk assessment is adopted across the County. Whereby all agencies complete the same risk assessment matrix, a common approach in relation to scoring of risk is identified, a referral is made to the Community Incident Action Group of those who meet the vulnerability threshold and that Safety Net is utilised to its full potential.	ASB Strategy Group
A retraining exercise is undertaken for all CIAG members and also officers on the front line to reinforce the use of a risk assessment in all cases of anti social behaviour.	ASB Strategy Group

Risk Management	
During the review of the CIAG a greater focus is placed upon victims and vulnerability and that when the refresh takes place the role and profile of the CIAG is raised amongst all agencies to ensure a greater understanding of the referral process for victims.	ASB Strategy Group
The use of Safety Net as the case management system is reinforced to ensure better information exchange, agency accountability and a clear audit trail.	District/Borough Community Safety Leads
Following the publication of the new Crime & Disorder Information Sharing Protocol it is recommended that a launch exercise is undertaken whereby agencies are required to attend a workshop about information exchange, in particular the importance of sharing, the purpose of sharing including reinforcement of the Crime and Disorder Act and breaking down barriers to information exchange in particular client confidentiality and permission to share based on the Caldicott principles and principles of “best interest” and “public interest” with Mental Health partners and Adult Social Care.	ASB Strategy Group
The Community Safety Managers undertake the role of being first point of contact when there are barriers to information exchange, non-attendance and lack of agency engagement to resolve issues and escalate where necessary to either the local Community Safety Partnership or the Surrey Anti Social Behaviour Strategy Group	District/Borough Community Safety Leads
Lead Agency	
CIAGs consider operating a different system for identifying the lead agency, considering the needs of the vulnerable victim and relationships already formed with support agencies. If the individual is not known to agencies it is recommended that a needs assessment is undertaken with the individual to identify the best fit Lead Agency.	District/Borough Community Safety Leads
Targeted Support	
A mapping exercise be undertaken in each district and borough to ascertain which targeted support interventions are available in each., focusing on the referral process, threshold for the intervention, and funding arrangements developing a directory for the use of the CIAGs. It is also recommended that awareness is raised of the Surrey Information Point.	District/Borough Community Safety Leads
A commissioning model is developed for targeted support using an evidence based approach and qualitative analysis of the needs of vulnerable victims. Following the development of the model it is recommended that CIAGs have access to funding to commission interventions for their most vulnerable victims and these interventions are scrutinised to ensure quality of outcome. Using this approach across the County should ensure good quality, evidence based, outcome focused interventions which if commissioned on a wider scale could offer better value for money.	ASB Strategy Group

<p>The lack of a specialist victim support service for vulnerable victims of anti social behaviour is recognised as a risk and therefore it is recommended that the Surrey Office of the Police and Crime Commissioner consider commissioning a service that could operate County wide.</p>	<p>Office of the Police and Crime Commissioner</p>
<p>Victims Champion</p>	
<p>The development of the role of Victims Champion within each district/borough and on the Surrey ASB Strategy Group to be the voice of the victim and to ensure leadership and strategic direction of the CIAG in relation to victims.</p>	<p>ASB Strategy Group</p>
<p>Golden Thread – Strategy to Delivery</p>	
<p>A re-launch of the Surrey Multi Agency ASB Strategy and raising awareness of victims and vulnerability and the role the CIAG plays in identifying, assessing and managing the risk associated with vulnerability.</p>	<p>ASB Strategy Group</p>
<p>Performance Reporting</p>	
<p>A robust performance management framework is developed with a County wide suite of performance indicators based upon numbers of cases discussed, risk rating and highlighting those cases involving the most significant vulnerability. Qualitative analysis of interventions would give a greater understanding of what works and where funding should be focused in the future.</p>	<p>ASB Strategy Group</p>
<p>Accountability</p>	
<p>As part of the refresh of the Community Incident Action Groups that accountability is reviewed. That a workshop is developed to explain accountability in relation to victims and vulnerability and each individual/agency’s responsibility is highlighted and that the new terms of reference for the CIAGs includes a clear line of accountability from the CIAG to the local Community Safety Partnership and ultimately to the Surrey ASB Strategy Group.</p>	<p>ASB Strategy Group</p>

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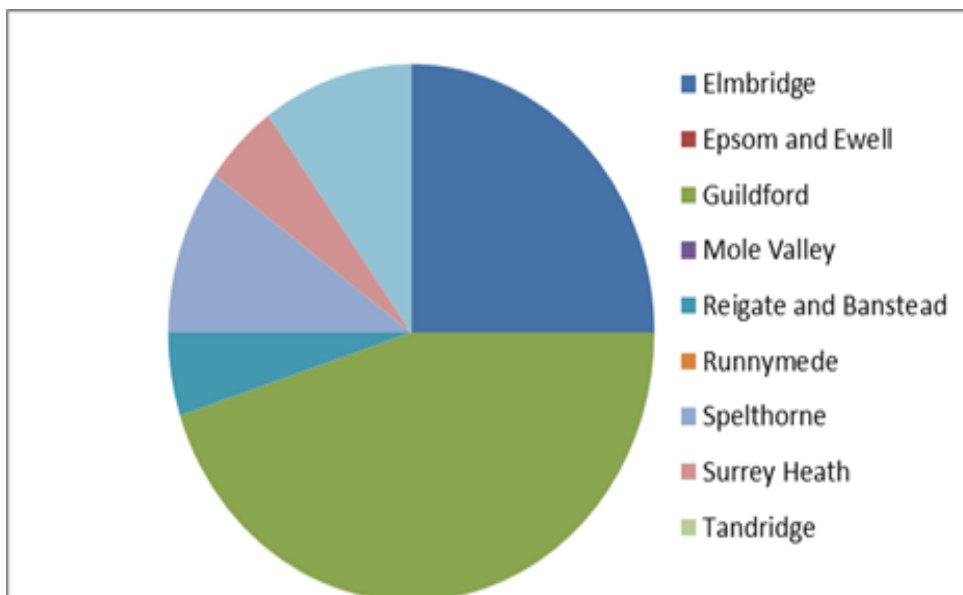
Countywide Use of ASB Tools and Powers



Criminal Behaviour Orders secured by Surrey Police

(Since enactment in Oct. 2014)

Elmbridge	14
Epsom and Ewell	1
Guildford	16
Mole Valley	0
Reigate and Banstead	2
Runnymede	1
Spelthorne	8
Surrey Heath	3
Tandridge	3
Waverley	2
Woking	3
Total	53



Property Closures secured by Surrey Police

(Since enactment in Oct. 2014)

Elmbridge	5
Epsom and Ewell	0
Guildford	9
Mole Valley	0
Reigate and Banstead	2
Runnymede	0
Spelthorne	2
Surrey Heath	1
Tandridge	0
Waverley	0
Woking	1
Total	20

Use of ASB Tools and Powers by District and Borough

October 2015 to September 2016

	Elm	E&E	Guild	MV	R&B	Run	Spel	SH	Tand	Wav	Wok
Community Triggers Received			5								
Criminal Behaviour Orders (Police)	6		7			1	3	2	3	1	1
Full Property Closures (Police)			2				1	1			
Partial Property Closures (Police)	1		1								
ASB Injunctions (Police)											
Interim ASB Injunctions (Police)											
ASB Injunctions (LA/Housing)											6
Interim ASB Injunctions (LA/Housing)											5
Reactive Dispersal Orders (Police)		9	3	5	1	1	9	2		2	
Pre-emptive Dispersal Orders (Police)			3	1				3			3
Community Protection Notice Warning Issued (LA)	6		10	15	2	9	5	1			
Full Community Protection Notice Issued (LA)			3	3		2	5				
Public Space Protection Orders (LA)											1
Absolute Grounds for Possession (Housing)			2								1

The Local Response to Anti Social Behaviour – Case Studies

ELMBRIDGE

Introduction – The Problem:

'A' was the sole tenant of an A2 property. 'A' was in a relationship with another person who resided at the address but was not on the tenancy. There were regular violent domestics between the pair causing disturbance and distress to neighbours, resulting in 4-5 calls to police a week, sometimes daily. Both were alcohol dependant. 'A' stated that their partner was verbally abusive and that they wanted them removed from the property. However, when police arrive 'A' refused to make any allegations. 'A's children were taken into care several years ago. A referral to MARAC had also been made.

Domestic incidents and assaults continued to take place with various different male friends between January 2015 and May 2016 where 'A' was both the alleged victim and perpetrator. 'A' was arrested for assault on a Police Officer during this period (spitting in officers mouth).

'A' became intentionally homeless following action taken by A2 Dominion, and 'A' being subject to a Criminal Behaviour Order which led to possession of the property and an order to stay away from the road or area where 'A' had lived.

In December 2015 Alpha Extreme engaged with 'A'. Rent start refused to work with 'A' as intoxicated during assessment. Transform Housing and Vaughan house were unable offer 'A' housing, due to 'A's behaviour. Alpha Extreme pursued housing options and managed to get 'A' into various hotels. Due to A's behaviour, often influenced by alcohol, 'A' was asked to leave. 'A' slept rough on occasions and was found passed out on several occasions by ambulance services. Attempts of suicide were made. 'A' was assessed by the Joseph Palmer Centre but not further action was taken as no mental health problem.

'A's family were reluctant to get involved due to the previous issues that they held dealt with.

Partnership Working:

The following partners were involved:

- Elmbridge Borough Council (Housing Services / Organisational Development)
- Surrey Police (Gathered evidence for Injunction, Interim CBO, CBO→ASB officer)
- A2 Dominion (Property Closure and provided evidence for CBO)
- Alpha Extreme Services (enable clients to live safe, happy and fulfilled lives through providing high quality support aimed at building and enhancing client and community skills and independence)
- Surrey County Council Community Safety (Provided guidance on the case)
- Joseph Palmer Centre (Assessed A)
- Rent start (Assessed A housing need on a number of occasions due to incomplete assessments due to behaviour)

Planning and Delivery

- Referral to Alpha Extreme (by Elmbridge Community Incident Action Group)
- Domestic Violence Prevention Order (served on partner following incidents)
- 'A' referred to Multi Agency Risk Assessment Conference (MARAC)
- Closure Notice applied to premises (Surrey Police)
- Property Closure applied to premises (Surrey Police)
- Interim Criminal Behaviour Order obtained (Surrey Police)
- Possession proceedings (A2 Dominion)
- Full Criminal Behaviour Order obtained (Surrey Police)
- Referral to Housing Services (Homelessness service)
- Referral to Surrey Women's Centre

Key Outcomes

- Surrey Police have received positive verbal feedback from residents in the road about the removal of Person 'A' and the reduced number of incidents.
- A Case Review Group met and agreed the following:
 - The case was very complex
 - Elmbridge Community Incident Action Group had done all it can to safeguard and protect 'A', whilst trying to protect the community 'A' lived in.
 - The review group agreed that without the work of Alpha Extreme the situation could have been worse, i.e. loss of life.
 - It was noted that the services commissioned by public health should be providing the outreach provision
 - It was agreed that every option and service had been explored for 'A' and the group felt that Alpha Extreme should be reducing their support.
- Reduced calls to Surrey Police
- Removal from CIAG Agenda
- Person A signed a notice to quit the property with A2 which was signed on 13/05/2016
- Person A has been discharged from A/E Service
- Person A is operating in Greater London and is engaging with the Church support network and Street Link

EPSOM & EWELL

Introduction – The Problem:

One family on an estate of mainly social housing stock had been engaged in an escalating amount of ASB and criminal activity that ranged from inciting groups of youths to harass residents in areas of the estate to singling out individuals, some of which were vulnerable, and subjecting them to attacks on their persons and their property.

Their activities have been difficult to challenge due to the intimidation of victims and witnesses by the family on the estate and their extended family close by resulting in a lack of statements required in civil and criminal court proceedings to achieve judgments against them.

The main perpetrators of the family were minors who had limited positive influences from the adults around them and had failed to engage with the education system in any meaningful way.

Partnership Working:

The individuals and family were referred to Epsom & Ewell Community Incident Action Group (CIAG) and a special Joint Action Group (JAG) was convened to consider the wider issues on the estate that could be adding to the perpetrators activities. The individuals concerned remain on the CIAG list for monitoring purposes, while the special JAG, having achieved its objectives, has been disbanded.

Attempts were made to engage with the family via education, cultural liaison, youth service, housing, family support programme (troubled families) and the police; the family did not meet the threshold for any child protection intervention.

Planning and Delivery

- After environmental visual audits were undertaken a number of improvements were made to the cleaning regimes, alley security, fly tipping enforcement, and vegetation maintenance.
- The youth service targeted the age group on the estate that had been identified as involved in the problems. It also identified peer ambassadors who were the example of the positive youth presence on the estate.
- A grant was sought from the Police and Crime Commissioner to undertake remedial and intervention work by a number of agencies including the Youth Service and Epsom & Ewell Borough Council.
- The Police along with local ward councillors leafleted the estate and spoke to estate residents to establish trust and confidence.
- Section 35 dispersal orders were used at times when it was suspected ASB would peak, e.g. Halloween.
- A Public Space Protection Order is to be considered for an area of the estate that is to be a construction area and may give rise to ASB.
- Victims were supported where possible either through CIAG or through practical solutions such as providing garaging for victims cars that had been singled out for vandalism.

Key Outcomes

- Reported incidences of ASB have gone down significantly (Police stats and anecdotally from residents/ward councillors).
- The main perpetrators are now subject to the criminal justice system where bail and curfew has limited their activities and influence.
- There is a possibility that the actions of the main perpetrators may lead to a loss of their residency on the estate thus removing a problem and sending out the message that this type of ASB and criminality is unacceptable and will not be tolerated.

GUILDFORD

Introduction – The Problem:

Operation Barnacle was set up after partner agencies raised concerns about two vulnerable people at a meeting of the Guildford Community Incident Action Group (CIAG). Following further investigation it was found that two vulnerable people were being exploited by a number of other individuals who were visiting their homes, normally when their benefits were due, and helping themselves to their belongings, medication, and food. They would typically stay until the money ran out. Their presence at the property was also leading to other associated anti social behaviour in the neighbourhood.

Partnership Working:

Partners involved included:

- Surrey Police
- Guildford Borough Council (Housing and Community Safety)
- Adult Social Care
- Health Care Professionals

Planning and Delivery

- Partners carried out joint door to door enquiries to ascertain the extent of the anti social behaviour and its impact on the neighbours.
- The victim's homes were visited by the police Crime Reduction Advisor to help make them more secure and healthcare professionals worked to ensure the safety of the residents concerned.
- Surrey Police applied for a Criminal Behaviour Order against the perpetrators prohibiting them from visiting certain roads
- Partial Property Closure Order which allowed the vulnerable person to stay in their home and be visited only by support workers and others who have prior approval of Social Care

Key Outcomes

- The CBO and Partial Property Closure Order worked extremely well in preventing further exploitation and significantly reduced the associated anti social behaviour in the neighbourhood.
- Having put the initial safeguarding in place, the partners were then able to build relationships with the vulnerable people, and they continue to carry out weekly joint visits to support them.
- As a result of all the activity, support workers and health professionals are seeing a huge change for the better in the victims' mental health and wellbeing.

MOLE VALLEY

Introduction – The Problem:

The Chrystie Recreation ground is located in Dorking Road, Great Bookham and provides space and facilities for football, tennis, cricket and bowling for a range of age groups. There is also a pavilion used primarily by the Bookham Sports Association.

For a number of months this recreation ground has suffered from various instances of ASB:

- Catapult damage to lighting in the recreation ground
- Damage to the pavilion (including fire damage)
- Theft from the pavilion and bowling green
- Physical evidence of drug use
- Graffiti
- Damage to mature oak tree (used to access pavilion roof)

Residents and users of the ground have reported seeing youths around the pavilion and cars parked on site in the evening.

Partnership Working:

The issue was the subject of a short-life Joint Action Group (JAG) where the following partners were fully committed to finding a resolution:

- Mole Valley District Council
- Surrey Police
- Bookham Sports Association
- Bookham Residents' Association
- Leatherhead Youth Project
- Local residents
- Mole Valley District Councillors

Planning and Delivery

It was agreed that the best way forward was to focus on:

- Prevention measures:
 - Lockable bollard and perimeter fence to restrict access to open site
 - Caged exterior lighting
 - CCTV
 - Securing the pavilion by installing window shutters and new front door
 - Replace existing storage container with a secure, vandal proof building.
- Increase in usage of the pavilion
 - Promote general use of the building as a community resource to reduce the times it sits empty.
 - Increase the provision of youth activities at the pavilion. Churches Together already commission Leatherhead Youth Project to work with young teenagers at the Bookham Youth Centre.

Crime Prevention Officer from Surrey Police visited the site and prepared an assessment for consideration by the JAG. The police have placed a LOI (Location of Interest) marker on the recreation ground so that calls regarding the area are prioritised. The police are monitoring the area and residents have undertaken to notify them when young people are on the site.

Funding of £20,000 has been secured from the PCC and priority is being given to:

- Fencing
- CCTV
- Storage Unit
- Window shutters

An application has been made to secure £2616 PIC funding from Mole Valley District Council to install a mesh fence and stakes around the oak tree and the stone bench that sits under it is being moved.

The police unfortunately have had little success in identifying those involved. While the CCTV equipment is being procured and installed, mobile rural crime cameras are being used as a temporary measure to capture still images that the Police are going to use to try and find out who is involved in these activities.

The pavilion is now being advertised through Street Life and other social and local media as a venue for community groups to use.

Key Outcomes

As a result of police patrols one individual from Ashted has been arrested for possession with intent to supply.

The pavilion has a new front door and a lockable bollard has been installed. Work is still ongoing but should be completed by the beginning of September and a further meeting of the JAG is being held to review progress at the end of August.

REIGATE AND BANSTEAD

Introduction – The Problem:

General ASB (spitting, intimidating behaviour, fighting, organising suspected drug deals etc.) occurring in Redhill town centre (specifically in the vicinity of McDonalds / Station Rd area). This led to a significant increase in calls to Police. Main times tended to be 3pm – 7pm, with an increase in issues noted on Thursdays (market day) and also Tuesdays.

There is a Designated Public Places Order (DPPO) still in place in the town centre but the issues were not primarily related to alcohol. Perpetrators were a group of mainly young people and young adults. There were child safeguarding concerns in a couple of cases and some were previously known to the Community Incident Action Group (CIAG.) It was thought there was possibly some 'displacement' from the nearby Cromwell Road Estate where earlier joint action had helped to reduce local ASB.

Victims were general members of the public and users of the town centre were being verbally abused, intimidated and subsequently avoiding the area. Issues were particularly noted after school and it was thought that young people were potentially vulnerable to being drawn-in to drug dealing. Staff in local businesses also felt personally threatened and that it was impacting on their business.

Partnership Working:

A Joint Action Group (JAG) was set up involving Police (local officers, crime prevention advice, ASB officers, licensing officers), local authority (community safety and licensing), and the Youth Support Service.

Some activity was already being delivered by individual agencies as part of their ongoing remit but the JAG enabled co-ordination and effective information sharing, and allowed further action to be agreed and delivered jointly.

Planning and Delivery

- Area became a divisional Police priority with increased patrols, drugs warrants carried out and there was an increase in the presence of the Joint Enforcement Team (JET)
- Meeting with McDonald's management lead to a change in security staff, better management of the premises including controlled access to upper / lower levels and toilets, and effective use of bans, issued in writing with photo ID to enable proper enforcement by security staff.
- Local officers carried out evidence gathering/reassurance with local businesses and taxi firm who agreed to close one end of an 'arcade' and increase monitoring of the use of their drivers' toilet
- Crime prevention advice fed into town centre and regeneration management groups. CrimeStoppers literature was distributed to businesses.
- Police youth officer carried out work in schools.
- Targeted detached youth work.

- Police and Youth Support Service co-ordinated interventions re: list of identified young people; all served with Acceptable Behaviour Contracts and signposted to alternative activities as appropriate. Police also identified a number of key adults.
- Key individuals referred to CIAG. One interim Criminal Behaviour Order (CBO) obtained.
- Drugs litter/awareness education arranged for Street Pastors.
- Although alcohol was not considered to be a primary factor in this instance support was given to former chair of local PubWatch to help re-establish the scheme.
- Town centre CCTV used to help manage incidents, gather evidence and monitor any CBO breaches.
- A Public Space Protection Order (PSPO) was considered but as one had not yet been implemented in the Borough the local legal/scrutiny processes would have entailed a little lead-time whereas a more immediate response was really needed. A visit to another authority to further explore a possible PSPO instead identified that a quicker, more effective response may be to issue key individuals with a Community Protection Notice (CPN). Further training on CPNs has now been delivered and local procedures agreed. The first CPN has now been issued (though this was actually in response to a separate matter elsewhere in the Borough concerning illegal Traveller encampment). Work is ongoing to ensure local processes are embedded as well identifying suitable partners to help provide any positive requirements for the CPN.

Key Outcomes

- As part of wider youth work activities 6 young people received targeted interventions, including being issued with Acceptable Behaviour Contract letters. This has been effective in reducing their ASB in all but two cases. One interim CBO has been issued however there have been a number of breaches and a full CBO is now being sought. One young person was referred to the Missing and Exploited Children Conference (MAECC) and is also being assessed as a possible Child Protection case.
- A numerous arrests have been made in relation to supply of drugs.
- There has been a reduction in ASB and the number of incidents being reported to Police.
- Management of a number of local premises has improved.
- Businesses and members of the public reassured although some issues remain and the Joint Action Group is still monitoring the issue.

RUNNYMEDE

Introduction – The Problem:

Perpetrator A is a drug abuser that has been a problem in the Addlestone area for a few years, being involved in premises that were closed as crack houses. Perpetrator A preys on vulnerable adults demanding money from them and making themselves at home in their property, helping themselves to showers and food. The vulnerable adults felt intimidated by the perpetrator and unsafe.

Partnership Working:

This issue was referred to Runnymede Community Incident Action Group (CIAG) and the following agencies worked together to find a resolution:

- Surrey Police
- Runnymede's Adult Safeguarding Team

Planning and Delivery

- Interim Injunction obtained preventing Perpetrator A from begging, causing harm or distress to individuals.
- Safeguarding meeting arranged for vulnerable adults involved
- Full Anti Social Behaviour Injunction obtained preventing Perpetrator A from demanding money and begging, causing harm or distress to individuals and not to have contact with three identified vulnerable adults.

Key Outcomes

- The Interim and full ASB Injunction protected the public and the vulnerable adults from perpetrator A's negative behaviours.

SPELTHORNE

Introduction – The Problem:

In June 2015 an issue came to a head whereby the residents of Stanwell Moor saw a significant increase in taxi drivers utilising the communities' roads to wait for customers from Heathrow airport. In addition to the increased number of taxis and limousines parking in and around the usually quiet roads, the drivers caused Anti-Social behaviour. This was in the form of drivers defecating in bags and leaving it on the grass verges, urinating in public, causing noise pollution and an increase of heated exchanges between the community and the drivers.

The situation was exacerbated by the fact the adjoining Metropolitan Borough of Hillingdon had imposed parking restrictions immediately adjacent to Stanwell Moor which had no restrictions. Hillingdon had put in place a Public Space Protection Order (PSPO) which significantly restricted taxi and limousine parking conditions. Commercial vehicles which would normally have been spread between Hillingdon and Spelthorne were now almost exclusively parking for extended periods in Stanwell Moor.

This was affecting local residents, businesses and causing traffic congestion. The Police and partners saw a sharp increase in resident complaints of crime and anti-social behaviour associated with the problem. This culminated in a heated residents' meeting with Police and Partner representation at the beginning of November 2015.

Partnership Working:

It was decided that due to the complexity of this issue it would be managed by the Spelthorne Borough Joint Enforcement Team (JET). The Council took the lead as the main issue related to parking, anti-social behaviour and littering. The Police assisted in the development of the Strategy, Tactics and Operational delivery. The partners involved were:

- Surrey Borough Policing Team
- Metropolitan Borough Policing Team
- Spelthorne Borough Council
- Hillingdon Borough Council
- Heathrow BA Ltd
- Transport for London
- Stanwell Moor residents association

The partners held a meeting and it became clear that the planning, enforcement and subsequent monitoring of the problem needed to be consistent for all Boroughs surrounding Heathrow. As the problem was effectively caused by vehicles associated with the business of Heathrow Airport, BA took on the role of coordinator and lead partner. This was quite a radical approach however a consistent approach could be the only sustainable solution to the problem.

Planning and Delivery

A multi-agency public meeting was arranged with the residents of Stanwell Moor, which was chaired by the Spelthorne Chief Executive. The concerns were listened to by a panel of experts from each of the partner

agencies to allow the residents a real voice for their concerns. From this a number of actions were taken by the partners.

- A neighbourhood survey was conducted by the local PCSO officers
- A week survey was conducted with the drivers to ascertain the demographics across a week period. This was conducted by PCSO and JET officers.
- Police and local Council carried out an environmental visual audit EVA. This involved expert advice from the Police crime reduction officer CRO. This was subsequently drafted into a report with advice and recommendations to mitigate the problem.
- High visibility patrols were carried out by PCSO and JET officers offering anti-social behaviour advice ASB to residents and drivers.
- BA Heathrow designed, built and advertised a short stay parking provision which cost merely £1.00 per hour. This illuminated the need to park in the areas where drivers were causing ASB concerns as they now have a cost effective alternative.
- A resident's letter keeping them fully apprised of progress was designed and delivered by the Borough Council.
- An environmental clear up was carried out by the Council to reduce the Broken Windows Effect in the area.
- Any crimes or ASB issues related to this problem were dealt with robustly and consistently by the Police and Council JET team.

Key Outcomes

There has been almost a 100% reduction in the reports of crime and ASB related to this problem since the action plan and additional parking have been in force. The local authorities surrounding Heathrow now work in consultation and not isolation where additional enforcement activities are considered. The main positive outcomes to this problem have been:

- Improved Confidence and Satisfaction levels in the partners from the local community.
- Closer working relationships between the partners surrounding Heathrow airport.
- A consistent approach to dealing with illegal parking and ASB across all authorities.
- Raised confidence in the Police and Partners from the community
- A reduction in crime and ASB 'this has almost been eradicated'
- Better working relationships between partners and BA Heathrow.
- The fiscal benefits to partners of BA funding the enforcement, parking and media responsibilities. This supports the Government drive for best value as detailed in partner's strategic objectives.
- A reduction in residents negative social media posts and tweets and a cessation of local and national press interest.
- An affordable parking facility for transient drivers, some of whom drive up to 200 miles to collect and pick up customers from Heathrow.
- The latest Police confidence satisfaction figures for Spelthorne as a whole are up by three points on last year and complaints have virtually stopped.

SURREY HEATH

Introduction – The Problem:

- Male perpetrator living in social housing accommodation is shouting abuse and being aggressive to neighbours, and anyone he perceives to be aggressive. The Police have been called to deal with many incidents involving the perpetrator who refuses to engage.
- There is a history of mental health problems, not acknowledged and reticence to any form of engagement.
- The perpetrator does not perceive there is an issue.
- Other vulnerable residents live within a close proximity and the community impact and risk is considerable for those, and other extended family members who live locally.

Partnership Working:

- This case is referred by Surrey Police to the Community Incident Action Group (CIAG) with information shared by Adult Social Care, the Housing Association, Council Housing Team, Environmental services, and Alpha Extreme. An action was agreed for the Community Mental Recovery Service (CMRS) to confirm the diagnosis and if the perpetrator was known or an existing client.
- The known victims were all offered support from Victim Support.
- The CMRS allocated worker confirmed that the perpetrator was an existing client, as the complaint numbers continued to rise from the abusive behaviour.
- The risk assessment undertaken identified the case as high risk which prompted urgent action sought by Surrey Police, Surrey Heath Borough Council and CMRS.

Planning and Delivery

A home visit by CMRS was made where the perpetrator confirmed that he was not taking the prescribed medication as it was not needed, and when it was suggested that this would help with the hallucinations this was angrily dismissed.

A call from the Perpetrators family member advised that they had experienced violent and abusive behaviour and they were concerned about the perpetrators vulnerability and safety.

This information was shared with partners and the CMRS worker and the clinical lead met with the perpetrator and it was agreed for his own safety he should be detained in hospital under section 2 of the Mental Health Act. The stay is open ended so at the moment it is unclear of the length of the stay.

This will ensure that a full evaluation is undertaken over time to identify the prescribed medication that works to minimise the hallucinations before release back in to the community.

The partners will undertake a full assessment of needs to minimise any risk and to review the suitability of the existing housing accommodation. When the perpetrator has recovered we will work together to provide a successful integration back in to the community with the support from statutory agencies.

All victims are offered assistance from victim support.

Key Outcomes

The perpetrator is now receiving the support needed in hospital that aims to stabilise the behaviour through the use of prescribed medication together with the necessary professional support. Prior to consideration of any discharge, support will be required to ensure that living in the community is a safe option for all concerned.

The local community victims are no longer living with the offensive abuse and are relieved not to have to experience this any longer.

TANDRIDGE

Introduction – The Problem:

- RG was referred to Tandridge Community Incident Action Group (CIAG) in December 2015 by Surrey Police due to his excessive drinking, verbal abuse, intimidation, threatening behaviour and general nuisance in and around his mother's property in Godstone.
- RG lived in Reigate & Banstead and had been referred to Reigate & Banstead CIAG because of his persistent ASB. He was a tenant of Raven Housing Trust, who because of his persistent and serious ASB were now seeking re-possession.
- RG was increasingly travelling into Tandridge and frequently visited his mother's property. His mother was an elderly lady, resident in council housing and receiving care from Adult Social Services.
- RG's behaviour was causing serious problems in and around the address and neighbours were concerned and worried.
- His mother was unable to control the situation and this was reinforced by her carer who had concerns for the mother's welfare.
- Police continued to receive calls regarding RG's behaviour in both Reigate & Banstead and Tandridge.
- CIAG members were concerned for the welfare of RG's mother as it was felt that when Raven Housing Trust took back possession of his property, he would move into her home.
- It appeared evident from the previous history of incidents that RG had undiagnosed mental health problems, however getting a mental health assessment undertaken was proving difficult.
- Meanwhile, RG had numerous court hearings pending for ASB and common assault and case building for a Criminal Behaviour Order (CBO) was taking place. It was hoped that the CBO application might also trigger a mental health assessment.

Partnership Working:

- The case was adopted and would be case managed by Tandridge CIAG. However, the case also remained open to Reigate & Banstead CIAG as RG was still a resident and offending in their area.
- SafetyNet online case management system was used as the central information hub, to ensure all partners were aware of activity.
- A separate case conference was arranged by Tandridge CIAG involving the following partners:
 - Surrey Police
 - Tandridge District Council
 - Raven Housing
 - Adult Social Services
 - Surrey & Borders Partnership.

Planning and Delivery

Following the case conference it was agreed that:

- A mental health assessment would be undertaken for RG whilst in custody. However, the Community Mental Health Team advised that he wouldn't engage with their service which made it impossible to effectively monitor his medication.

- Raven Housing Trust would co-ordinate their possession proceedings to support the work of CIAG in seeking a resolution.
- Specialist supported housing was needed and funding would be sought by CMHT.
- A 'safeguarding referral' was made for RG's mother.
- A joint visit between Tandridge District Council Housing and Adult Social Care was made to RG's mother to both reassure her and also remind her that RG's behaviour could potentially impact on her tenancy.

Subsequently:

- Raven Housing Trust confirmed that following the various hearings, they had been granted possession of his property.
- RG received a 2 year Criminal Behaviour Order to prevent his ASB in public areas.
- RG breached his CBO and was arrested. Whilst on remand, a mental health assessment was undertaken and confirmed RG's diagnosis (schizo-effective disorder and anti-social traits).
- Due to his behaviour he was then admitted to specialist hospital.

Key Outcomes

- This case illustrates the need for appropriate interventions when offenders have mental health problem and highlights the need for active participation in the CIAG process by relevant agencies.
- The involvement of both Adult Social Care and Community Mental Health Teams were crucial in dealing with this case.
- RG remains in hospital receiving appropriate care and when deemed fit will be moved into specialist accommodation.
- RG's mother is no longer threatened or intimidated and her tenancy isn't at risk.
- Residents and neighbours are no longer having to endure the ongoing harassment and intimidation
- Police no longer have to deal with persistent offending by someone with a mental health condition.

WAVERLEY

Introduction – The Problem:

- A Joint Action Group (JAG) was convened to address the issues being caused by an identified group of 5-6 youths in the Farncombe area
- Recent incident involved an elderly person being knocked over in the Day Centre car park by a youth on a bicycle. It was not felt that this was a deliberate act, however he shouted at the Day Centre manager when she came out to assist and this compounded the matter. It also highlighted the fact that he and his friends were congregating in an area where they had no legitimate reason to be. The elderly lady was not seriously hurt but very shaken and distressed and was too frightened to return to the Day Centre. The incident was reported, by the Day Centre, to the police. Police indicated 'no further action' (NFA).
- Around the same time, there were incidences of stones being thrown at the Day Centre. It is not known whether this is linked to the bike incident or to the group of youths in question
- There is evidence of damage to the church building adjacent to the Day Centre - this was unreported
- The JAG recognised that there was not a large problem, but were concerned at the effect the ASB was having on the older, more vulnerable, sector of the community
- Review of recorded police incidents indicated showed 9 reports of ASB from January 2016 – end June 2016.

Partnership Working:

The JAG had identified Farncombe as an area that required specific attention around Young People and ASB. The incident mentioned in the previous section provided the catalyst for the formation of a task and finish group. At the first meeting held at St John's church, (27 July 2016) Farncombe the following agencies were represented:

- Surrey Police
- Waverley Borough Council: community safety, environmental health.
- Surrey County Council; education, youth support services and partnership officer
- Vicar of St John's Church (adjacent to the Day Centre)
- Members of local youth tennis club (to discuss diversionary activities)

The information sharing between these agencies determined that the group in question were made up of 6 young people between the ages of 14-17. Education service was aware of some difficulties around these young people. Two of them meet the criteria for exclusion and two of them have identified educational needs. None of them are known to Youth Support Services or identified as being NEET (Not in Education, Employment or Training).

At the subsequent Environmental Visual Audit (EVA) one of the Day Centre trustees and a member of the Waverley Borough Council Enforcement Team joined with Waverley Community Safety, Surrey Police Crime Prevention Officers, the Surrey County Council Partnership Officer, and the Vicar of St John's.

Planning and Delivery

- Street –a-week’ door-to-door exercise was undertaken to establish local views about the area and identify any wider concerns.
- Environmental Visual Audit held focussing on “designing out crime” and to understand why the location is attractive to young people (especially in view of the multi-generational usage of the area)
- All six families of the young people were visited by the Police Community Support Officer who issued them with letters advising them of the reported incident. The letter stated that, whilst their child has not been identified as an individual responsible, they are known to be in the area where the ASB has been reported
- Letters were also sent out from the church outlining acceptable behaviours in and around the building
- Building Bridges programme was offered to the Day Centre users as recompense
- A pizza evening (or similar) has been suggested to promote engagement between generations
- Review of youth activities in the area was undertaken and Safer Waverley Partnership will be approached for support on any additional activities identified
- “You said, we did” leaflet is being produced to feedback to the community

Key Outcomes

- Parents all accepted the letters and the PCSO felt they were working to increase engagement with their children and prevent them hanging around needlessly
- Surrey Police offered a “Building Bridges” programme to the Day Centre on two occasions however their Board declined the offer. The PCSO will continue to visit to keep a link with the management and monitor any further difficulties
- Specialist educational provision is in place for those in the group who qualify for it. This will allow them to focus on more positive activities (from September)
- The EVA was undertaken during the day and the physical presence of enforcement agencies focusing on this location gives local people assurance that their concerns are being noted. This will be further underlined by the EVA being featured on social media and in the upcoming “You said, we did” leaflet
- The EVA highlighted some areas that were particularly affected as a result of young people congregating there. Litter and graffiti were noted and dealt with by the borough council. Graffiti ‘tags’ will be followed up by police
- Relationships developed by the agencies with the church and day centre means that the results of this project will be fed back to their respective memberships and will encourage local people to report issues directly. This will assist with the ongoing monitoring of the location.

WOKING

Introduction – The Problem:

ASB Officer received a phone call from a resident regarding men congregating in a car park being loud and very noisy, smoking illegal substances and drinking alcohol, generally causing a nuisance i.e. loud talking and car engines on until the early hours of the morning.

Resident highlighted that the lamppost and gate entry system was not working in the car park with a TV and Christmas tree left by the bins. It was also reported that drug paraphernalia would often be left behind.

The reporting party stated that most of the residents in the block were being disturbed by the noise and were concerned about the items being left in the car park.

The incident had been going on for 3 months.

Partnership Working:

Assessment of the problem was carried out by Woking Borough Council's ASB Officer and Neighbourhood Officer. Information was shared with the Police and the social landlord to enable effective problem solving.

- Police carried out more patrols later in the evenings
- Social landlord carried out repairs
- Neighbourhood Service provided advice to the Social landlord regarding lighting

Planning and Delivery

The ASB Officer was able to identify the number of reports that had been made to the police in relation to alleged drug dealing. ASB and Neighbourhood Officer attended the premises and took pictures of the findings. They could confirm that the resident had reported incidents to police on numerous occasions. They also identified a number of lights that were not working. It was confirmed that it was private land owned by a social landlord.

Actions agreed:

- Police Community Support Officer to patrol area late in the evenings
- Social landlord informed of outstanding repairs and issue with fly tipping
- ASB Officer spoke to residents addressing the importance of reporting incident to the police and to the Landlord

Key Outcomes

- Repairs to the lighting meant that it was less inconspicuous for loitering and carrying out illegal and anti social activities
- Repairs to the gate were completed allowing access for residents of the block of flats only
- Residents felt safer when coming home in the evenings as the PCSO made their presence noticeable

- Fly tip was removed
- Informed that Social Landlord would be carrying out closer monitoring via estate inspection regime

Preface summary paper for voluntary, community and faith sector (VCFS) report to the Resident Experience Board – 22 September 2016

The report focuses on two main things:

1. The County Council commissions general infrastructure organisations to support the wider VCFS and help create a strong third sector in Surrey. The VCFS sector remains critical in supporting the Council with service delivery and improved outcomes for residents – this report looks at the effectiveness of the infrastructure organisations and the contribution they make to supporting stronger communities.
2. Many of the Council's plans and priorities rely on a strong and active volunteer base. This report secondly provides an update on the work carried out through the 'Driving Up Volunteering Project'.

Main points:

- The report demonstrates that commissioning the infrastructure organisations is effective and value for money, highlighting key areas of positive work undertaken..
- Over the last year the CVSs have engaged a total of **4,601** individuals in volunteering activity. This is an **increase from the previous 2 years**.
- The work in placing volunteers with support needs is particularly valuable, leading to real positive life changes for the individuals.
- An independent survey of users of the infrastructure organisations carried out by the County Council shows **92% of the 646 respondents** said they had used the CVSs and were **highly satisfied** with the services. These organisations recorded over **1.5million volunteer hours** and had secured over **£27.5million of additional funds** into the area, showing the added value the VCFS brings to Surrey.
- The infrastructure organisations have been pivotal in supporting and delivering key projects that help embed the family, friends and community support culture across Surrey, such as befriending, voluntary car schemes and social prescribing.
- Infrastructure organisations have made savings and adjusted their resources but sustainability remains an issue. Over this year, they are working with each other and commissioners to find further collaborations and ways of working to support further efficiencies and create a sustainable infrastructure base.
- There is some excellent work both through the infrastructure organisations and by the County Council in creating better working partnerships between the business sector, VCFS and statutory bodies. A toolkit has been developed, an online brokerage site and an event is scheduled for the end of September to facilitate this further.
- The 'Driving Up Volunteering Project' has delivered a range of activity in year 1. For example, County Council teams have provided training for the VCFS in Finance, Information & Governance, and HR through the Employee Volunteering Scheme. There has been positive feedback from this training and VCFS organisations have reported this as being really valuable.
- A successful volunteering campaign was delivered. During the campaign, the 'Be a Volunteer Webpage' was viewed **8,455** times compared to **641** in the same period the year before.
- An internal 'Volunteer Network' was established providing a forum to share best practice, resources and collaborations for services that work with volunteers.

Summary:

Looking at the performance information, it has been a good year for the general infrastructure organisations in Surrey. They have delivered some good outcomes in line with their objectives despite financial pressures and a reduced resource base. Partners from all sectors are working closely together to create a more sustainable infrastructure base in Surrey. The Council's 'Driving Up Volunteering Project' has had a good first year, with a number of successes in increasing the

effectiveness of employee volunteering and building connections with VCFS, this will be built upon this year alongside putting in place processes for the project to continue beyond the 2-year period.

Resident Experience Board
22 September 2016

Update on the voluntary, community and faith sector (VCFS) infrastructure in Surrey and the Volunteering Project

Purpose of the report: Policy Development and Review

(i) To provide the Board with an update on the performance and relevance of the general voluntary, community and faith sector (VCFS) infrastructure organisations co-commissioned by the County Council, Boroughs and District Councils and Clinical Commissioning Groups and the important contribution of the VCFS in general.

(ii) To share with the Board the work of the 'Driving Up Volunteering Across Surrey' project.

Introduction:

1. There are over 5,700 voluntary, community and faith sector (VCFS) groups in Surrey. Most of these are front line organisations, delivering services directly to our communities. They range in their size and purpose and can be large organisations like the Red Cross that cover the whole county, to much smaller organisations like neighbourhood watches or locally based befriending schemes. The voluntary, community (VCFS) and faith sector is hugely important to Surrey County Council supporting us to deliver key services, meeting the needs of the residents of Surrey and often reaching those parts of the community that are the most vulnerable.
2. As part of the sector, there are a small number of general infrastructure organisations known as Councils for Voluntary Services (CVSs). These are important organisations that assist and enable the wider sector to run effectively, through a range of advice and support services. Surrey County Council is committed to ensuring there is a strong VCFS infrastructure in place to support a vibrant and active civil society in Surrey and gives grant funding of just under £400,000 to the infrastructure organisations to achieve this outcome (see **Annex A** for the funding per organisation).
3. This report summarises the difference and impact made through commissioning the infrastructure organisations, highlights some of the

challenges that these organisations are facing and how partners are working together to maintain a sustainable and robust infrastructure base in Surrey.

4. This report will also provide an update on the work of the 'Driving Up Volunteering in Surrey' project, detailing some of the excellent activity both officers and wider partners have been involved in over the last twelve months, with a summary on future work in this area.

2015-16 Councils for Voluntary Services (CVSs) performance information

5. Surrey County Council, the District and Borough Councils and the NHS Clinical Commissioning Groups (CCGs) all jointly commission the majority of infrastructure organisations referred to in this report, i.e., the Councils for Voluntary Service (CVSs). Each borough and district is covered by a locally based Council for Voluntary Service and there are eight in total as three CVSs cover more than one area. Partners jointly commission the CVSs through a shared Grant Funding Agreement which sets out the core functions and outcomes we expect the CVSs to deliver and these are attached at **Annex B**. These outcomes were co-designed and agreed with all stakeholders and tested with the users of the CVSs in 2012.
6. It is important the commissioners are all able to demonstrate value for money from the grants and this is done in a number of ways:
 - annual review meetings;
 - annual survey of front line organisations;
 - review of the funded organisation's business plans; and
 - primarily through the performance scorecards relating to each organisation.
7. Commissioners are working continuously with the infrastructure organisations to ensure the outcomes that are being commissioned remain relevant and appropriate to local needs. Also that any information collected through the performance reporting is useful, appropriate and where possible in line with the CVSs' own performance management, creating a proportionate reporting structure as far as this is possible.
8. The main areas of activity captured through the performance monitoring are the numbers of volunteers placed, key achievements of each quarter per organisation and through the annual survey, some real insights into how well the CVSs are used and the value derived from the support received.

CVS volunteering data:

9. Volunteering is a core element of local CVS functions, and one that is pivotal in fostering social capital and ensuring better outcomes for the communities of Surrey. Each CVS manages a Volunteer Centre function which acts as the main conduit for recruiting and placing volunteers. The CVSs have provided a full year of data from April 2015 to the end of March 2016 on a quarterly basis.

10. In total, the eight CVSs placed 1,933 volunteers through their Volunteer Centres. This was augmented by a further 2,668 volunteers who participated in one-off volunteering or one-off corporate events, giving a total of **4,601 volunteers in 2015-16**. This is an overall increase in the number of volunteers placed compared to the previous two years where the numbers were 3,518 and 3,640 respectively. Some CVSs have reported a plateau in general volunteer placements but a spike in corporate volunteering and placing volunteers with support needs.
11. All of the CVSs place volunteers with support needs and in some areas run projects to specifically support individuals with additional needs. This type of volunteering placement requires a lot more work and resource but the value derived is generally far greater than a normal placement as it can act as a gateway into employment as well as providing an opportunity to become a more active part of the community. See **Annex C** for a case study on this area of work.
12. Volunteering is just one core function of the CVSs. Over the year, the CVSs have supported the wider voluntary, community and faith sector with a range of services ranging from supporting with funding, governance, providing training and networking amongst other things. For commissioners, they have acted as a key conduit to the sector, supporting with a range of consultations, commissioning and shaping of services as requested.
13. For many VCFS organisations, these are challenging times. With budgets under increased scrutiny, such as the whole scale review of all VCFS grants and contracts by the Clinical Commissioning Groups (CCGs) and Adult Social Care, the support of good infrastructure is increasingly important for front line organisations. The CVSs have provided networking, training, funding advice and liaison with statutory bodies and the VCFS in ensuring changes are in line with best practice, mitigate negative impact and are managed effectively where possible.

Family, Friends and Community Support (FFCS)

14. 2015-16 has been a productive year in targeting some of the wider work in areas of priority, such as work around the family friends and community support programme. For example, CVSs have been working with health bodies and Adult Social Care to enable social prescribing and befriending schemes. The CVSs have been pivotal organisations in some areas in setting up Timebanks and developing locally based initiatives in partnership with the commissioners. This support is critical in supporting vulnerable communities and preventing individuals from spiralling in to greater health and social care dependency. This work has been done in addition to the core activity of the CVSs, with no increase in funding. See **Annex C** for some excellent examples of work relating to this. The basis of the 'Driving Up Volunteering Project' detailed in paragraphs 26-34 below is also fully aligned to the FFCS ethos.
15. Some Member Champions have been involved closely in the asset based work taking place in their areas. They have been working with partners profiling what resources and special features their community has and how

communities can support each other, particularly vulnerable individuals. For example, in Runneymede there have been a number of tea parties bringing members of the community and relevant stakeholders together. The gatherings have helped set up a vision for the area, exploring what resources and skills there are, defining needs and think about which activities would make a difference to residents. This has been proactive, on the ground work with a view to embedding the FFCS culture in Surrey's communities.

Working with businesses:

16. A couple of the CVSs have both experience and expertise in working with corporate organisations, matching the business's desire to give something back to their communities with suitable projects that demonstrate a real need within the voluntary, community and faith sector. The CVSs facilitated around **a hundred events last year with over 1,600 individuals from businesses engaging in volunteer activity**. There are huge benefits for both the business sector and the VCFS and a case study on this can be found in **Annex C**.
17. The County Council has an obligation under the Social Value Act to draw in as much value as possible for the communities of Surrey through its procurement processes and has been involved in a number of activities to ensure this is effective. The Council has exceeded the minimum requirements of the Act and made considerable effort over the last year to look for any opportunities to encourage collaborations and improved ways of working between the sectors. Some examples of this are as follows:
 - Working with partners a **toolkit** has been developed to help charities engage with businesses. This is a useful free guide and the CVSs continue to promote this with the frontline organisations.
 - An **on-line brokerage** site, linked in to the Supply to Surrey website has been developed. The CVSs are working closely with the Council to populate the site with identified needs in the VCFS. Businesses will be able to select which of these needs they are able to support as part of their social value offer when applying for a contract and this will be looked upon favourably when awarding contracts.
 - The Council will be hosting a **'We are Surrey'** event on 28 September. The aim of the event is to engage and inspire businesses to support their local communities. Many of the charities, Council based services and partners will be showcasing opportunities at the market place, there will also be a series of short films and discussion points to develop ways of working together.

VCFS annual survey:

18. The annual survey took place in September 2015. This was an independent survey conducted by Surrey County Council on behalf of the commissioners. All of information was returned directly to the Council for analysis.
19. 646 frontline groups responded, which is a significant sample from the sector. Some of the headline findings from the survey are as follows:

- 92% of the respondents highlighted they used the funded infrastructure organisations and where they had used services, there was a high satisfaction rate.
 - The VCFS groups who responded, collectively estimated that they benefited from **1,539,277 volunteering hours** over the past year, which if paid for would equate to approximately **£12m in staff time**.
 - Over **£27.5m in additional funds** were secured by the responding organisations in Surrey.
20. The results from the survey give a snap shot of the added value the sector brings. The number of people responding to the survey, albeit significant, is a small fraction of the total sector meaning the actual value the sector creates in both volunteering and income generated for the benefit of Surrey is potentially huge.

Surrey Community Action (SCA):

21. Surrey Community Action is a county wide Council for Voluntary Service. It varies in its role to the local CVSs in that it works across the county and the primary areas of focus are different. It does not receive funding from the Borough or District Councils or the CCGs but does secure additional funding through other external sources. The following examples highlight just some of the areas SCA has been working on over the last year which are different to the work of the local CVSs.
- SCA is a Rural Community Council and has provided support to Surrey's rural communities, developing a strategy for rural activity and carrying out specialist work on affordable housing, working with the Parish Councils to research local need.
 - SCA has worked closely with the Local Enterprise Partnerships with a lead on getting the VCFS ready to access and link in with upcoming funding streams and opportunities.
 - SCA has engaged with the Gypsy and Traveller communities and continues to develop links with them. This support has helped them with health and social care, finance and housing.
 - It has provided support to over 90 of the 120 Voluntary Car Schemes in Surrey and continues to grow this. The voluntary car schemes drive people to hospital appointments, for shopping, prescription collections etc and this brings huge value to the residents of Surrey.
 - SCA continues to administer the Surrey Community Buildings Grant Scheme and in 2015-16, 12 community buildings were supported through the Scheme leveraging in over £3million of additional funding to community buildings in the county. The Scheme is unique in that it is tripartite and any grant the County Council gives has to be matched by both the Borough or District Council in which the community building resides as well as the applicant organisation. The County Council annually commits £150,000 to the Scheme which makes a real difference to communities of Surrey as active and accessible buildings often sit at the heart of thriving, socially active communities. This money is not for Surrey CA to use but just

administer in behalf of the Council. A separate report on this has gone to the REB Finance Sub Group prior to this meeting.

- SCA has also acted as an advocate and conduit for the sector on key strategic partnerships, engaging on agendas such as family friends and community support, Joint Strategic Needs Analysis, and health commissioning.
22. SCA has carried out an in-depth research piece to give an insight in to the current needs of the VCFS and the findings will be presented at a conference in September. This work supports its commissioned outcomes to ensure the sector has an evidence-based understanding of needs, is able to respond effectively by adapting services, is able to innovate and is informed by and informing partners in the public sector.

Communities Engagement Team (CET) working with faith groups and Community Foundation Surrey (CFS)

23. The Communities Engagement Team (CET) and Community Foundation Surrey are also funded through the general infrastructure budget. County Council Commissioners have maintained regular contact with both of these organisations to monitor delivery and the difference being made.
24. The CET has worked over the year to primarily link faith based organisations and build capacity to create community cohesion. Work has included focus on priority areas of the Council, supporting families with complex needs and refugees amongst other things. There has been active engagement of wider faith groups that seem less connected such as those from Sikh and the Buddhist communities and again engaging them on priority areas of work, for example, mental health linking them with statutory bodies and other faiths as needed. All the activity is in line to the commissioned outcomes of 'community cohesion, removing misconceptions, challenging stereotypes and raising awareness'. There has been some valuable work with health providers where the CET has delivered training around cultural and religious awareness, enhancing the experiences of both the patients and staff.
25. The small grant the Community Foundation Surrey receives from the Council goes towards core funding. The outcomes they deliver are far-reaching, often enabling opportunities for the most vulnerable communities. Over the last financial year, approximately 2,000 grants were distributed worth over £1million to the VCFS in Surrey. The grants they provide help support and strengthen local communities and are often the seeds for much greater value and social benefits. This year, the Council is looking to transfer a number of inactive Trust Funds to the CFS and work is ongoing to enable this.

Creating a sustainable VCFS infrastructure:

26. The CVSs have also been impacted by the changes in the financial climate over the last few years. Various funding streams that had been secured through the Lotteries and Local Public Service Agreement (LPSA) have come to an end and the CVSs have reported real issues around sustainability and delivering services at the same level, particularly alongside depleting resources. They have been looking to find efficiencies by sharing and merging officers, functions and organisations where possible and all the CVSs

have reduced the number of staff. Despite this, some CVSs are still working on deficit budgets leading to an unsustainable future.

27. The Trustees of the CVS organisations met with Cllr Richard Walsh (Cabinet Member for Localities and Communities) in June this year to highlight the risks around sustainability and that any further reduction in resources would mean they are no longer viable. Similarly, conversations have been ongoing between the commissioners and the CVSs to create opportunities and mechanisms to enable a more resilient infrastructure landscape in Surrey.
28. There is clear agreement amongst commissioners that it is important Surrey maintains a strong infrastructure base to support the wider VCFS. Many of the commissioners' plans and work programmes rely heavily on the support of the VCFS and whilst most commissioners are unable to increase funding to the organisations, work is being done to maintain funding levels where possible and work with partners to find local solutions that protect service delivery. This could be through finding areas where the infrastructure organisations work better together, investigating further collaboration and mergers where possible.

Driving up volunteering in Surrey

29. Volunteers make a huge contribution in Surrey and play an integral role in the delivery of the Council's Corporate Strategy. As demand for services rises and financial resources decline, volunteering will play an increasingly important role in helping to meet the needs of residents. Through the Family, Friends and Communities (FFC) Programme, the Council is looking at how it can work as one team with residents and partners to build capacity in our communities. As part of this, the Council has refreshed its strategy for supporting volunteering in Surrey. Examples of how volunteers are contributing to delivery of the Corporate Strategy, as well as the council's strategy for driving up volunteering, are set out in **Annex D**.
30. In May 2015, the Council introduced a two year project to drive up volunteering in Surrey, sponsored by the Leader of the Council. The project is led by the New Models of Delivery Team and has three main workstreams: 1) promoting the use of volunteers to enhance services; 2) supporting volunteering in Surrey communities; and 3) embedding a culture of volunteering in Surrey County Council. **Annex D** sets out key achievements in the first year of the project and below are some highlights of how the project is enabling better use of volunteers to support the Council's priorities.
31. Volunteering reflects and promotes our values as an organisation and the main focus during the first year of the project has been on **embedding a culture of volunteering** in the Council by supporting staff and those pre-retirement to volunteer. Through regular communications with colleagues, engagement with managers, and the creation of a number of resources to make it easier for staff to volunteer (such as employee volunteering ideas booklet and a mailing list for those interested in volunteering at one-off events), there has been an increase in uptake of the employee volunteering scheme. In 2015 colleagues used 354 volunteering days compared to only 269 in 2014 and by the end of July 2016, 268 volunteering days had already been taken representing over 1900 volunteering hours in the first seven

months of the year. Many colleagues also volunteer outside of work hours, giving up significant amounts of time for the benefit of their communities. Although this is hard to capture, it is important for this to be recognised and celebrated and this is something we are looking to do, by encouraging managers to talk to their teams about volunteering and share any examples of their own volunteering.

32. A key focus in the last year has been to make better use of the Employee Volunteering Scheme for sharing skills with VCFS organisations. In the current financial climate, there is very limited free training available for VCFS organisations and in response to this, a number of council teams have offered to run training workshops for VCFS organisations, using their employee volunteering leave. The workshops have focussed on areas identified by the sector as ones in which they would like further training and in the last year colleagues from HR, Information Governance, Property Services, the Community Partnerships Team and Finance have run workshops for a range of VCFS organisations. Sharing skills with VCFS organisations not only contributes to the sustainability of the sector but the workshops also provide a development opportunity for staff by giving them the chance to use their skills in a different environment. The case study in **Annex E** from the Finance Team highlights how they benefitted from the experience.
33. To **promote the use of volunteers to enhance services**, a Volunteering Network has been established to bring together all council services who work with volunteers. An increasing number of council services are working with volunteers including Surrey Countryside Partnerships, Libraries, Trading Standards and the Youth Support Service, as well as many others. In the past there has been limited sharing of information or resources across these services, with many colleagues unaware of how many other services work with volunteers. The Network, which meets every two months, provides a forum for services to share best practice on working with volunteers, develop solutions to common challenges and identify opportunities to collaborate around work with volunteers.
34. One example of the benefit of the Network has been sharing learning and collaborating around the recruitment and retention of volunteers. Recruiting and retaining volunteers has been identified as a key challenge for many services in the Network, with potential implications for the sustainability of their volunteering programmes. To support services with this, the New Models of Delivery Team interviewed colleagues to understand different services' approaches to recruiting and retaining volunteers, what works well and the challenges. The team also interviewed a number of external organisations and looked at academic research to identify best practice for recruiting and retaining volunteers. The research identified a number of learning points for how individual services can improve their recruitment and retention of volunteers. It also identified a number of opportunities to collaborate across services, including signposting potential volunteers to other services if they are not suitable for a particular volunteering opportunity, jointly targeting certain audiences (such as pre-retirees through pre-retirement courses) and improving how the council recognises and thanks its volunteers. These are now being taken forward by the Network.

35. The final part of the project has focussed on working in partnership with the Councils for Voluntary Services and other local partners, to **support volunteering in Surrey communities**. A countywide 'Time to Volunteer' communication campaign from January – March 2016, resulted in 8,455 views of the council's 'Be a Volunteer' webpage, compared to only 681 views in the same period in 2015. The theme 'Time to Volunteer' was chosen based on the findings of independent research with residents which highlighted lack of time as the biggest barrier to volunteering. The campaign promoted the message that volunteering does not always need to involve a significant time commitment and highlighted flexible volunteering opportunities, including promotion of the recently launched network of Timebanks in Surrey. An evaluation of the campaign highlighted it had a positive impact on attitudes to volunteering although it has proved difficult to identify the extent to which the campaign translated into people taking up volunteering. Work is underway with the Volunteer Centres to improve mechanisms for doing this in preparation for running a second campaign in Spring 2017.
36. A key challenge identified by the Volunteering Network, as well as VCFS organisations, has been engaging more young people in volunteering. Through the Driving up Volunteering Project, we are piloting a number of different approaches to engage more young people in volunteering. One pilot currently being developed is a Volunteer it Yourself (VIY) project, where young people aged 14-25 volunteer alongside local trades people to fix community buildings in need of repair. The programme is targeted at young people not in employment, education or training and as part of the project young people work towards an accreditation from City & Guilds, helping them to build skills in an area where there is a known skills gap. VIY projects are run in partnership with Wickes who provide all the building materials for the projects and offer young people who complete the programme an interview at their local store. A pilot will be running in Woking in Autumn 2016 and discussions are taking place with local partners, including Woking Borough Council and Woking Action for Voluntary Services, to scope the project and identify ongoing opportunities for young people to volunteer beyond the end of the project, including through Woking Timebank.
37. The Driving up Volunteering Project is now over halfway through and the expected outcomes for the second year of the project are detailed in **Annex D**, including delivering a second countywide volunteering campaign, exploring the role of volunteers in supporting young people with special educational needs and disabilities, and developing better links with community groups such as Rotary Clubs to join up some of our initiatives to support communities. A key focus over the remaining seven months of the project will be on ensuring there are sustainable mechanisms in place for the council to continue to support volunteering beyond the end of the project, recognising the vital role volunteers will play in delivering the corporate strategy in the years ahead.

Conclusions:

38. The voluntary, community and faith sector organisations remain important partners for the Council. Through the ongoing conversations with partners and stakeholders and taking into consideration the future plans, priorities and ways of working of the Council, it is increasingly important there is a strong

and sustainable VCFS infrastructure in Surrey to support the wider VCFS to thrive. The monitoring information collected from the infrastructure organisations and through the VCFS Annual Survey demonstrates the commissioning with these organisations delivers value for money, generating both added value and excellent outcomes for the residents of Surrey.

39. Commissioners and infrastructure organisations will work together over the next year to create a sustainable VCFS infrastructure base and refine outcomes so they meet local needs.
40. Volunteers play a vital role in delivering the Council's Corporate Strategy and the Council is committed to supporting volunteering in Surrey. This is currently taking place through the Driving up Volunteering project which is looking to find sustainable mechanisms for supporting volunteering beyond the end of the project in May 2017.

Suggested recommendations:

41. That the Resident Experience Board:
 - a) Endorses the direction of travel in creating a sustainable infrastructure base in Surrey.
 - b) Recognises the achievement of the Driving up Volunteering Project to date.
 - c) Requests an end of project report on the Driving up Volunteering Project.

Next steps:

- Commissioners will be meeting at a local level with the infrastructure organisations to create structures which are sustainable and meet the needs of the area.

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Sources/background papers:

Annex A: 2015/16 Funding Profile for VCFS Infrastructure Organisations

Annex B: Co-designed outcomes for VCFS infrastructure.

Annex C: Case study supported volunteering/Case Study working with businesses and Examples of FFCS

Annex D: The role of volunteers in supporting the Corporate Strategy 2016-2017

Annex E: Case study on Finance Workshops for VCFS organisations

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Overview Surrey County Council funding to VCFS general infrastructure groups – 2015/16 figures

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

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Annex B: Outcomes and outputs

OUTCOMES FOR VCFS INFRASTRUCTURE	
<p>1. Increased capacity of the VCFS in Surrey, to help it to achieve its objectives – volunteering</p> <ul style="list-style-type: none"> • Wide access to volunteering – people who live and/ or work in Surrey are aware of opportunities to volunteer • Volunteers with support needs are supported to volunteer • Organisations seeking volunteers are satisfied • Volunteers are satisfied 	-
<p>2. Increased capacity of the VCFS in Surrey, to help it to achieve its objectives – funding</p> <ul style="list-style-type: none"> • Sustainable business plans • More effective use and supply of diverse financial resources • Existing resources are used effectively • Organisations feel informed and better equipped to source funding • Ability to bid effectively, leading to successful funding bids 	-
<p>3. Increased capacity of the VCFS in Surrey, to help it to achieve its objectives – well governed organisations, incorporating organisational development and governance and operational support</p> <ul style="list-style-type: none"> • Continuity of services delivered by VCFS organisations • Frontline organisations are able to adapt to change, reposition themselves if necessary and flourish • Organisations know how to address internal problems, relating to both governance and operations 	-
<p>4. Improved identification and understanding of evidence led needs and trends, and VCFS organisations enabled and challenged to meet those needs</p> <ul style="list-style-type: none"> • Frontline groups have an evidence based understanding of factors impacting on their services • Statutory providers are better informed about the needs of the VCFS and needs in Surrey communities • Local VCFS organisations adapt services and structures to meet identified needs • Innovation is actively supported 	-
<p>5. Increased influence on policy affecting the VCFS in Surrey</p> <ul style="list-style-type: none"> • Key strategic decision makers, including elected Members, are engaged with the VCFS • Compact principles and codes are upheld • Co-design of commissioning models affecting VCFS • National/local policy shaped by input from wide range of VCFS organisations • All frontline organisations, whatever their size, know how to influence and take part in activities to influence 	-

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

Annex C – Resident Experience Board 22 September 2016



"I began volunteering at the YMCA in Redhill in January 2015, working as a receptionist two mornings a week. Prior to this I had worked as a physiotherapist in the NHS for 15 years until I became ill in 2012, which resulted in being unable to work. The volunteer post was a way of getting back into the habit of working.

The YMCA are used to having volunteers, so have been incredibly supportive and encouraging in their approach. I've felt included and been made to feel like one of the team.

As my health has gradually improved I've been able to look around for work as a physiotherapist again, and through contacts I made at the YMCA I was put in touch with a private clinic in Crawley who were looking to fill a vacancy. I applied, and found out last week that I was accepted! I start working there next week.

The volunteering that I have done has made all the difference to me. I can honestly say that without it I wouldn't be returning to work. It's been fantastic."

Aspire Volunteer
September 2015

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ANNEX C – CSR Example

voluntary
support



Voluntary Support North Surrey
6 The Sainsbury Centre
Chertsey, Surrey
KT16 9AG

01932 571122

info@voluntarysupport.org.uk

www.voluntarysupport.org.uk



Enterprise Rent-A-Car after a hard day's work at St Peter's Hospital

Last week in the blistering heat, a hard working enthusiastic team of 17 from Enterprise Rent a Car hacked, dug and trimmed their way through an incredible 5 garden areas at St Peters Hospital Chertsey. Members of staff at the hospital said it was wonderful that they could now see 'the wood through the trees' and took full advantage of the newly cleared gardens having their lunch and enjoying the sunshine in the open spaces.

The employees from Enterprise were delighted that their efforts had been so warmly received. Tom Barrett a Business Analyst from Enterprise said "it has been a lot of fun, very rewarding and even therapeutic" Ria Baty also part of the team commented " it's been rewarding, fun and really great team work. It feels great to be doing our bit for the local community and make me feel really good about the company I work for" Adrian Dias another team member explained "it's been very challenging today but great fun. We got to talk and work with colleagues that we don't usually work or engage with in our company which is very rewarding"

Keith Haywood the Estates Manager at Ashford and St Peter's NHS Foundation Trust was absolutely delighted with the transformation. He commented:

"I'd like to say a massive thank you to the 18 Enterprise staff who gave up their time yesterday. Their hard work enabled 5 courtyards which were previously overgrown and untidy to be transformed into really pleasant areas again for the benefit of patients and staff. I would also like to say what a nice bunch of people they all were and an absolute credit to their Company. On behalf of the hospital we are very grateful for their efforts"

ANNEX C – CSR Example

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If you would like to make a difference in the local community and fancy engaging in a Team Challenge give our team would love to hear from you. For more information on how to help give them a call on 01932 571122.

Annex C – Examples of Family, Friends and Community Support infrastructure organisations have facilitated in 2015-16.

CVS	FFCS Activity
Tandridge Voluntary Service Council	Tandridge is the pilot area for a new Public Health initiative 'Making Every Contact Count', TVSC's role is central in promoting this with the VCFS and linking it in through the local befriending and car schemes.
Voluntary Action Elmbridge	Facilitated a relationship between Dairy Crest and Homestart providing Christmas gifts to over 90 children.
Voluntary Action in Spelthorne	VAIS assisted Friends of the Elderly to recruit volunteers for 4 individual projects. One of which was a Christmas shopping visit, and an afternoon tea and socialising at Notcutts Garden Centre, Staines-upon-Thames. Volunteers befriended the elderly guests, assisted them around the garden centre and with their shopping etc.
Voluntary Action Mid Surrey	Working closely with Epsom Rotary supporting carers groups, children's centres and good neighbourhood schemes.
Voluntary Action Reigate & Banstead	In depth survey of the local VCFS of their needs which will feed in to the CSR online Social Value brokerage site the County Council is hosting
Voluntary Action South West Surrey	Joining in Forum in Ash and Tongham inviting all voluntary, community and faith groups in the area creating opportunities to network and support with very local needs through volunteering.
Voluntary Support North Surrey	Ran a successful pilot of social prescribing with the CCG through the Single Point of Access offering integrated health and social care facilities for residents of Surrey Heath.
Woking Association Voluntary Services	Directly hosting and supporting the Timebank and supporting vulnerable individuals through the Bedser Hub.

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PURPOSE

To highlight the central role volunteers play in ensuring Surrey residents remain healthy, safe and confident about their future

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VALUES



Listen



Responsibility



Trust



Respect

Want to volunteer?

Information on how to get involved can be found on the ['Be a Volunteer'](#) webpage.

Context



Our 'Confident in Surrey's Future Corporate Strategy 2016 – 2021', sets out of the challenges facing Surrey in the years ahead and how we will work as one team with residents and partners to meet these challenges. Achieving the goals in our corporate strategy will depend not only on those we pay to deliver services but also on the thousands of people in Surrey who freely volunteer their time, skills and expertise to support our communities.

Volunteers make a huge contribution and are already playing an integral role in the delivery of many of the strategic goals in our corporate strategy. This role is going to become ever more important over the coming years. As demand for our services rises, volunteers will increasingly play an important role in helping to manage that demand and prevent reliance on public services. Volunteers will also add value by enabling the ongoing and improved delivery of certain public services which, at a time when financial resources are declining, may otherwise cease to exist. If we are to make best use of volunteers in Surrey we will need to work with partners to support more people, including both residents and colleagues in our own organisation, to volunteer in the areas where they can have the biggest impact on the needs of Surrey residents.

Why is volunteering important?

Volunteering reflects and promotes the values which are at the heart of our organisation and there are many benefits of volunteering both for those who volunteer and Surrey residents more widely. Volunteering enables volunteers to build skills, provides an opportunity to meet new people and improves the health and well being of volunteers. It also makes a significant difference to the lives of our residents and below are some examples of how volunteers and volunteering are contributing to the goals in our corporate strategy:

1. Wellbeing

Everyone in Surrey has a great start to life and can live and age well.

- Provide over 2,000 additional school places for September 2016 school year – School governors, Parent Teacher Associations and reading buddies are just some of the roles volunteers play in helping Surrey schools thrive.
- Improve outcomes for children in need of support and protection– volunteers support some of our most vulnerable children in Surrey through schemes such as the Finding Your Feet mentoring scheme and Independent Visitors.
- Support 750 families through the Family Support Programme – through organisations such as Home Start, volunteers play a vital role in supporting some of our families with multiple and complex needs.
- Support our residents to live longer and live well – volunteering has a positive impact on the health and wellbeing of volunteers. It can be a way for people to keep active and connected to their community, preventing them from becoming socially isolated.
- Enable people to stay well at home in their community and to return home sooner from hospital with the care they need – befrienders, meals on wheels volunteers, and voluntary car scheme drivers all help our elderly residents to be able to stay well at home and live independently, preventing them from becoming reliant on social care services.

2. Economic Prosperity

Surrey's economy remains strong and sustainable.

- Support young people to participate in education, training or employment – volunteer mentors can support young people to build confidence and help them decide what they want to do in the future. Volunteering can also help young people build skills which will be valuable for their future careers.
- Resurface and treat roads to ensure the resilience of our highways network – Surrey Highways work with a number of voluntary organisations, such as Surrey 4x4 response, to help prepare for some of the challenges there may be on the roads during winter.
- Improve and renew priority pavements, particularly to support vulnerable users – Snow Angels are a network of volunteers who help clear pavements in key areas to help make them safe after it has snowed.
- Increase waste recycling and reduce the amount produced and sent to landfill – Surrey Green Network volunteers give up their time to encourage residents across Surrey to recycle.
- Support a £50m plus infrastructure investment programme - many suppliers of our infrastructure contracts are passionate about supporting their communities and delivering social value. These organisations often encourage their staff to volunteer for local causes through employee volunteering schemes.

3. Resident Experience

Residents in Surrey experience public services which are easy to use, responsive and value for money.

- Enhance opportunities for residents to influence and shape council services – volunteers for organisations such as Healthwatch help gather and feedback the views of residents to the council and its partners, enabling the views of residents to influence and shape services.
- Make better use of digital technology to improve services for residents –Digital Buddies in Libraries support older people to learn to use digital technology so they can access online services and keep connected with family and friends.
- Invest in flood and maintenance schemes – Community Resilience volunteers are helping to ensure their communities are prepared for emergencies such as flooding
- Improve the satisfaction of families of children with special educational needs and disabilities with the support they receive – a number of colleagues from SCC have signed up as part of the employee volunteering scheme to support Duke of Edinburgh expeditions for young people with SEND.
- Deliver the savings set out in the Medium Term Financial Plan – volunteers help reduce demand on public services and can also help keep services running, which otherwise may be under threat of closure. For example volunteers for Surrey Countryside Partnerships carried out 23,759 volunteer hours in 2015-2016 which is the equivalent of 14 FTE Staff and worth over £250,000.

PURPOSE

To set out how we will make best use of volunteers to ensure Surrey residents remain healthy, safe and confident about their future

VALUES



Listen



Responsibility



Trust



Respect

Our Volunteering Priorities

In May 2015, the council launched a two year project to increase volunteering in Surrey, with the aim of ensuring we are making best use of volunteers to help improve residents' wellbeing, economic prosperity, and resident experience in Surrey. There are three main priorities in our volunteering strategy:

1. Promote the use of volunteers to enhance services

We will promote an understanding across the council and amongst partners of the benefits of involving volunteers. We will share best practice on how to involve volunteers and identify opportunities to join up our work with volunteers.

2. Work as one team with residents and partners to support volunteering in Surrey communities

We will support local areas to develop easily accessible pathways to volunteering which take account of local contexts and promote volunteering to meet local needs. We will ensure everyone has the opportunity to volunteer and that any barriers to participation are tackled safely, promptly and effectively.

3. Embed a culture of volunteering in Surrey County Council

We will ensure our employees have the opportunity to volunteer their time, skills and expertise to support local people and causes, bringing their learning and experience back into the organisation. We will also help colleagues about to retire find volunteering opportunities, which make the most of their skills whilst also supporting their wellbeing in retirement.

What have we done in year 1? : What will we do in year 2?

Promoting the use of volunteers to enhance services:

- ❖ Developed a Volunteering Toolkit for services working with volunteers.
- ❖ Established an internal SCC Volunteering Network
- ❖ Recruited a pool of staff volunteers to support Duke of Edinburgh expeditions for young people with special educational needs and disabilities (SEND).
- ❖ Advised individual services on working with volunteers (e.g. Community Resilience, Libraries and Youth Support Service) and identified opportunities for them to learn from and link with other services.

Working with residents and partners to support volunteering in Surrey communities:

- ❖ Re-designed 'Be a Volunteer' Webpage and delivered 'Time to Volunteer' campaign with residents.
- ❖ Promoted Volunteers' Week to SCC staff and residents.
- ❖ Developed a toolkit and ran workshops to support VCFS organisations to engage with businesses.
- ❖ Developed a new approach to working with Rotary Clubs in Surrey.
- ❖ Scoped two pilots for supporting young people to volunteer to be delivered in 16/17.

Embed a culture of volunteering in Surrey County Council:

- ❖ Re-launched the employee volunteering scheme and piloted new approaches to engaging staff in the scheme.
- ❖ Worked with Finance, HR, Information Governance and Property to deliver skills workshops for VCFS organisations.
- ❖ Promoted volunteering to pre-retirees through pre-retirement courses.

Promoting the use of volunteers to enhance services:

- ❖ Support SCC services with their recruitment and retention of volunteers and pilot joint recruitment initiatives.
- ❖ Pilot a shared volunteering placement across SCC services for young people aged 14-25.
- ❖ Develop a sustainable Volunteering Network which will continue to operate beyond the end of the project.

Working with residents and partners to support volunteering in Surrey communities:

- ❖ Work with internal and external stakeholders to carry out a gap analysis, building a picture of how much volunteering is already taking place in Surrey and of the priority areas where volunteers are needed, in line with the priorities in our corporate strategy.
- ❖ Deliver a second campaign with residents, highlighting priority areas where volunteers are needed.
- ❖ Pilot new approaches to working with Rotary Clubs in Surrey.
- ❖ Support the sharing of the Family, Friends and Communities approach by exploring the role of volunteers and VCFS in supporting young people with SEND.
- ❖ Work with partners to support more young people to volunteer.
- ❖ Facilitate greater engagement between businesses, public sector and VCFS organisations through a social value event and by piloting an online brokerage tool.

Embed a culture of volunteering in Surrey County Council:

- ❖ Develop sustainable channels for engaging staff and managers in employee volunteering, encouraging colleagues to volunteer in areas which support the goals in our corporate strategy.
- ❖ Continue to support teams and individuals to share their skills to support the sustainability of VCFS organisations in Surrey, ensuring there are channels for colleagues to continue to share their skills beyond the end of the project.
- ❖ Continue to promote volunteering to pre-retirees via pre-retirement courses and Pensions Team.

Want to work with volunteers?

Best practice and guidance on working with volunteers can be found in our [Volunteering Toolkit](#).

Finance Service – Introduction to Finance for VCFS organisations

What did they do?

Nick Carroll, Karen Cranham and Jennifer Sambell from the Finance Service ran free workshops for the Voluntary, Community and Faith Sector (VCFS) on an Introduction to Finance.

The team delivered two workshops to 36 representatives from VCFS organisations from across Surrey. The team developed the workshop by selecting and adapting material from the courses Finance run for staff so it was relevant for voluntary organisations of all different sizes. The course gave an introduction to the topic covering a broad range of subjects from financial statements to budgeting and budget monitoring.

How was it?

Karen said "I really enjoyed delivering the course; the delegates were very engaging and participated throughout the morning. The feedback was very encouraging and the group also got a lot out of networking with similar organisations".

Nick said "I enjoyed developing and delivering the course to a range of customers, I wouldn't normally meet. The New Models team very helpfully obtained feedback from the VCFS sector on our course outline, which helped us shape it for our audiences. Meeting the delegates and discussing their issues was great too. It made us think about and explain finance from a different perspective, which helps us understand our own subject better and gets us to interact with different customers. At the same time, I feel we provided something which will help sustain Surrey's VCFS sector, which is an important part of providing services to Surrey residents."

How does the volunteering make a difference?

The delegates were all from varying financial backgrounds, some of whom were completely new to finance. The team was able to provide confirmation of good practice, address specific queries from delegates and point them in the right direction for further help (which sometimes happened to be other, more experienced volunteers in the same room!).

The workshop was really well received with delegates saying:

'It was a very interesting and useful course.'

'I found the workshop good and the workbook very good'

'A useful introduction to terminology used and overview of areas involved in finance.'

We are looking to work with other colleagues across SCC on similar initiatives so if you or your team would like to get involved then please contact: employeevolunteering@surreycc.gov.uk

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