

Notice of Meeting

Resident Experience Board



Date & time
Tuesday, 22
November 2016 at
10.00 am

Place
Council Chamber
County Hall
Penrhyn Road
Kingston upon Thames
KT1 2DN

Contact
Dominic Mackie or
Sharmina Ullah
Room 122, County Hall
Tel 020 8213 2814 or 020
8213 2838
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or
sharmina.ullah@surreycc.gov.uk

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 (Weybridge) 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
- 22)

To agree the minutes of the Board meetings on Thursday 22 September & Thursday 13 October 2016 as a true records of the meetings.

3 DECLARATIONS OF INTEREST

All Members present are required to declare, at this point in the meeting or as soon as possible thereafter

- (i) Any disclosable pecuniary interests and / or
- (ii) Other interests arising under the Code of Conduct in respect of any item(s) of business being considered at this meeting

NOTES:

- Members are reminded that they must not participate in any item where they have a disclosable pecuniary interest
- As well as an interest of the Member, this includes any interest, of which the Member is aware, that relates to the Member's spouse or civil partner (or any person with whom the Member is living as a spouse or civil partner)
- Members with a significant personal interest may participate in the discussion and vote on that matter unless that interest could be reasonably regarded as prejudicial.

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 (Wednesday 16 November).
2. The deadline for public questions is seven days before the meeting (Tuesday 15 November).
3. The deadline for petitions was 14 days before the meeting, and no petitions have been received.

5 RESPONSES FROM THE CABINET TO ISSUES REFERRED BY THE SCRUTINY BOARD

There are no responses to report.

6 RECOMMENDATION TRACKER AND FORWARD WORK PROGRAMME

(Pages
23 - 36)

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

- 7 DEVELOPING A FUTURE STRATEGY FOR THE LIBRARY SERVICE** (Pages 37 - 44)
- This report updates the Resident's Experience Board on the Library Service's progress against the three recommendations from the workshop on Thursday 17 March 2016, and on the work to date of the Library's Task and Finish group in developing a single affordable strategy for the library service and a view of what the library service offer will be to residents in 2020.
- 8 CHANGES TO HOW SURREY FIRE AND RESCUE SERVICE RESPONDS TO AUTOMATIC FIRE ALARMS** (Pages 45 - 76)
- The report explains the current procedure for attending Automatic Fire Alarms and explores changes that Surrey Fire and Rescue Service will propose to Cabinet.
- 9 SAFE AND WELL VISITS** (Pages 77 - 96)
- To review Surrey Fire and Rescue Service's Safe and Well Visit programme.
- 10 VERBAL UPDATE FROM THE PERFORMANCE & FINANCE SUB-GROUP**
- Update from the Performance & Finance Sub-Group on its recent work.
- 11 DATE OF NEXT MEETING: THURSDAY 2 FEBRUARY 2017**
- The next meeting of the Board will be held at 10:00am on Thursday 2 February 2017.

David McNulty
Chief Executive

Published: Monday 14 November 2016

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Thank you for your co-operation