

MINUTES of the meeting of the **RESIDENT EXPERIENCE BOARD** held at 10.00 am on 22 November 2016 at Council Chamber, County Hall, Kingston upon Thames, Surrey KT1 2DN.

These minutes are subject to confirmation by the Board at its meeting on Thursday, 2 February 2017.

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
- * Ms Denise Turner-Stewart
- Mrs Denise Saliagopoulos

In attendance

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

81/16 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS [Item 1]

Apologies were received from John Orrick, Robert Evans, Alan Young and Karan Persand. The Chairman informed the Board that Ramon Gray was stepping down from the Resident Experience Board and an invitation was extended to Denise Saliagopoulos to join the Board.

82/16 MINUTES OF THE PREVIOUS MEETINGS [Item 2]

Minutes from the previous meeting, 22 September and 13 October were agreed as a true and accurate record.

83/16 DECLARATIONS OF INTEREST [Item 3]

No declarations of interest were received.

84/16 QUESTIONS AND PETITIONS [Item 4]

No questions or petitions were received.

85/16 RESPONSES FROM THE CABINET TO ISSUES REFERRED BY THE SCRUTINY BOARD [Item 5]

There were no responses from Cabinet to report.

86/16 RECOMMENDATION TRACKER AND FORWARD WORK PROGRAMME [Item 6]

The Board noted the progress made on the Recommendation Tracker and reviewed the Forward Work Programme.

The Chairman indicated that an Extraordinary meeting could potentially be on the horizon whilst the consultation is going on, to engage with residents and hear their views.

87/16 DEVELOPING A FUTURE STRATEGY FOR THE LIBRARY SERVICE [Item 7]

Witnesses:

Rose Wilson, Lead Manager Surrey Library Service
Kelly Saini-Badwal, Senior Manager Customer Network

Declarations of Interest:

None

Key points of discussion:

1. Due to unforeseen circumstances the members of the task group were not in attendance. The chairman informed the board that the task group were going to do a presentation and give the board an update of all the progress and work that has been carried out since the meeting in March when three recommendations were made. The task group

since then had visited a number of libraries, getting a sense of the service and exploring opportunities in what the service endeavoured to develop as a future strategy. Furthermore the chairman explained the library service update was also on the agenda today as it was an opportunity for the board to give guidance and direction going forward.

2. The chairman suggested that the voluntary element of the service should be added to the task groups plan, as it was an important part of the service. Officers indicated that the voluntary aspect was on the agenda and would be discussed in more depth with the task group at the next meeting.
3. The chairman commended the work of the service and emphasised the library service played an important part for residents and thanked the officers for attending and working so well with the task group.

Recommendations:

- The Board notes the progress the Library Service has made against the recommendations made at the March meeting.
- The Board notes the progress made by the Libraries Task Group.

88/16 CHANGES TO HOW SURREY FIRE AND RESCUE SERVICE RESPONDS TO AUTOMATIC FIRE ALARMS [Item 8]

Witnesses:

Iain Houseman, Area Commander, Prevention and Protection
Sally Wilson, Service Improvement Manager

Declarations of Interest:

None

Key points of discussion:

1. Officers introduced the report by informing the Board that the purpose of the paper was to explain the current procedure for attending incidents notified through Automatic Fire Alarms and explore changes that Surrey Fire and Rescue Service (SFRS) were proposing. Officers highlighted that the Service was attending a high number of false alarms, and the proposals set out in the paper were around responding differently to cut out attending so many non-emergencies which effectively would make savings and increase safety for SFRS staff and crew.
2. The Board were advised that the current position to responding to automatic fire alarms was based on policy set in 2008. This entailed, the Service always responding on blue lights to "Level One" premises which were domestic premises, hospitals, care homes and prisons. "Level Two" premises required a call challenge, however if there was no confirmation call the Service would respond and make an attendance, which would operate between 0700 and 1900. With "Level

Three” attendance, the Service would not respond unless a call was received confirming any signs of fire, which if there was the Service would respond in an emergency way.

3. A Member queried whether the service charged for frequent calls out to false automatic fire alarms. Officers clarified that the Service did not charge but under the Localism Act 2011, there were legislative mechanisms the Service had available to enforce conformity to health and safety standards. As the burden of proof lay with the Service to prove fault with the property owners, it was very difficult to ensure a penalty charge could be successfully made. It was commented that resources required also would be higher than the charge received.
4. One Member suggested a list should be created, noting premises that were reported to have frequent false automatic fire alarms, and for this list be made available to insurance providers. Officers responded that these steps would not be necessary and may breach other legislation, however the Service had legal powers to enforce commercial premises which had repeated call outs for false alarms to conform and rectify their alarm system.
5. The Board also noted that the Service could penalise businesses for frequent false alarms by issuing notices to enforce the business owner to rectify the problem or in extreme cases to restrict that business from operating.
6. In addition the Service held a statutory duty to provide guidance and information to commercial premises with regards to their automatic fire alarm. With regards to residential premises the officer highlighted that these would be fulfilled by the Initial Premises Survey (IPS) and Safe and Well Visit (S&W) programme. From the 1/12/16 all incidents would receive either an IPS or a S&W visit where residents would be visited to ensure they knew how to operate their alarms properly and also give valuable guidance towards their health and safety.
7. There was a discussion around the requirement of fire alarms and Officers outlined that all commercial buildings and new builds, under legislation, would have to be fitted with an automatic fire alarm to validate their insurance policy. Officers outlined the onus was on the business owner to resolve any defective alarm.
8. Officers offered a report that could be provided in 12 months to detail the follow up on the advice been given to the commercial and domestic premises.
9. When looking at the proposed changes to the Policy, one Member was concerned with the premises listed as Level Two which required a call challenge for attendance. Officers assured, the default position would remain to always respond when a confirmation call was not received or the call did not provide sufficient information, based on the Service’s risk assessment criteria. To keep resources available for confirmed

emergencies, SFRS resources may attend under non-emergency conditions.

10. Officers highlighted some key factors why the Service needed to review the current process and endorse a new policy. It was explained to the Board that on average the Service was taking over 3000 calls a year with regards to automatic fire alarms, which takes resources away from other emergencies. Over 47,000 houses will be built by 2030 and will be fitted with automatic fire alarms, therefore the demand will increase. It was explained that similar proposals were already in force in other regions, five other Fire Services operate under similar policies and were running successfully.
11. Members noted neighbouring authorities who have implemented new policies and procedures had significantly reduced emergency response attendances on automatic fire alarms, requiring a confirmation call before a response is sent. (see Page 53 of the agenda pack).
12. The report proposed the implementation of the new policy to take effect in early 2017 but Officers assured the Board it will develop over a series of 3 phases to allow the Service to review the results of each phase and give businesses and residents the chance to understand change their procedures in line with advice from the service.
13. Officers advised Members that phase one of the policy proposed non-attendance to all calls for assistance to automatic fire alarm systems at lower risk commercial premises during the day, however at night these premises would undergo a call challenge, to determine if there is enough information to warrant an attendance.
14. It was further highlighted that, during phase one, the following premises would receive automatic attendance; critical national infrastructure, major heritage, control of major accident hazard sites, health care, residential care, residential multi occupied dwellings and residential individual dwellings.
15. After six months and review of phase one, Members noted phase two would follow which will attract call challenge during the day time as well as at night for the lower risk commercial premises outlined in phase one.
16. Following the outcome of review of phase 2, the application of phase 3 proposes all premises, at all times will attract a call challenge to establish if sufficient intelligence can be gained to mobilise the appropriate response.
17. The Board were informed that the implementation of the new procedures could reduce an estimate of 3000 calls a year.
18. The Chairman mentioned that there was no reference to out of county call outs in the report and asked how the Service would respond to these calls going forward. Officers assured the Board that

neighbouring counties would be receiving written notice of the new policy and figures could be provided to show a true representation of statistics.

19. It was noted that resources were being used to attend false automatic fire alarms, when it could be preserved for real emergencies. A Member indicated a charge should be imposed on false alarm call outs. Officers explained that in this instance the service could issue notices for improvement and where notices were not complied with, businesses could be summoned to court.
20. A Member expressed concern with the Service being spread thinly throughout the county by removing the second pump and becoming vulnerable. Officers explained that the Service has modified their footprint and reduced their travel time by changing the locations of fire stations, increasing their ability to respond in a quicker time.
21. A Member shared the view that a recommendation should be created to pursue an avenue for income in this area regarding false call outs. The Officer explained the purpose of the paper was to reduce call outs, as well as improving the safety of staff and residents.

Recommendations:

- The Board supports Surrey Fire and Rescue Services' proposed policy changes to how it responds to automatic fire alarms.
- The Board recommends that Cabinet approves the policy changes on 13 December 2016.
- The Board requests a report on findings from each Phase of the change to the response policy, including usage of the enforcement legislation available and attendances over county borders.

89/16 SAFE AND WELL VISITS [Item 9]

Witnesses:

Iain Houseman, Area Commander, Prevention and Protection
Sally Wilson, Service Improvement Manager

Declarations of Interest:

None

Key points of discussion:

1. Officers explained the Safe and Well Visits programme was part of Surrey Fire and Rescue Service's (SFRS) statutory duty to provide advice and education around prevention, and that this was a core aspect of what SFRS delivers. The Service was working on improving fire prevention awareness, in particular with the elderly demographic.

2. The Board were informed that the SFRS were working together with stakeholders and partnering agencies as part of the Fire as a Health Asset (FAHA) , Public Health England, the Chief Fire Officers Association (CFOA), The Local Government Association (LGA) and Age UK, in delivering a consistent approach across the country in line with the 2015 [consensus statement](#).
3. Officers informed the Board that the Prevention team were aiming to target resources to the most vulnerable residents by accessing information and key intelligence. An operational team, including 450 members of staff, would go out to the public to deliver the Safe and Well Visits. It was noted that the SFRS use NHS data to identify vulnerable people in the County; the data helped identified over 7,000 residents that were most in need of a safe and well visit.
4. Officers touched upon what a Safe and Well visit entailed and gave national examples of falls assessments, fitness classes, falls education and multi agency assessment visits. The Board noted that the health aspect of these services reduced pressure off the NHS.
5. It was noted that the Exeter data enabled the SFRS to identify 7,500 vulnerable people through risk assessments to target and deliver Safe and Well visits. The Cabinet Associate for Community Safety Services commended this approach and emphasised what a great opportunity this was for the SFRS to target key work which was not previously accommodated.
6. It was highlighted that one of the key areas of concern for the Service was people in isolation. The Officer identified socially excluded individuals as among most vulnerable; this can be a result of a number of issues such as health, activities they're involved in, or their social standing. The Service recognised this high risk profile and were keen to engage, making every contact count as part of the Fire as a Health Asset work. The Board were given a brief background on mosaic data, this enabled the Service to accumulate the information mentioned above and target high risk people.
7. The Officer indicated that the Service were using a broader spectrum to engage with residents and listed social media, face to face visits, writing material and radio as methods of engagement.
8. The Cabinet Associate for Community Safety Services informed the Board that the Safe and Well Visit report had been presented to the Health and Wellbeing Board (HWBB) and that they also understood how the SFRS were helping the wider community and helping them achieve their health targets.
9. The Chairman expressed the importance of 'making every contact count' and commended the work of the SFRS for applying this approach and putting it into good practice.

10. Members suggested a recommendation to the Health and Wellbeing Board to support the SFRS in delivering health visits which would widen the scope in targeting vulnerable people in our communities and making every contact count.
11. The Chairman sought clarification on whether pumps that were out attending Safe and Well Visits were still on call should an emergency arise. Officers assured that these pumps were available on call and would attend emergency incidents if the situation arose.
12. There was a discussion around “signposting”, relaying information to residents through various means and media, and why it was necessary to make every contact count and helping the public access the information they needed. Officers assured the Board that they recognised the importance of “signposting” and that it was a work in progress.
13. Members suggested that the Safe and Well Visit card to be made available to Councillors and libraries for distribution. It was also suggested that an article be run in the Surrey Matters newsletter to promote and endorse this information.
14. The Chairman took the opportunity to congratulate SFRS on the Safe Drive, Stay Alive Campaign which took place in November 2016 and encouraged attendance to this event next year.

Recommendations:

- The Board recommends that the Health and Wellbeing Board investigates the viability of staff or volunteers to be available at GP Surgeries to speak to vulnerable residents to promote Safe and Well Visits and other preventative initiatives.
- The Board supports the work SFRS around the Safe & well Visits and requests a progress report, including data collected at the recorded visits
- The Board recommends that the Cabinet Member and SFRS works with Surrey Matters to run a “Make Every Contact Count” article highlighting the preventative work of the Council and SFRS has been undergoing, and for SFRS to provide case studies highlighting the difference it makes for Surrey’s residents.

Actions:

Safe & Well cards to be provided to Members, to promote awareness and share the information across their Borough/Districts.

**90/16 VERBAL UPDATE FROM THE PERFORMANCE & FINANCE SUB-GROUP
[Item 10]**

Key points of discussion:

1. The Performance and Finance Sub Group's Chairman provided an update on its work to date, informing the Board the Sub Group had met previously on 5 September and 7 November, an overview of these meetings were circulated to members.
2. The Chairman indicated that the current MTFP and saving target was satisfactory and the challenge ahead would be the budget savings next year because of the new station at Forbridge.
3. The Chairman proposed that the board support the IRV pilot scheme and promote training for members on SEBs as a future action.
4. Members suggested that once the national budget was available in December/January, the Sub Group to review the scenarios, to identify if they are realistic and whether they accommodate the needs of the residents.
5. The Board requested the Service Improvement Manager from the SFRS to circulate the report on the KPI's system to provide members with a good monitoring snapshot.

Recommendations:

- The Sub-Group supports the recommendations made by the Internal Audit of the Members Allocation Fund in 2015, and for the further review of the Financial Framework to continue to ensure it reflects the current requirements.
- The Sub-Group supports the continuation of the Members Allocation Fund and recommends that Members collate evidence and recognition for their contribution to local projects in their area, and to provide the Council's Communications department with such material for press releases.
- The Sub-Group supports the Community Buildings Grant and recommends that Members engage with District & Borough colleagues to promote the Grant locally.
- The Sub-Group supports and endorses the Community Improvement Fund.
- The Sub-Group supported the plans and approach taken to the Service's savings targets outlined in the current MTFP.
- The Performance & Finance Sub-Group supports the Immediate Response Vehicle (IRV) pilot scheme and recommends that Cabinet gives approval for the pilot to commence.
- The Sub-Group acknowledges the work SFRS has undertaken to meet its financial targets and recommends Officers and Cabinet Members continue to work effectively deliver the planned savings outlined in the current MTFP.

91/16 DATE OF NEXT MEETING: THURSDAY 2 FEBRUARY 2017 [Item 11]

The next meeting of the Board will be held on Thursday 2 February 2017.

Meeting ended at: 12.10 pm

Chairman