

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
dominic.mackie@surreycc.gov.uk
or
sharmina.ullah@surreycc.gov.uk

Chief Executive
David McNulty



We're on Twitter:
@SCCdemocracy

If you would like a copy of this agenda or the attached papers in another format, eg large print or braille, or another language please either call 020 8541 9122, write to Democratic Services, Room 122, County Hall, Penrhyn Road, Kingston upon Thames, Surrey KT1 2DN, Minicom 020 8541 8914, fax 020 8541 9009, or email dominic.mackie@surreycc.gov.uk or sharmina.ullah@surreycc.gov.uk.

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

MOBILE TECHNOLOGY AND FILMING – ACCEPTABLE USE

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

Anyone is permitted to film, record or take photographs at council meetings with the Chairman's consent. Please liaise with the council officer listed in the agenda prior to the start of the meeting so that the Chairman can grant permission and those attending the meeting can be made aware of any filming taking place.

Use of mobile devices, including for the purpose of recording or filming a meeting, is subject to no interruptions, distractions or interference being caused to the PA or Induction Loop systems, or any general disturbance to proceedings. The Chairman may ask for mobile devices to be switched off in these circumstances.

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 10.00 am on 22 September 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, 13 October 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

Ex officio Members:

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

Substitute Members:

Mr Richard Wilson

In attendance

Kay Hammond, Cabinet Associate for Fire and Police Services

63/16 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS [Item 1]

Apologies for absence were received from Mike Bennison, Yvonna Lay, Robert Evans and John Orrick. Richard Wilson substituted for Mike Bennison.

64/16 MINUTES OF THE PREVIOUS MEETINGS [Item 2]

Minutes from the previous meetings were agreed as a true and accurate record.

65/16 DECLARATIONS OF INTEREST [Item 3]

No declarations of interest were received.

66/16 QUESTIONS AND PETITIONS [Item 4]

No questions or petitions were received.

67/16 RESPONSES FROM THE CABINET TO ISSUES REFERRED BY THE SCRUTINY BOARD [Item 5]

There were no responses from Cabinet to report.

68/16 RECOMMENDATION TRACKER AND FORWARD WORK PROGRAMME [Item 6]

1. The Chairman informed the Board that a number of recommendations were in progress and remained outstanding, these concerned the letter to the Chief Coroner and the recommendations in relation to the Performance & Finance Sub-Group, of which the latter were on hold until budgetary planning was agreed by Cabinet.
2. There was a discussion around the Armed Forces Covenant (AFC). Surrey County Council's Armed Forces Champion asked the Board to consider whether risks to armed forces personnel should be included within the Council's risk assessments that each Board/Committee receives as part of the Council's decision making process. The Chairman advised the request should be looked into by Democratic Services, to see whether it was possible to implement, or whether the Board could take an item on the subject in the future
3. One Member highlighted that there were three outstanding recommendations for the Library Task Group and whether the item should come back to the Board to help accelerate the pace and development. The Chairman explained the Task Group had been very busy over the summer, where visits were made to a variety of library branches across the County. The Board were informed that the Task Group intended to meet very soon and would be happy to bring their initial findings back to the Board as an interim report. The Cabinet Member for Localities and Community was pleased to note that the Libraries Task Group was making progress and welcomed any contribution from Members of the Task Group. The Task Group commended the work and dedication of the volunteers supporting Surrey's Community Partnered Libraries, and recognised that their

hard work was a contribution to the successful running of the ongoing library service.

4. The Board reviewed the forward work plan and were given notice that the next Resident Experience Board will be held at the Surrey History Centre in October, the schedule for this meeting was being finalised and would be circulated to Members in due course.

Actions:

- Interim Report to be added to the Board's Forward Work Programme.

69/16 SURREY COMMUNITY SAFETY BOARD [Item 7]

Declarations of Interest:

None

Witnesses:

Joanna Grimshaw, Anti Social Behaviour Manager, Surrey Police
Chief Inspector Nolan Heather, Surrey Police
Jane Last, Head of Community Partnerships & Safety
Gordon Falconer, Community Safety Manager
Louise Gibbins, Community Safety Officer

Key points raised during the discussion:

1. An Officer introduced the report by outlining that as a two tier authority, Surrey has the Community Safety Board (CSB) and a network of Community Safety Partnerships (CSP). The CSPs operate at Borough and District level and their work has an emphasis on local issues. On the other hand the CSB oversees the strategic elements of Community Safety. Membership of the CSB is wide and includes District and Borough representation, allowing the link between the local level and strategic level to integrate.
2. The Board was advised that annually the CSB sets its county wide community safety priorities which implements action on the ground at District and Borough level, managed by a coordinating group who have a strategy and action plan to deliver their priority. Mental health was identified as one of the key issues arising from these priorities and notable work was undertaken to deliver the action plan during the past year.
3. An Officer informed the Board of the ongoing work in implementing the new legislation within the Anti Social Behaviour Crime & Policing Act 2014, delivering a framework from the strategic level to the CSPs. Case studies provided in the report [Item 8] showed the work being carried out had made a difference for Surrey residents.
4. The Chairman invited witnesses and wanted to explore how the police service deals with issues mentioned above on the front line. The Anti Social Behavioural Manager from Surrey Police explained how the CSB allows work to be escalated on the operational side, giving

opportunities that were not available before, allowing work to be carried out with a smarter approach. There were concerns around the absence of professionals in multi agency meetings and that this area would need improvement so there is no disconnect.

5. The Community Safety Officer referred to the new legislation, Anti Social Behaviour Crime and Policing Act, and assured the Board it gave the service the opportunity to deal with Anti Social Behaviour (ASB) in a more modern, efficient and appropriate way. The Officer highlighted that there were plans to get the victims voice in the agenda, as Officers recognised that it was not being identified at most levels, especially at low level incidents which still had huge impacts.
6. The Chief Inspector shared the concerns and emphasised front line services were more focused on the offenders than the victims. They suggested that the work of the CSB around this strategic priority of ASB will help Surrey Police to adapt to provide better support for victims, the people who are suffering whilst placing more accountability on those who are the cause.
7. The Cabinet Associate for Community Safety Services agreed with the witnesses, that there was room for improvement in supporting victims of ASB. In terms of collaboration, the Cabinet Associate was confident the relationship between the CSPs and CSB had improved. The concern around attendance was recognised at all levels, which the Board could perhaps influence to encourage a better attendance level.
8. There was a discussion around new legislation increasing the responsibility of Community Safety. The Officer reported that whilst modern slavery, terrorism and serious organised crime were all contributors to this increasing demand; meetings were lined up for to discuss how to: respond to these issues as a partnership; share intelligence, and working out the necessary processes to tackle the problems.
9. One Member queried that, to help raise awareness of the work of the CSB, could some work be done to quantify the benefit of the resources allocated, so that residents can understand the significant return and benefit to this work. An Officer reported that there was data available such as crime statistics and customer satisfaction data, as well as local and police intelligence. The Board were assured that Surrey was a low crime County, one of the safest in the Country, and work was being done to maintain and continue that record.
10. The Chief Inspector advised the Board that work was being done by the Police and Crime Commissioner to make Surrey a safe county and also highlighted significant change in the policing neighbourhood model. The new model would allow Police Officers to be more focused at District & Borough level, which would help identify trends and patterns in the area being monitored by them. This new model promotes the increase of local knowledge and would give police officers a sense of ownership and responsibility in making their area a safer place.

11. The Cabinet Associate for Community Safety Services raised a concern about young people and how they've become more street wise, acknowledging that Police Community Support Officers (PCSOs) do not have powers of arrest as an attested constable. The Board were informed that discussions were in progress with the Chief Constable with a view for developing PCSO powers at low level incidents to help improve this issue.
12. A Member touched upon the problem regarding attendance and suggested to the Board that representation at each level should be insisted upon or where absence is identified, a substitute should be present. This would promote a more productive meeting, as one absence from one area weakens the meeting. It was also pointed out that it was a statutory duty of the partners to promote attendance. The Officer indicated it was difficult to engage with the Housing Association because there are thousands across the country. Officers have been working on setting up a forum which includes 350 members, the majority of whom are housing officers.
13. There was a discussion around PCSO powers and whether all the available powers were being implemented for PCSOs in Surrey. The Chief Inspector assured the Board PCSO powers had changed and that PCSOs received comprehensive training and development, which was built up across a long period with experienced officers. As a result, PCSOs were delivering key pieces of work for the Police. The Board learnt that PCSOs also have the power to disperse, to detain and to issue penalties. The Officer was happy to provide a list of the powers available to PCSO's in Surrey to the Board at a later date.
14. One Member sought more clarity around child sex exploitation (CSE) as it was a new area of responsibility for the CSB. Officers pointed out that CSE always existed but had been brought into the public domain due to recent high profile cases. It was explained to the Board, at a partnership level, the work involved making links between the children's services and safeguarding children's board and sharing intelligence at a local level.
15. The Chairman enquired whether Members who were not involved in CSPs were familiar with the work carried out for community safety. Members showed little awareness so the Chairman suggested perhaps the CSB could encourage CSPs to better promote their work to Members, so that they receive a better understanding of what was going on in their area. The Cabinet Associate suggested a newsletter approach for the Board to consider.
16. One Member brought forward a suggestion that the Board recommend that Local and Joint Committees, invite neighbourhood inspectors to local committee meetings, to give a presentation on the new policing model mentioned previously.

Recommendations:

- a) The Board requests for a list of Surrey PCSO powers to be circulated to all Members.
- b) The Board requests for the Community Safety Board to encourage Community Safety Partnerships to better promote their work to Local and County Members.
- c) For Local/Joint Committees to invite local Police and Community Safety Partnership Officers to present on new policing models and local community safety partnership plans in Surrey.

BREAK 11:25 - 11:35

70/16 TACKLING ANTI SOCIAL BEHAVIOUR IN SURREY [Item 8]

Declarations of Interest:

None

Witnesses:

Joanna Grimshaw, Anti Social Behaviour Manager, Surrey Police
Chief Inspector Nolan Heather, Surrey Police
Jane Last, Head of Community Partnerships & Safety
Gordon Falconer, Community Safety Manager
Louise Gibbins, Community Safety Officer

Key points raised during the discussion:

- 1. An Officer began the item by summarising key points of the report; referring to the Anti Social Behaviour Crime & Policing Act 2014 as the trigger to generating a renewed response to tackling ASB across Surrey in a more efficient and practical way. The Officer explained work was underway to tackle anti social behaviour (ASB) across Surrey to provide better outcomes for the residents of Surrey.
- 2. One Member enquired about dispersal orders, what the order involved and achieved, as it was noted from **Appendix four** that these were used frequently across the county. It was explained that a dispersal order, under the new Act, was a tool that enables Police officers to remove people, for example in the town centre for behaving anti socially. Dispersal Orders allow the Police to order a person(s) to leave an area if an anti social behavioural situation was about to rise or was occurring. The Board were assured that a proportionality test would be carried out before an Order is placed to ensure that this power would not be abused and only used in appropriate circumstances.
- 3. These circumstances include; partnership working with perpetrators, no knee jerk reactions, never issue for a 'youth issue/problem" and the

order has to be very objective i.e. what's the harm/risk to perpetrators vs benefit to other residents.

4. The Members of the Board requested more information on what resources were available to residents to promote how residents can contact regarding ASB. The Board were notified that there was a website which contained all the necessary information and links were also in place to direct the user to the district or borough that concerned them. Members' implied there was a need for information to be more accessible, in terms of other advertising material and Officers assured this was a working progress.
5. The Chairman queried what information was available in the public domain and if not what measures were being carried out to convey the message to residents. Officers explained They discussed a map of ASB incidents which was based solely on police data (therefore may not be full picture) but was not publically accessible
6. There was a discussion around reasonability and how people's perception differ in their views with what was acceptable and not acceptable behaviour. A Member highlighted that Anti Social Behaviour is usually associated with young people but in reality it's not the case. Officers clarified that young people were not the biggest proportion of offenders and pointed out that the public often confuse ASB with nuisance and this is why young people are commonly mistaken for the main offenders. It was addressed that more work needed to be done on promoting a distinction between ASB and nuisance, so residents are clear between the distinctions.
7. The Chief Inspector promoted the new mobile data terminals, which allowed Police Officers to work more efficiently whilst out in their communities as the terminals made it easier to process and be granted authorisation for issuing a Dispersal Order in relation to ASB powers.
8. The suggestion to reinvigorate Neighbourhood Watches was put forward to the Board, to empower communities, to make sure residents knew what to be cautious of and stay better protected. The Cabinet Associate for Community Safety Services explained to the Board that Neighbourhood Watches were effective and running well in certain places and that any person could sign up to Neighbourhood Watches in their area.
9. Members made reference to the growing problem of fly tipping/littering and whether there were powers in place to control this issue. The Board were informed that in anticipation of a growing problem of fly tipping, the Council's Environment Service was launching a strategy to combat this issue.
10. The Chairman queried whether the data in Appendix four was an accurate representation of the use of ASB Tools and Powers. The Community Safety Officer suggested that there could be a number of reasons why no legal enforcement was being carried out in some Districts or Boroughs. It was explained to the Board that when the new powers came in to use, staff were trained at a high standard but some

Boroughs may not have chosen to exercise their new powers, continuing with the former option. Other areas may not have an enforcement officer in post, and some areas may have been reluctant to use the new powers because of the costs associated with them. The Chairman advised that the information shared here to be circulated to Members so some Boroughs can be more confident in enforcing action, as some Boroughs showed good practice in using these powers which deterred further crime.

11. One Member referred to the Surrey ASB strategy group "Putting Victims First" review and whether there will be an update on this paper. The Officer made clear that an update will follow in a year's time, and it would entail what the CSB will be working towards in the next few years.

Recommendations:

- a) For Community Safety Partnerships and the Community Safety Board to keep the victims of Anti-Social Behaviour the focus of their work in tackling Anti-Social Behaviour in Surrey.
- b) The Board requests for a list of Borough tools and powers introduced by the Anti-Social Behaviour Crime and Policing Act 2014
- c) The Board requests for a link to the Surrey Community Safety website to be shared to all Members
- d) The Board requests for Surrey Matters to publicise the work of the Community Safety Team to help provide residents with information on how to tackle Anti-Social Behaviour.

71/16 UPDATE ON THE VOLUNTARY, COMMUNITY AND FAITH SECTOR (VCFS) INFRASTRUCTURE IN SURREY AND THE VOLUNTEERING PROJECT [Item 9]

Declarations of Interest:

None

Witnesses:

Saba Hussain, Policy & Strategic Partnerships Manager
Rachael Crossley, Assistant Director (Chief of Staff)

Key points raised during the discussion:

1. In introducing the report, the Officer highlighted that on the whole the sector was doing well. There has been an increase in volunteers from the previous two years and the results from the independent survey of users of the infrastructure organisations were positive, indicating that 92% were highly satisfied with the Councils for Voluntary Services (CVSs) and how additional funds were secured into the area.

2. Although the infrastructure organisations was showing positive good work, the Officer outlined sustainability as one of the main concerns. The organisations were working to tackle this problem by seeking further collaborations and ways of working to support further efficiencies and create a sustainable infrastructure base.
3. A Member sought more information on the relationship between the CVSs and corporate organisations. The Officer was pleased to address the Board that Surrey County Council has a strong connection with local businesses and last year alone, the infrastructure organisations facilitated a hundred events with over 1,600 individuals from businesses engaged in volunteer activity. In addition the Board were informed of an event that would take place next week called 'We are Surrey', aimed at inspiring businesses to support their local communities.
4. One Member expressed concern with the continuance of volunteers through the generations, as a great number were older and that category would be lost soon. The Officer explained that they are trying to reach out and engage with young people through targeted projects and also looking at opportunities to encourage inter-generational volunteering.
5. There was a discussion around the funding which was distributed amongst the infrastructure groups as Members wanted to know why different amounts were given to different groups, as outlined in **Annex A**. The Officer explained that figures were different as certain groups had merged and covered larger areas, subsequently changing the amount that they were be allocated to reflect the efficiencies of scale.
6. Reference was made to the unemployed and a Member encouraged individuals who were in this category to consider volunteering as a route back into work, developing new skills and strengthening their CVs with additional experience.
7. The Vice Chairman conveyed to the Board that money could be a barrier for some individuals volunteering, emphasising that that there could be a possibility that some people would like to volunteer but cannot afford it. The Officer noted this concern and the importance of ensuring money is not an obstacle, and assured the Board that this would be tackled by analysing the issue and understanding what is required to further support these individuals.

Recommendations:

- a) The Board requests an end of project report on the Driving up Volunteering Project.
- b) The Board requests for officers to provide promotional materials to all Members and.
- c) The Board recommends all Members to share information with local residents through all appropriate channels available.

72/16 DATE OF NEXT MEETING [Item 10]

The next meeting of the Board will be held on Thursday 13 October at Surrey History Centre, Woking at 10am.

Meeting ended at: 1.00 pm

Chairman

MINUTES of the meeting of the **RESIDENT EXPERIENCE BOARD** held at 10.00 am on 13 October 2016 at Surrey History Centre, 130 Goldsworth Road, Woking, Surrey, GU21 6ND.

These minutes are subject to confirmation by the Board at its meeting on Tuesday, 22 November 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

Ex officio Members:

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

Substitute Members:

Mr Richard Wilson

In attendance:

Mr Richard Walsh, Cabinet Member for Localities and Community Wellbeing

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

Apologies were received from Mike Bennison, Barbara Thomson, Alan Young and Ramon Gray.

Richard Wilson had agreed to attend as a substitute for Mike Bennison but was unable to attend the meeting at late notice and gave his apologies.

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

Minutes from the previous meeting would be available at the next Board meeting on Tuesday 22 November.

3/16 DECLARATIONS OF INTEREST [Item 3]

No declarations of disclosable pecuniary interests from Members in respect of any item to be considered at the meeting were received.

4/16 QUESTIONS AND PETITIONS [Item 4]

Three public questions were received from Surrey resident Sue Johnson. The questions and their responses are attached to these minutes as **Annex A**.

As Ms Johnson was unable to attend the meeting, supplementary questions were tabled at the meeting. The Chairman decided to prepare answers to these supplementary questions after the meeting.

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]

Declarations of interest:

None

Witnesses:

Peter Milton, Head of Cultural Services

1. The Chairman explained to the Board that the Forward Work Programme needed to be amended significantly after the publication of the agenda. As part of these changes, the Chairman explained that the Flooding Engagement item would be held in early Spring 2017 as part of Environment and Infrastructure's Flooding Strategy consultation.
2. As result of the changes, an up to date version of the Forward Work Programme would be available at the next meeting.

3. Regarding the Recommendation Tracker, the Board noted the responses and information enclosed in the agenda pack.
4. The Head of Cultural Services provided the Board with an update regarding the Registration Service's recommendations, REB24/2016 – 29/2016 & 31/2016, as outlined in the Tracker; the response is attached to these minutes as **Annex B**.
5. The Board was informed that Phase Three of the MARS software package required further resource to be completed, and as a result was not being progressed any further. It was explained that this final Phase was key for helping the Registration Service realise planned savings, as well as freeing up staff time.
6. Members of the Board discussed potential avenues to explore to obtain the funding required to complete Phase Three of the project. Members were in full support of the Service and it was suggested that the funding could potentially be secured following a recommendation to all Members asking for contributions from their Member's Allowance towards the project.
7. Though the Board was keen to make a recommendation at the meeting in support of continuing Phase Three of the project, the Head of Cultural Services agreed to keep the Board informed of any negotiations and developments from IMT regarding this work.

7/16 SURREY COUNTY COUNCIL'S HERITAGE SERVICES AND THE DEVELOPMENT OF A FUTURE STRATEGY [Item 7]

Declarations of interest:

None

Witnesses:

Barrie Higham, Heritage Manager
Nowal Shaikhley, Archaeological Operations Manager
Julian Pooley, Public Services and Engagement Manager
Michael Page, County Archivist
Peter Milton, Head of Cultural Services

Key points raised during the discussion:

1. The Chairman explained the Board that the meeting was being held at the Surrey History Centre (SHC) in Woking so that Members could have the opportunity to experience what the service provides Surrey's residents first-hand.
2. A Member questioned Officers regarding income generation, asking for Officers to clarify SHC's current position, particularly around room hire, and for the Officers to expand on any ideas of future income streams in the future. It was explained that SHC has two rooms which generate income from room hire. The spaces are available to external organisations and individuals, as well as internally for Surrey County Council employees and teams. Officers emphasised that they receive

lots of room hire enquiries and gave examples of organisations that have expressed their interest in the rooms.

3. Officers highlighted some concerns with regards to room hire. Firstly, the SHC rooms were frequently booked by internal Surrey County Council teams and officers without charge. It was also noted that SHC was unable to generate income from tea and coffee refreshments from internal bookings either.
4. The second concern was regarding out of hours booking enquiries, which were very frequent. Due to the original setup of the building, for any out of hours bookings, the whole building would need to be opened up, operational and staffed. As these costs would need to be recovered by a prospective hirer, these limitations often acted as a deterrent for business.
5. The Heritage Manager proposed making the meeting rooms and foyer independent to the rest of the building in a move to maximise the business potential of the Centre. Continuing, Officers advised Members that the alarm system would need to be modified for the rooms and foyer to be separated from the whole building alarm system, allowing this section to be used out of business hours by other organisations.
6. The Board recommended that Officers prepared a business case including: the projected cost of the modifications to the building's alarm system; projected income from room hire, both during and out of operational hours; projected costs for caretaking of the building for outside hirers.
7. Members proposed the following suggestions for Officers to explore:
 - a) Withdraw the SHC from the Surrey County Council booking system so that the rooms cannot be booked free of charge for common use.
 - b) Restrict internal teams to specific days for booking the SHC rooms so that so that the SHC can accept additional external bookings at prime times in the working day.
 - c) Charging internal teams at a full or discounted rate for hiring the SHC rooms.

The Cabinet Member for Localities and Community Wellbeing expressed support for the suggestions raised, provided that the business cases for each option were assured and that any changes made were after consultation with the appropriate Council policies around room booking.

8. A Member expressed concern with the delays the service may encounter from Property Services in retrieving a quote and suggested that Officers approached the independent company who installed the original alarm system and to obtain a quote from there.
9. A Member asked for clarification on what geographical area the SHC covered within its archive. Officers explained that although the County's boundaries have altered over time, there was no hardened rule for the archive. Most new records received were according to the

modern County border, though for some major projects and other statutory depositories the ancient County borders were used.

10. A Member queried accessing records and whether there was a charge for this service. Officers explained that free of charge access to records held within the archives was a statutory right. For some subscription services, such as Ancestry.com, for which Surrey Libraries held a corporate licence, Surrey Libraries users received free access when using IT equipment at the Centre or other Surrey Library branches. It was noted that income from royalty fees from Ancestry.com was also a good supply of income to the Service.
11. A discussion was had around the draft Heritage Strategy, exploring details within the three key themes identified in the strategy: Discovering, Preserving and Celebrating. The Board commended the work completed on the draft Strategy and fully supported the key themes identified within it. The Board also recommended that Officers worked to receive Cabinet Member sign-off for the Strategy in time for the April 2017 submission deadline for The National Archives Accreditation Scheme.
12. It was noted by Members that events organised by the SHC took bookings in advance, therefore it was put forward to the Officers to have advertising material also distributed to Members who may also publicise the event to raise more awareness and maximise numbers.
13. Officers informed the Board that Cultural Services had made a lot of improvements in cross promotion of their services; it was also noted that Surrey Heritage was very successful at “piggy-backing” major County and National events and generating a presence and platform for self-promotion.
14. Members suggested that Surrey Matters should consider running a feature article on the Surrey History Centre to raise awareness and promote a wider understanding of its services
15. The Heritage Manager informed the Board that the service had links with BBC Surrey Radio. Members commended this relationship and suggested that this resource continued to be explored and used to help broadcast the promotion of the SHC and to inform residents of the high quality service it provided.
16. The Chairman invited Officers to raise any concerns of their own with the Board before closing the meeting. Officers highlighted that the Council strategies and policies regarding the management of modern County records were in need of thorough review and improved implementation. Officers continued to express that manual and digital record management was not robust enough. As an example, records of Council decisions may only be kept in email form. Officers did not feel confident that records were being kept as thoroughly as they ought to be.
17. The Board noted the concerns raised and recommended that Officers pursue a refresh of the Council’s modern record keeping strategy.

18. The Cabinet Member explained that when taking proposals to Cabinet, it was helpful to have support from scrutiny Members, as a collective voice was stronger than a single voice. The Board agreed and suggested that a visit by Cabinet to the SHC might be beneficial.

Recommendations:

The Board recommends;

- Officers explore options for generating further income from room hire at the Surrey History Centre (SHC), including:
 1. withdrawing the SHC from the Council internal booking system;
 2. restricting internal teams to specific days for booking the SHC rooms;
 3. charging internal teams at a full or discounted rate for hiring the SHC rooms;to allow better public availability throughout the working day.
- Officers prepare a business case including: the projected cost of the modifications to the building's alarm system; projected income from room hire, both during and out of operational hours; projected costs for caretaking of the building for outside hirers.
- That Surrey Matters runs a feature article on the Surrey History Centre to raise awareness and promote a wider understanding of its services.
- That when Surrey Matters runs any article with historical content or references that they contact the Surrey History Centre for materials or quotes, whenever possible.
- Officers supply Members with promotional materials for Surrey History Centre events and for Members to spread the word locally for these events.
- That Cabinet pursue an update of the Council's born-digital records strategy, to ensure the long term preservation of key decisions given electronically.
- Officers continue to develop the Heritage Strategy on the agreed key themes of Discovering, Preserving and Celebrating Surrey's Heritage in conjunction with the Cabinet Member, and with a shared target for completion in time for the April 2017 submission deadline for The National Archives Accreditation Scheme.

8/16 DATE OF NEXT MEETING [Item 8]

The next public meeting of the Board will take place on Tuesday 22 November 2016 at County Hall.

Meeting ended at: 2.20 pm

Chairman

**Public Questions to Resident Experience Board
Thursday 13 October 2016, Surrey History Centre**

Question 1 from Sue Johnson

Having heard about the Resident Experience Board in Surrey Matters, I am pleased to see that in the latest edition, unlike the last time, a reference was given for the Board's website. What measures are being taken to ensure the Council/Board get their promotion right first time? As the majority of all Board and Committee meetings are held in the daytime at County Hall this disadvantages those residents who work and are unable to travel to Kingston. What measures are being taken to ensure this Board is made more accessible and is effectively promoted to residents across Surrey so that others can contribute their experiences in the future?

Reply:

The Resident Experience Board has received a mention in two recent editions of Surrey Matters and would like to thank the Surrey Matters team for the inclusion within this countywide magazine. The Board aims to engage with Surrey's residents to learn from their experiences of living and working in and around the County; and by working with Surrey Matters we hoped to raise awareness of the Board, what it does and what it is about. We have learnt from both our appearances in Surrey Matters that there is room for improvement, and will continue to work closely with our colleagues to promote the Board better across the County.

The majority of Surrey County Council's Boards and Committees meeting during the daytime within the working week, although seven of our eleven Local Committees and the Corporate Parenting Board meet in the evening or late afternoon. As many County Councillors are also Members of their local Borough or District Councils, Surrey's meetings are scheduled during the working day to avoid clashes with other local committee meetings throughout the county. Surrey's Board and Committee meeting dates are also published online for each Board and Committee, often over a year in advance, and notification of meetings are published in public Council buildings, such as libraries.

Our website, also offers residents to sign up to notifications for Boards and Committees that are of interest to them on an opt-in subscription arrangement.

In a bid to make meetings more accessible to residents that cannot attend during the day, the Resident Experience Board, along with Council, Cabinet, Planning and Regulatory Committee, Surrey Police & Crime Panel and Woking Joint Committee all have their meetings webcast live and are also archived for catch-up for six months. However on occasions such as today's meeting of the Resident Experience Board at the Surrey History Centre, webcasting facilities are not available.

Democratic Services has begun using social media this year and direct engagement with Surrey's Boards and Committees is welcomed on their Twitter account, [@SCCDemocracy](https://twitter.com/SCCDemocracy). Over the summer, Democratic Services officers have been looking into making it easier for residents to get involved with the Board; such as by suggesting topics for scrutiny, and providing information on attending meetings and giving evidence. Though this is still in development it is hoped that new tools will be available by the end of the year. The Board also publishes a newsletter relating to news and stories from Council services within its remit available at: <https://surreyreb.interests.me/>

Despite all of this, very little can beat direct input and involvement with Surrey's residents such as yourself. I would like to thank you for your questions to the Board and hope that other residents may be encouraged to get involved in the near future too.

Colin Kemp
Chairman of the Resident Experience Board

13

October

2016

Question 2 from Sue Johnson

Some residents may wish to report local problems or issues to their Local or County council; however, due to a lack of clarity around where responsibility or ownership lies, some people may be put off as there is no single point of contact to refer to. Has Surrey County Council considered a joint contact approach with District and Borough Councils and otherwise, what plans are in place to communicate the different roles and responsibilities of Surrey County Council and the eleven District and Borough Councils to residents in a clear and simple manner?

Reply:

All District and Borough Councils have a local committee which is always a good point of contact for local residents to ask questions, report problems and find out what is going on in their area. Details of your local committee can be found [here](#).

The joint Borough and County approach is one that the county have been promoting over the last couple of years. Woking Borough Council was the first to have a Joint Committee, which has been operating for two years now. Woking Joint Committee is made up of both County and Borough councils with officers from both authorities. These meetings are held during the evening and public engagement is encouraged on all agenda items. I am pleased to say Spelthorne will also be using this joint model from later this year and I know many other authorities are looking at adopting the joint model too.

As to communicating roles and responsibilities, although each authority has some clear duties the delivery of these can often be a partnership role between Parish, Borough, District and County councils working together to deliver the best service for our residents. I would suggest a good point of contact is your local committee and they can obtain a reply from either authority to any question you may have.

Colin Kemp
Chairman of the Resident Experience Board
13 October 2016

Question 3 from Sue Johnson

My local library, Ash Library, is the heart of the community and a lovely place to visit, relax and meet people. Recently I have noticed that some changes to the library has caused it to lose its 'community feel'. Library staff are no longer able to personally issue or return books; communication with customers seems to be discouraged at the main counter by a physical barrier; book reservation collections is now self-service, resulting in a loss of privacy on what customers choose to read; changes to the way book club members can collect their books which leads to customer inconvenience, and losing the personal welcome from staff as a result of constant personnel changes. I would like to know why these changes have been made to Ash Library and what can now be done to get back that 'community feel' that has been taken away?

Reply:

Thank you for your kind comments about Ash library and its importance to the community. Against a background of declining local government funding in Surrey we have sought to keep all our libraries open. You will be aware that across the UK many public libraries have closed or are closing. This has meant however to achieve savings while maintaining the service we have had to look at everything we do and often change the way we do things.

We have been introducing self service across all libraries in Surrey since 2005. Having self service helps us deal with declining staff numbers in a positive way in that staff are released to interact with and help borrowers with things like homework queries or computer help. Staff still aim to provide good customer care and will always be available at and around the self service machines to support borrowers.

The self service has proved popular with many of our users as it reduces queues at the counter and many customers report that they feel an increased sense of privacy when issuing their own books- particularly important in a community library like Ash where staff may know their customers and their families.

The reserved books have been moved to a trolley near the self service machines for those who want to pick up their books quickly. The service appreciates that people may not always want their choice of requested books to be visible. If customers do not want their books kept on the reserve shelf then we are able to store them behind the counter for collection if you put a note on the request.

The library service agrees that the counter at Ash is rather higher than we would like nowadays. Unfortunately there is a high cost in changing this which we cannot meet at present but we do encourage staff to move away from behind the desk and proactively interact with library users looking for help.

Book clubs are encouraged to issue their books at the self service again to reduce pressure on staffing. If anyone needs help from the staff then they would be more than willing to assist.

The library service has gone through some staffing changes in the last few years and the staff are sometimes working at other libraries to gain experience or training which helps them provide a better service when they return to Ash but the main personnel at Ash are the same staff as have always been there.

With the introduction of these new procedures the staff now have more time to interact with the wider community and encourage a broader audience. Earlier in the summer all the classes from the local infant school came for visits. The staff had time to show them how the library works, why they can find in the library and how to use it, and encourage the children to bring their families to the library. Ash library has also had a very successful Reading Challenge in the summer for the children and the staff have other ideas for projects in the future.

With all this now happening after a period of change we hope that Ash will be in a position to become even more involved with the local area and enhance the community feel that it has had.

Thank you for your continuing support to the library service.

Colin Kemp
Chairman of the Resident Experience Board
13 October 2016

REB24/2016 – 29/2016 & 31/2016

Update from Peter Milton, Head of Cultural Services:

IMT gave the Registration Service a demonstration of the MARS software package on 5 October. The demonstration went well and MARS will provide a replacement to the current system (SMACS) as well as providing some enhancements which include automating outstanding fee and notice of marriage processes and sending automatic customer emails.

The first phase of MARS (Guildford and Leatherhead area ceremonies) is due to be handed over to the service at the end of October with a view to going live mid November. The second phase will include migrating the Weybridge area ceremonies and this is expected to be delivered in December.

The MARS Project Board were informed on 10 October that currently IMT only have the development resources up until December 2016, which means that Phase Three of MARS:-

- the public being able to book and pay for their ceremony online;

is currently in jeopardy, as are the additional enhancements that are required to ORBIT which will considerably improve the customer experience.

This is obviously a considerable concern to the Registration Service, and there will be a need, working with IMT, to try to find additional funding to complete the MARS project and make the necessary enhancements to ORBIT.

This page is intentionally left blank



**Resident Experience Board
22 November 2016**

Recommendation Tracker & Forward Work Programme

1. The Board is asked to review its Recommendation Tracker and provide comment as necessary. (Responses are provided as Annexes where appropriate)
2. The Forward Work Programme is attached for the Board's reference.

Report contact:

Dominic Mackie, Scrutiny Officer, Democratic Services

Contact details: dominic.mackie@surreycc.gov.uk 020 8213 2814

This page is intentionally left blank

**RESIDENT EXPERIENCE BOARD 2015/16
ACTIONS AND RECOMMENDATIONS TRACKER – 22 NOVEMBER 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	February 2017	Ian Thomson Russell Pearson Sue Lewry-Jones Richard Walsh
17 March 2016 Page 25	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	Achieved A response and update is provided within the Library Task Group report in this agenda	To be discussed at Library Task Group meetings.	Rose Wilson Peter Milton Richard Walsh
25 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	Achieved A response and update is provided within the Library Task Group report in this agenda	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.	Achieved A response and update is provided within the Library Task Group report in this agenda	To be discussed at Library Task Group meetings.	Rose Wilson Peter Milton Richard Walsh

Date of meeting	Item	Ref:	Recommendations/Actions	Achieved/Outstanding?	Deadline/Progress Check	Responsible Officer/Member/Cabinet Member
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.	Achieved SFRS Officers met with the Board's Performance & Finance Sub-Group on Monday 7 November. An update will be provided during the Performance & Finance Sub-Group Verbal Update item during this meeting.	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 23/2016	The Board requests clarification of the bereavement services and support for families.	Achieved A response is attached as Annex A within this report.	November 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 24/2016	The Board requests clarification on opportunities for the voluntary sector to support the Surrey Coroner Service.	Achieved A response is attached as Annex A within this report.	November 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.	Achieved A response was tabled at the previous Board meeting in October. The response is attached as Annex B for the minutes of this meeting, Item 2 in this agenda pack.	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	Achieved A response was tabled at the previous Board meeting in October. The response is attached as Annex B for the minutes of this meeting, Item 2 in this agenda pack.	October 2016	Peter Milton IMT Richard Walsh

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 28/2016	The Board requests that IMT officers provide Cultural Services with an update as to when improvements will be made to ORBIT	Achieved A response was tabled at the previous Board meeting in October. The response is attached as Annex B for the minutes of this meeting, Item 2 in this agenda pack.	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).	Achieved A response was tabled at the previous Board meeting in October. The response is attached as Annex B for the minutes of this meeting, Item 2 in this agenda pack.	October 2016	Peter Milton IMT Richard Walsh
20 July 2016 Page 27	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.	Achieved A response was tabled at the previous Board meeting in October. The response is attached as Annex B for the minutes of this meeting, Item 2 in this agenda pack.	October 2016	Peter Milton IMT Richard Walsh Denise Le Gal
22 September 2016	Surrey Community Safety Board [Item 7]	REB 33/2016	The Board requests for the Community Safety Board to encourage Community Safety Partnerships to better promote their work to Local and County Members	Outstanding	November 2016	Jane Last Gordon Falconer Louise Gibbins Richard Walsh
22 September 2016	Surrey Community Safety Board [Item 7]	REB 34/2016	For Local/Joint Committees to invite local Police and Community Safety Partnership Officers to present on new policing models and local community safety partnership plans in Surrey	Outstanding	November 2016	Jane Last Gordon Falconer Louise Gibbins Richard Walsh

Date of meeting	Item	Ref:	Recommendations/Actions	Achieved/Outstanding?	Deadline/Progress Check	Responsible Officer/ Member/Cabinet Member
22 September 2016	Tackling Anti-Social Behaviour in Surrey [Item 8]	REB 35/2016	For Community Safety Partnerships and the Community Safety Board to keep the victims of Anti-Social Behaviour the focus of their work in tackling Anti-Social Behaviour in Surrey.	Outstanding	November 2016	Jane Last Gordon Falconer Louise Gibbins Richard Walsh
22 September 2016	Tackling Anti-Social Behaviour in Surrey [Item 8]	REB 38/2016	The Board requests for Surrey Matters to publicise the work of the Community Safety Team to help provide residents with information on how to tackle Anti-Social Behaviour.	Outstanding	November 2016	Jane Last Gordon Falconer Louise Gibbins Richard Walsh
22 September 2016	Update on the Voluntary, Community and Faith Sector (VCFS) Infrastructure in Surrey and the Volunteering Project [Item 9]	REB 39/2016	The Board requests an end of project report on the Driving up Volunteering Project.	Outstanding	July 2017	Saba Hussain Rachel Crossley Richard Walsh
22 September 2016	Update on the Voluntary, Community and Faith Sector (VCFS) Infrastructure in Surrey and the Volunteering Project [Item 9]	REB 40/2016	The Board requests for officers to provide promotional materials to all Members and,	Outstanding	November 2016	Saba Hussain Rachel Crossley Richard Walsh
22 September 2016	Update on the Voluntary, Community and Faith Sector (VCFS) Infrastructure in Surrey and the Volunteering Project [Item 9]	REB 41/2016	The Board recommends all Members to share information with local residents through all appropriate channels available	Outstanding	November 2016	Saba Hussain Rachel Crossley Richard Walsh

Date of meeting	Item	Ref:	Recommendations/Actions	Achieved/Outstanding?	Deadline/Progress Check	Responsible Officer/Member/Cabinet Member
13 October 2016	Surrey County Council's Heritage Services And The Development Of A Future Strategy [Item 7]	REB 42/2016	Officers explore options for generating further income from room hire at the Surrey History Centre (SHC), including: 1. withdrawing the SHC from the Council internal booking system; 2. restricting internal teams to specific days for booking the SHC rooms; 3. charging internal teams at a full or discounted rate for hiring the SHC rooms; to allow better public availability throughout the working day.	Outstanding	February 2017	Barrie Higham Peter Milton Richard Walsh
13 October 2016 Page 29	Surrey County Council's Heritage Services And The Development Of A Future Strategy [Item 7]	REB 43/2016	Officers prepare a business case including: the projected cost of the modifications to the building's alarm system; projected income from room hire, both during and out of operational hours; projected costs for caretaking of the building for outside hirers.	Outstanding	February 2017	Barrie Higham Peter Milton Richard Walsh
13 October 2016	Surrey County Council's Heritage Services And The Development Of A Future Strategy [Item 7]	REB 44/2016	That Surrey Matters runs a feature article on the Surrey History Centre to raise awareness and promote a wider understanding of its services	Outstanding	February 2017	Barrie Higham Peter Milton Surrey Matters Richard Walsh
13 October 2016	Surrey County Council's Heritage Services And The Development Of A Future Strategy [Item 7]	REB 45/2016	That when Surrey Matters runs any article with historical content or references that they contact the Surrey History Centre for materials or quotes, whenever possible.	Outstanding	February 2017	Barrie Higham Peter Milton Surrey Matters Richard Walsh

Date of meeting	Item	Ref:	Recommendations/Actions	Achieved/Outstanding?	Deadline/Progress Check	Responsible Officer/Member/Cabinet Member
13 October 2016	Surrey County Council's Heritage Services And The Development Of A Future Strategy [Item 7]	REB 46/2016	Officers supply Members with promotional materials for Surrey History Centre events and for Members to spread the word locally for these events.	Outstanding	February 2017	Barrie Higham Peter Milton Richard Walsh
13 October 2016	Surrey County Council's Heritage Services And The Development Of A Future Strategy [Item 7]	REB 47/2016	That Cabinet pursue an update of the Council's born-digital records strategy, to ensure the long term preservation of key decisions given electronically.	Outstanding	February 2017	Cabinet Richard Walsh
13 October 2016 Page 30	Surrey County Council's Heritage Services And The Development Of A Future Strategy [Item 7]	REB 48/2016	Officers continue to develop the Heritage Strategy on the agreed key themes of Discovering, Preserving and Celebrating Surrey's Heritage in conjunction with the Cabinet Member, and with a shared target for completion in time for the April 2017 submission deadline for The National Archives Accreditation Scheme.	Outstanding	February 2017	Barrie Higham Peter Milton Richard Walsh

Resident Experience Board Forward Work Programme 2016/17

22 November 2016
Council Chamber

- SFRS - Safe and Well Visits
- SFRS - Review of Automatic Fire Alarm Policy
- Performance & Finance Sub-Group Verbal Update
- Update from Libraries Task Group

2 February 2017
Ashcombe

- Flooding & Community Engagement (*Date TBC*)
- SFRS - Fire and Road Traffic Collision Prevention
- SFRS - Training Strategy
- *Reforms to the Death Certification Process & Introduction of the Medical Examiner - TBC*

7 June 2017
Ashcombe

- *Business Meeting*
- SFRS - Review of Immediate Emergency Care Response Pilot Scheme

6 July 2017
Ashcombe

- SFRS - End of Year Performance Review
- SFRS - Public Safety Plan - Action Plan Update & Progress Check
- Driving Up Volunteering Project - End of Project Report
- *Special Educational Needs and Disabilities Programme - Customer Service Excellence - TBC*

This page is intentionally left blank

REB 23/2016	The Board requests clarification of the bereavement services and support for families.
REB 24/2016	The Board requests clarification on opportunities for the voluntary sector to support the Surrey Coroner Service.

Surrey Coroner Service – voluntary sector support

The Surrey Coroner Service is supported by the Coroners Court Support Service (CCSS) which won the Queen's Award for Voluntary Service 2010. The CCSS is a registered charity whose volunteers give emotional and practical support to families and other witnesses attending inquests. They have a presence in over 30 coroner areas across England and Wales and its mission statement is:

- To support practically and emotionally the family and other witnesses attending the Coroner's Courts
- To liaise with other parties appearing before the court to ensure their understanding of its role and the procedures, in order to facilitate its smooth and effective administration
- To refer families and witnesses to other agencies if so requested, for ongoing help with coming to terms with their bereavement.

The Surrey CCSS commenced in 2013 and there are currently 6 volunteers. This is an invaluable service and both SCC and the coroner hold it in high regard, and feedback to the CCSS from families is overwhelming in its support. There does not appear to be any other areas of activity within the coroner service where volunteer support would be helpful or necessary.

Bereavement services and support to families

There are no specific bereavement services or support provided by SCC to families who are involved in coroner's cases and inquests. We do know, is that bereaved families tell us that clear and concise information about the coroner process is paramount to them in terms of understanding what happens once a death is referred to the coroner, and the timelines for each step of the process.

The Ministry of Justice (MOJ) has published a very helpful short guide to coroner investigations. It is available in leaflet form and is published on its website. It provides important information to help those who have been bereaved where the death has been reported to the coroner. It doesn't go into too much detail but explains where you can get more information. It is supported by a more detailed Guide to Coroner Services also published by MOJ. The short guide leaflet is given to all families where a bereavement has been referred to the Surrey coroner.

There are also many voluntary sector bodies who provide bereavement support and advice. However the Surrey Coroner's Service does not specifically signpost to these services but we have now compiled the attached list (which is not exhaustive) and which we plan to make available on request from the coroner's office and to place it on the coroner pages of the council's website.

List of Voluntary Sector Bereavement Support and Advice Organisations

Bereavement Advice Centre

Bereavement Advice Centre is a free helpline and web-based information service provided by Simplify Channel Ltd (a specialist probate provider).

Bereavement UK

Offers information about death, dying, bereavement, funerals and self-help counselling.

Brake – The Road Safety Charity

Brake is a charity and campaigns to stop motorcycle accidents carnage and supports victims.

Child Bereavement UK

The charity's mission is to make a real difference to bereaved families through providing accessible quality support and information to all affected by the death of a child or when children are bereaved, and accessible quality training for the professionals who work with these families and children.

Child Death Helpline

The Child Death Helpline aims to provide a quality Freephone service to anyone affected by the death of a child of any age. Callers to the Helpline might be parents, grandparents, siblings, other family members, friends or involved professionals.

Citizens Advice Bureau

The Citizens Advice service aims to provide the advice people need for the problems they face. To improve the policies and practices that affect people's lives.

The service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

Counselling Directory

Counselling Directory is a confidential service that encourages those in distress to seek help. The directory contains information on many different types of distress, as well as articles, news and events.

Cruse Bereavement Care

Cruse Bereavement Care promotes the well-being of bereaved people and enables anyone bereaved by death to understand their grief and cope with their loss. As well providing free care to all bereaved people, the charity also offers information, support and training services to those who are looking after them.

Foundation for the Study of Infant Deaths (FSID)

Offering support to families, professionals and friends bereaved by the sudden and unexpected death of an infant.

INQUEST (Advice after a death in custody)

INQUEST was founded in 1981 and provides a specialist, comprehensive advice service to bereaved people, lawyers, other advice and support agencies, the media, MPs and the wider public on contentious deaths and their investigation.

RoadPeace

RoadPeace is the national charity for road crash victims and is an independently funded, membership organisation. Members include those who have been bereaved or injured in road crashes and also those who are concerned about road danger.

SADS UK (Sudden Arrhythmic Death Syndrome)

The Ashley Jolly SAD Trust, is a charity that helps to prevent premature loss of life and to improve the lives of those adversely affected by cardiac arrhythmia.

Samaritans

Samaritans provides confidential non-judgemental emotional support, 24 hours a day for people who are experiencing feelings of distress or despair, including those which could lead to suicide.

Sands (Still and Neonatal Death Society)

Sands is a national charity, established by bereaved parents in 1981. Its 3 core aims which are to: Support anyone affected by the death of a baby; To work in partnership with health professionals to improve the quality of care and services offered to bereaved families; and To promote research and changes in practice that could help to reduce the loss of babies' lives.

SOBS (Survivors of Bereavement by Suicide)

Survivors of Bereavement by Suicide exists to meet the needs and break the isolation of those bereaved by the suicide of a close relative or friend. It is a self-help organisation and many of its volunteers have themselves been bereaved by suicide.

SSAFA Forces Help

Soldiers, Sailors, Airmen and Families Association (SSAFA) Forces Help aims to help and support those who serve in our Armed Forces and those who used to serve.

The Compassionate Friends

TCF is a charitable organisation of bereaved parents, siblings and grandparents dedicated to the support and care of other bereaved parents, siblings and grandparents who have suffered the death of a child/children.

WAY Widowed and Young

WAY is a national charity in the UK for men and women aged 50 or under when their partner died. It's a peer-to-peer support group run by a network of volunteers who have been bereaved at a young age themselves, so they understand exactly what other members are going through.

This page is intentionally left blank



Resident Experience Board
Tuesday 22 November

Developing a Future Strategy for the Library Service

Purpose of the report: Policy development and review

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.

Introduction

1. The Resident's Experience Board held a workshop at Walton Library on Thursday 17 March including Councillors, Library staff and members of the public. This workshop looked at what the library service currently provides for Surrey residents and considered, given rising budget pressures, what it was important for the library service to provide for Surrey residents in 2020. This discussion was set in the context of an earlier Local Government Association Peer Review of the Library Service in January from which the overarching recommendation was that a single affordable strategy should be created for the future of the library service.
2. It was agreed that a Library Task and Finish group should be appointed to examine the service and make recommendations on what the library service offer to Surrey residents should look like in 2020 and this was carried out.

Three initial recommendations

3. The meeting after the workshop produced three initial recommendations:-
 - a) That the library service makes working with social care, health and other public sector partners a key focus for developing this vision
 - b) That the library service explore opportunities for partnership with local business and community resources
 - c) The Board requests an update concerning the various options considered for creating additional revenue and projected income from this activity in six months time.

Social care health and public sector partners.

4. The library service has noted that the Board would like this work to continue as part of the strategy and further activity has been carried out.
5. **Dementia** - The service has been working closely with Adult Social Care (ASC), related third sector parties, and members of the public to enhance awareness of the service offer for those living with dementia and their carers. The service holds and takes part in “coffee mornings” which bring together in an informal situation those living with dementia, their carers plus professionals involved in dementia care. It is an informal way for other agencies to come together, display information and share practices. Since the end of March the service has held a further 25 sessions. The organisations involved include: community wardens, PCSO’s and Police: Community Mental Health Teams: ASC commissioning officers and locality teams: Care providers: Alzheimer’s Society: Age UK: Museums: Day Centres: Befriending Services. This work is now being combined with a new piece of work looking at library services-particularly layout for people living with dyslexia, and autism, as well as dementia.
6. **Locality teams** - The service has attended an ASC Development Co-ordinators meeting and through this is on a programme to attend locality team meetings to talk about synergies between the two services. An early aim is to improve services for those with a learning disability and further joint work is proposed as a result of the meetings with each locality team.
7. **PENfriend** - There has been further progress on this device which uses technology to give independence to those with sight or print impairment using our audio book service in libraries. The service has now brokered a relationship between the PENfriend manufacturer and one of the largest publishers of audio books to see if the process can be made more streamlined. Feedback from users has been positive when the trial was discussed at a disability network meeting.
8. **Services for the under 5s** - Consultation with parents of Rhymetime attendees has proved useful in reviewing our organisation and training for Rhymetime and supporting the branding for under 5 activities. The consultation was done through focus groups and online survey.
9. **Services for parents** - The service is embarking on consultation with parents about future library design and layout which will help them with parenting and will include consultation with the fostering and adoption network, and the Child and Adolescent Mental Health Service (CAMHS)
10. **Access ticket** - The service will shortly start consultation with stakeholders on improvements to our “concessionary” borrower category. This is currently limited to those who live with a sight impairment. The service will be consulting organisations such as ASC,

Children, Schools and Families, Sight for Surrey, Disability Forum, Age UK, Alheimers.

11. **Homeless** - Discussions with hostel providers has enabled us to implement a revised strategy for library membership for this vulnerable group. This will be implemented November 2016.
12. **Living and Ageing Well Partnership Board** - The service is now part of this board which brings together ASC, Action for Carers, Fire & Rescue, various borough councils, Surrey Coalition of Disabled People, Alzheimer's Society, various diocese and housing associations among others. At the last meeting the partnership Board was asked to take on the role of the Surrey Dementia Action Alliance and this is being considered.
13. All this partnership working with other bodies in the field of health and well being and social care is strengthening the service's work in this field.

Exploring opportunities for partnership with local business and community resources.

14. As part of supporting local businesses and the Surrey economy and looking at more diverse use of library spaces the service has been investigating the possibility of establishing business start-up hubs in a number of libraries and have engaged specifically with the Economic Development functions of Elmbridge, Reigate and Banstead, Guildford and Tandridge to develop this. The service, working with property colleagues, has been in discussion with a specific company in Weybridge who are looking for a base and other organisations are discussing possibilities. A tour of libraries with suitable space was undertaken with the lead of the "Workary" project which sets up and curates local business and entrepreneurship start ups and this work is ongoing. These activities will also create income streams for SCC.
15. Libraries have an important role in ensuring everyone develops the digital skills they need in life and with their links to education encouraging digital and STEM (Science Technology Engineering and Maths) learning. Following the development of extremely successful "Digital Friday" events and "Geek Week" events based around Guildford the service has built a cohort of enthusiastic and pro-active digital volunteers happy to support digital skills fun and learning via events and the service hopes to extend this to other libraries.
16. As part of rolling this out the service has attracted a significant backer in the form of Marieme Jamme (mjamme.com) who has donated £5,000 of computer equipment with the promise of £45,000 more following a successful pilot, and the service has joined her worldwide network of lamthecode innovation hubs.
17. The library service is also leading on a project to develop a Makerspace at Guildford which would attract significant external funding and be a flagship service development for our major libraries

and the digital strategy for libraries. A Makerspace can take many different shapes and include many different elements depending on local interests, needs and level of funding. It is a space where people with common interests often in computing, digital printing, technology, science, machining, digital or electronic art and creativity can meet, share and learn skills, experiment, socialise and collaborate. They can be sited with business incubator or start up facilities to encourage entrepreneurs to develop businesses. Through this project the service has made significant contacts with local businesses, helping identify makerspace equipment, offering help and guidance and the director of the 5G Innovation Centre at the University of Surrey is on the Makerspace steering group, as is the director of SATRO an educational charity which encourages young people through work experience to take up STEM related careers. Further information on this project can be found at <http://www.guildfordmakerspace.org.uk>. This project would also develop a number of income streams for SCC.

18. The service has also recently had a meeting with the lead of Barclays Digital Eagles, who establish startup "labs" in cities across the country. One of their labs could form part of, or be sited with, a Makerspace and this also has the potential for income streams.
19. In July the service was contacted by Pfizer the pharmaceutical company from Tadworth to ask if a team from there could be digital buddies with the service for a day- volunteers who bring their skills to a library to help people get online. The service has also worked with digital buddies from Barclays and Halifax who have delivered "tea and teach" sessions helping people with their tablets. The Pfizer organiser was very helpful and worked with the service to develop a company volunteering day application pack and volunteer essential information pack. A volunteer agreement enabled the company to state what activities they felt comfortable supporting. The Pfizer volunteers spent a day at Epsom library which had very positive feedback both from volunteers and customers. The Pfizer staff noted how many people lack IT skills and felt they could apply this deeper understanding to their business. The experience from this pilot has given the service confidence in extending this to other companies as a way of building relationships

Creating Additional Income

20. Since the March meeting the service has been carrying out a number of activities to improve income. As all libraries according to size carry a range of items for sale such as bags, pens, bus pass holders, children's posters and work books, reading glasses and cards. The performance of all sales items has been given detailed analysis so that we are moving to stocking only the items which produce the most profit and direct them to libraries where they make the most sales. For example, after Christmas, stamps will only be sold in a few libraries as there is very little profit for the library service in selling them. The money is being reinvested in products that have a better profit margin and sales e.g. Eco Chic folding shopping bags.

21. A member of staff has been tasked with going into libraries and working with the frontline staff to ensure that the library sales items are displayed in the best place with the most impact and potential sales. This work has started in the North of the county where there is the highest concentration of libraries and will roll out across the rest of the library network. The service now has regular meetings with main suppliers to keep up a good working relationship and ensure mark ups are as profitable as possible.
22. The service has begun to work collaboratively with East and West Sussex Library services on income and met with them in August to discuss income, share good practice, successes failures and opportunities. From them the library service has gained useful insight into libraries as parcel collection points, meeting rooms and donations.
23. The library service already has an income stream from hourly hire of meeting rooms but income has started to decline. The service now has a meetings room project developing more attractive and simpler policies, terms and conditions, booking procedures, better market pricing and a marketing plan. This project is in progress.
24. After this the service intends to develop and promote the hire of “pop up shop” space at the front of libraries for local businesses, craftsmen and artists etc to promote or sell their products.
25. The service is also investigating Amazon and In Post lockers, though investigations so far suggest that profit from these is not likely to be high enough to warrant giving up high value retail floor space.
26. The service has just undertaken an in depth exploration around donation boxes for cash, how these are deployed in other library authorities and the pro’s and cons. The Libraries Senior Management Team will be looking at this shortly.

Progress from the Library Task & Finish Group
--

27. Following the meeting on Thursday 17 March 2016, the Resident Experience Board recommended that a scrutiny task and finish group was established to support the library service’s development of its vision and strategy for what the library service offer will be to residents in 2020.
28. The Task Group was formally approved by Council Overview Board at its meeting on Wednesday 1 June and the first meeting of the Task Group was on Thursday 30 June. From the Board, the membership of the Task Group included Yvonna Lay, Ramon Gray, Karan Persand and John Orrick whilst from the Library Service was co-opted Rose Wilson and Kelly Saini-Badwal. At this meeting Ramon Gray was nominated as the Chairman of the Group and the membership held a wide ranging discussion around the key themes, challenges and risks to a modern library service.

Library Branch Visits

29. It was decided by the Group that in order to better understand the current landscape of Surrey Libraries the group needed to visit a range of library branches to see first-hand the physical nature of the premises, the stock offer available at different branch bandings and general the variances between libraries across the county. It was also agreed that the visits should include Surrey's Community Partnered Libraries as well.
30. Surrey's library branches are grouped into three bands. Band C libraries are the smaller local branches in the county and hold a core offer of vibrant stock that draws heavily on current reading trends and interests that will appeal to readers of all ages. As all library stock is changed on a regular basis, the stock will satisfy a browser looking for a popular and practical read. Band B libraries are larger community branches and will hold an expanded offer providing a wider range and more in depth choice of stock. Finally, Band A libraries are the main town branches and will build on the greater depth and range by holding a wide range of stock, covering all subject areas.
31. On Wednesday 27 July the Group met at Ewell Library to begin what would be the first of two visits. The group visited six branches including Ewell (Band B), Epsom (Band A), Cobham (Band B), Horsley (Band C), Bookham (Band C) and Dorking (Band A); two branches within each Band. The branches visited also differed in appearance as some had benefitted from a recent refurbishment programme. The Group also visited the County's award winning Performing Arts Library which, as a specialist library in music and drama, is outside the banding system of Band A main town library, Band B town library and Band C community library or community partnered library.
32. Members of the Group found that the visits illustrated the wide range of circumstances in which the service operated and began to show the 'feel' of individual styles each branch offers.
33. On Tuesday 23 August the Group visited New Haw, Stoneleigh and Ewell Court Community Partnered Libraries. On this visit Members met many volunteers that support their local libraries. Members of the Group noted some of the strong variances between branches within the Community Partnered Library group, particularly regarding the physical buildings and the options and limitations they present. However, the Members were very impressed and complementary of the high level of service the Community Partnered Libraries model was providing residents and expressed their thanks to the volunteers for their commitment and dedication to the Library Service.
34. At a meeting on Thursday 27 October the Group was informed by Rose and Kelly of the progress made against the three recommendations made by Resident Experience Board in March 2016, as outlined earlier in this report.

35. The Task Group also discussed:
- a. local business sponsorship and investment opportunities and viability within library branches;
 - b. potential, localised, income generation opportunities for library branches;
 - c. library usage statistics and demographics and some of the known trends within the available data;
 - d. how the recent service review had changed ways of working and helped to introduce standardisation and the spread of best practice across the library network through duty managers who work across more than one library;
 - e. how pilot schemes could be trialled in key strategic library branches before opening out new policies and practices across the whole library network;
 - f. the current library service banding arrangements and how this policy shapes the offer each branch provides in terms of stock, staffing, opening hours, services and facilities;
 - g. the Community Partnered Libraries, their supporting team and their supporting arrangements;
 - h. how communities may be interested in supporting their local library through new initiatives and schemes at a local level;
 - i. the policies other comparative local authorities have adopted in recent years.
36. For the next meeting of the Group, Members requested that Officers provided:
- a. further information regarding the current library banding, in terms of visits per branch, usage, stock and digital resources;
 - b. a prospectus of room hire opportunities within Surrey's libraries;
 - c. information on the service models other comparative local authorities are operating for their library services;
 - d. and, an organisation structure of Surrey's Library Service.

Next Steps for the Task Group

37. Referencing the original scoping document for the Task Group, work has progressed well against the original objectives and tasks whilst also in keeping with the proposed timescale. The Group has developed a good understanding of the current landscape for the library service and some of the risks and pressures it faces. However, much work is still to be done to finish with a clear recommended strategy for the service to 2020.
38. Due to personal circumstances, Ramon Gray has stepped down from the Task Group and his role as Chairman for the Group. The remaining membership would like to mark their thanks to Ramon for his work and commitment to the Task Group over the year. The Chairman of the Resident Experience Board has asked John Orrick to take up the role of Chairman for the Task Group which John had accepted.

Suggested recommendations:

39. The Board is asked to:
- a. note the progress the Library Service has made against the recommendations made at the March meeting, and where appropriate, add comment and suggestion for further work;
 - b. note the progress made by the Libraries Task Group and, where appropriate, give comment and recommendations for future lines of inquiry and work.

Next steps:

40. The Library Task Group continues its work programme based on the agreed scoping document and provides another update to the Board in due course.
-

Report contacts:

John Orrick, Chairman of the Library Task and Finish Group
&
Rose Wilson, Lead Manager for the Library Service

Contact details:

john.orrick@surreycc.gov.uk 01883 348098
&
rose.wilson@surreycc.gov.uk 07976 290762

Sources/background papers:

- Resident Experience Board – Libraries Task and Finish Group Scoping Document, *Council Overview Board* (June 2016)
- Surrey County Council's Library Service and the Development of a Future Strategy, *Resident Experience Board* (March 2016)



Resident Experience Board
22 November 2016

Changes to how Surrey Fire & Rescue Service responds to Automatic Fire Alarms

Purpose of the report: Policy Development and Review

This report explains the current procedure for attending Automatic Fire Alarms and explores changes that Surrey Fire and Rescue Service will propose to Cabinet.

Introduction:

- 1) Automatic Fire Alarms are alarm systems that are designed to react automatically where heat or smoke is detected to alert the occupants of a building of a potential fire situation. They are typically found in buildings of multiple occupancy, like care homes or hospitals and new-build houses, as well as in commercial premises, like factories or offices.
- 2) Due to the increasing number of call outs to automatic fire alarms that have proven to be false alarms, Surrey Fire and Rescue Service (SFRS) is reviewing how it responds to these calls. This is because when the Service is responding to what turns out to be a false alarm, they are not available to deal with real fires and rescue situations, and it may disrupt training and prevention work. In addition, using resources in this way and responding on 'blue lights' creates a risk to crews and to the public.
- 3) The proposal to review how the service responds to automatic fire alarms formed part of the consultation on the draft Public Safety Plan in 2016.

What do we do at the moment?

- 4) Since the last review in 2008 call challenge has been used by SFRS successfully, for calls from automatic fire alarms in commercial premises. The current levels of attendance are:

Attendance Level One – Always Respond

- 5) The service currently always respond by sending fire engines on blue lights to the following:
- a) Domestic premises
 - b) Hospitals
 - c) Care homes
 - d) Prisons
 - e) Warden assisted sheltered housing, local authority housing
 - f) Any unoccupied building that is not detailed in attendance level 3

Attendance Level Two – Call Challenge

- 6) The service will ask the caller if there is any sign of fire, and if not, to check the building and confirm while they stay on the line. If there is no confirmation call via 999, SFRS will make an attendance, based on our risk assessment of what may need to be sent to that premises. We may make this attendance under non-emergency conditions, to keep resources available for confirmed emergencies and to reduce risk to the public and to our staff. This is used between the hours of 0700 and 1900:
- a) Hostels and hotels, other sleeping accommodation
 - b) Further education premises
 - c) Public buildings
 - d) Licenced premises
 - e) Schools
 - f) Shops
 - g) Other premises open to the public
 - h) Factories and warehouses
 - i) Offices and workplaces
- 7) Outside of the hours of 0700 and 1900, any of the above premises will receive the attendance level one response.

Attendance Level Three – No response unless call received

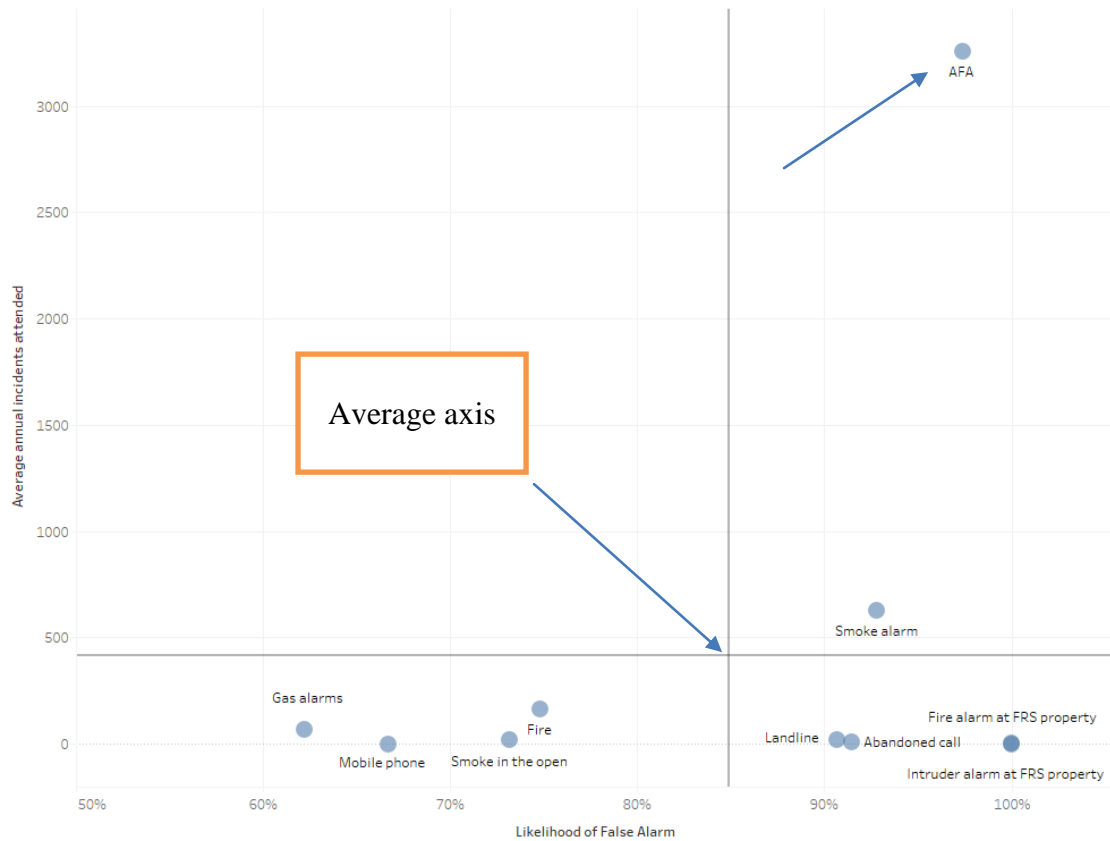
- 8) We will not attend premises that have frequent false alarms caused by automatic fire alarms unless a call is received confirming any positive signs of fire. Once confirmed, we will send a full emergency response.

Why do we need to change how we respond?

The majority of false alarms we attend are to automatic fire alarms

- 9) The image below displays the likelihood of false alarms by incident type. The majority of false alarms that we attend are caused by automatic fire alarm systems.

Likelihood of the incident the Service is mobilised to being a false alarm



10) The trend of false alarms being triggered is likely to continue and place more demands on the service, with more properties being built over the coming years that will have automatic fire alarm systems fitted.¹

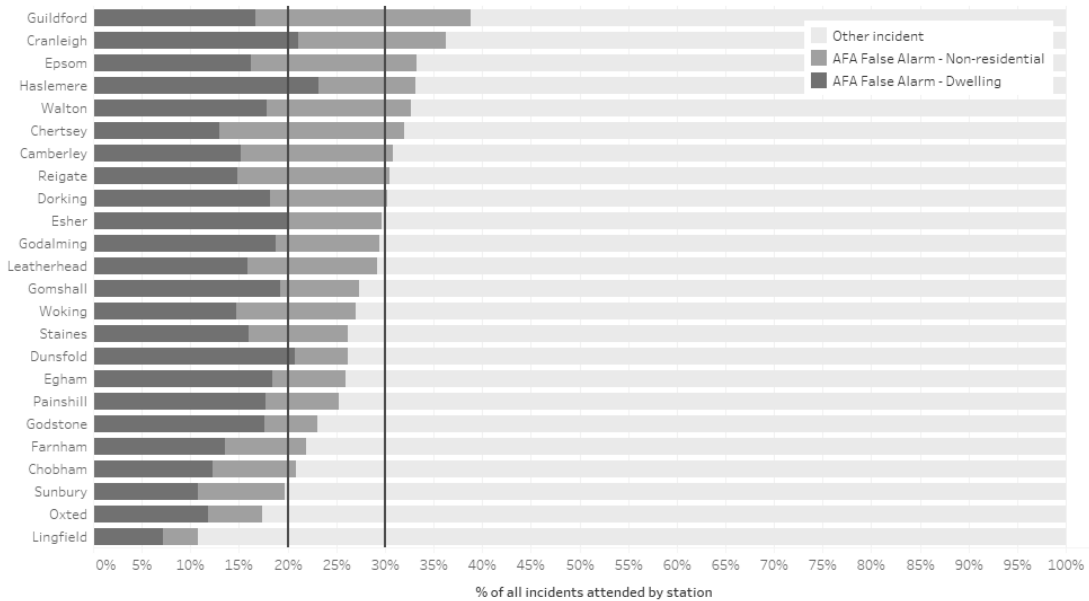
Preserving our resources for real emergencies

11) Responding to false alarms means there is a risk that the service may not be able to respond to genuine emergencies. It also increases the occasions when risk is posed, both to the public and to staff, by vehicles travelling on ‘blue lights’.

12) Nine of our 26 fire stations spend more than 30% of their time responding to automatic fire alarms that turn out to be false alarms. The graph below shows the detailed information. Reducing the number of false alarms that the service attends will free resources to focus on prevention and protection activity, a statutory requirement under the Fire and Rescue Services Act 2004.

¹ Surrey Infrastructure Study
Page 3 of 7

False alarms due to Automatic Fire Detection



- 13) [Nationally, 95% of all automatic fire alarm attendances are to false alarms](#) and in Surrey this is 98% of all automatic fire alarm attendances, In 2014/15 Surrey was in the bottom quartile of national performance relating to attendances at automatic fire alarms including those that are false alarms². SFRS would need to reduce by approximately 1400 incidents a year to move into the highest quartile of national performance.
- 14) From April 2011 to April 2016, we attended 16,272 automatic fire alarms, of which 15,843 were false alarms.
- 15) In 2015/16, we attended 11,707 incidents, of which 3031 were to automatic fire alarms. Of this number, there were 3,000 emergency responses to automatic fire alarm systems that proved to be false alarms. This accounts for around 26% of all SFRS emergency incident attendances (excluding co-responding attendances).

Learning from other services

- 16) Other Fire and Rescue Services have successfully implemented policies and procedures on automatic fire alarms applying to a wider range of premises than before. This has significantly reduced their emergency response attendances. For example some Fire and Rescue Services have reduced their response to all automatic fire alarms, requiring a confirmation phone call before a response is sent (see Annex A).

Making savings

- 17) The extra wage costs for on-call staff, and wholetime staff on overtime, to attend automatic fire alarms that are false alarms, equates to approximately £13,000 a year, across the different duty systems.

² DCLG Fire Statistics Monitor, April 2014 – March 2015, Table 3d(i)

- 18) SFRS estimates that approximately £10,000 a year is spent on fuel costs for responding to and returning from automatic fire alarms.
- 19) Capacity gained through appropriate management of attendance at automatic fire alarms will allow SFRS to attend other emergencies and undertake further prevention and protection work to reduce risk and save life.

What are the proposals for change?

- 20) SFRS proposes a policy on how it responds to automatic fire alarms. If the service is unsure of a call or does not receive any information from the person responsible for the building, a response will still be sent.
- 21) It is proposed that this is adopted in three phases. In this way, the service can review the results of each phase and see if there's any additional work needed to prepare for the next phase. It will also allow businesses and residents to change their procedures in line with advice from SFRS.

a) Phase 1 – Implementation in early 2017 with review after 6 months

During the day: This would involve non-attendance to all calls for assistance to automatic fire alarm systems at lower risk commercial premises during the day, e.g. offices, shops, industrial units and sports centres, where additional information is not given (e.g. a verbal report of smoke or fire seen).

During the night: Lower risk commercial premises during the night would undergo call challenge, to determine if there is enough information to warrant an attendance.

The following premises would still receive automatic attendance:

- Critical national infrastructure
- Major heritage
- Control of Major Accident Hazard (COMAH) sites (2 lower tier in Surrey)
- Health care
- Residential care
- Residential multi occupied dwellings
- Residential individual dwellings

SFRS estimates that this could reduce the number of calls to false alarms by automatic fire alarms by up to 1000 calls a year.

b) Phase 2 – Implementation in 2017 following outcome of review of Phase 1, with review after 6 months

As above, plus below, which will attract call challenge during the day time as well as at night.

- Critical national infrastructure
- Major heritage
- Control of Major Accident Hazard (COMAH) sites (2 lower tier in Surrey)

- Health care
- Residential care
- Residential multi occupied dwellings
- Residential individual dwellings

It is estimated that this could reduce the number of calls to false alarms by an additional 1000 calls per annum.

c) Phase 3 – Implementation in 2018 following outcome of review of Phase 2

At all times, all premises will attract a call challenge to establish if sufficient intelligence can be gained to mobilise the appropriate response. It is estimated that this could reduce the number of calls by an additional 1000 per annum.

- 22) In total, once all the phases have been introduced, there will be a reduction of an estimated 3000 calls per year to false alarms due to automatic fire alarms based on historical data.
- 23) In order to begin educating the public and to pave the way for these changes, by the end of 2016, the service will offer a Safe & Well Visit to all instances of a false alarm caused by an automatic fire alarm. This will ensure that residents and businesses are proactively offered the right advice to make changes. Where the calls are to commercial premises we will also complete an Initial Premises Survey if required. This is where the service visits and gathers risk information to help crews know what they would come across if there were an incident at the premises. Crews undertaking these tasks will remain available for emergency calls unless they encounter serious risks to life or property which are dealt with by other service protocols.

What are the implications of this proposed change?

- 24) The service has ensured through its review, that a risk-assessed response is provided, and the risk assessment is appended to this paper (Annex B). The Service is aware of the risks associated with premises that house vulnerable people, such as care homes or hospitals and will ensure that a risk-assessed response is given. SFRS will engage with relevant stakeholders and communicate the proposal to them, to enable them to make changes to their processes and procedures.
- 25) SFRS's proposal ensures that the vulnerability of occupants is the key factor in deciding on how it responds to an automatic fire alarm. If the service is unsure of a call or does not receive any information from the person responsible for the building, a response will still be sent. The Equalities Impact Assessment (Annex C) has more information on the impact of the proposal on groups with protected characteristics.
- 26) If the service receives a call or responds to an automatic fire alarm, it will offer a Safe & Well Visit to give advice to help reduce future calls and improve safety within the business or home.

27) At the end of each phase, senior officers within the service will review the findings and will share the outcomes of the review of each phase and make any changes as necessary to the procedure before starting the next phase.

Recommendations:

28) That the Resident Experience Board

- a) Reviews the report and makes any comments or recommendations on Surrey Fire and Rescue Service's proposal to amend how it responds to automatic fire alarms.
- b) Supports the proposal outlined in this paper.

Next steps:

SFRS will note any recommendations or comments from the Resident Experience Board and reflect these in the paper to Cabinet.

SFRS will recommend that Cabinet approves this policy change on 13 December 2016.

SFRS will report back to the Board with learning points from the review of each Phase.

Report contact: Russell Pearson, Chief Fire Officer


Contact details: Ian Houseman, Area Commander, Prevention and Protection
01737 224000

Sources/background papers:

Annex A – Neighbouring authorities automatic fire alarm process
Annex B – Risk Assessment
Annex C – EIA
Annex D – other sources and reports used as background

This page is intentionally left blank

Annex A – Neighbouring authorities automatic fire alarm process

FIA UWFS Policy 2015		Commercial Standard Risk (offices, shops, sports centres, industrial units)		Commercial high risk (Critical National Infrastructure sites, Major Heritage sites, Historic buildings, COMAH)		Health care & residential care		Residential individual dwellings		Residential multiple occupants		Procedure commencing as of:	False fire alarms per year 2014/15
		Day	Night	Day	Night	Day	Night	Day	Night	Day	Night		
Berkshire	Mon-Friday	3	3	3	3	3	3	3	3	3	3		2650
	Weekends	3	3	3	3	3	3	3	3	3	3		
Buckinghamshire	Mon-Friday	1	1	1	1	1	1	1	1	1	1		2890
	Weekends	1	1	1	1	1	1	1	1	1	1		
Hampshire	Mon-Friday	3	3	1	1	1	1	1	1	1	1		5688
	Weekends	3	3	1	1	1	1	1	1	1	1		
Kent	Mon-Friday	3	3	3	3	3	3	3	3	3	3	02/04/2013	4394
	Weekends	3	3	3	3	3	3	3	3	3	3		
Oxfordshire	Mon-Friday	3	3	3	3	3	3	3	3	3	3		2444
	Weekends	3	3	3	3	3	3	3	3	3	3		
Surrey	Mon-Friday	3	1	1	1	1	1	1	1	1	1		5398
	Weekends	3	1	1	1	1	1	1	1	1	1		
West Sussex	Mon-Friday	3	3	3	3	3	3	3	3	3	3	12/08/2015	4610
	Weekends	3	3	3	3	3	3	3	3	3	3		

Page 53

1	Immediate response. No call challenge/filtering.
2	No call challenge/filtering, vehicle sent to investigate
3	call challenge/filtering. Occupant asked to investigate alarm. If occupant cannot search PDA will automatically apply.
4	No attendance for unconfirmed AFA
	Currently revising policy
	Unvarified
	confirmed




This page is intentionally left blank

RISK ASSESSMENT (RA1)

Ref No: [Enter number here]

Initial Risk Assessment	✓	Review		Please place a ✓ in the relevant box			
Venue/Premises		Off Site Venue/Premises		Activity	✓	COSHH	
Fire		Equipment		Manual Handling		DSE	
Vibration		Noise		PPE		Other	

Call Challenge	Nominated Fire Service:  Surrey Fire and Rescue Service
-----------------------	--

Page 55	2 Task	3 Hazard and Outcome	4 Risk Groups	5 Control Measures in place	6 Level of risk			7 Control measures required	8 Level of risk			9 RA2 required
					L	S	R		L	S	R	
1	Call Challenge	Inappropriate information received to determine mobilising requirement	A C H	Standard questions to obtain information to mobilise resources. Intelligent mobilising process in place in JECC. Callers held on the line until arrival of fire service.				Where insufficient information is available, mobilise resources as per the set Predetermined Attendance for the property and incident Type.				Yes or No
2	Amendment of mobilising following call challenge	Inappropriate information received to undertake correct mobilising	A C H	Standard questions to obtain information to mobilise resources. Intelligent mobilising process in place in JECC. Callers held on the line until arrival of fire service.				Where insufficient information is available, mobilise resources as per the set Predetermined Attendance for the property and incident Type.				
3	Amended mobilising has taken place and been dispatched	Further information becomes available from the caller to Fire and rescue call handlers indicating increased risks	A C H	Current resources dispatched made aware to proceed as emergency response. Intelligent mobilising process in place in JECC. Callers held on the line until arrival of fire service.				Current resources dispatched made aware to proceed as emergency response. Increase to Predetermined Attendance for the property and incident Type.				

Risk Groups = A: Wholetime/RDS C: Officers G: Support Staff H: Public I: Other Agencies

10. Technical References

11. Associated GRA's
GRA 1.1 Emergency response and arrival at the scene

12.	Name	Signature	Date	Review Date
Lead Officer	AC Houseman		3/11/2016	
Health and Safety				
Accredited Safety Rep				
Regional Risk Assessment Coordinator				

Document Control					
Document1					
Version	Date	Author	Role	Status	Changes
V0.1	3/11/2016	I Houseman	AC		
V0.2					
V0.3					
V0.4					
V0.5					
V0.6					
V0.7					
V.08					

RISK CALCULATOR

Risk is the chance that harm will be caused by a hazard. It is measured in terms of severity, likelihood & population affected.

A simple approach to quantifying risk is to define measures of likelihood and severity such as the descriptors given below. This allows the construction of a risk matrix which can be used as the basis of identifying acceptable and unacceptable risk.

$$\text{Likelihood} \times \text{Severity} = \text{Risk}$$

MEASURES OF LIKELIHOOD (PROBABILITY)

LEVEL	DESCRIPTOR	DESCRIPTION
1	Very unlikely	The event may occur only in exceptional circumstances.
2	Unlikely	The event could occur at some time.
3	Moderate	The event will occur at some time.
4	Likely	The event could occur in most circumstances.
5	Very likely	The event will occur in most circumstances.

MEASURES OF SEVERITY (CONSEQUENCE)

RISK ASSESSMENT MATRIX - LEVEL OF RISK

LEVEL	DESCRIPTOR	DESCRIPTION
1	Negligible	Minor local first aid treatment (e.g. minor cuts/abrasions) causing minimal work interruption
2	Minor	Injury requiring first aider treatment causing inability to continue with current work activity for 3 days or less. Minimal financial loss or damage.
3	Serious	Medical treatment required. RIDDOR over 3 day lost-time injuries. Moderate environmental implications. Moderate financial loss or damage. Moderate loss of reputation. Moderate business interruption.
4	Major	Permanent or life changing injuries. RIDDOR major injuries. High environmental implications. Major financial loss or damage. Major loss of reputation. Major business interruption.
5	Fatalities	Single or multiple deaths.

Fatalities	5	10	15	20	25
Major	4	8	12	16	20
Serious	3	6	9	12	15
Minor	2	4	6	8	10
Negligible	1	2	3	4	5
SEVERITY	Very Unlikely	Unlikely	Moderate	Likely	Very Likely
	LIKELIHOOD				

Low Risk	Acceptable - Monitor
Moderate Risk	Acceptable - subject to guidance. See Guidance Paragraph 13.2
High Risk	Unacceptable. Activity must not proceed.

No Applicable

Page 58

DRAFT

What equalities legislation is there?

The [Equality Act 2010](#) is a single legal framework that seeks to provide a clear basis upon which to tackle disadvantage and discrimination. Most of the provisions of the Act came into force in October 2010, replacing and consolidating nine pieces of legislation. The Act seeks to ensure people are not discriminated against because they **share certain ‘protected characteristics’**, are **assumed to share** those characteristics or **associate with other people** that share a protected characteristic. It also aims to increase equality of opportunity and foster good relations between groups.

In the Act the Government created a [Public Sector Equality Duty](#). This Duty seeks to ensure public authorities play their part in making society fairer by requiring them to have ‘due regard’ to the need to:

- eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited by the Act;
- advance equality of opportunity between people who share a protected characteristic and people who do not share it; and
- foster good relations between people who share a protected characteristic and those who do not share it.

The Act covers both direct and indirect discrimination. The Act also extended protection to those experiencing associative discrimination. This occurs when a victim of discrimination does not have a protected characteristic but is discriminated against because of their association with someone who does e.g. the parent of a disabled child. It also extended the concept of discrimination by perception, where a victim of discrimination is presumed to have a protected characteristic, whether they do have it or not.

What does ‘due regard’ mean?

Having ‘due regard’ means giving an appropriate level of consideration to equalities issues. The Equality Act 2010 explains that having due regard for advancing equality involves:

- Removing or minimising disadvantages suffered by people due to their protected characteristics.
- Taking steps to meet the needs of people from protected groups where these are different from the needs of other people.
- Encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low.

Protected characteristics

- Age
- Disability
- Gender reassignment
- Pregnancy and maternity
- Race (including ethnic or national Origins, colour or nationality)
- Religion or belief (including lack of belief)
- Sex
- Sexual orientation
- Marriage and civil partnerships (protected but only with regards to the need to eliminate discrimination)

Equality Impact Assessment Guidance

The Act also states that meeting different needs involves taking steps to take account of disabled people's disabilities. It also describes fostering good relations as tackling prejudice and promoting understanding between people from different groups. Further, it states that compliance with the duty may involve treating some people more favourably than others.

The issue of 'due regard' has been considered in a number of Court cases. It has been emphasised that there are no "prescribed" steps that public bodies must take to demonstrate due regard. In addition there are no particular outcomes that authorities must achieve for those that share protected characteristics as a result of having had 'due regard'. Rather the test of whether an authority has given due regard is a test of substance not "of mere form or box ticking". The duty therefore must be performed "with rigour and with an open mind" and where it forms part of a decision to be made by Members it is important for officers to "be rigorous in enquiring and reporting to them".

Surrey County Council demonstrates how it has applied 'due regard' to equalities by developing Equality Impact Assessments (EIAs) and incorporating the findings from these assessments into changes it makes to services, functions or policies.

Surrey County Council has also made a wider commitment to fairness and respect, which underpins everything we do. Our [Equality, Fairness and Respect Strategy](#) sets out our equality objectives for the organisation. It also demonstrates our commitment to deliver these objectives in partnership with local organisations and public bodies that are best placed to improve services for Surrey's residents.

What is this guidance and template for?

This guidance and template seeks to support staff when they are developing an EIA by:

- asking a series of questions that will ensure the equalities implications of any procedure, function or service are considered in a robust fashion;
- ensuring that an action plan is produced to address any impacts that are identified; and
- ensuring that decision makers are provided with clear information about the potential impact of decisions on people with protected characteristics.

Do I need to complete an Equality Impact Assessment?

As a first step you will need to determine whether you need to complete an EIA for the procedure, function or service you are developing or changing. The key question is whether any aspect of a new procedure, function or service, or changes to an existing one, will have an impact on residents or staff, particularly people sharing protected characteristics. If it will then it is likely that an EIA will need to be completed¹. **Very few of our policies, functions or services will have no equalities implications for either our residents or our staff.**

¹ The Equality and Human Rights Commission publication [Meeting the equality duty in procedure and decision-making](#) includes useful guidance on what should be assessed.

Equality Impact Assessment Guidance

However, the level of detail within the EIA should be proportionate to the issue being considered and the scale of the impact. This means that the range of data used and the extent of community engagement undertaken should be proportionate to the issue being considered. For example, changes to an adult social care service that supports vulnerable elderly residents are likely to require a detailed EIA. However, changes to highway verge maintenance are likely to require either a light touch EIA or no EIA at all. **It is for Directorates to decide the level of detail required in their EIAs.**

If you decide not to complete an EIA, you must make a record of this decision. This might take the form of minutes of a meeting, an internal email or a record in a service plan. Most importantly, it must make clear **why you have concluded that an EIA is unnecessary**

When should I complete an Equality Impact Assessment?

Consideration of equalities is an ongoing process. Your assessment should start early in the development of a new or amended procedure, service or function. **It is vital that your consideration of equalities issues is not a one-off exercise undertaken at the end of a project.** You need only publish your final EIA. However, you should keep previous versions of your EIA as a record of how the proposals changed as a result of your analysis.

What if I identify negative impacts that can't be mitigated?

The outcome of your equality analysis is only one factor in the overall decision making process. Other factors (such as financial issues or legal matters) may have equal or greater influence over the decision. Further, the new or amended procedure, service or function may have to proceed even though not all of the negative equality impacts can be mitigated. The important thing is that decision makers are aware of the equalities implications of the new or amended procedure, service or function when making their decision and these implications are considered alongside all other factors.

How should I finalise my Equality Impact Assessment?

All EIAs should be approved by an appropriate level of management in accordance with equalities processes in your Directorate. This may include consideration of your EIA by your Directorate Equality Group, if you have one. Your Strategic Director, Leadership Team and/or Cabinet Member may also wish to approve your EIA.

Once your EIA is approved, you should send it to the Chief Executive's Procedure Team for publication on the Council's website. It is important that we publish our EIAs as this is one of the ways that we demonstrate how we have paid 'due regard' to the equalities issues identified in the Equality Act.

Equality Impact Assessment Template

1. Topic of assessment

EIA title:	How Surrey Fire & Rescue Service responds to Automatic Fire Alarms
-------------------	--

EIA author:	Angeliki Humphries, SFRS Project Specialist
--------------------	---

2. Approval

	Name	Date approved
Approved by²		

3. Quality control

Version number	0.2	EIA completed	5/09/16
Date saved		EIA published	

4. EIA team

Name	Job title (if applicable)	Organisation	Role

² Refer to earlier guidance for details on getting approval for your EIA.

Equality Impact Assessment Template

5. Explaining the matter being assessed

<p>What procedure, function or service is being introduced or reviewed?</p>	<p>Automatic Fire Alarms are alarm systems that are designed to react automatically where heat or smoke is detected to alert the occupants of a building of a potential fire situation. As outlined in our PSP proposals, we will be reviewing our automatic fire alarm procedure.</p> <p>This is because, over the last five years, we have been called out to 16,358 automatic fire alarms, of which 15,919 (98%) were false alarms. We refer to these false alarms as unwanted fire signals. Responding to unwanted fire signals means there is a risk that we may not be able to send fire engines to genuine emergencies and increases the occasions when risk is posed by our fire engines travelling on blue lights. Reducing the number of unwanted fire signals we attend will free our resources to focus on our prevention and protection activity. We already challenge calls from commercial premises and this can result, during the day, with a non-attendance if a false alarm is confirmed. We will undertake a risk assessment to see whether we can safely extend this procedure to cover more unwanted fire signals, including those at domestic properties.</p> <p>As we review our procedure we will consider our at-risk sites, like hospitals and care homes, to make sure we provide a risk-assessed response to those more vulnerable. By doing this we believe that we can use our resources to respond to real emergency incidents. We hope that this will also help organisations. Evacuation of buildings due to false alarms can be inconvenient, costly and harm productivity. Frequent false alarms can also lead to complacency among those who live or work in the building, which may put them at risk if there is an actual fire. We will analyse the impact this might have on our response standard as we review our automatic fire alarm procedure.</p> <p>Where calls and attendances are not required SFRS will offer the callers a safe and well or protection fire safety visit to ensure that they have the information and understanding to manage their fire alarm system appropriately and reduce the impact on them, their businesses and the community from fire service emergency responses.</p>
<p>What proposals are you assessing?</p>	<p>Option 1:</p> <p>A non attendance procedure to all calls for assistance arising from an Automatic Fire Alarm systems at lower risk commercial premises such as offices, shops, industrial units and sports centres which does not convey additional information, such as: 'smell of smoke from...', fire seen at etc.</p> <p>All other premises and lower risk commercial premises during the night time would attract a call challenge to establish if sufficient information can be gained to either upgrade the attendance to a fire or to establish that it is an unwanted fire signal resulting in a non attendance from SFRS.</p> <p>Option 2:</p> <p>A non attendance procedure during the day time only, to all calls for assistance arising from an Automatic Fire Alarm systems at lower risk commercial premises such as officer, shops, industrial units and sports centres which does not convey additional information, such as: 'smell of smoke from...', fire seen at etc.</p> <p>Experience shows this is an alarm that can be dealt with by the responsible person (land lord, key holder, security etc.) leaving the Fire and Rescue</p>

Equality Impact Assessment Template

	<p>Service free to continue with planned work remaining available for emergency response.</p> <p>All other premises such as critical national infrastructure, major heritage, COMAH sites, Health Care, Residential care, Residential multi occupied dwellings and Residential individual dwellings would attract a call challenge to establish if sufficient information can be gained to either upgrade the attendance to a fire or to establish that it is an unwanted fire signal resulting in a non attendance from SFRS.</p> <p>Call challenge has been utilised by the Service successfully for a number of years within commercial premises.</p> <p>Option 3: All premises to attract a call challenge to establish if sufficient information can be gained to either upgrade the attendance to a fire or to establish that it is an unwanted fire signal.</p>
<p>Who is affected by the proposals outlined above?</p>	<ul style="list-style-type: none"> • The business community of Surrey • Other premises with automatic fire alarm systems • Surrey Fire and Rescue Authority members • Surrey communities

Equality Impact Assessment Template

6. Sources of information

Engagement carried out

- **The Public Safety Plan refresh survey**

As part of the PSP consultation activities a survey was developed to capture the views of staff, partners, residents and local business on the nine proposals including the review of the Automatic Fire Alarms procedure (PSP proposal 9) [add the consultation report link here.](#)

There were 496 responses, of which 14 were postal returns and 482 were answered online. Response rate is hard to gauge, because invites were distributed to an unknown number of people from various partner agencies' mailing and stakeholders lists.

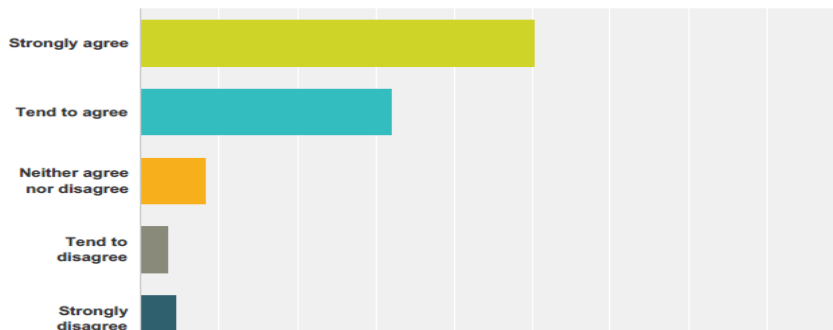
Stats regarding the Automatic Fire Alarms proposal following the Public Safety Plan 5 week formal consultation (April – June 2016):

Proposal	Agree	Disagree	Important	Not at all important	Themes/Comments
9	82%	9%	94%	5%	<p>Concerns on AFAs that could be a genuine emergency.</p> <p>Suggestion: This is one area where charging for continual false alarms should be bringing in funds.</p>

SFRS - PSP Refresh

Q17 Q9. Proposal 9: Explore how we deal with automatic fire alarms, including how we handle the initial call, because these can restrict our ability to respond to genuine emergencies.a. To what extent do you agree or disagree with this proposal?

Answered: 439 Skipped: 43



- **Public and business information will continue and form part the review of the**

Equality Impact Assessment Template

management of AUTOMATIC FIRE ALARM procedure:

: Formal information to the public and businesses will begin from: – 2016

Effective information and engagement with the residents, community groups, representative bodies, staff and partners has taken place from ...2016 and will continue as part of the continuous improvement process forming part of the review of our management of Automatic Fire Alarm procedures in order to:

- Identify the specific needs of all groups within the local community
- Identify the likely effect of the proposed procedure on these different groups of staff and partners

The proposed procedure will be reviewed in the light of the information received to ensure effective service delivery for all groups.

During this analysis we will identify directly who will be affected by the proposed Automatic Fire Alarm procedure:

- Identify key stakeholders, partners and relevant groups that have an interest, influence and will be affected by the proposed Automatic Fire Alarm procedure
- Ensure that the above groups are consulted
- Make information available to those consulted
- Make information be accessible to all groups, including those with disabilities and those from minority ethnic communities
- Find out whether there are any barriers to effective consultation and communication with each of the identified groups

N.B Any consultation/engagement and communication activities scheduled for the Automatic Fire Alarm options will enable us to inform and further develop this EIA and identify any equalities implications to staff and the local communities.

Data used

1. FATAL FIRES REPORT

2. Public Safety Plan (PSP) Surrey Fire and Rescue Service (SFRS)
3. Draft-PSP-2016-2025-updated-27-04-2016
4. MTFP
5. Surrey attendance standard
6. 2008 Automatic Fire Detection (AFD) call challenge papers to cabinet
7. Chief Fire Officers Association (CFOA) Code of Practice Best Practice for Summoning a Fire Response via Fire Alarm Monitoring Organisations
8. Fire Industry Association AFA response procedure project
9. [Surrey Infrastructure Study](#)
10. Facing the future Ken Knight
11. Facing reality– the need for a fully-funded fire and rescue service (FBU submission to the Spending Review 2013 and initial response to Ken Knight's review *June 2013*)
12. *FBU integrated risk management planning – The Framework document – ow to construct an IRMP/RRP*
13. British Standard 5839-6:2013 Fire detection and fire alarm systems for buildings
14. CIPFA fire service family group performance for attending unwanted AFD signals (commercial and domestic) Q4 2014/15
15. BVPI 149 number of false alarms caused by fire detection apparatus in non-domestic premises

Equality Impact Assessment Template

16. Service Integrated Risk Management Plan Fourth Edition Our 2020 Vision (3.4 Intervention).
17. 1st paragraph is, Section 3 of Health & Safety at Work Act 1974
18. Regulation 3 of The Management of Health & Safety at Work 1999 (Risk Assessment)
19. Census data 2011 Surrey
20. [Community risk Profile](#)
21. Rose park Report into care home fatalities
22. SFRS TGN007/2016 (Version 1)
23. Regulatory reform order 2005
24. Localism act 2011
25. [Section 3 of Health & Safety at Work Act 1974](#)
26. [Regulation 3 of The Management of Health & Safety at Work 1999 \(Risk Assessment\)](#)
27. [Section 7 Health & Safety at Work - General duties of Employees.](#)
28. SFRS incident and Call data from 2011 to 2016
29. SCC risk management vehicle accident statistics and insurance claims data
30. BRE-Trust-briefing-paper---The-causes-of-false-fire-alarms-in-buildings
31. FBU Facing the Facts
32. FSEC property breakdown
33. IRS-FSEC property matching
34. Guidance on false alarm management of FD&A systems
35. IRMP Guidance note 4
36. Operations_NIF_draft
37. OPS1 Proposal_Final_v2
38. SEORRG Paper_Domestic Dwelling Fires_Intelligence-Led Mobilising_v2
39. SEORRG Update_Intelligence-Led Mobilising_v1
40. SFRS Incident categorisation
41. SFRS-changes-to-emergency-response-cover-for-Spelthorne-2014
42. Unwanted Fire Signal (UwFS) Reduction Policy Cheshire
43. [Health + Safety at work Magazine](#) Study shows false fire alarms have some common triggers

7. Impact of the new/amended procedure, service or function

Equality Impact Assessment Template

7a. Impact of the proposals on residents and service users with protected characteristics

Protected characteristic ³	Potential positive impacts	Potential negative impacts	Evidence
Age	Our most at risk from fire groups will feel safer within the premises due to decreased unnecessary evacuations.	<p>The proposed changes may have a negative impact on older residents within Surrey. This is because older residents are more likely to live in sheltered or managed accommodation where automatic fire alarms are fitted.</p> <p>Residents aged over 65 are most vulnerable and most at risk from fire (fatal fires report link).</p>	<p>The implementation of this procedure could be seen as having a negative impact on these residents. To mitigate risks associated with this procedure, Surrey Fire and Rescue Service will continue to work with the identified vulnerable people's groups. The Service will also continue to communicate any changes to this procedure with them.</p> <p>As we review our procedure we will consider our at-risk sites, like hospitals and care homes, to make sure we provide a risk-assessed response to those more vulnerable residents.</p>
Page 68 Disability	Decrease in the number of unnecessary evacuations because of the AUTOMATIC FIRE ALARM s. These evacuations could cause unnecessary stress and worry to the most vulnerable of our residents.	<p>The proposed changes may have a negative impact on disabled residents within Surrey. This is because some disabled residents, may live in managed accommodation where automatic fire alarms are fitted.</p> <p>Residents with disabilities are at higher risk from fire (fatal fires report link)</p>	<p>The implementation of this procedure could be seen as having a negative impact on these residents. To mitigate risks associated with this procedure, Surrey Fire and Rescue Service will continue to work with those groups to ensure a robust risk management plan is in place. The Service will also continue to communicate any changes to this procedure with them in accessible formats.</p> <p>As we review our procedure we will consider our at-risk sites, like hospitals and care homes, to make sure we provide a risk-assessed response to those more vulnerable.</p>
Gender reassignment		Not known at this stage	
Pregnancy and maternity		Not known at this stage	
Race		Local intelligence shows that some of the local black and	The Service should provide communication materials in plain, easy to understand English and other accessible

³ More information on the definitions of these groups can be found [here](#).

Equality Impact Assessment Template

<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 69</p>		<p>minority ethnic business groups may be less likely to contact public services. They may also be less likely to understand the legislative or operational guidance provided to them.</p> <p>A considerable number of minority business groups work at night (fast food restaurants and accommodation associated with these types of buildings)</p> <p>BME residents or those residents who are disadvantaged because of their socio-economic background are more likely to be living within more deprived areas and they may be more likely to live in houses of multiple occupancy, which may have automatic fire alarms fitted.</p>	<p>formats to ensure residents from this protected group understand the content. In addition, the Service will continue to provide advice and guidance to residents within this group.</p> <p>The Service should make use of the SFRS BME volunteers to help deliver the message during any prevention and protection activities.</p> <p>As we review our procedure we will consider our at-risk sites, like hospitals and care homes, to make sure we provide a risk-assessed response to those more vulnerable.</p>
<p>Religion and belief</p>		<p>The proposed changes may have a negative impact on religion or belief. There are a number of religious buildings within Surrey.</p>	<p>To mitigate risk associated with this, the Service will ensure continuous communication in accessible formats easy to understand if English is not the first language for those community groups.</p> <p>In addition, the Service will continue to provide advice and guidance to reps of those groups. The Service could make use of the SFRS volunteers to get this message across during any prevention and protection activities.</p> <p>As we review our procedure we will consider our at-risk sites, like hospitals and care homes, to make sure we provide a risk-assessed response to those more vulnerable.</p>
<p>Sex</p>		<p>None identified at this stage</p>	

Equality Impact Assessment Template

Sexual orientation		None identified at this stage	
Marriage and civil partnerships		None identified at this stage	
Carers⁴		None identified at this stage	

7b. Impact of the proposals on staff with protected characteristics

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence
Age	<p>No identified equality impacts for staff at this stage</p>		
Disability			
Gender reassignment			
Pregnancy and maternity			
Race			
Religion and belief			

⁴ Carers are not a protected characteristic under the Public Sector Equality Duty, however we need to consider the potential impact on this group to ensure that there is no associative discrimination (i.e. discrimination against them because they are associated with people with protected characteristics). The definition of carers developed by Carers UK is that 'carers look after family; partners or friends in need of help because they are ill, frail or have a disability. The care they provide is unpaid. This includes adults looking after other adults, parent carers looking after disabled children and young carers under 18 years of age.'

Equality Impact Assessment Template

Sex	
Sexual orientation	
Marriage and civil partnerships	
Carers	

DRAFT

Equality Impact Assessment Template

8. Amendments to the proposals

Change	Reason for change
To revisit this section once the formal public consultation has been completed and amend if necessary to reflect any changes in the proposed procedure.	The Consultation findings will inform this section if necessary.

9. Action plan

Potential impact (positive or negative)	Action needed to maximise positive impact or mitigate negative impact	By when	Owner
The implementation of this procedure could be seen as having a negative impact on older residents.	To mitigate risks associated with this procedure, Surrey Fire and Rescue Service will continue to work with the identified vulnerable people's groups. The Service will also continue to communicate any changes to this procedure with them.	Dec 2016	SFRS Protection and Prevention Teams
The implementation of this procedure could be seen as having a negative impact on disabled residents.	To mitigate risks associated with this procedure, Surrey Fire and Rescue Service will continue to work with those groups to ensure a robust risk management plan is in place. The Service will also continue to communicate any changes to this procedure with them in accessible formats.	Dec 2016	SFRS Protection and Prevention Teams
BME residents or those residents who are disadvantaged because of their socio-economic background are more likely to be living within more deprived areas and they may be more likely to live in houses of multiple occupancy, which may have automatic fire defenders fitted.	The Service should provide communication materials in plain, easy to understand English and other accessible formats to ensure residents from this protected group understand the content. In addition, the Service will continue to provide advice and guidance to residents The Service to make use of the SFRS BME volunteers to help deliver the message during any prevention and protection activities.	Dec 2016	SFRS Protection and Prevention Teams
The proposed changes may have a negative impact on religion or belief. There are a number of religious buildings within Surrey.	To mitigate risk associated with this, the Service will ensure continuous communication in accessible formats easy to understand if English is not the first language for those community groups. In addition, the Service will continue to provide advice and guidance to reps of those groups.	Dec 2016	SFRS Protection and Prevention Teams

Equality Impact Assessment Template

	The Service could make use of the SFRS volunteers to get this message across during any prevention and protection activities.		
--	---	--	--

10. Potential negative impacts that cannot be mitigated

Potential negative impact	Protected characteristic(s) that could be affected
Please see above (Section 9- Action Plan)	Age, Disability, Race, Religion or Belief

11. Summary of key impacts and actions

Information and engagement underpinning equalities analysis	<p>Valuing and promoting equality and diversity are central to the work of the Surrey Fire and Rescue Service (SFRS). The ability to protect the public through fire safety advice, fire prevention, fire protection and emergency response depends on understanding the differing needs of the diverse communities and responding appropriately to those needs.</p> <p>The most vulnerable people within our community are the people we serve to protect; therefore they will always receive an emergency response.</p>
Key impacts (positive and/or negative) on people with protected characteristics	<p>Delivery plans and service plans will continue to plan for innovative and efficient ways to engage with different communities to ensure that all emergencies receive high levels of response.</p> <p>Positive impacts have been identified: Our most at risk from fire groups will feel safer within the premises due to decreased unnecessary evacuations.</p> <p>Potential negative impacts have been identified: The implementation of this procedure could be seen as having a negative impact on the elderly and most vulnerable of our residents, disabled people and BME groups.</p>
Changes you have made to the proposal as a result of the EIA	n/a
Key mitigating actions planned to address any outstanding negative impacts	<p>The Service will also continue to communicate any changes to this procedure with the most vulnerable of our communities in accessible formats.</p> <p>The Service should make use of the SFRS BME volunteers to help deliver the message during any prevention and protection activities.</p>
Potential negative impacts that cannot be mitigated	n/a

DRAFT

Annex D

References

1. Public Safety Plan (PSP) Surrey Fire and Rescue Service (Surrey Fire and Rescue Service)
2. Draft-PSP-2016-2025-updated-27-04-2016
3. MTFP
4. Surrey attendance standard
5. 2008 Automatic Fire Detection (AFD) call challenge papers to cabinet
6. Chief Fire Officers Association (CFOA) Code of Practice Best Practice for Summoning a Fire Response via Fire Alarm Monitoring Organisations
7. Fire Industry Association AFA response procedure project
8. [Surrey Infrastructure Study](#)
9. Facing the future Ken Knight
10. Facing reality– the need for a fully-funded fire and rescue service (FBU submission to the Spending Review 2013 and initial response to Ken Knight’s review *June 2013*)
11. *FBU integrated risk management planning – The Framework document – ow to construct an IRMP/RRP*
12. British Standard 5839-6:2013 Fire detection and fire alarm systems for buildings
13. CIPFA fire service family group performance for attending unwanted AFD signals (commercial and domestic) Q4 2014/15
14. BVPI 149 number of false alarms caused by fire detection apparatus in non-domestic premises
15. Service Integrated Risk Management Plan Fourth Edition Our 2020 Vision (3.4 Intervention).
16. 1st paragraph is, Section 3 of Health & Safety at Work Act 1974
17. Regulation 3 of The Management of Health & Safety at Work 1999 (Risk Assessment)
18. Census data 2011 Surrey
19. [Community risk Profile](#)
20. Rose park Report into care home fatalities
21. SURREY FIRE AND RESCUE SERVICE TGN007/2016 (Version 1)
22. Regulatory reform order 2005
23. Localism act 2011
24. [Section 3 of Health & Safety at Work Act 1974](#)
25. [Regulation 3 of The Management of Health & Safety at Work 1999 \(Risk Assessment\)](#)
26. [Section 7 Health & Safety at Work - General duties of Employees.](#)
27. Surrey Fire and Rescue Service incident and Call data from 2011 to 2016
28. SCC risk management vehicle accident statistics and insurance claims data
29. BRE-Trust-briefing-paper---The-causes-of-false-fire-alarms-in-buildings
30. FBU Facing the Facts
31. FSEC property breakdown
32. IRS-FSEC property matching
33. Guidance on false alarm management of FD&A systems
34. IRMP Guidance note 4
35. Operations_NIF_draft
36. OPS1 Proposal_Final_v2
37. SEORRG Paper_Domestic Dwelling Fires_Intelligence-Led Mobilising_v2
38. SEORRG Update_Intelligence-Led Mobilising_v1
39. Surrey Fire and Rescue Service Incident categorisation
40. Surrey Fire and Rescue Service -changes-to-emergency-response-cover-for-Spelthorne-2014
41. Unwanted Fire Signal (UwFS) Reduction Policy Cheshire

42. [Health + Safety at work Magazine](#) Study shows false fire alarms have some common triggers



Resident Experience Board
Tuesday 22 November 2016

Surrey Fire and Rescue Service Safe and Well Visits

Purpose of the report: Policy Development and Review

To review Surrey Fire and Rescue Service's Safe and Well Visit programme.

The Surrey Fire and Rescue Service Safe and Well Visits

1. The Resident Experience Board has requested that Surrey Fire and Rescue Service (SFRS) provides an overview of the Safe and Well Visits, which are part of the Service's Prevention strategy.
2. SFRS officers have prepared a presentation for the Board which is available as Annex A to this report.

Suggested recommendations:

3. That the Resident Experience Board:
 - 3.1 Notes and comments on the contents of the Surrey Fire and Rescue Service Safe and Well Visits.

Report contact: Bryn Strudwick, Group Manager, Surrey Fire and Rescue Service

Contact details: 01737 242444 or bryn.strudwick@surreycc.gov.uk

Sources/background papers:

Annex A - Safe and Well Presentation

This page is intentionally left blank

**Surrey Fire and Rescue Service
Community Safety Department**

Surrey Fire & Rescue Service Safe and Well Visits

Bryn Strudwick



SURREY

Community Safety-National Picture

The Fire Service via prevention have reduced fires by 50% in 10 years.

- Public Health England**
- NHS England**
- Age UK**
- Chief Fire Officers Association (CFOA)**

Use of NHS Exeter and other DATA

New - Safe and Well Visits: 2 areas:

- 1. Prevention by signposting**
- 2. Prevention by removing risk at point of contact**



SURREY

Safe and Well Visit National Examples

- **Falls assessment**
- **Falls education**
- **Fitting equipment**
- **Fitness classes at fire stations**
- **Multi agency assessment visits**
- **Telecare response**
- **Telecare equipment installation**
- **Deliver Flu jabs**

- **A light touch health visit**



Fire in the Community



Local Government Association

Beyond fighting fires

The role of the fire and rescue service in improving the public's health



Case studies

- *Fire as a Health Asset
- *Make every contact count
- *Safe and Well Visits



SURREY

Fire as a Health Asset



Safe and Well Visits Health & Wellbeing Board

What does that look like in Surrey?

What do you want SFRS to do for you?

Commissioning?

Training?



SURREY

Safe and Well Visit

Why in Surrey?

- **The national picture – dealing with PH, NHS**
- **Increasing older population**
- **Increasing people with Dementia**
- **Complex health and wellbeing needs**
- **Number of HFSVs – need to increase**
- **May increasing funding into service**



SURREY

Where are we now?

HFSV become Safe & Well Visits

- Fire Safety, road, outside & environment safety

Plus One Stop Surrey:

- Crime & anti social behaviour
- Trading standards
- Telecare response
- Pensions, income, debt
- Home help, garden help
- Isolation, social exclusion
- Exploitation awareness
- Meals on wheels
- Dementia, missing persons
- Carer support
- A cold home, fuel poverty
- Smoking, provision of safety material
- Falls
- Hearing & visual impairment



SURREY

Safe and Well Visit

Use of new data base

- **560599 domestic premises risk assessed**
- **NHS GP data – age – 65 to 74, 75 to 84 & 85+**
- **Travel time from station**
- **Oxygen user**
- **Mosaic data**
- **Completed HFSVs since Jan 2013**
- **Scored 0 to 12**



N • N57 • N58 • N59 • N60 • N61

N58

Aided Elderly

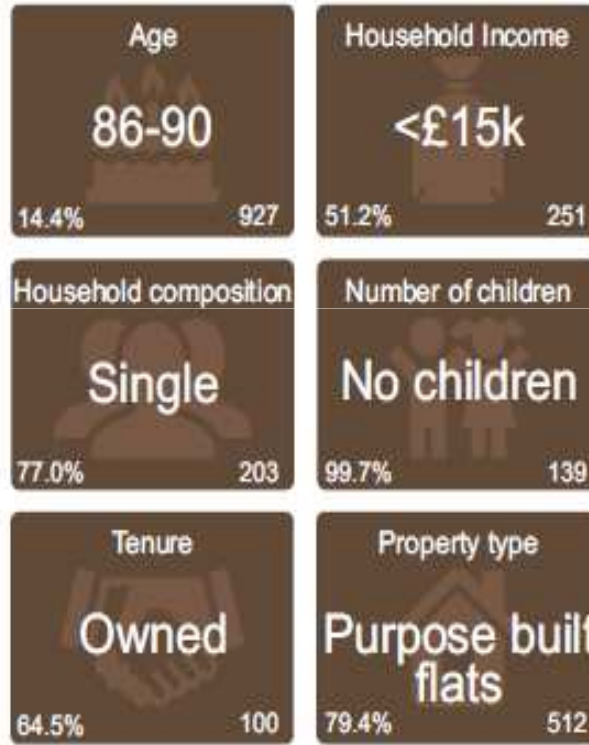
Supported elders in specialised accommodation including retirement homes and complexes of small homes

Eastbourne

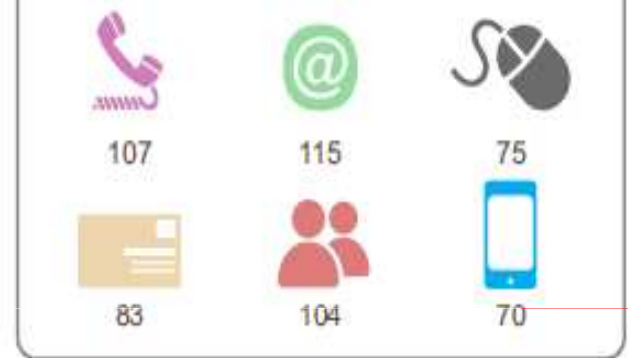
🏠 0.94% | 0.61% 👤



Who We Are



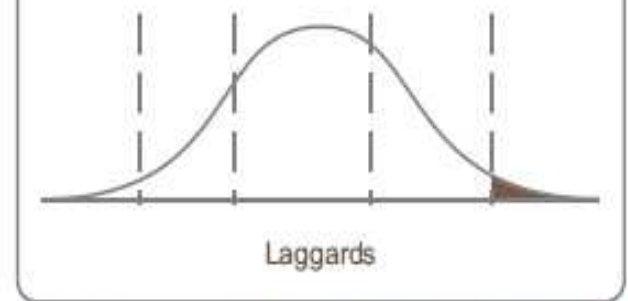
Channel Preference



Key Features

- Developments for the elderly
- Mostly purpose built flats
- Most own, others rent
- Majority are living alone
- Have income additional to state pension
- Least likely to own a mobile phone

Technology Adoption



Page 87



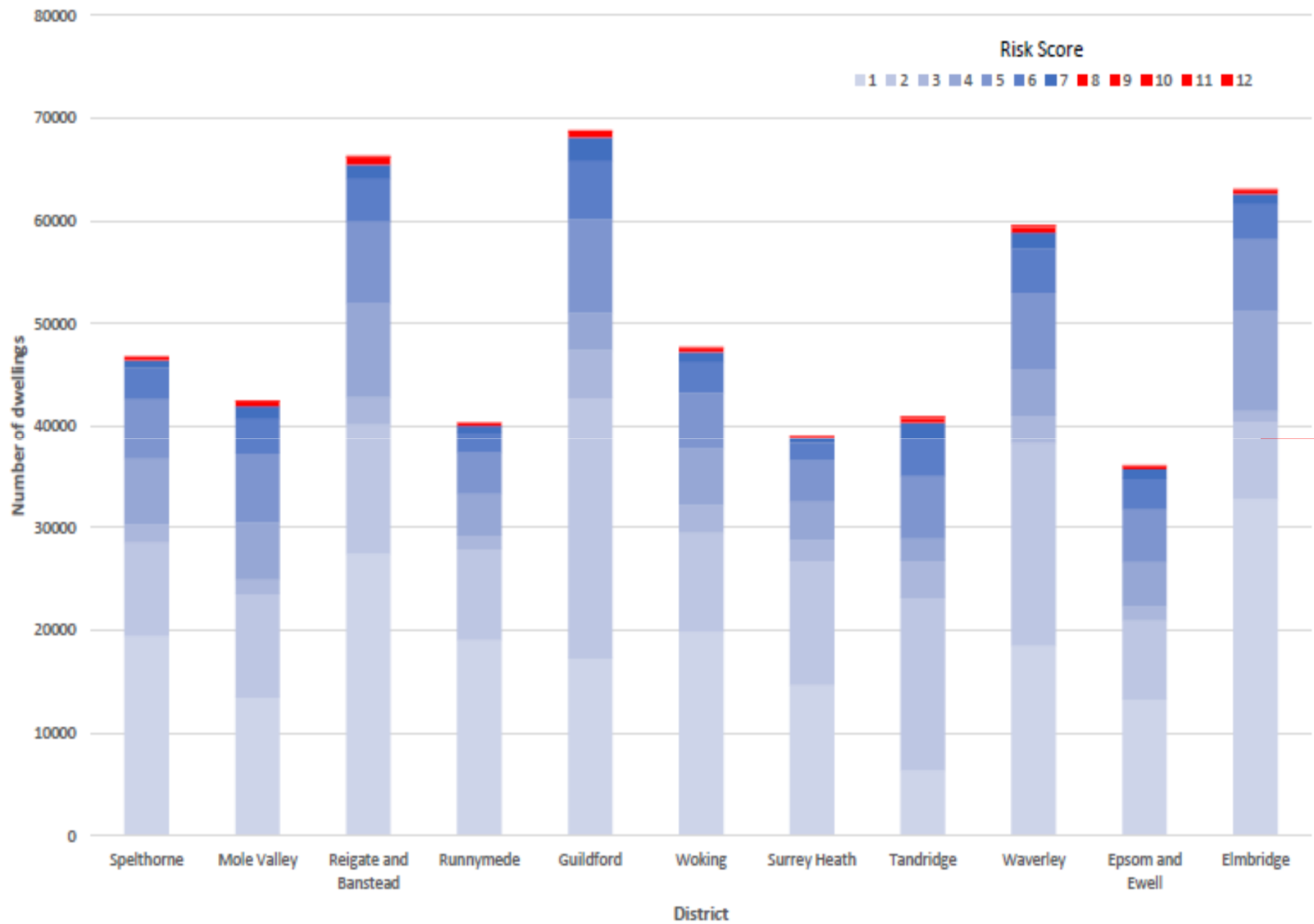
Safe and Well Visit

New data base score total

- **12 – 7**
 - **11 – 14**
 - **10 – 137**
 - **9 – 1022**
 - **8 – 4266**
 - **7 – 12655**
 - **6 – 37522**
 - **5 – 68990**
 - **4 – 58926**
 - **3 – 25392**
 - **2 – 144429**
 - **1 – 205516**
 - **0 – 1722**
- } **5446**



Residential breakdown by District and relative risk



Safe and Well Visit

Targeting and Expected Outcome

- All Identified high risk property visited
- Estimated to be 7500 visits per year
- Target 300 visits per 1 pump station
- Target 500 visits per 2 pump station
- Target 900 visits in On-call areas – SFVS

- Data Protection

- Note: Targets set on resources available for delivery 2015.



SURREY

Community & Business Safety

Audit of stations

- **Community & Business safety performance**
- **AC Iain Houseman responsible**
- **Part of appraisals**
- **Using CRM – will need funded development**



Safe and Well Visit Recording

- **Completed visits recorded as usual**
- **Properties visit that decline, status recorded as 'Declined'**
- **Properties visited where there is no response , status recorded as 'No Response and details of visit date and time recorded in notes section.**



Safe and Well Visit

The Future

Targeting and visit the identified risk

Audit of program – future development

Add other data sets – B&D etc

Working via HWBB with NHS, PH, ASC plus to develop Safe and Well Visit content and include Making Every Contact Count

Rolling yearly targeting of high risk residence



SURREY



SURREY POLICE
With you, making Surrey safer



SurreyTelecare
Your Local Council Partnership



Surrey Against Domestic Abuse



Surrey Information Point
Local information and support for you and your family



Surrey Care Association
Supporting Social Care in Surrey





**Questions
please**



Group Commander Bryn Strudwick
Community Safety Manager

Email: bryn.strudwick@surreycc.gov.uk

Phone: 07800 621 958



SURREY

Referrals please



To make a referral to the Fire Service

Email:

surreyfire.safeguarding@surreycc.gov.uk

