

Notice of Meeting

Resident Experience Board



Date & time
Thursday, 2
February 2017 at
10.00 am

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

Contact
Dominic Mackie or
Sharmina Ullah
Room 122, County Hall
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, Mr Karan Persand, Ms Barbara Thomson, Mr Alan Young, Ms Denise Turner-Stewart and Mrs Denise Saliagopoulos

Ex-officio Members:

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

TERMS OF REFERENCE

The Committee is responsible for the following areas:

Community Safety	Adult and Community Learning
Crime and Disorder Reduction	Cultural Services
Relations with the Police	Sport
Fire and Rescue Service	Voluntary Sector Relations
Localism	Heritage
Major Cultural and Community Events	Citizenship
Arts	Registration Services
Customer Services	Trading Standards and Environmental Health
Library Services	Legacy and Tourism

AGENDA

1 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

2 MINUTES OF THE PREVIOUS MEETING: TUESDAY 22 NOVEMBER 2016

(Pages 1
- 10)

To agree the minutes as a true record of the meeting.

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 Friday 27 January 2017.
2. The deadline for public questions is seven days before the meeting Thursday 26 January 2017.
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
11 - 24)

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

7 SURREY FIRE AND RESCUE SERVICE - IMMEDIATE EMERGENCY CARE RESPONSE PILOT (CO-RESPONDING) (Pages 25 - 32)

Purpose of the report: Policy Development and Review
Surrey Fire and Rescue Service will be presenting Cabinet with a range of options regarding the continuation of Immediate Emergency Care Response when the initial pilot ends in February 2017.

8 SURREY FIRE AND RESCUE SERVICE - TRAINING AND DEVELOPMENT (Pages 33 - 38)

Purpose of the report: Scrutiny of Services and Budgets
This paper provides an overview of SFRS Training Strategy.

9 SURREY FIRE AND RESCUE SERVICE - FIRE AND ROAD TRAFFIC COLLISION PREVENTION (Pages 39 - 42)

Purpose of the report: To outline the activities of the Surrey Fire and Rescue Service Prevention and Protection activity relating to Fire and Road Traffic Collisions.

10 DATE OF NEXT MEETING

The next meeting of the Board will be held on Thursday 9 March 2017.
This is an Extraordinary meeting of the Resident Experience Board.

David McNulty
Chief Executive

Published: Tuesday, 24 January 2017

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

This page is intentionally left blank

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

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

Elected Members:

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

In attendance

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

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

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

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

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

83/16 DECLARATIONS OF INTEREST [Item 3]

No declarations of interest were received.

84/16 QUESTIONS AND PETITIONS [Item 4]

No questions or petitions were received.

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

There were no responses from Cabinet to report.

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

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

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

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

Witnesses:

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

Declarations of Interest:

None

Key points of discussion:

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

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

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

Recommendations:

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

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

Witnesses:

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

Declarations of Interest:

None

Key points of discussion:

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

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

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

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

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

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

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

Recommendations:

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

89/16 SAFE AND WELL VISITS [Item 9]

Witnesses:

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

Declarations of Interest:

None

Key points of discussion:

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

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

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

Recommendations:

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

Actions:

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

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

Key points of discussion:

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

Recommendations:

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

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

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

Meeting ended at: 12.10 pm

Chairman



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

Annexes:

Annex A – Recommendation Responses

Annex B – Updates from Voluntary, Community and Faith Sector

This page is intentionally left blank

**RESIDENT EXPERIENCE BOARD
ACTIONS AND RECOMMENDATIONS TRACKER – 2 FEBRUARY 2017**

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:	Recommendation/Action	Status	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.	Achieved Update: a follow-up audit was circulated to the Board on 4 January 2017	February 2017	Ian Thomson Russell Pearson Sue Lewry-Jones Richard Walsh
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	Achieved Attached as annex A to this item.	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	Achieved Attached as annex A to this item.	November 2016	Jane Last Gordon Falconer Louise Gibbins Richard Walsh
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.	Achieved Attached as annex A to this item.	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	February 2017	Jane Last Gordon Falconer Louise Gibbins Richard Walsh

Date of meeting	Item	Ref:	Recommendation/Action	Status	Progress Check	Responsible Officer / Member / Cabinet Member
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,	Achieved Attached as annex B to this report.	February 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 41/2016	The Board recommends all Members to share information with local residents through all appropriate channels available	Achieved Attached as annex B to this report.	February 2017	Saba Hussain Rachel Crossley Richard Walsh
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.	Achieved See Annex A	February 2017	Barrie Higham Peter Milton Richard Walsh

Date of meeting	Item	Ref:	Recommendation/Action	Status	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 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.	Achieved See Annex A	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	Achieved See Annex A	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.	Achieved See Annex A	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 46/2016	Officers supply Members with promotional materials for Surrey History Centre events and for Members to spread the word locally for these events.	Achieved See Annex A	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.	Achieved See Annex A	February 2017	Cabinet Richard Walsh
13 October 2016	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.	Achieved See Annex A	February 2017	Barrie Higham Peter Milton Richard Walsh

Date of meeting	Item	Ref:	Recommendation/Action	Status	Progress Check	Responsible Officer / Member / Cabinet Member
22 November 2016	Changes to how Surrey Fire and Rescue Service responds to Automatic Fire Alarms [Item 8]	REB 49/2016	The Board requests a report on findings from each Phase of the change to the response policy, including usage of the enforcement legislation available and attendances over county borders.	Outstanding	End of Phase 1	Russell Pearson Sally Wilson Ian Houseman Richard Walsh
22 November 2016	Safe and Well Visits [Item 9]	REB 50/2016	The Board recommends that the Health and Wellbeing Board investigates the viability of staff or volunteers to be available at GP Surgeries to speak to vulnerable residents to promote Safe and Well Visits and other preventative initiatives.	Outstanding The recommendation has been sent to the Health and Wellbeing Board.	March 2017	Health and Wellbeing Board
22 November 2016	Safe and Well Visits [Item 9]	REB 51/2016	The Board supports the work SFRS around the Safe & well Visits and requests a progress report, including data collected at the recorded visits	Outstanding	Summer 2017	Ian Houseman Sally Wilson Russell Pearson Richard Walsh
22 November 2016	Safe and Well Visits [Item 9]	REB 52/2016	The Board recommends that the Cabinet Member and SFRS works with Surrey Matters to run a "Make Every Contact Count" article highlighting the preventative work of the Council and SFRS has been undergoing, and for SFRS to provide case studies highlighting the difference it makes for Surrey's residents.	Outstanding	Summer 2017	Ian Houseman Sally Wilson Russell Pearson Richard Walsh

Annex A

Resident Experience Board Recommendation Responses

Reference	Recommendation	Response
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.	A request has been emailed to the Community Partnerships Team asking Community Partnership & Committee Officers to discuss with Members if they would welcome more information on the work of the Community Safety Partnership and the new Policing in Your Neighbourhood Model – what it means and how it's working - and to seek an appropriate response if they do. They have also been encouraged to share the Community Safety Scrutiny report locally to update on the county-wide work of the Community Safety Board.
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	(See response above)
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.	There are two significant areas of work to update on in relation to victims of ASB. Firstly, a consultation document has gone out to all CSPs aimed at refocusing the work of existing Community Incident Action Groups. Of particular note, the proposal asks CSPs to move towards a harm reduction approach to what they do, and introduces a risk matrix for repeat and vulnerable victims of ASB, with the most high risk victims being referred for support, alongside dealing with the behaviour of the perpetrator. Complementary to this, the Office of the Police and Crime Commissioner is holding a stakeholder event on 14 December to scope a dedicated support service for victims of anti-social behaviour in Surrey, with particular focus on those who are at high risk of harm.
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.	Enquiries are being made and an update will be provided for a future REB meeting.
REB 42/2016	Officers explore options for generating further income from room hire at the Surrey History Centre (SHC), including: <ol style="list-style-type: none"> 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.	The new "Manhattan" room booking system was introduced in December. We had a very encouraging response from the team managing this system - our admin staff will now have full control over which bookings happen at the site. In addition we can put criteria on each room and we can put charges on the rooms – which means that users will have to enter cost codes for booking them. The income may go into one of Property Services codes rather than Heritage however. Either way, SCC will benefit from additional income arising from the changes.
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.	We met with colleagues in Property Services about this and they are investigating the costs and implications of zoning the public areas of the building, including implications on running costs etc. We are working on our side of the equation - estimation of likely usage and income from external hires.

Annex A

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.	An item on our WW1 project did feature in the last edition. A summary of the REB October visit and meeting has been sent to Surrey Matters for their comment. Democratic Services and Surrey Heritage are awaiting their response.
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.	As above.
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.	Events and Promotions Officer will supply copies of future events leaflets and newsletters as a matter of course.
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.	A Digital Strategy document is being drafted and will form part of our application for Archive Accreditation in April 2017
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.	Strategy being drafted and a date set for Cabinet Member approval in coming months.

VCFS Update for Resident Experience

Purpose:

At the Resident Experience Board meeting in September, Members of the meeting asked that any useful material relating to opportunities or improving work and relationships with the voluntary, community and faith sector (VCFS) is shared with them. This would then be used to share more widely with Members and through any local newsletters, websites or relevant channels that you have access to. We have put together some information of a range of initiatives and services that are available for the VCFS as shown below and please feel free to contact either Rhea Newman (rhea.newman@surreycc.gov.uk) or Saba Hussain (saba.hussain@surreycc.gov.uk) if you need any further information.

The voluntary, community and faith sector in Surrey (VCFS):

The VCFS in Surrey are really important partners for the council working with us to help deliver services to local communities. The county council, along with borough/district councils and Clinical Commissioning Groups provide funding to organisations called Councils for Voluntary Services (CVSs) which offer support to the wider VCFS enabling them to thrive and work better. Any VCFS organisation can contact a CVS to get support with funding, finding volunteers, governance advice, developing or setting up an organisation, back office support, training etc and the CVSs can act as a link to statutory bodies and other organisations in the area. The CVSs all have incorporated Volunteer Centres and a local base across each district and borough.

The CVSs are linked in to all the important activity in your area and are also able to signpost to useful services.

To find out about your local CVS please go through the following [link](#).

Support with finding funding:

The [CVSs](#) can support with finding funding but there is also a useful [leaflet](#) produced by the county council's Community Partnership's Team which has some handy information ready to share with the communities in Surrey.

Social Value Surrey:

The county council is always looking at ways we can support the communities of Surrey and a recent area of focus has been on deriving social value from the suppliers we work with as well as wider businesses.

We have teamed up with one of suppliers Minted Box and developed an online brokerage tool, linked to the Supply to Surrey site. The Supply to Surrey site is where we advertise all our contracts, making it a significant point of engagement for business. The facility enables VCFS organisations to upload any 'needs' they may have and businesses are able to go in and see which of these needs they are able to meet as either part of their general social

Annex B

responsibility or as part of their tender application. 'Needs' can range from asking for support with specialist training, to sharing meeting rooms to requesting equipment.

For further information you can visit the [Supply to Surrey](#) site or ask your local [CVS](#) for support in uploading a request.

Communication Campaigns about Volunteering:

Since the end of October, the county council has been running a campaign to encourage residents and colleagues in the council to think about how they can use the extra hour they gained when the clocks went back to make a difference in their community. We've been teaming up with the Volunteer Centres in Surrey to share ideas for how to make the most of those extra 60 minutes - from helping an elderly neighbour with their shopping to donating to a local foodbank to getting in touch with a local volunteer centre to find out more about volunteering opportunities. You can see lots more ideas on our [volunteering webpage](#).

We will be running a larger communication campaign around volunteering in March and April 2017 and this is currently being planned with the Volunteer Centres and council services who work with volunteers. Further details, including ideas for how to get involved, will be shared with Members via the Communicate Bulletin and Local Committees nearer to the campaign launch.

For further information about the communication campaigns, please contact Rhea Newman, Strategic Partnerships Manager (rhea.newman@surreycc.gov.uk) or Rachel Smith, Campaign Communications Officer (rachel.smith@surreycc.gov.uk).

Timebanking:

There are now 8 Timebanks up and running in Surrey, enabling people to exchange time and skills within their communities. There are over 150 Members across the Surrey Timebank Network with over 490 hours exchanged so far.

Timebanks are live in the following areas and you can find out further details about each Timebank on their website.

- [East Surrey Timebank](#) (17 members, 43 hours)
- [Epsom & Ewell Timebank](#) (18 member, 15 hours)
- [Farnham Area Timebank](#) (51 members, 252 hours)
- [Godalming Timebank](#) (20 members, 20 hours)
- [Guildford Timebank](#) (11 members, 2 hours)
- [Spelthorne Timebank](#) (16 members, 150 hours)
- [Surrey Heath and Borders Timebank](#) (3 members, 6 hours)
- [Woking Timebank](#) (15 members, 6 hours)

The county council is continuing to work with Timebanking UK to support the existing Timebanks and to set up further Timebanks in other parts of Surrey. This work includes

Annex B

developing a collaborative bid for Big Lottery funding which, if successful, will ensure the financial sustainability of the current Timebanks and provide funds to develop more Timebanks across the county. If you would like any further information about Timebanking or an update on Timebanking in your local area then please contact Thomas Davis, Project Assistant - Adult Social Care, thomas.davis@surreycc.gov.uk .

Interests.Me

If you're looking to find out news and information about what's going on in your community, then a number of local communities in Surrey have set up pages on the [Interests.me](https://interests.me) website. Interests.me is an online platform which enables organisations in the same local community or with a shared interest (e.g. Community Resilience) to come together to share news and stories about what's happening locally. There are already community pages for Guildford, Godalming, Farnham, Cranleigh, Horsell, New Haw and Woodham, Spelthorne, Runnymede, Haslemere, and Camberley, with other new pages being set up on a regular basis. If you're interested in receiving updates from one of these communities, you can register to join the community on the website.

Interests.me can also be used by local Voluntary, Community and Faith organisations for communicating with their membership. Through the website VCFS groups can easily create newsletters (for sharing via email or printing) as well as articles and blogs that can be shared on social media. So if you're involved with a local community group who may be keen to improve how they communicate with their followers, encourage them to check out the website for further information.

This page is intentionally left blank

Resident Experience Board Forward Work Programme 2017

2 February 2017
Ashcombe

- SFRS - Fire and Road Traffic Collision Prevention
- SFRS - Training and Development
- SFRS - Immediate Emergency Care Response Pilot (Co-Responding)

EXTRAORDINARY MEETING

9 March 2017
Council Chamber

- SFRS Spelthorne Consultation
- Flooding & Community Resilience

7 June 2017
Ashcombe

- *Business Meeting*

6 July 2017
Ashcombe

- SFRS - End of Year Performance Review
- SFRS - Public Safety Plan - Action Plan Update & Progress Check
- VCFS Driving Up Volunteering Project - End of Project Report

This page is intentionally left blank



Resident Experience Board
02 February 2017

SFRS Immediate Emergency Care Response pilot (co-responding)

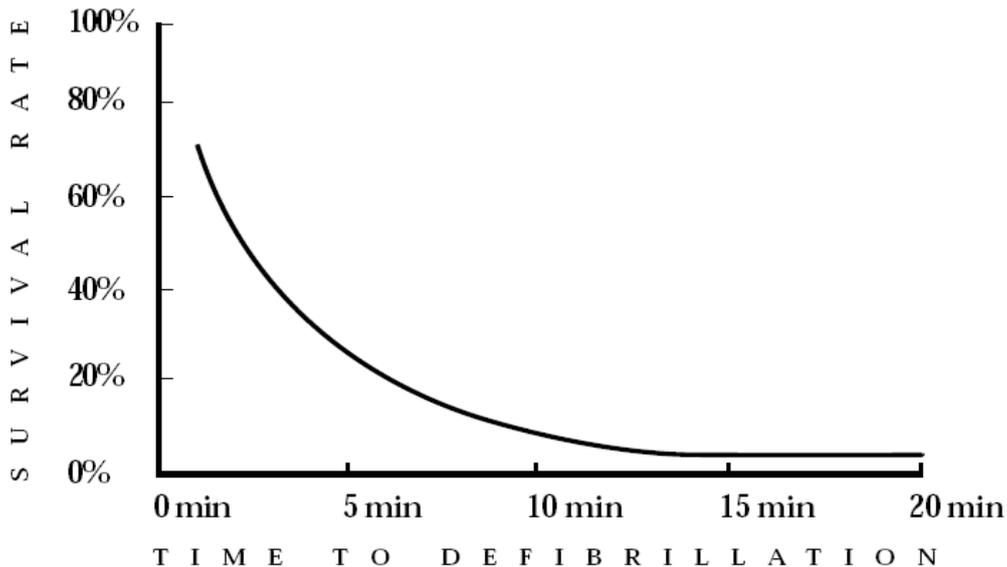
Purpose of the report: Policy Development and Review

Surrey Fire and Rescue Service will be presenting Cabinet with a range of options regarding the continuation of Immediate Emergency Care Response when the initial pilot ends in February 2017.

Introduction: What is Immediate Emergency Care Response and why is SFRS involved?

1. Since September 2015, Surrey Fire and Rescue Service (SFRS) has taken part in a National Joint Council (NJC) pilot where crews and officers co-respond alongside South East Coast Ambulance Service (SECamb), to deliver Immediate Emergency Care to residents. This was taken forward by the Emergency Services Collaboration Programme. This is a partnership of the six emergency services across Surrey and Sussex.
2. Demand for ambulance services is increasing each year by around 7% with recent SECamb demand spiking to 15% above the normal expected demand, meanwhile demand for traditional fire and rescue services is reducing. The co-responding initiative utilises available capacity within fire and rescue to support SECamb in providing the best outcomes for Surrey's residents.
3. SECamb have national attendance times to meet – for example calls classified as immediately life threatening e.g. Cardiac Arrest known as a Red 1, have a target of responding to 75% within 8 minutes. Achieving this target across SECamb's region is challenging and every minute counts. The chances of a successful defibrillation declines at a rate of around 10% with each minute of delay. SFRS can attend some incidents more quickly than SECamb and can start lifesaving treatment before the arrival of the ambulance service. The below chart shows the importance of speed in the use of defibrillators and the impact upon survival rates.

Relationship Between VF Survival Rate and Time to External Defibrillation



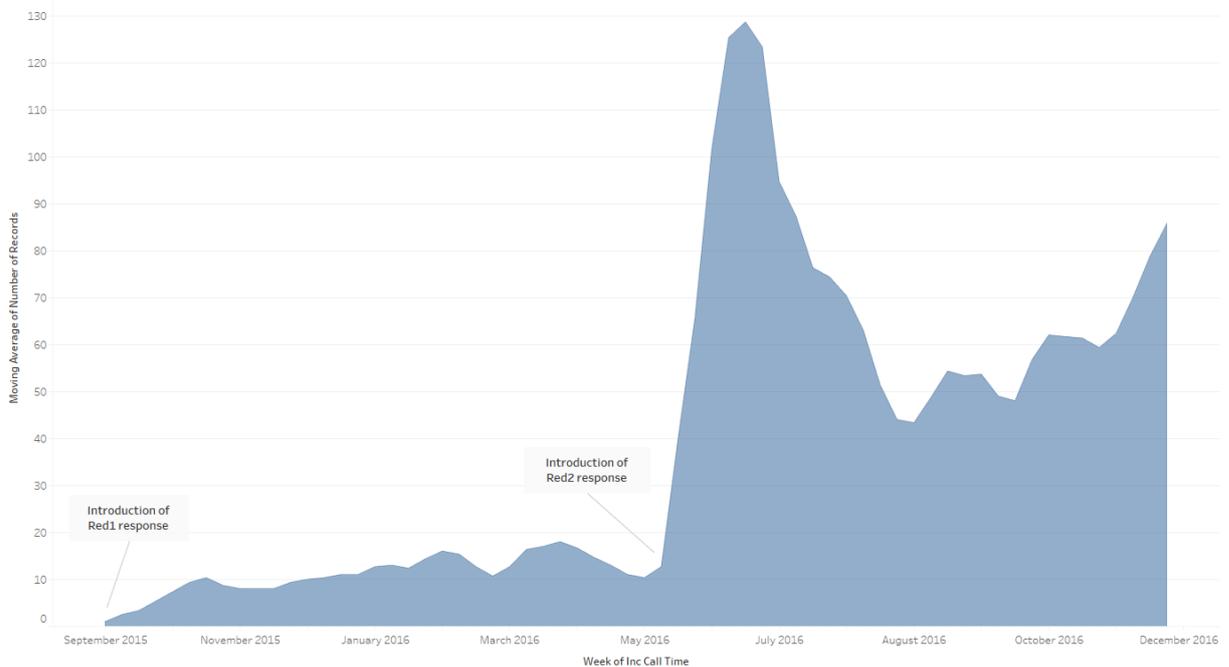
4. Firefighters and officers taking part in this pilot have been given extra training in conjunction with SECamb to allow them to respond to certain life-threatening emergencies, such as cardiac arrests, breathing problems and chest pains. They have also been trained to use a defibrillator which are now installed on all fire appliances. This was aided by a grant of £150,000 from the Leader of Surrey County Council.
5. At all times our Joint Emergency Communication Centre's officers retain the control of whether SFRS attends a request from SECamb or not. Our priority is to protect life and to maintain our legal responsibilities as a fire authority. As the chart in Annex 1 shows, co-responding has not impacted on our ability to perform our statutory duties.

What types of incident does SFRS attend?

6. The pilot began with trained firefighters and officers attending cardiac arrests only, known as Red 1s. From 23 May 2016, the trial was extended to cover Red 2 incidents – these include breathing difficulties, fitting, chest pains and unconsciousness. From April 2017, the Ambulance Service nationally will change the way it categorises calls, known as the Ambulance Response Programme (ARP). This will remove the distinction between a Red 1 and Red 2 – they will all be classified as Red. Some calls that are currently Red 2 calls will become 'Amber', which we will not respond to.
7. The Service has trained over 400 firefighters and officers in Immediate Emergency Care Response skills, and over 260 currently volunteer to take part in the pilot. The Service is yet to train 250 further firefighters. 23 of 26 stations are active, covering all shift patterns. 15 officers from the flexi and strategic rota also take part in the trial.
8. The Service saw a significant increase in co-responding incidents in May 2016 when Red 2 calls were introduced, coupled with more firefighters

being brought into the scheme. The numbers of incidents attended has reduced since August when the Service decided to limit the attendance of Red 2 calls for on-call stations from a full fire engine, to using a Multi-Role Vehicle (MRV). This decision was taken in order to reduce the cost of calling out four on-call firefighters to crew a fire engine, replacing with one or two firefighters in an MRV.

Co-responding attendances



How has this impacted on residents?

- 9. As of 17th January 2017, SFRS has been requested 3921 times and attended 2800 incidents
- 10. This ensures that help is getting there earlier to patients who require a Red response and increases opportunity to save life. It is also up-skilling our firefighters to provide life-saving care at the scenes of fires or road traffic incidents, prior to the ambulance arriving. Future benefits include the potential to offer Safe and Well Visits when attending Red 2 calls, as possible vulnerable people are identified.

Training

- 11. The expected standard for all firefighters in Surrey is that they are trained to co-responding standard. This enables them to provide life-saving care at the scenes of fires or road traffic incidents, prior to the ambulance arriving. This takes skill levels beyond the first aid skills that they previously had and means that a higher quality of care can be given to residents when attending our statutory calls. There are still around 250 staff to be trained until all the operational personnel are skilled to the same level. SECamb are producing a bid to receive funding to support this training and the outcome will be known in Spring 2017.

Financial information

12. SFRS was awarded £340,000 through the Fire Transformation Fund to support the initial equipment purchase and cost of delivering training. This was supplemented by £150,000 grant from the Leader of Surrey County Council.
13. Using the funds received, SFRS has provided 150 defibrillators, ensuring that they are on all our fire engines, Multi Role Vehicles and officer's vehicles across the Service. In addition, the Service has provided public-access defibrillators to every Fire Station. Over 100 trauma bags with associated equipment have been purchased to support the wide range of incidents that firefighters attend as part of the trial, which can also support patient care at scenes of traditional fire and rescue incidents.
14. The majority of the funding (£184,954) has supported the operational response of SFRS to be able to release personnel for the five day required training. There is a need to reduce these costs, and so action has been taken to reduce the course to four longer days.
15. It is relatively cost-neutral for wholetime staff and flexi officers, as they are already on duty and available to respond to any kind of call. Over a 12 month period (1 October 2015-31 October 2016) an additional cost of £4,605 has been incurred due to overtime at co-responding incidents.
16. The Service has reviewed the use of on-call personnel in co-responding as the costs associated with their mode of mobilisation (with a fire engine) were high (£36,259 over the same 12 months period). The Service has changed the way on-call mobilise to co-responding incidents and now attend Red 2 calls in a Multi Role Vehicle, which reduces the number of personnel that are called in and sent out down to 1 or 2. Red 1 calls are still attended in the fire engine.
17. All staff who currently take part in the voluntary trial have been awarded a £40 monthly payment. This was provided to staff as a goodwill gesture for taking part in the trial and for the requirement of receiving a hepatitis B vaccination during their own time. This money was provided via the Fire Transformation Fund grant funding, and over 14 months has cost £99,057. This money will cease being paid to SFRS staff once the NJC co-responding trial ends in February 2017 as the Service does not have the funding to continue doing so.

End of the pilot

18. The NJC trial is due to close on 28 February 2017. The NJC and the Executive Council (representative bodies) will then review the data supplied by the fire and rescue services and decide if medical response should be included as part of a firefighters' 'role map' – which sets the parameters that firefighters work within. The decision should be made by July 2017.

19. Surrey Fire and Rescue Service will be presenting Cabinet with a range of options regarding the continuation of co-responding when the initial pilot ends in February 2017.

Options for Cabinet to consider

20. These options will be presented to Cabinet, with the recommendation being to support Option 1.

Option 1

21. Cabinet to consider allowing SFRS to continue to respond to Red 1 and Red 2 calls, using all available staff across all shift patterns, at all fire stations, including flexi officers, using the current mobilising format. This is the model currently used and would provide a seamless transition if the NJC and Executive Council choose to include medial response as part of the role map of a firefighter.

Option 2

22. Cabinet to consider allowing SFRS to continue with Red 1 calls unamended, but to only respond to Red 2 calls with wholetime staff and officers. This would reduce the cost of on-call co-responding attendances, but could impact on communities served by on-all firefighters.

Option 3

23. Cabinet to consider allowing SFRS to respond to Red 1 calls only, using all available staff across all shift patterns, at all fire stations, including flexi officers. This would mean that Red 2 calls would not be responded to, impacting the service that residents receive.

Option 4

24. Cabinet to cease co-responding from March 2017 when the trial ends. This would impact on health outcomes for residents and potentially go against the decision when made from the NJC, the direction from central government on the duty to collaborate.

Recommendations:

25. SFRS requests that the Resident Experience Board review the options regarding co-responding and make representations to Cabinet about their agreed view on the future direction for the Service.

Next steps:

A report will be presented to Cabinet on 28 February 2017.

Report contact:

Karen Pointer, Assistant Group Commander, SFRS

Contact details: karen.pointer@surreycc.gov.uk, 01737 242444

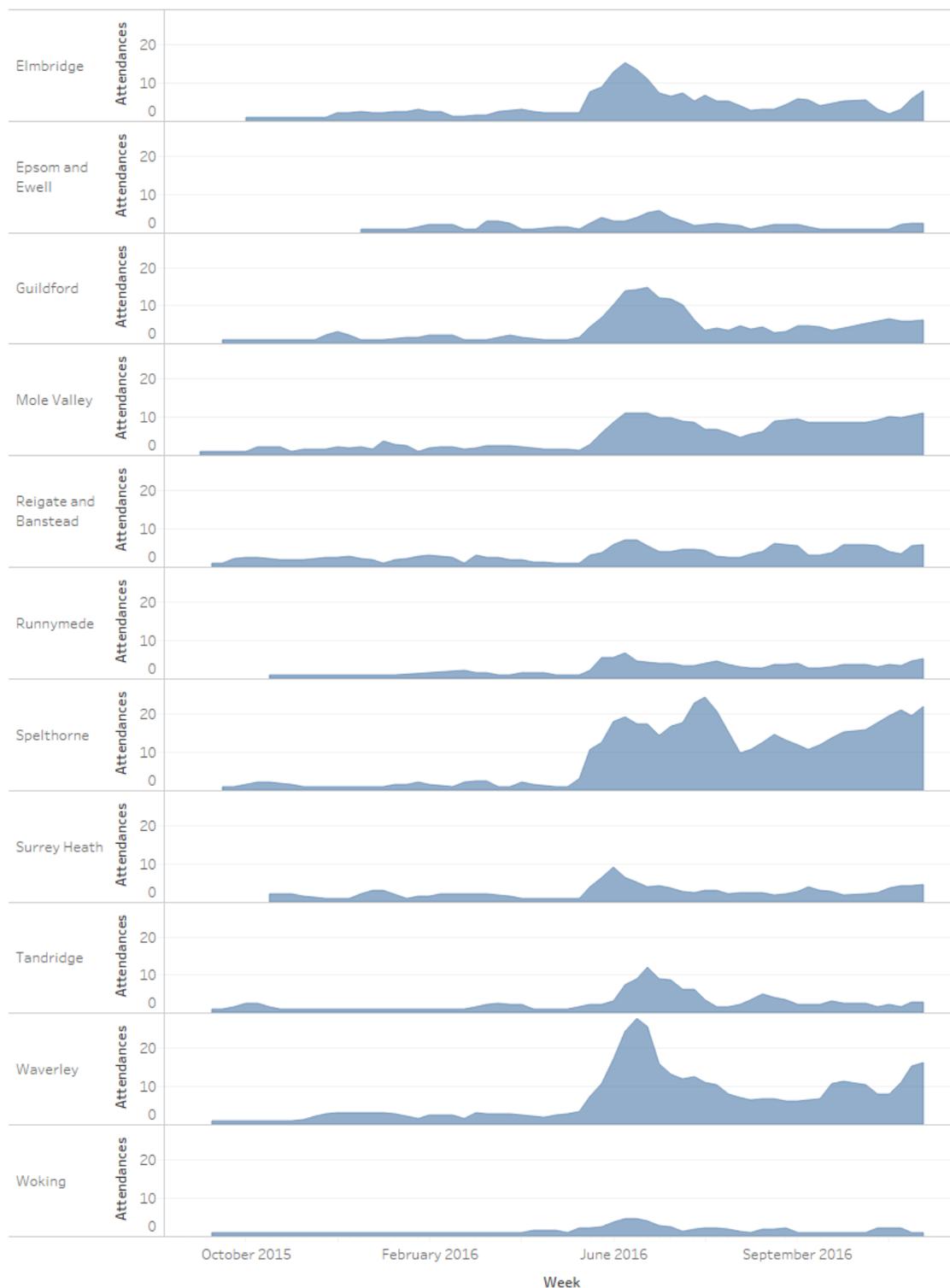
Annexes

Annex 1 – data and charts

Annex 1 – data and charts

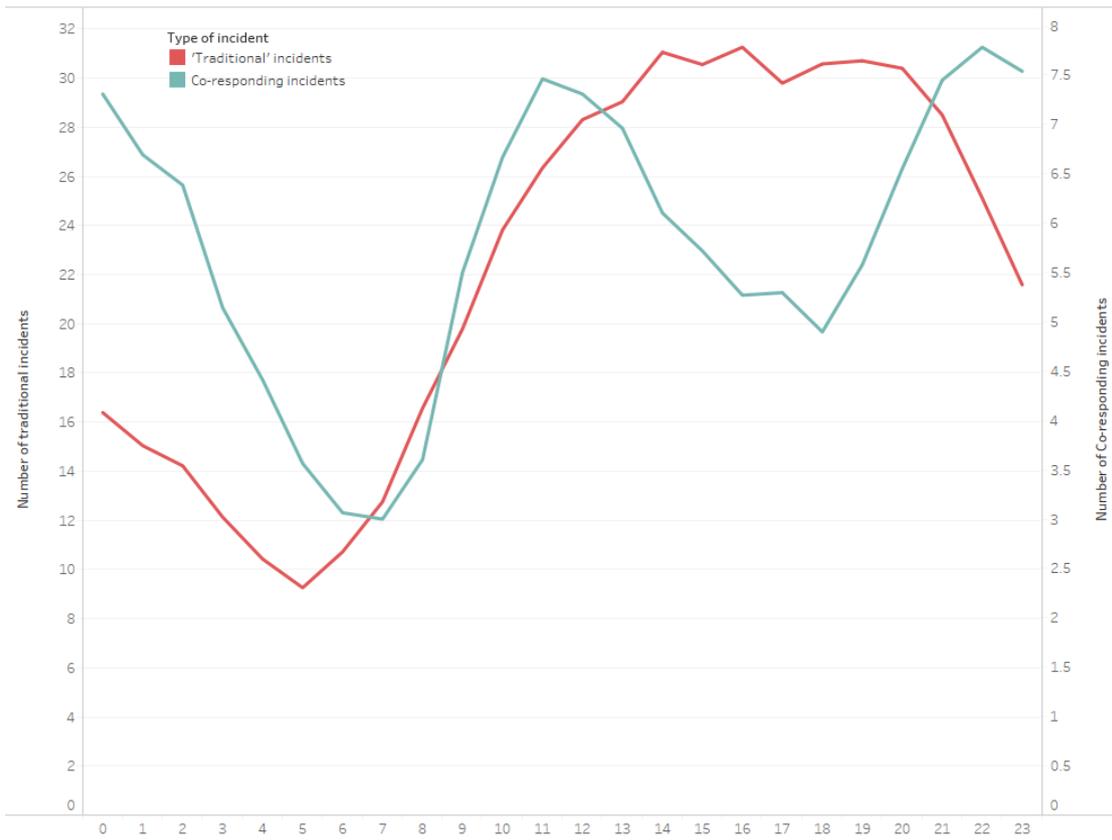
The below chart shows the levels of activities within the districts and boroughs of Surrey. Esher, Woking and Chertsey are not able yet to provide voluntary cover for co-responding, however Esher and Woking will begin co-responding by February 2017. The peaks in activity are explained by the increase in calls due to the introduction of Red 2 calls in May 2016.

Co-responding attendances



The below graph shows the demand on the Service, demonstrating the number of traditional fire and rescue incidents and co-responding. It is interesting to note that they peak at different times of day. This confirms the Service's observations that co-responding is not impacting on the ability to perform its statutory duties.

Incidents by Hour of day





Resident Experience Board
02 February 2017

SFRS Training and Development

Purpose of the report: Scrutiny of Services and Budgets

This paper provides an overview of SFRS Training Strategy.

Introduction:

1. As the traditional role of fire and rescue continues to change and we diversify our service delivery, there is more reliance on training and ensuring staff can demonstrate their competence to do their jobs. This will ensure that firefighters stay safe and work effectively.
2. The vision laid out in the [Public Safety Plan](#) (PSP) relies on a commitment to adapting, improving, updating and rationalising our training through shared common ethos and approach. Our focus must ensure that all Surrey Fire and Rescue (SFRS) staff (including Blue Light partners where appropriate) acquire the necessary knowledge, and maintain their skills and experience in order for them to carry out the full range of duties required of their role.
3. This will be achieved through a culture of continuous improvement and a receptive approach to change. Modern learning techniques will be implemented as a result of rigorous analysis and the application of an auditable development process.
4. Surrey Fire and Rescue Service (SFRS) is seeking to optimise the efficiency of education and training, maximise opportunities for blending and seek future opportunities collaboration with other services.

Training and Development Strategy

5. SFRS Training strategy has been developed against a backdrop of a rapidly changing operational environment. For SFRS to deliver an

effective service to our communities, it is of fundamental importance that it fulfils the following.

- The legal duties and responsibilities of the service under the Fire and Rescue Services Act 2004, the Health and Safety at Work Act 1974, Management of Health and Safety at Work Regulations 1999, Civil Contingency Act 2004 and other relevant legislation.
- The Fire and Rescue Service National Framework, the Fire and Rescue Service Equality and Diversity Strategy and relevant national guidance issued by the Chief Fire and Rescue Advisory Unit, the Chief Fire Officers Association and others.

6. The Training Strategy has the following aims:

- To achieve a structured and systematic approach to training where SFRS is able to describe the skills/capabilities/behavior's required of its people and updating these in anticipation of changing requirements.
- To improve the delivery of the PSP by ensuring people have the skills, capabilities and understand the required behaviours to perform effectively in their roles and are motivated to deliver the key outcomes for the organisation.
- To create a learning culture by putting in place a range of supporting approaches to training, tools and processes which will be systematically deployed and regularly reviewed.
- To increase access to quality, cost effective training opportunities.
- To adopt suitable externally benchmarked standards and to systematically review progress towards excellence in the training of all employees, regularly evaluating the resulting impacts in the workplace.
- To support the execution of business plans by ensuring people have the knowledge and skills to perform effectively in their roles and are motivated to deliver all the outcomes required by our customers.
- To be able to quantify the current and future staff capability of the organisation, so we are well-placed to assess the viability of new demands and pressures at the earliest stage.

7. The aim of the Strategy is to keep training provision within SFRS appropriate to organisational needs in a changing and diverse organisation. SFRS is committed to continually strive for excellence in the development of the capability (knowledge, skills and attitudes) of our people.
8. SFRS will:
 - Learn from global best practice to achieve safety and excellence in everything we do.
 - Value and acknowledge our people and their contribution to supporting communities and delivering the organisational changes needed to develop our service.
 - Recruit and retain a high-quality, well-motivated workforce through appropriate development of our people at all levels.
 - Regularly and systemically review our approach, balancing the need to equip people to deliver current organisational goals with suitable opportunities for career growth.
 - Offer our people the widest possible range of learning experiences, making appropriate use of innovative technology and methods.
 - Monitor that our training programmes are designed to account for a full range of learning styles.
9. A fundamental requirement of our successful Training Strategy is the proactive engagement and consultation with our staff and representative bodies which enables us to understand and identify their training needs and concerns, to provide the support needed to achieve organisational objectives.
10. Training is an individual taking responsibility to achieve competence in their role. Every individual is required to take ownership for their learning and development and adhere to appropriate policies and procedures.
11. It is important that we develop and encourage a culture of valuing training within SFRS. A shared vision of our Strategy results in greater commitment to its implementation. It is only through this that we can properly develop and up-skill our people so that they feel empowered to have the confidence in themselves to take responsibility, make decisions and apply discretion.
12. We define “Training and Development” to cover both individual and organisational learning, this includes.

- The learning gained from formal training courses and programs.
 - E-learning/distance learning/personal study.
 - Learning support such as mentoring and coaching.
 - Experiential learning – for example through projects, action learning and job experiences.
13. Within SFRS there are common issues that will drive increased training requirements and opportunities for the future. There are:
- **Changing workforce demographics:** Ageing workforce, and shifting roles, in particular the ability for fire fighters to transition into management roles within a technical environment.
 - **Increased regulation:** Need to prioritise safety and the specific regulatory training needs leading from this.
 - **Technology influence:** Technology driving new training requirements as the service looks to leverage new technologies for increased efficiency, reliability and realism.
 - **Infrastructure development:** The need to modernise, update, maintain or build new facilities and infrastructure.
 - **Training Planning:** A revised approach to training planning should ensure more effective use of resources and an improvement to service delivery.
 - **Value for Money:** An ongoing desire to ensure improved value for money from our training delivery requirements, including opportunities for selective outsourcing where appropriate.
14. SFRS is committed to a holistic approach to the career management of its staff and their associated training and development needs. This is particularly true in areas of the service with a requirement to plan the workforce to meet the demands of technically demanding roles.
15. Workforce and training delivery planning ensures that, the right people are trained with the correct skills necessary to deliver business and operational requirements (the right people, in the right place at the right time with right skills and attributes to achieve our organisational objectives). That they meet all regulatory and legal standards and their skills are available when required.
16. To enable the service to go forward and meet the challenges of the future we have recognised that there is a requirement for a programme of training transformation involving a number of key enablers which have been considered. These are highlighted in the table below:

Five Key Enablers to Training Transformation

Key Theme	Description	Organisation benefits
Workforce Planning	Analysis of future skills requirements and organisational skills gaps, with recommendations as to how to close that gap	Mitigation of future skill shortages
Training Lifecycle Management	Management of the training cycle to enable delivery of skills assurance across the entire workforce	Reduced training management overhead
Training Delivery	Delivery (self-delivery or management of third parties) of training, utilising multiple methods, media and resources to deliver skills assurance	Risk transfer on availability of appropriately skilled staff Cost effective training
Measurement and Reporting	Continuous improvement recommendations based on the analysis of contract performance, measured against clear key performance indicators (KPI) and return on investment.(ROI) requirements	Insight to drive strategic decision making Quantifiable metrics to measure performance
Strategic Management	Over-arching business support to organisation and contracts	Access to strategic partners, IT platforms, facilities and standardised policy

Management of Training System

17. The Management of Training System (MTS) directly supports the SFRS Training Strategy and provides the overall policy and guidance. This ensures that our training achieves the required outcomes and provides effective, efficient and economic solutions to meet organisational needs and the requirements of having a well-trained and competent workforce.
18. The aim of the MTS is to provide a governance framework for determining SFRS training requirements, identifying optimal training solutions to meet those requirements and delivering those training requirements.
19. The SFRS MTS provides a System Approach to Training (SAT) methodology to ensure that training needs are appropriately identified from the outset, defined through analysis, designed, delivered and evaluated through an iterative and interactive series of steps.

Conclusions:

20. Benefits of the implementation of the SFRS Management Training System

- Training is managed "through life" and more risk/resource aware
- Improved visibility of the relationship between training and operations
- Training risks easier to manage
- Improved stakeholder management
- Greater control of training costs
- Increased effectiveness and efficiency of training
- Improved evidence for career development
- Improved audit trail of evidence in the event of an incident/enquiry

Recommendations:

That the Resident Experience Board notes the report.

Next steps:

Identify future actions and dates.

Report contact: Group Commander Roger Childs, Head of Training and Development

Contact details: roger.childs@surreycc.gov.uk 07968 834575



Resident Experience Board
Thursday 2 February 2017

Surrey Fire and Rescue Service Fire and Road Traffic Collision Prevention

Purpose of the report: To outline the activities of the Surrey Fire and Rescue Service Prevention activity relating to Road Traffic Collisions.

Introduction:

1. Surrey Fire and Rescue Service (SFRS) has a statutory requirement under the Fire and Rescue Services Act 2004 to advise and educate the public to prevent fire and other emergencies from occurring.
2. SFRS Prevention (Community Safety) work with as part of the [Drive Smart](#) and other [multi-agency](#) partnerships to improve community safety awareness and reduce road traffic collision incidents.
3. The SFRS prevention team works to developing and implementing youth engagement and road traffic community safety activities supported by other prevention staff, multi-agency partners, volunteers and operations staff on fire stations.
4. SFRS Prevention teams work regionally with other fire and rescue service colleagues and partner agencies to deliver the Chief Fire Officers Association (CFOA) and national campaigns [objectives](#).

Risk profile and mitigation

5. Surrey has a growing and aging population. [Census](#) data indicates a population of just under 1.2 million with 18% over 65, 62% between the ages of 16 and 64 and 20% under 16.
6. Surrey has [3452 miles](#) of road network that carry approximately twice the national average number of vehicles.
7. [Surreyi](#) indicates that there are approximately 69,000 active businesses contributing to the Surrey economic value of £37.5 billion, which is 16% of the total South East economy which is supported by the road network.

8. The Surrey statistics indicate that there are 679 [killed](#) or seriously injured casualties on surreys road network in 2015. ([Data](#)) ([KSI Definition](#))
9. Working nationally, regionally and locally in line with Government prevention campaigns, the Prevention teams meet the needs of the Surrey community while delivering the national community safety objectives.

Prevention (Community Safety)

10. SFRS work with the Drive Smart board and other multi-agency partners to improve road safety in surrey.
11. [Safe Drive Stay Alive](#) has seen 126,000 potential young drivers over the last 10 years and been recognised with national awards.
12. The academic studies by University of Swansea and has indicated the effectiveness of influencing attendee's behaviour's in relation to driving.
13. An independent evaluation of Safe Drive Stay Alive by Road Safety Analysis show a positive change in potential young driver's behaviour and attitude to safer driving.
14. [Ride it Right](#) focusses on the growing issue of two wheel vehicle accidents.
15. Biker Down, started in 2015, focusses on two wheel vehicle accidents and the management of the scene and providing emergency care at the scene to other motor bike riders.
16. Local support for road safety awareness days is managed by the commanders in the boroughs, e.g. speed awareness days.
17. Prevention activity is substantially financed by sponsorship raised by managers from corporate, public sector and private donations.
17.1 Safe Drive Stay Alive - £1.04 million (2005 – to date)

Conclusions:

18. The staff within the protection team provide road safety prevention as part of a wide range of services to approximately 1.2 million residents and 69,000 businesses in Surrey across a diverse spectrum of risk.
19. The teams are risk focused using data and multi-agency partnership working to deliver targeted prevention services to those most in need or at risk.
20. Sponsorship funding streams are a key part of maintaining the service provision to the community.

21. Multi agency working continues to be an essential part of [Making Every Contact Count](#) when delivering Prevention services.

Recommendations:

22. The Resident Experience Board continue to support the activities of the prevention team to;
- a) Deliver the Drive Smart partnership objectives
 - b) Work in line with the national campaigns, Fire as a Health Asset and CFOA prevention guidance in multi-agency partnerships to improve community safety and wellbeing in Surrey. ([Safe Drive Stay Alive](#), [Ride It Right](#), Biker Down)
 - c) Continue to work nationally and regionally to inform best practice that reduces risks to the community and fire fighters
 - d) Continue to work regionally to improve efficiencies through resource sharing and collaboration with partner and voluntary agencies
 - e) Continue to advise and educate the community, partners and stakeholders based on identified best practice and data analysis.
 - f) Generate sponsorship income to support the delivery of Prevention services to the community
 - g) Continually review prevention resources to ensure effective and efficient service is delivered to meet changing community safety and wellbeing need

Next steps:

To provide updates to the Resident Experience Board as required.

Report contact: Iain Houseman, Area Commander, Surrey Fire and Rescue Service Protection and Prevention

Contact details: ian.houseman@surreycc.gov.uk

Sources/background papers – relevant legislation:

1. Fire and Rescue Services Act [2004](#)
2. [The Localism Act 2011](#)
3. [Data Protection Act 1998](#)
4. [Public Safety Plan 2016-2025](#)

5. [Community Risk Profile](#)
6. [Sir Ken Knight report facing the future](#): Findings from the review of efficiencies and operations in fire and rescue authorities in England May 2013
7. Surrey Fire and Rescue Service Public Safety Plan [Cabinet Paper 13/12/16](#)
8. Public Safety Plan 2011-2020
9. [Draft-PSP-2016-2025](#)
10. [Surreyi](#)
11. [Drive Smart board](#)