

Notice of Meeting

Communities Select Committee



Date & time
Thursday, 7
September 2017 at
10.00 am

Place
Ashcombe Suite,
County Hall, Kingston
upon Thames, Surrey
KT1 2DN

Contact
Dominic Mackie, Scrutiny
Officer or Sharmina Ullah,
Committee Assistant
Room 122, County Hall
Tel 020 8213 2814 or 020
8213 2838

Chief Executive
David McNulty



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This meeting will be held in public. If you would like to attend and you have any special requirements, please contact Dominic Mackie, Scrutiny Officer - dominic.mackie@surreycc.gov.uk or Sharmina Ullah - shamrina.ullah@surreycc.gov.uk

Elected Members

Rachael I. Lake (Chairman), Mr Saj Hussain (Vice-Chairman), Mr Bob Gardner, Mr David Goodwin, Miss Alison Griffiths, Mr Richard Hampson, Miss Marisa Heath, Mrs Jan Mason, Mr Cameron McIntosh, Mrs Lesley Steeds, Ms Barbara Thomson and Mr Keith Witham

TERMS OF REFERENCE

The Committee is responsible for the following areas:

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

AGENDA

1 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

To note any apologies for absence.

2 MINUTES OF THE RESIDENT EXPERIENCE BOARD MEETING: 9 MARCH 2017

(Pages 1
- 36)

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 Thursday 31 August 2017.
2. The deadline for public questions is seven days before the meeting Wednesday 30 August 2017.
3. The deadline for petitions was 14 days before the meeting, and no petitions have been received.

- 5 TRANSFER OF EMPLOYMENT OF CORONER'S OFFICERS AND SOME SUPPORT STAFF FROM SURREY POLICE TO SURREY COUNTY COUNCIL** (Pages 37 - 42)

Purpose of the report: Scrutiny of Services and Budgets

Cabinet is being asked to endorse the recommendation of the Transfer of Staff Governance Board for the proposed transfer of staff from Surrey Police to SCC, and to make provision for the associated MTFP pressure that will commence in 2019-20.

- 6 VERBAL UPDATE ON THE IMPLICATIONS OF THE GRENFELL TOWER DISASTER** (Pages 43 - 44)

Purpose of the report: Scrutiny of Services and Review

- 7 SURREY FIRE & RESCUE SERVICE MEMBER REFERENCE GROUP SCOPING AND TERMS OF REFERENCE** (Pages 45 - 50)

Purpose of the report: To propose a Member Reference Group to the committee based on the terms of reference outlined and ask for Members to consider their interest in joining the group.

- 8 FORWARD WORK PROGRAMME** (Pages 51 - 52)

The Committee is asked to review and approve the Forward Work Programme and provide comment as required.

- 9 DATE OF THE NEXT MEETING: THURSDAY 7 NOVEMBER 2017**

The next public meeting of the committee will be held Thursday 7 November 2017 at 10.00am in the Ashcombe Suite, County Hall, Kingston upon Thames.

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.

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

Thank you for your co-operation

MINUTES of the meeting of the **RESIDENT EXPERIENCE BOARD** held at 1.00 pm on 9 March 2017 at Council Chamber, County Hall, Kingston upon Thames, Surrey KT1 2DN.

These minutes are subject to confirmation by the Board at its meeting on Wednesday, 7 June 2017.

Elected Members:

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

In attendance

Mr John Furey, Cabinet Member for Highways, Transport and Flooding
Mr Richard Walsh, Cabinet Member for Localities and Community Wellbeing

11/17 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS [Item 1]

Apologies were received from Alan Young and John Orrick. Richard Wilson substituted for the vacancy left by Denise Saliagopoulos.

12/17 MINUTES OF THE PREVIOUS MEETING: 2 FEBRUARY 2017 [Item 2]

The minutes from the previous meeting, 2 February 2017 were agreed as a true and accurate record.

13/17 DECLARATIONS OF INTEREST [Item 3]

There were no declarations of interest registered.

14/17 QUESTIONS AND PETITIONS [Item 4]

There were no questions or petitions received.

15/17 RESPONSES FROM THE CABINET TO ISSUES REFERRED BY THE SCRUTINY BOARD [Item 5]

There were no responses from the Cabinet to issues referred.

16/17 RECOMMENDATION TRACKER AND FORWARD WORK PROGRAMME [Item 6]

Key points raised during the discussion:

1. The Chairman informed the Board that a response was received from the Health and Wellbeing Board in relation to REB 50/2016 (attached as Annex A), where the Health and Wellbeing Board were recommended to investigate 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.
2. The Health and Wellbeing Board advised that the role of the Board was to set the strategic direction of health and social care delivery in the County and this precludes it from becoming involved in the specifics of service delivery. Therefore, the Board was unable to progress the recommendation. Instead the Board suggested that Surrey Fire and Rescue Service discussed the possibility of making staff or volunteers available at GP surgeries.
3. The Chairman advised that the Surrey Fire and Rescue Service item was taken off the agenda as a result of recent decisions by Cabinet and would be on the Forward Work Plan for after the elections.
4. The Chairman informed the Board that he would submit a question to Cabinet requesting clarification on how the resultant financial pressure of approximately £900k per year that keeping Staines fire station open until the completion of the new Fordbridge fire station would be managed; and whether this pressure would remain with the Surrey Fire and Rescue Service or another Council service.

17/17 SURREY LOCAL FLOOD RISK MANAGEMENT STRATEGY AND COMMUNITY RESILIENCE [Item 7]

Witnesses:

Tom Pooley, Flood Risk and Network Resilience Specialist
Tor Peebles, Flood Risk Management Strategy and Partnerships Team Leader
James Painter, Community Partnerships Manager
Tabitha Whitcombe, Community Flood Resilience Project Officer, National Flood Forum
John Furey, Cabinet Member for Highways, Flooding and Transport

Declarations of interest:

None

Key points raised in the discussion:

1. Officers introduced the report by way of a presentation (attached as Annex B) and informed the Board that under the Flood and Water Management Act 2010 the Council had a duty, in its capacity as the lead local flood authority, to maintain, monitor and develop and apply a Local Flood Risk Management Strategy (LFRMS).
2. It was noted that the strategy as a whole was previously reviewed by the Economic Prosperity, Environment and Highways Board on October 2016. However today the focus was on Objective 5 of the Strategy on Community Resilience.
3. Objective 5 of the Local Flood Risk Management Strategy (LFRMS) states that the residents of Surrey would be supported to improve community resilience. Local people would be empowered to reduce the risk of flooding on both an individual and community level.
4. It was noted that the Council was responsible for managing flood risk from ordinary watercourses; watercourses that do not form part of a main river. In addition, the Council's duties include managing flood risk from groundwater and surface water, and highway drainage excluding those maintained by Highways England. However, it was noted that the council did not have a statutory duty to maintain these and funding in this area had reduced significantly to proactively sustain them.
5. It was explained that flood alleviation schemes were also a priority for the Council and were mainly funded with flood defence grants and aid funding by Central Government.
6. The service highlighted that the authorities responsible for the work within the County included District and Borough Councils, the Environment Agency and water companies.
7. The Board were informed that Objective 5 of the LFRMS was created to develop the relationship between the Risk Management Authorities and communities affected by flooding in order to establish successful

engagement with a partnership approach.

8. Officers provided a definition for the term resilient community which was described by the Cabinet Office lead for community resilience, Max Brody as one where communities, businesses and individuals are empowered to harness local resources and expertise. This enables them to help themselves and their communities to prepare, respond and recover from disruptive challenges and to adapt to long term environmental changes.
9. It was explained that Surrey Prepared was a Surrey wide multi-agency partnership formed in response to winter floods in 2013/14, whose approach was community led and offered information, training and funding, with an aim for effective support to communities within Surrey to become more resilient through a coordinated multi-agency approach. This would involve sharing best practice, promoting joint working, developing key information and establishing mutual support networks for resilient communities.
10. It was reported that Surrey Prepared was made up of a wide membership including the Emergency Services, voluntary organisations, utility companies, the military and district and borough councils. Officers advised that information on funding was available through the Surrey Prepared webpage which was supported by utility companies and charities.
11. Power outages and severe winter weather were also identified as part of community resilience and officers explained that flooding was not the only element that was targeted for support by Surrey Prepared.
12. The Officer highlighted that there was a video of Magna Carta School, showing how children who had been impacted by the flooding events in 2013/14 and can make a difference in disaster planning and recovery.
13. Officers highlighted that the Surrey Prepared webpages were put together to ensure information was promoted and made accessible to residents. The content aimed to share information on the role of the emergency services, offers training and resources and allows residents to sign up to a priorities register. Officers highlighted that a Twitter account, @SurreyPrepared, was also set up, linked to the Surrey Prepared webpage to endorse the information.
14. The Community Partnerships Manager shared the Community Emergency Plan with the Board and Members of the Public, advising that key contacts were listed within it to ensure good coordination between the services, authorities and residents.
15. It was noted Surrey Prepared had: made available online and paper resources for residents; had conducted an online Community Capacity Survey, and accumulated over 350 Twitter followers.
16. Officers informed the Board of some of the positive events that had been organised, reporting that a resilience roadshow took place in Farnham on 19 January, where residents were given the opportunity

to talk to a variety of agencies on topics relating to flooding and winter risks.

17. Furthermore a Riparian Landowners Evening took place in Cranleigh, for people who own property next to a river, stream or ditch, where they were offered guidance on how to reduce the risk of flooding to their homes, and given advice on their responsibilities as landowners. This event was attended by representatives of the County Council, Thames Water and the Environment Agency.
18. The Community Flood Resilience Project Officer introduced the work of the National Flood Forum (NFF), a specialist independent charity that supports and represented communities and individuals that have been affected or were at risk from flooding.
19. Members were informed that the NFF did not receive any core funding from the Government and their main objective was to put communities and individuals at the centre of policy making and operational delivery on the ground
20. Members were advised that there were several ways they could support community resilience, signposting, encouraging and promoting flood action groups.
21. The Chairman informed the Board that a question had been submitted by a resident from the Jacobs Well Resident Association, and that a submission had been received from the Tilthams/Furze Lane Flood Forum. The Chairman then requested that written responses were prepared and provided to the issues raised after the meeting.
22. Members raised concerns regarding the lack of advance warnings, communication and flood wardens around the time of the floods in 2013/14. Officers explained that, at that time there key information was not being shared sufficiently between agencies and emergency services; however, since the previous flooding events, a shared database between the emergency services had been created.
23. Members noted that officers engaged with local committees regularly, seeking local perspective and current priorities. Officers also advised that a campaign on riparian awareness was in effect and discussions at local level where being delivered.
24. Officers were pleased to receive assurances from the Armed Forces Champion in working together going forward to promote links with the military in Surrey.
25. Officers acknowledged that planning was a big concern for residents. It was explained that the SCC as Lead Local Flood Authority review drainage proposals for major developments and can recommend refusal for insufficient surface water drainage capacity in planning applications. It was further explained that the Council's position in this area was as a statutory consultee and therefore it does not have powers to enforce and the advice is used at the discretion of the planning authority

26. It was noted that planning officers attend Flood Action Group meetings and these were a platform for residents to raise direct and technical concerns. Officers informed the Board that a recent meeting in Tilthams Green resulted with the developer taking note and changing the design of the proposed drainage system.
27. The Chairman invited members of the public in attendance to raise any questions regarding community resilience with Members and Witnesses in attendance.
28. A member of public expressed that there was a lack of education and communication with residents in understanding the risks of flooding, and the steps homeowners could take to alleviate those risks. They also expressed the view that Surrey Prepared required better branding as there was no Surrey County Council logo. Officers explained that there was no corporate branding on the Surrey prepared webpage as it was a shared platform, supported by multiple agencies.
29. There was a discussion around engagement with utility companies and residents especially during floods. Officers informed the Board that Thames Water were actively seeking to improve their customer service and the effect had been noted in a number of areas.
30. Officers were questioned on the systems that were in place to ensure continuity for residents in Surrey. Officers assured that the delivery of the strategy would ensure continuity through the enduring objectives, which was also reliant on resilient groups and commitment from the authorities.
31. Members of the public suggested that it would be useful to have an organisational chart of key contacts in the event of an emergency during floods. Officers noted this suggestion and advised a list would be made available as part of Objective 3, which was projected to be drawn up by August 2017.
32. The Cabinet Member for Highways, Flooding and Transport expressed the view community resilience was community led, community driven and community sustained but supported by the Council and its partners.

Recommendations:

- The Board supports Community Resilience, the Surrey Flood Risk Management Strategy and notes the work of the Strategic Network Resilience Team.
- The Board suggests clarity of the partnership organisations involved in the Surrey Prepared programme, and that this is reflected on public literature.
- The Board suggests that as county-wide Community Resilience develops, that a database of contacts and organisations is available to Flood Forums, Flood Action Groups, Members and active individuals in times of flooding.

Actions:

- To circulate video link of Magna Carta School, resilience in action, to Members.
- For written responses to be prepared and provided to Jacobs Well Resident Association and Tilthams/Furze Lane Flood Forum.

18/17 DATE OF NEXT MEETING: 7 JUNE 2017 [Item 8]

The next full public meeting will be held on Wednesday 7 June 2017, in the Ashcombe Suite, County Hall.

Meeting ended at: 3.09 pm

Chairman

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C/O Andy Baird
Surrey County Council
Room 122
County Hall
KT1 2DN
020 8541 7609
andrew.baird@surreycc.gov.uk

Cllr Colin Kemp
Chairman, Resident Experience Board
Surrey County Council

3rd March 2017

Dear Councillor Kemp,

At its meeting on 22 November 2016 the Resident Experience Board made a recommendation to Surrey Health and Wellbeing Board suggesting that it investigate the viability of staff or volunteers being made available at GP surgeries to speak to vulnerable residents and promote Safe and Well Visits as well as other preventative initiatives.

Many thanks for giving consideration to the Health and Wellbeing Board in regard to this recommendation, we very much welcome the opportunity to work and collaborate with boards and committees across Surrey in pursuit of the best possible health outcomes for residents across the county. Unfortunately, however, the operational nature of this recommendation falls outside the Health and Wellbeing Board's remit. The role of the Board is to set the strategic direction of health and social care delivery in the County and this precludes it from becoming involved in the specifics of service delivery. The Health and Wellbeing Board will therefore be unable to progress this recommendation. Instead we suggest that Surrey Fire and Rescue Service discuss at a local level the possibility of making staff or volunteers available at GP surgeries.

Thank you again for this recommendation and please accept our apologies that we are unable to take any action in relation to it.

Best wishes,

A handwritten signature in blue ink, appearing to read 'Helyn Clack'.

Cllr Helyn Clack
Co-Chair
Surrey Health and Wellbeing Board

A handwritten signature in blue ink, appearing to read 'Dr David Eyre-Brook'.

Dr David Eyre-Brook
Co-Chair
Surrey Health and Wellbeing Board

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Surrey Local Flood Risk Management Strategy and Community Resilience

Surrey County Council and the
National Flood Forum



SURREY

Who we are

Tom Pooley – Flood Risk and Network Resilience Specialist

Tor Peebles – Flood Risk Management Strategy and Partnerships
Team Leader

James Painter – Community Partnership Manager

Tabitha Whitcombe – National Flood Forum



SURREY

Who does what

Surrey County Council

- Manage flood risk from Ordinary Watercourses
- Manage flood risk from groundwater and surface water flooding
- Highway drainage
- Develop and deliver flood alleviation schemes
- Write and implement Local Flood Risk Management Strategy
- Support local community groups and Flood Action Groups

Community Partnerships Team:

- Co-ordinate Surrey Prepared
- Work at the District/Borough/Parish level to promote resilience

National Flood Forum:

- Consultancy arrangement with SCC
- Work with 'hard to reach groups' and establish Flood Action Groups



Who does what

District and Borough Councils:

- Ordinary Watercourses
- Approve drainage systems through planning process
- Develop and deliver flood alleviation schemes

Environment Agency:

- National 'strategic overview' of flooding from all sources
- Develop and deliver flood alleviation schemes
- Main Rivers



Water Companies (Thames Water/Southern Water):

- Maintaining foul sewer and surface water network



SURREY

Objective 5 of the LFRMS – Community Resilience

The residents of Surrey will be supported to improve community resilience. Local people will be empowered to reduce the risk of flooding on both an individual and community level.



SURREY

Community Resilience

How we support residents to be resilient to flooding:



- Assess and prioritise Flood Action Group locations and encourage communities to establish such groups in areas of need
- Develop and improve engagement methods with local communities, including public facing information/materials
- Promote resilience planning as a core tool for community groups and supporting them with response and recovery following a flood event
- Encourage communities to identify assets and resources to be used in a flood event
- Build knowledge, train and equip residents to be more prepared for flooding – enable them to ‘self help’



**SURREY
PREPARED**

Community Resilience &
Surrey Prepared Overview

Definition

A resilient community is one where communities, businesses and individuals are empowered to harness local resources and expertise. This enables them to help themselves and their communities to prepare, respond and recover from disruptive challenges and to adapt to long-term environmental changes.



What is Surrey Prepared?

- A Surrey-wide multi-agency partnership formed in response to winter 2013/14 floods
- Membership: SCC, BC/DCs, SFRS, Vol Orgs, Utilities, SALC, links to the military
- Focused on supporting community resilience activity across Surrey
- A focal point for co-ordinated activity
- A hub for resources and capability



Key Aims

Surrey Prepared is a multi-agency partnership that aims to:

1. Effectively support communities within Surrey to become resilient through a co-ordinated multi-agency approach.
2. Share best practice and promote joint working across all sectors linked to community resilience
3. Develop key information and resources for use by local communities
4. Establish mutual support networks for resilient communities to place work on a sustainable footing



Community Prepared Approach



Benefits of Approach

The October 2016 Cabinet Office guidance identifies:

Individuals, businesses and communities benefit from:

- Reduced exposure to risks from hazards and threats
- A greater capacity and motivation for collective action
- A greater sense of community, with greater inclusivity and cohesion
- Reduced social, financial and health impacts from hazards and threats

Government and Local Authorities benefit from:

- The ability to prioritise resources to those in greatest need
- Improved understanding of communities, their needs and capacities
- Stronger relationships with communities resulting in mutual trust and influence
- Better partnering and co-ordination and reduced demand from services and higher community welfare



Focus

Key Principles:

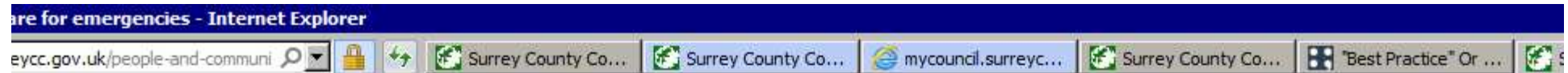
- Community Led
- Preparedness

4 Key Elements to the Surrey offer:

1. Information
2. Training
3. Funding
4. Ongoing mutual support



Information - [Surrey Prepared](#) Webpage



Prepare for emergencies



[Prepare your community](#)



[Prepare your home](#)



[Report and prevent](#)



[Sign up to alerts](#)

The role of emergency services

How our emergency services deal with major incidents

Power, gas and water failure

What to do to be safe, who to contact, and how to stay prepared

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Resources – Emergency Plans



**SURREY
PREPARED**

**Be prepared for
an emergency**

Community Emergency Plan

Progress to Date

- **Online & Paper Resources** – Warn and inform leaflets covering flooding, online training and Community/Household resilience plans
- **Community Capacity Survey** – An Online Survey allowing communities to register key contact details and information on local assets, with key agencies linked to GIS mapping. Over 160 communities have expressed an interest in developing their community resilience capacity.
- **Communications** – Shared branding, dedicated web pages, Twitter feed with 350+ followers and regular Newsletter are all in place. The recent September Community Resilience Conference had 130 attendees, attracted national speakers and received very positive feedback
- **Multi Agency Co-ordination** - Surrey Prepared Partnership in place comprises SCC, BCs & DCs, Environment Agency, Utility Companies, Red Cross, Voluntary Sector, links with the military and meets quarterly



Farnham Resilience Roadshows

A Resilience Roadshow took place in Farnham on 19 January 2017

Residents were given the opportunity to talk to a variety of agencies on topics relating to flooding and winter risks



Cranleigh Riparian Landowners Evening

Residents who live next to Holdhurst Brook, Cranleigh were offered guidance on how to reduce the risk of flooding to their homes and given advice on their responsibilities as landowners



The event was attended by representatives of Surrey County Council, Thames Water and the Environment Agency



Tabitha Whitcombe - Community Flood Resilience Officer
tabitha.whitcombe@floodforum.org.uk - 07763 509439



Community Engagement in Surrey



‘Supporting and Representing Flood Risk Communities’

National Flood Forum



Who are we?

- Specialist independent charity for England and Wales



What we do:

- Help people to prepare for flooding
- Help people to recover their lives after flooding
- Campaign and work in partnership with national and local government, flood protection companies and the insurance industry to put flood risk communities at the centre of policy making and operational delivery

‘Supporting and Representing Flood Risk Communities’

The National Flood Forum in Surrey



During the 2013/2014 winter flooding in Surrey, the National Flood Forum supported Surrey County Council and all other flood risk management authorities in recovering affected communities.

Since May 2016, the National Flood Forum has been working very closely with Surrey County Council to engage with communities that have been hard to reach in the past.



‘Supporting and Representing Flood Risk Communities’

Areas of Engagement



Area	Source of Flooding	Date of Most Recent Flood Event
Caterham and Old Coulsdon	Surface Water	June 2016
Guildford Town Centre	River Wey and Surface Water	Winter 2013/2014
Leatherhead and Fetcham	River Mole and Surface Water	Winter 2013/2014
North Staines	River Thames and River Ash	Winter 2013/2014
Thorpe Lea and Egham Hythe	River Thames, Meadlake Ditch and Surface Water	Winter 2013/2014
Woking	Surface Water	May and September 2016

‘Supporting and Representing Flood Risk Communities’

Caterham and Old Coulsdon Flood Action Group



Progress to Date:

- They have been engaging in their community.
- Held their first Multi-agency Meeting in December 2016.
- From this they have formed a sub-group that works very closely with the Caterham Feasibility Study Project Board.
- They have links to their Parish Council who want to look at Community Emergency Planning.
- They disseminate information to their community regularly.



‘Supporting and Representing Flood Risk Communities’

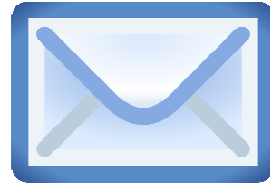
How can Members support Community Resilience?

- Signpost residents to Flood Action Groups as a means of engagement with Risk Management Authorities
- Encourage members of your communities to lead and co-ordinate these groups
- Promote riparian awareness and maintenance of private land/assets



SURREY

Questions?



Get in touch

General flooding enquiries – flooding.enquiries@surreycc.gov.uk

Tom Pooley – thomas.pooley@surreycc.gov.uk

Tor Peebles – tor.peebles@surreycc.gov.uk

James Painter – james.painter@surreycc.gov.uk

Tabitha Whitcombe – tabitha.whitcombe@floodforum.org.uk



SURREY

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Communities Select Committee
7th September 2017

Transfer of employment of Coroner's Officers and some support staff from
Surrey Police to SCC

Purpose of the report: Scrutiny of Services and Budgets

Cabinet is being asked to endorse the recommendation of the Transfer of Staff Governance Board for the proposed transfer of staff from Surrey Police to SCC, and to make provision for the associated MTFP pressure that will commence in 2019-20.

Introduction:

1. SCC is responsible for appointing coroners and for meeting all the costs of the Surrey Coroner Service. Coroner's Officers are in many respects, the mainstay of the administration of the coronial system and a primary link between the 'system' and the bereaved. These roles have historically been provided and funded by Surrey Police (SyPol), but are not core policing roles and the current division of accountability does not sit well with a modern Coroner's Service.
2. Since September 2016 discussions have been ongoing with SyPol with a view to creating a single unified support service to the Surrey Coroner Service. This includes investment in a new case management system and transferring the employment of 15 FTE coroner's office staff to SCC with a target date for implementation of the 1st April 2018. The arrangements will be underpinned by formally setting out each party's expectations of, and obligation to the others in a mutual SLA or SLAs.
3. As part of these discussions a five year phased withdrawal of funding has been proposed whereby SyPol continues to meet the full costs of the staff transferring in Year 1 (2018-19) then reducing by 20% a year to the point where SCC meets the full cost in Year 6 (2023-24). The cumulative MTFP pressure over the five years is £1.2m.

Background

4. Coroners are independent judicial officers who are appointed and funded by local authorities. They inquire into deaths reported to them which appear to be violent, unnatural or of sudden and unknown causes. Coroners are judicially independent of local authorities and enjoy considerable autonomy as to how they discharge their functions within the statutory framework. Over the years there have been calls for a national Coroners' Service of England and Wales, but this has not emerged and it remains a local service. The Coroners and Justice Act 2009 ("the 2009 Act") has led to some significant and ongoing reforms, which are focused on providing consistent good practice, openness and fairness.
5. The county of Surrey is a Coroner's Area and is required to have a Senior Coroner and at least one Assistant Coroner. SCC has significant statutory responsibilities for the coronial service in its county. These include:
 - appointing and remunerating the Surrey Coroners
 - meeting all the costs of the Surrey Coroner service, including body removal, post mortems and toxicology reports
 - indemnifying Surrey Coroners against legal challenge
 - providing the Senior Coroner with suitable premises and office accommodation
 - providing the Senior Coroner with sufficient Coroner's Officers and staff to enable him to fulfil his statutory duties.
6. A significant number of deaths impacting on Surrey residents are referred to the Coroner each year. The table below provides more detail about death and inquest rates:

Year	2014	2015	2016
Deaths registered	9762	10417	10234
Deaths referred to coroner	4021	4605	4444
% of deaths registered referred to coroner	41%	44%	43%
Post mortems	2091	2114	1982
Inquests	442	508	504
Inquest rate (% of deaths referred)	11%	11%	11%
Average time to process and inquest	35 weeks	34 weeks	36 weeks

7. Coroners are supported by Coroner's Officers, who are in many respects the mainstay of the administration of the coronial system. They are the officers most likely to have direct contact with bereaved Surrey residents. As part of their role they perform a range of tasks such as conducting enquiries on behalf of the coroner, liaising with families, preparing statements of evidence and organising post mortems and inquests. The duties and tasks they perform are largely dictated by the Senior Coroner's working practices.

The legal position

8. Part 1 of the 2009 Act (which came into force in July 2013) recognised for the first time in law the role of Coroner's Officers and support staff. Section 24 (1) (a) states that "the relevant authority for a coroner area must secure the provision of whatever officers and other staff are needed by the coroners for that area to carry out their functions; Section 24 (2) goes on to state that "subsection (1) (a) applies to a particular coroner area only if, or to the extent that, the necessary officers and other staff for that area are not provided by a police authority. However Section 24 does not place a clear statutory obligation on police authorities to provide or fund support to the Coroner.

The current challenges and the case for change

9. The employment and resourcing of Coroner's Officers and other coronial support staff in Surrey has built up in a piecemeal way over many years and historically has been provided by SyPol, although there has been no statutory requirement for them to do so. These roles do not require the exercise of any police powers and are not considered to be a core policing function.

10. The current tripartite arrangement for the provision of staff within the coroner's office predominantly works on the basis of goodwill and collaboration. Whilst working relationships between the Senior Coroner, SyPol and SCC are good, there is no formal SLA between SyPol and the Senior Coroner which sets out for example the role of the police in Coroner investigations, or any rationale for the level of staffing to be provided. Similarly there is no MOU between SCC and the Senior Coroner that sets out, for example, how SCC's obligations to ensure value for money in terms of expenditure from the public purse can be achieved without compromising the Coroner's judicial independence, and how the service can be more effectively monitored.
11. Since September 2016 discussions have been ongoing with SyPol with a view to creating a single unified support service to the Surrey Coroner Service. This includes investment in a new case management system and transferring the employment of 15 FTE coroner's office staff to SCC. These will remain fully funded by SyPol in 2018/19 but a withdrawal of funding has been proposed whereby that funding is reduced by 20% a year to the point where SCC meets the full cost in Year 6 (2023-24).
12. A joint SyPol/SCC Governance Board, which includes, Assistant Chief Constable Jeremy Burton and the Surrey Senior Coroner, Richard Travers has been established to oversee the progression of the business case and the financial implications. Surrey has been represented by Yvonne Rees, and more recently by Ann Charlton. The Chief Constable and SCC's Chief Executive have been fully appraised of progress.
13. There is evidence from those areas where a transfer has been undertaken that the service runs more efficiently where just one agency has overall responsibility for meeting all the costs of the service and for providing all the staffing within the coroner's office. Some of the benefits that could be achieved in Surrey are set out below:
 - Opportunity to review current processes and optimise resources, ensuring the needs of bereaved people are at the centre of decision making.
 - Greater openness and transparency in terms of the total cost of providing the service
 - Single employer of all Coroner's Officers and support staff and clearer line management and lead professional arrangements
 - Greater Coroner control over casework direction of Coroner's Officers and back office processes
 - Clearer lines of accountability within the tripartite (Coroner, Police, SCC) arrangement
 - A single IT and communications platform and opportunity to implement a fully automated case management system to drive out efficiencies in back office processes

- Better able to dovetail the Medical Examiner service to create a holistic service for death investigation and certification
- Opportunity to provide a clearer definition of the role SyPol plays in coroner investigations and the associated information exchange processes

14. There are therefore a number of strands to the proposal, which Cabinet is being asked to endorse. Updated IT infrastructure would be funded by a one off capital contribution by SyPol of £50,000. This will meet the costs of replacing IT and telecommunications hardware in the Coroner’s Office and in the future will be provided and maintained by SCC. It is proposed that an intelligent Case Management System will be procured by SCC and that this will help drive through efficiencies in back office processes. Bringing Coroner support staff together under a single manager in a single location will better serve the Coroner and enable SCC to foster a management culture consistent with Surrey values and behaviours. The parties will also put in place appropriate SLAs to give transparency to each parties expectations and obligations within the relationship.

Financial and Value for money implications

15. The Governance Board has proposed that 15 FTE staff will transfer to SCC on the 1st April 2018 and that SyPol will contribute to the staffing costs over a five year period on a phased withdrawal basis ie it will meet 100% of the staffing costs in Year 1 (2018-19) reducing to 0% in year 6 at which point SCC will meet the full cost on a permanent basis, and which will create MTFP pressures for SCC as follows:

	Year 1 2018-19	Year 2 2019-20	Year 3 2020-21	Year 4 2021-22	Year 5 2012-23	Year 6 and on- going
SCC	£0	£122,000	£244,000	£366,000	£488,000	£610,000
Sypol	£610,000	£488,000	£366,000	£244,000	£122,000	£0

16. Over the five years the total pressure to SCC will be £1.22m and then £610,000/annum on an ongoing basis.

17. There is also a revenue cost to SCC of £50,000 to procure a new case management system to replace the current outdated access database.

Conclusions:

18. This transfer will provide a single source of support to the Surrey Coroner recognising SCC’s role in supporting the Coroner Service and the nature of the role of Coroner’s Officer.

19. Defining the services that each of the three parties can expect of each other will provide the Coroner with clarity about future support arrangements and ensures transparency of the use of public funds

20. There is clear evidence from those areas where a transfer has been undertaken that the service runs more efficiently where just one agency has overall responsibility for providing the Coroner with a comprehensive support package and ultimately can lead to improvements to the experience of bereaved residents in line with SCC's corporate Resident Experience priority.
21. SyPol has no clear statutory or contractual obligation to continue to provide Coroner's Officers and support staff, at their current level, or possibly at all. Demand pressures on SyPol to fund core policing activity could result in a reduction in or loss of coroner support, leading to delays in the progression of cases, unnecessary distress to bereaved families and ultimately the Surrey Coroner becoming unable to fulfil his statutory obligations.
22. An uncoordinated reduction in funding by SyPol could damage the relationship between SCC, SyPol and HM Coroner and lead to an uncontrolled funding pressure for SCC and an unmanaged transition which would damage support to bereaved people.

Suggested recommendations:

23. That this Select Committee considers and endorses, or makes recommendations to the Cabinet Member for Communities about this proposal.

Next steps:

24. Cabinet is being asked at its meeting on the 26th September 2017 to endorse the proposed transfer of staff from SyPol to SCC, and the associated funding pressure with a view to commencing a formal consultation with the affected staff to enable the transfer to take place on the 1st April 2018.

Report contact:

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Interim Service Head Coroners

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07967 584876

Sources/background papers:

There are no background reports.



Communities Select Committee
Thursday 7 September

Update on the Implications of the Grenfell Tower Disaster

Purpose of the report: Scrutiny of Services and Review

Introduction

1. The Grenfell Tower fire occurred on 14 June 2017 at the 24-storey Grenfell Tower block of public housing flats in North Kensington. The fire caused at least 80 deaths and over 70 injuries. A definitive death toll is not expected until at least 2018.
2. Police and fire services believe the fire started accidentally in a fridge-freezer on the fourth floor and the rapid growth of the fire is thought to have been accelerated by the building's exterior cladding, which was of a common type and in widespread use.

Committee Update

3. The Overview and Budget Scrutiny Committee directed the Communities Select Committee to receive, from Surrey Fire and Rescue Service, an update outlining Surrey's emergency planning procedures, the safety standards to be checked on buildings within the county, and any risks Surrey faces with its buildings.

Presentation

4. The committee will receive a presentation at the committee meeting on Thursday 7 September. Presentation slides and information will be shared with the committee and published as soon as possible.

Report contact: Dominic Mackie, Scrutiny Officer, 020 8213 2814,
dominic.mackie@surreycc.gov.uk

Sources

[Metropolitan Police press release, 12 July 2017](#)
BBC News <http://www.bbc.co.uk/news/uk-40434741>

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Communities Select Committee
7 September 2017
Surrey Fire and Rescue Service
Integrated Risk Management Plan
Member Reference Group



Purpose of report: To propose a Member Reference Group to the committee based on the terms of reference outlined and ask for Members to consider their interest in joining the group.

Introduction:

1. Surrey Fire and Rescue Service will be developing a new comprehensive Integrated Risk Management Plan (IRMP). The new plan will set out how the Service will continue to deliver efficient and effective Prevention, Protection and Response within Surrey, whilst achieving required savings within the MTFP.
2. The Communities Select Committee proposes to establish a Member Reference Group to provide Member-led support and act as a critical friend in the design and delivery of the new Integrated Risk Management Plan required to help achieve the savings within the MTFP.

Terms of Reference

3. The Task and Finish Group's aims, objectives and expected outcomes are outlined in the draft Terms of Reference attached to the report as **Annex 1**.
4. The Member Reference Group is expected to provide regular reports on progress and work completed to the Communities Select Committee.

Recommendations:

5. That the Committee approves the draft Terms of Reference of the Task and Finish Group.
6. That the Committee consider the Membership of the Task and Finish Group.
7. That the Committee submits the Terms of Reference to the Overview and Budget Scrutiny Committee for their approval.

Report contact: Dominic Mackie, Scrutiny Officer, Tel: 020 8213 2814 Email: dominic.mackie@surreycc.gov.uk

Sources/background papers:

Annex 1 – Surrey Fire and Rescue Service Integrated Risk Management Plan Member Reference Group Terms of Reference

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**Communities Select Committee/Surrey Fire and Rescue Service
Integrated Risk Management Plan Member Reference Group Scoping Document**

The process for establishing a task and finish group is:

1. The Select Committee identifies a potential topic for a Member Reference Group
2. The Select Committee Chairman and the Scrutiny Officer complete the scoping template.
3. The Overview and Budget Scrutiny Committee reviews the scoping document
4. The Select Committee agrees membership of the Member Reference Group.

<p>Review Topic:</p> <p>Integrated Risk Management Plan (IRMP)</p>
<p>Select Committee(s)</p> <p>Communities Select Committee</p>
<p>Relevant background</p> <p>As part of the Fire and Rescue Services Act 2004, the government produces and updates a Fire and Rescue National Framework which sets out what it expects from Fire and Rescue Authorities (FRAs). Part of this framework requires all FRAs to produce an Integrated Risk Management Plan (IRMP) that considers all the fire and rescue related risks that could affect the communities they serve. This planning process helps to identify longer term priorities, to make sure an up-to-date assessment of risk is in place, and the best strategy for change can be plotted.</p> <p>In 2016 Surrey Fire and Rescue Authority (SFRA) published their Public Safety Plan 2016-2025 (PSP) which describes the vision for Surrey Fire and Rescue Service (SFRS), and established a framework for its future development. This vision remains largely unchanged; however, within a constantly changing environment both new threats and new opportunities have emerged. SFRS will now be setting out detailed plans to meet the Medium Term Financial Plan (MTFP) within a new IRMP, outlining how the service will respond and adapt to these changes and continue to deliver a sustainable and cost effective service that focuses on community risk reduction.</p>
<p>Why this is a scrutiny item</p> <p>SFRS will be developing a new comprehensive IRMP. The new plan will set out how the Service will continue to deliver efficient and effective Prevention, Protection and Response within Surrey, whilst achieving required savings within the MTFP.</p>
<p>Aim</p> <p>To provide Member-led support and act as a critical friend in the design and delivery of the new Integrated Risk Management Plan required to help achieve the savings within the MTFP.</p>

Objectives

To question/challenge officers around changes being considered and identify any further information which might be required, to ensure the new IRMP is as open and comprehensive as possible.

To provide regular findings reports to the main committee outlining the work completed at each MRG meeting, and progress on the overall project.

To suggest recommendations back to the main committee to establish further areas for formal scrutiny and focussed work for the Member Reference Group.

To lead the discussion when the draft and final IRMP is discussed by the Communities Select Committee, ensuring that other Members have a good understanding and can make informed decisions.

Scope (within / out of)

In scope

Public Safety Plan 2016-2025

Headline MTFP savings requirements for SFRS

Development of the new Integrated Risk Management Plan

Out of scope

Fire and Rescue governance arrangements

Fire contingency cover contracts/plans

Outcomes for Surrey / Benefits

IRMP is a key planning document for the SFRA and SFRS and describes how it will work to keep Surrey residents, and those that work or travel through the County, safe over the coming years. The work of this group will also support the delivery of the following corporate strategic goals;

1. Everyone in Surrey has a great start to life and can live and age well - (Wellbeing)
2. Residents in Surrey experience public services that are easy to use, responsive and value for money – (Resident Experience)
3. Make better use of digital technology to improve services for residents (Resident Experience)
4. Enable people to stay well at home in their community (Wellbeing)
5. Deliver the savings set out in the Medium Term Financial Plan (Resident Experience)

Proposed work plan

It is important to clearly allocate who is responsible for the work, to ensure that Members and officers can plan the resources needed to support the task group.

Timescale	Task	Responsible
August & September 2017	Scoping with input from Overview and Budget Scrutiny Committee Chairman, Cabinet Member and relevant officers.	Democratic Services Officers and Committee Chairmen

September 2017 to March 2018	<p>The Member Reference Group will aim to meet monthly, though this may be subject to change based on project needs and availability of its Membership, to work alongside the SFRS officers, to receive updates, act as a sounding board and provide a Member steer as the project progresses and the renewed IRMP is developed.</p> <p>The Member Reference Group will keep the main Communities Select Committee updated on key developments throughout the review and refresh of the IRMP.</p>	Members & Surrey Fire & Rescue Service officers
Spring 2018 onward	<p>Following the public consultation, provide a written report of their conclusions and recommendations when the final IRMP is presented to the Communities Select Committee.</p> <p>The Member Reference Group will be dissolved when the new IRMP is completed, and recommendations on the proposed final IRMP have been made to Cabinet by the Communities Select Committee.</p>	Members, Surrey Fire & Rescue Service officers & Democratic Services officers

<p>Support Victoria Kiehl, Project Specialist Sally Wilson, Head of Intelligence & Mobilising</p>
<p>Useful Documents Public Safety Plan 2016-2025 Medium Term Financial Plan 2017-2020</p>
<p>Potential barriers to success (Risks / Dependencies)</p> <p>Member and officer availability Tight reporting deadlines</p>
<p>Equalities implications</p> <p>The Member Reference Group will monitor the equalities implications emerging from its recommendations with officers, and will work to identify mitigation measures for those with a potentially negative impact.</p>

Task Group Members	To be decided at committee meeting on 7 September
Co-opted Members	To be discussed at committee meeting on 7 September
Spokesman for the Group	To be decided/discussed at committee meeting on 7 September and/or first MRG meeting.
Scrutiny Officer/s	Democratic Services Officers

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Communities Select Committee – Forward Work Programme 2017/18



Topic	Scrutiny method	Timescale	Involvement of other committees	Expected outcome
Surrey Fire and Rescue (SFRS) Member Reference Group scoping and Terms of Reference	Member Reference Group	Member Reference Group, to be set up on 7 September 2017.	N/A	The Committee understands that SFRS has many focused work streams, both active and yet to begin. The MRG will be focussed on the design and delivery of the new Integrated Risk Management Plan. The Committee will test how the new plan will deliver efficient and effective Prevention, Protection and Response within Surrey, whilst achieving required savings within the MTFP.
Surrey County Coroner's service: Transfer of employment of staff from Surrey Police to SCC	Formal report	7 September 2017	N/A	To provide pre-decision scrutiny on the proposal to transfer the employment of 15 FTE posts from Surrey Police to Surrey County Council, and to explore the risks and pressures associated with this transfer and be assured that it is in the best interests of the Council
Surrey Fire & Rescue Service- Implications on Surrey following the Grenfell Tower disaster	Verbal Update	7 September 2017	N/A	As directed by the Overview and Budget Scrutiny Committee and following the Grenfell Tower disaster, the committee will receive, from Surrey Fire and Rescue Service, a verbal update outlining Surrey's emergency planning procedures, the safety standards to be checked on buildings within the county, and any risks Surrey faces with its buildings.
Annual Scrutiny of Community Safety Partnerships	Formal Report	7 November 2017	N/A	Fulfilment of the statutory scrutiny of Community Safety Partnerships carried out annually. The committee will scrutinise the work of Surrey's Community Safety Partnerships, and provide recommendations for their continued work.

Communities Select Committee – Forward Work Programme 2017/18



Prevent Strategy Surrey	Formal Report	7 November	N/A	Prevent is a “community safety priority” for the Surrey Community Safety Board. This “deep-dive” report will focus on and review Surrey’s Prevent strategy, as well as other preventative work in this area of community safety. The committee will make recommendations with an aim to further support community safety, and strengthen links between the council and its partners.
The council’s use of RIPA (Regulation of Investigatory Powers Act)	Formal Report	7 November 2017	N/A	Annual scrutiny of RIPA is a statutory function of the council. A formal report to the committee will fulfil this duty. The committee will scrutinise the Council’s use of RIPA powers, and look to identify any emerging trends from this application.
Customer Contact management system- Customer Services	To be determined	To be determined	Possibly in conjunction with Corporate Services Select Committee	Officers informed the Committee that a new Customer Contact Management System was to be implemented in 2017, joining existing customer services and highways defect databases together, enabling the provision of an improved quality service for residents when reporting highways defects and complaints. The Committee would like to review the success of this system with a view to how a similar approach could be rolled out to other Council service areas.
Armed Forces Covenant	To be determined	To be determined	N/A	This item requires further scoping.
Trading Standards	Formal Report	7 November 2017	N/A	The Committee is interested in the work of Trading Standards and their role in protecting the residents of Surrey and Buckinghamshire. This item requires further scoping.