MINUTES of the meeting of the **CORPORATE SERVICES SELECT COMMITTEE** held at 10.00 am on 4 October 2017 at Ashcombe Suite, County Hall, Kingston upon Thames, Surrey KT1 2DN.

These minutes are subject to confirmation by the Committee at its meeting on Wednesday, 6 December 2017.

Elected Members:
***** present

* Dr Zully Grant-Duff (Chairman)
* Dr Andrew Povey (Vice-Chairman)
* Mr Mike Bennison
* Mr Mark Brett-Warburton
* Mr Will Forster
* Mr Naz Islam
* Mr Graham Knight
* Mr Andy MacLeod
* Mrs Sinead Mooney
* Mr Mark Nuti
* Mr Wyatt Ramsdale
* Mr Richard Walsh

In attendance

Cllr Tim Oliver, Cabinet Member for Property and Business Services

1 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS [Item 1]

There were no apologies. Cllr Mark Brett Warburton would be arriving late to the meeting due to a prior appointment.

2 DECLARATIONS OF INTEREST [Item 2]

There were none.

3 QUESTIONS AND PETITIONS [Item 3]

There were none.

4 RESPONSES FROM THE CABINET TO ISSUES REFERRED BY THE SELECT COMMITTEE [Item 4]

There were none.

5 FORWARD WORK PROGRAMME [Item 5]

Key points raised during the discussion:

1. The Chairman explained that work was being done with officers to bring an item to the Committee which would consider finance, performance and risk across all services under the remit of the Committee.

2. With regards to the HR item scheduled for the December meeting, a Member of the Committee stated that the report should include more financial data and specific staff job roles. The Chairman explained that HR will be asked will be asked to include specific figures and data before the item was brought to Committee.

3. It was queried whether an item on Member IT could be included on the forward plan, the Chairman stated that Member IT should not be subject to scrutiny by the Committee and anyone who experienced IT issues should contact Democratic Services for support. It was further added that the matter should be raised with the Cabinet Member for Property and Business Services.

6 EMERGENCY MANAGEMENT, BUSINESS CONTINUITY AND LOCAL RESILIENCE [Item 6]

Declarations of interest:

None

Witnesses:

Ian Good, Head of Emergency Management
Steve Owen-Hughes, Deputy Chief Fire Officer

Key points raised during the discussion:

1. The Chairman briefed the Committee on the purpose of the report.

2. A Member of the Committee queried whether flood sax were being used by the county for dealing with possible flooding incidents. The Head of Emergency Management explained that 20,000 flood sacs had been purchased by the county but that many partners including parish councils were using sandbags. Homeowners were also still using sandbags although in some instances sandbags were not the best flooding protection, and other type of property flood protection would be encouraged.

3. It was stated by the Head of Emergency Management that in emergency situations, there were 200 beds available for rest centres. The rest centres vary in size and their locations are maintained by the boroughs and districts. For those members of the public with health issues and for whom beds at rest centres

would not be suitable, the Adult Social Care team was on hand to assist.

4. A query was raised around the location of dangerous pipelines in the county and if the emergency services were aware of the location of these. The Deputy Chief Fire Officer explained that organisations had to inform the fire and rescue service of the location of hazardous pipelines. Maps of these pipelines were regularly updated and a map of these kept on every fire engine.

5. There was a discussion around what work was done with the local community and the voluntary sector to enable access to rest sites in emergency situations. It was stated that in cases where there was an evacuation of the community, rest centres used included local community centres, leisure centres and schools. In cases of a flu pandemic, the advice given to residents would be to stay at home. The Local Resilience Forum (LRF) seek assurance from Public Health that they have the resources and plans to cope in emergency situations. The Head of Emergency Management explained that there were arrangements in place with voluntary organisations, e.g. Red Cross, to bolster up support in emergency situations.

6. Since the change in the terrorist threat level to severe, work has been undertaken with officers from the South East Counter Terrorism Unit to ensure Council buildings were safe and secure. Areas to be reviewed include evacuation arrangements and building improvements. These areas would also be picked up with district and borough partners.

7. Members queried what lessons had been learnt from the Grenfell tower tragedy. The Head of Emergency Management stated that recommendations from the incident were coming through as Surrey Fire and Rescue and the Emergency Management Team were involved in supporting the emergency services during the incident and have also picked up learning from the tragedy. In an emergency situation such as this support would be sought from neighbouring fire and rescue services. The South East 7 (SE7) group were looking into arrangements for this for the County and unitary authorities.

8. Work with district and boroughs to look at the emergency response to long term housing needs resulting from emergency incidents, is planned for November 2017.

9. The Head of Emergency Management stated that the LRF were regularly seeking assurance from partners that emergency plans were up to date and fit for purpose.

10. There was a short discussion around a possible widespread power outage and the implications for the county. Members queried the 'Black Start' process mentioned in the report and asked if the Committee could receive a report on the recovery process in place. The Deputy Chief Fire Officer stated that as the plans were sensitive, these would need to be considered in private. Assurance was given that in a widespread power outage scenario, critical infrastructure would have back up power to ensure critical service continued. These were managed and co-ordinated from a senior government level.

11. The Deputy Chief Fire Officer confirmed that in local emergency situations, utilities companies had duties and responsibilities which they statutorily had to carry out. They were supported by Gold Command to ensure plans succeeded.

12. A Member of the Committee raised concerns around the resources in place to tackle an emergency situation especially with staff cutbacks. The Deputy Chief Fire Officer stated that the LRF had sought assurance from all partners that enough resource was in place to cope with a major incident lasting 14 days, including business as usual. Support would also be sought from other local authorities.

13. It was explained that within the last 18 months work had been done within the LRF to ensure all partners had plans that were fit for purpose.

14. The Head of Emergency Management explained that last year a number of Surrey schools had received bomb threats. As a result, work was being done with head teachers to discuss evacuation plans. A pilot had been undertaken with an infant and junior school. Further work with the Assistant Director for Schools and Learning was planned.

15. As a means of seeking assurance, it was suggested that both DCLG and the Cabinet Office would be looking to inspect the LRF assurance plans and processes. Currently, peer reviews on LRF plans had been undertaken and assurance was also sought through Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS).

16. It was queried as to what was the Members role in an emergency. It was stated that an LGA Councillors guide to civil emergencies had been sent to all Members. In local incidents, local Members were informed and updated on the situation as it progressed.

17. It was stated that the LRF would be organising training and exercise events in December 2017 and May 2018 which Members were invited to attend. It was agreed that the Head of Emergency

Management would send Members details of these exercises in due course.

Recommendations:

- For the Committee to receive an update report on emergency management, business continuity and local resilience in 6 months, to include,
    - a report on local 'Black Start' plans if there was a nationwide loss of electricity (to be considered in part 2)
    - an update on partnership work
    - an update on any plans for inspections of the LRF as part of the assurance plans and processes by the DCLG and Cabinet Office.

Actions:

- For the Head of Emergency Management to send the Committee details of the LRF training exercises scheduled for December 2017 and May 2018.

7 AGENCY STAFFING UPDATE [Item 7]

Declarations of interest:

None

Witnesses:

Ken Akers, Head of HR/OD
Hannah Dwight, HR Business Services and Programmes Manager
Indiana Pearce, HR Contract Manager

Key points raised during the discussion:

1. A Member of the Committee queried how much the contract with Adecco would cost for the year. The Head of HR/OD explained that the contract was reactive and depended on each directorates need for agency staff. The old contract spend for 2015/16 stood at £12.57M. The service hoped to reduce this cost in 2016/17.

2. It was queried why 'Conversion Conversation' with agency staff failed on some occasions. It was explained that the main reasons these failed was due to pay and flexibility. It was further explained that some agency workers preferred to take longer leave in the summer and hence there was a need for a more flexible contract. It was added that Memorandum of

Cooperation's (MoC) had been helpful in setting price controls but the social worker role was still very price sensitive.

11.30am Cllr Mark Brett- Warburton arrived at the meeting

3. It was explained that in April 2017, 19 locum workers in total, seven from Adult Social Care (ASC) and twelve from Children's, Schools and Families (CSF) had converted to permanent employees.

4. It was queried whether there was a target in place for the number of agency workers the Council should be employing. The Head of HR/OD stated that constant uncertainty in the workforce meant that it was difficult to quantify a target agency staff number. As the Orbis partnership grew there would be unpredictable levels of demand. It was further stated that staff turnover for the organisation was around 10% and that the number of locum staff in Surrey was lower compared to other organisations such as the NHS.

5. A Member queried if Brighton and Hove was part of the Adecco agency contract. It was explained that Brighton and Hove were not part of the current agency contract as they had taken the decision to sign another contract before they joined Orbis. It was explained that they were signatories on the (MoC) for social worker locum pay.

6. It was queried if the turnover in agency workers impacted the quality of care. It was explained by officers that previously costs had been prioritised in sourcing agency workers which meant the service selected the agency with the lowest rates above maintaining continuity in care provision. It was explained that the service now seeks to maintain a downwards pressure on costs without compromising the quality of care.

7. Table 5 of the report showed the number of agency workers outside the Adecco contract, of this five business cases had not been approved. Members asked for more details about this. The Head of HR/OD explained that the majority of these had not been approved because the proper process was not being followed by the hiring manager.

8. The Committee asked for more details around the average costs for locum/bank/permanent social workers in both ASC and CSF. It was agreed for this information to be included in a future update report.

9. With regards to table 4, total workforce spend for Q1 2017/18, some Members queried the upward trend in total staffing cost in comparison to 2016/17. Officers clarified that they estimated a

reduction in agency expenditure for the year. There had been a reduction in staffing spend in the Chief Executive's Office for Q1 as the Chief Executive had decided to restructure his support office.

10. The Committee agreed for a progress report to be presented to the Committee in 6 months' time.

11. There was a brief conversation with the Cabinet Member for Property and Business Services around Members IT and the current provision in place. The Cabinet Member explained that a Member survey on IT had been emailed to all Members and Members were encouraged to respond to this. Going forward, password manager and hybrid devices would be rolled out to Members. If Members were still experiencing issues they were told to contact Elliot Sinclair or Kevin Emmons in Democratic Services.

12. The Cabinet Member for Property and Business Services recommended that the Orbis Public Law business plan should be added to the Committees forward work programme for December.

Recommendations:

- For the Corporate Services Select Committee to receive an update report on agency staffing in 6 months, to include,
    - details around the average costs for locum/bank/permanent social workers in both ASC and CSF

Actions:

None

8 DATE OF NEXT MEETING [Item 8]

The next meeting of the Committee will be on 6 December 2017, at 10.00am in the Ashcombe Suite, County Hall.

Meeting ended at: 12.25pm

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Chairman