

MINUTES of the meeting of the **COMMUNITIES SELECT COMMITTEE** held at 10.00 am on 15 January 2014 at Ashcombe Suite, County Hall, Kingston upon Thames, Surrey KT1 2DN.

These minutes are subject to confirmation by the Committee at its meeting on Thursday, 20 March 2014.

Elected Members:

- * Mrs Denise Saliagopoulos (Chairman)
- Mr Chris Norman (Vice-Chairman)
- * Mrs Jan Mason
- * Mr John Orrick
- * Mr Saj Hussain
- * Rachael I. Lake
- * Mrs Mary Lewis
- Mr Christian Mahne
- * Mr Chris Pitt
- Ms Barbara Thomson
- * Mr Alan Young
- * Mr Robert Evans

Substitute Members:

Mr Tim Evans
Mr Richard Walsh

1/13 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS [Item 1]

Apologies were received from Chris Norman, Barbara Thomson and Christian Mahne.

Tim Evans substituted for Chris Norman and Richard Walsh substituted for Barbara Thomson.

2/13 MINUTES OF THE PREVIOUS MEETING: 31 OCTOBER, 21 & 28 NOVEMBER 2013 [Item 2]

The minutes of the meetings on 31 October, 21 November and 28 November 2013 were agreed as true records of the meetings.

3/13 DECLARATIONS OF INTEREST [Item 3]

None were received.

The Chairman informed the Committee that she was a Spelthorne Borough Councillor and sat on the Planning Committee, though had not taken part in any discussions regarding Spelthorne fire stations.

Mr Alan Young arrived.

4/13 QUESTIONS AND PETITIONS [Item 4]

Items 5 and 6 were taken before Item 4, due to the subject matter of the questions and submission relating to Item 7.

Declarations of interest: None.

Witnesses:

Helyn Clack, Cabinet Member for Community Services
 Kay Hammond, Cabinet Associate for Fire and Police Services
 Russell Pearson, SFRS Chief Fire Officer
 Eddie Roberts, SFRS Area Manager East Area Command
 Councillor Ian Harvey, Spelthorne Borough Council
 Alan Doyle, representing Spelthorne Resident Associations

Key points raised during the discussion:

1. Public questions had been received from Fire-fighter Tim Jones and Spelthorne Borough Councillor Ian Harvery, and a written submission was received from Spelthorne Residents Associations. Copies of the questions and responses can be found attached to the minutes of this meeting.
2. Fire-fighter Tim Jones was not present at the meeting to ask a supplementary question.
3. Councillor Ian Harvey has invited to ask two supplementary questions in response to the replies he had received. Councillor Harvey stated that he did not believe the responses provided answered his original questions and requested an answer. Regarding his second question

he expressed surprise that the fire service that there did not appear to be consultation regarding the proposed Eco Park in Spelthorne.

4. The Fire Service explained that Commander Watts had begun the consultation process and then Commander Roberts took over, and it is thought that Councillor Ian Harvey's original question had been misplaced during the transition. They apologised for not replying to his question in a timely manner. The Cabinet Associate stated that she believed they should have had the financial information available during the consultation meetings in September 2013, however they now had the information. She apologised that this information was not available during the consultation process. Councillor Harvey thanked the officers and Cabinet Associate for their apologies.
5. The Fire Service stated that potential developments, such as the Eco Park, were difficult when developing plans for sufficient fire cover in areas. There had been particular problems nationally with waste sites, and the Members were informed that discussions were taking place nationally regarding potential engineered solutions, such as sprinklers. The Chief Fire Officer stated that if there was a fire at the Eco Park then resources would be sourced from surrounding Fire Authorities. It was explained that the Fire Service would be involved in the consultation regarding an Eco Park, when it was appropriate.
6. Mr Alan Doyle, who was representing eleven Resident Associations within the borough of Spelthorne, was invited to make a submission to the Communities Select Committee. Mr Doyle explained that it was felt that the only way to ensure appropriate fire cover in Spelthorne was with two full time crews at two stations. It was felt that there were issues regarding the location of the new fire station would mean there would be issues in recruiting a retained crew as members would need to live within five minutes of the station, as area which is covered 50% by green belt or water. Furthermore, he stated that the proposed site had access issues, which would increase response times. Overall, he felt that the Option 5 proposal would lead to an inequity of treatment for Spelthorne residents.

Recommendations: None.

Actions/further information to be provided: None.

Committee next steps: None.

5/13 RESPONSES FROM THE CABINET TO ISSUES REFERRED BY THE SELECT COMMITTEE [Item 5]

Declarations of interest: None.

Witnesses:

Helyn Clack, Cabinet Member for Community Services

Key points raised during the discussion:

1. Members of the Committee queried when local businesses along the Prudential Ride London-Surrey route would be consulted. They were informed that engagement and consultation with residents and businesses had begun, with the next meeting arranged for 16 January 2014 and early March. The Cabinet Member was ensuring the event organisers were engaging with the local communities, and assured the Committee that she would continue to update all Members.
2. Members queried whether businesses would be indemnified against loses on the weekend of the Prudential Ride London-Surrey. The Chairman requested that this be discussed outside of the meeting due to volume of detail which would be required to answer the question.
3. The Committee requested an update on progress in lobbying central government for a change in regulations to ensure the police and highways authorities were notified of events taking place. The Cabinet Member informed the Committee that constructive discussion had begun with the relevant civil servants, and that officers were discussing the matter with residents and cycling clubs within the county.

Recommendations: None.

Actions/further information to be provided: None.

Committee next steps: None.

6/13 RECOMMENDATION TRACKER AND FORWARD WORK PROGRAMME 2014 [Item 6]

The recommendations tracker and forward work programme were noted.

7/13 CHANGES TO FIRE ENGINE DEPLOYMENT IN THE BOROUGH OF SPELTHORNE [Item 7]

Items 5 and 6 were taken before Item 4, due to the subject matter of the questions and submission relating to Item 7.

Declarations of interest: None.

Witnesses:

Helyn Clack, Cabinet Member for Community Services
 Kay Hammond, Cabinet Associate for Fire and Police Services
 Russell Pearson, SFRS Chief Fire Officer
 Eddie Roberts, SFRS Area Manager East Area Command
 Councillor Ian Harvey, Spelthorne Borough Council
 Alan Doyle, representing Spelthorne Resident Associations

Key points raised during the discussion:

7. Public questions had been received from Fire-fighter Tim Jones and Spelthorne Borough Councillor Ian Harvey, and a written submission was received from Spelthorne Residents Associations. Copies of the

questions and responses can be found attached to the minutes of this meeting.

8. Fire-fighter Tim Jones was not present at the meeting to ask a supplementary question.
9. Councillor Ian Harvey was invited to ask two supplementary questions in response to the two replies he had received. Councillor Harvey stated that he did not believe the response provided to question one answered his question and requested an answer. He explained that this question was asking why he did not receive a response to his request for financial information in September 2013. Regarding his second question he expressed surprise that the fire service would be involved with the consultation regarding the proposed Eco Park in Spelthorne, and was concerned this was not being communicated within the Fire Service and the stations in Spelthorne.
10. Regarding question one, the Fire Service explained that Commander Watts had begun the consultation process and then Commander Roberts took over when he left the Council, and it is thought that Councillor Ian Harvey's original question had been missed during the transition. They apologised for not replying to his question in a timely manner. The Cabinet Associate stated that she believed they should have had the financial information available during the consultation meetings in September 2013, however they now had the information. She apologised that this information was not available during the consultation process. Councillor Harvey thanked the officers and Cabinet Associate for their apologies.
11. Regarding question two, the Fire Service stated that potential developments, such as the Eco Park, were difficult when developing plans for sufficient fire cover in areas. There had been particular problems nationally with waste sites, and the Members were informed that discussions were taking place nationally regarding potential engineered solutions, such as sprinklers. The Chief Fire Officer stated that if there was a fire at the Eco Park then resources would be sourced from surrounding Fire Authorities. It was explained that the Fire Service would be involved in the consultation regarding the Eco Park, when it was appropriate.
12. Mr Alan Doyle, who was representing eleven Resident Associations within the borough of Spelthorne, was invited to make a submission to the Communities Select Committee. Mr Doyle explained that it was felt that the only way to ensure appropriate fire cover in Spelthorne was with two full time crews at two stations. It was felt that given the location of the new fire station, there would be issues in recruiting a retained crew as members would need to live within five minutes of the station, an area which is covered 50% by green belt or water. Furthermore, he stated that the proposed site had numerous access issues, which would increase response times. Overall, he felt that the Option 5 proposal would lead to an inequity of treatment for Spelthorne residents.

Recommendations: None.

Actions/further information to be provided: None.

Committee next steps: None.

8/13 DRAFT TOURISM STRATEGY [Item 8]

Declarations of interest: None.

Witnesses:

Helyn Clack, Cabinet Member for Community Services
 Peter Milton, Head of Cultural Services
 Barrie Higham, Heritage Manager

Key points raised during the discussion:

1. Officers informed the Committee that during 2013 they had been in discussion with the tourism sector as the County Council did not have an official position on tourism. Surrey was not seen as visitor destination though it was viewed as a potential area of growth within the county's economy, furthermore it promoted healthy lifestyles. There was Visit Surrey which was a lean organisation of 1.2 full time staff, though it was felt that there needed to be a clear identity for Surrey with specific focus on three geographical areas – Surrey Hills, Guildford and the Thames Corridor.
2. The Committee were informed that there were a number of websites which promoted Surrey though it was felt that these needed to be linked together to provide a more streamlined visitor experience.
3. Officers requested Member feedback on the ideas within the draft strategy and comments were noted on a powerpoint presentation, which can be found attached to the minutes.
4. Members queried whether there was any evidence that there was a demand for tourism in Surrey as it was not a statutory obligation of the council to provide tourism advice. Officers stated that just under 10% of the Surrey economy was dependent on tourism/leisure, with around 35,000 employed within the sector. It was felt that the sector benefited Surrey residents due to the facilities available. Furthermore, with a growing number of trips made to Surrey destinations, from 194 million in 2006 to 224 million in 2012 it was felt that there was a demand and tourism was a competitive market.
5. Members felt it was inappropriate to compare Surrey to Bath or Oxford as those locations had central points of focus whereas Surrey was a diverse county. It was felt that 'lean and mean' maybe a better approach for the county and that it was important for the council to have a coordinating position only as many of the Districts and Boroughs were involved in tourism within their own areas.
6. The Committee stated that not all residents would be in favour of increased tourism within the county, in addition greater numbers of

tourists may create an adverse effect with people feeling that Surrey tourist destination were too crowded.

7. Members felt that the brand for Surrey could be its diversity as it had race courses, the Surrey Hills and urban areas, and that it was just a few miles from London.
8. Members suggested that Visit Surrey should be the focus of tourism for Surrey and that officers could consider requesting profitable tourist/leisure organisations contribute financially to the coordination of the sector within Surrey. It was further suggested that approved, successful organisations should be asked to include a Surrey logo on their marketing materials, thus providing a link for visitors. In addition, Members suggested that an app should be developed which would be a central point of information for visitors to Surrey, providing links to a variety of websites and organisations.
9. It was felt by Members that a relatively small investment into Visit Surrey and an app could provide the desired results of coordinating the organisations and providing a central point of contact and information for visitors. A policy change was considered to not to be necessarily required.
10. Members suggested that last year Media Students or interns could be taken on by Visit Surrey to assist in better promoting Surrey as a destination and within its coordination role. This was in line with the Council's policy of more apprenticeships and would be beneficial for the young person also.
11. The Cabinet Member stated that many of the suggestions made by the Committee were already being considered, or were in action, and that it was important that the Council supported the tourism/leisure sector as it assisted in creating a strong economy within the county. It was important that the Council took advantage of opportunities when they arose.
12. Members stated that Surrey was not the location for large conferences of more than 350 delegates as there were sufficient conference centres in London which catered for this number. Furthermore, it was stated that if there was a demand for a large conference centre then the private sector would respond. The Committee felt that business tourism required less work than private tourism.

Recommendations:

1. The Committee to scrutinise the final Tourism Strategy before approval by Cabinet.
2. The Committee feels that the role of the County Council in tourism is one of coordination.

Actions/further information to be provided:

The slides from the Committee meeting to be circulated to Members.

Committee next steps:

The Select Committee to scrutinise the final Tourism Strategy at a future meeting.

9/13 GRANT CRITERIA AND FUNDING OPPORTUNITIES GUIDE [Item 9]

Declaration of interest: None.

Witnesses:

Helyn Clack, Cabinet Member for Community Services

Laura Langstaff, Head of Procurement

Jeremy Taylor, Procurement & Commissioning Partnership Manager

Key points raised during the discussion:

1. The Committee were informed that the documents they were provided with within the agenda pack was in draft format as they were still being consulted on until the end of January 2014. Officers stated that Member involvement in the grant approval process was in regards to the budget setting only.
2. The Chairman requested the Committee did not discuss the grants received by organisations as this would be raised with the service separately.
3. The grant criteria was the start of improving the grant award process and bringing it in line with the process of contract approval, with awards of up to £999,999 being agreed by the Cabinet Member, and over £1 million by Cabinet.
4. The Cabinet Member stated that the current policy was for services to be provided at best value and this was often achieved by awarding grants to the voluntary sector. The organisation which received grants was reviewed to ensure they were in line with Council priorities, such as providing dementia support. The Cabinet Member stressed the importance of the voluntary sector to the Council, and that this policy changed the process of commissioning grants only.
5. Members stated that they felt that Surrey Compact should be more influential within the grant process and should not have to apply for grants itself. The officers confirmed that they intended to strengthen the links with Surrey Compact and that they received a three year grants for their services. The Cabinet Member informed the Committee that Surrey Compact had a new Chairman and that the Committee may wish to invite them to a future meeting.
6. The Committee felt that many of the organisations which received funding were local and it would be better these grants which were below £10,000 were agreed by the Local Committees. Members requested that a briefing be given to the Local Committee Chairman's Group regarding how Local Committees could be involved within the grant process.

7. Members queried whether the list of grants awarded included those awarded by Members Allowance scheme, and whether grants below £10,000 were cost effective due to administrative fees. Officers stated that many organisations were receiving multiple small grants each year, and that officers were in the process of trying to make the small grants process simpler by discussing the process with organisations to find out what aspects of the application forms they do not like.
8. Officers assured the Committee that part of the new grants process there would be an appropriate level of monitoring in place and that in the past they had been required to recoup monies when they were not been spent appropriately.

Recommendations:

1. The Committee would like to see Surrey Compact be more influential in this new policy.
2. The Chairman to speak to the service to decide how to relay the Committee's concerns about the grant list to the service.
3. The service to consider more Local Committee involvement for smaller local grants.

Actions/further information to be provided: None.

Committee next steps: None.

10/13 DATE OF NEXT MEETING [Item 10]

The Committee noted the next meeting of the Communities Select Committee would be held on 20 March 2014.

The Committee were requested to attend a private workshop with the Health Scrutiny Committee on 22 January 2014 at 2pm at Fire HQ in Reigate. This workshop would consider the Blue Light Service Collaboration and Public Safety Plan.

Meeting ended at: 1.10 pm

Chairman

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Communities Select Committee 15th January 2014**Item 4: Public questions****Submitted by: Fire-fighter Tim Jones via Spelthorne Councillor Ian Harvey****Question:**

Since the availability of Retained Crews is currently woeful (and has been for some time now), where used in Surrey, will you guarantee that Spelthorne will have a full 24/7 response from IT'S Retained Crew, especially when the vast majority of the proposed catchment area is non-residential, non-commercial?

Response:

Historically Surrey, its boroughs, districts and parishes all have a long tradition of drawing on people from local communities to support the fire service in delivering its services and today retained fire-fighters, who are employees just like full-time fighters, play an important role in Surrey Fire and Rescue Service. There are 10 retained fire stations across Surrey providing a cost effective, reliable and vital on-call cover where members of the local communities respond via a pager system to the full range of emergencies just as their whole-time colleagues do. Depending on the type of cover provided and the time of day retained staff may respond from home or a place of work.

Anyone can be a retained fire-fighter, as long as they meet the entry criteria and are able to respond to the station within the required time. That can and does include staff who work as whole-time fire-fighters and there are a number of whole-time fire-fighters in Surrey who work both systems either for Surrey or other Fire and Rescue Services. Being a retained fire-fighter can complement many different lifestyles but it does require a range of personal skills such as understanding, reliability, flexibility and the ability to work within a team. While prospective candidates don't need any qualifications there is a selection process which includes physical and practical tests and a medical.

As a borough Spelthorne has a population which provides a large number of people to draw upon to establish a retained unit at the new location. With an average population density of about 17 people per hectare the demographics of Spelthorne offer distinct advantages when considering retained fire-fighters. The estimate is that for the required response time there are 27,517 people in the 18-59 age categories. In comparison Cranleigh (Waverley Borough Council's website records a population of 11,241) and Oxted (Tandridge District Council website states a population of 11,000), both of which are successful retained units, only draw from a catchment in the order of 5,000 people each.

As with the current arrangements and the new proposed “On-call” contracts for retained staff Surrey Fire and Rescue Service will continue to work to ensure that delivery against the response standard is achieved and in doing so will seek to ensure that the right people with the right skills and equipment operating out of appropriate locations is secured to make the people of Surrey safer in their communities.

Mrs Denise Saliagopoulos
Chairman of Communities Select Committee

Communities Select Committee 15th January 2014

Item 4: Public questions

Submitted by: Spelthorne Borough Councillor Mr Ian Harvey

Question 1:

How is it possible to come up with a proposal that has such far reaching and potentially serious consequences and expect its public consultation to be taken seriously (and the public to have confidence in both the consultation and proposed changes) when clearly there has been no credible financial analysis carried out, and if such analysis has been carried out, why has it not been provided (at the very least, in confidence to relevant Borough Councillors / Local Committee members)?

Response:

The intention of Surrey County Council and that of the Fire Service is to maintain a balanced budget in 2013/14 and through the medium term financial plan to continue to deliver a combination of service improvements through transformations and implementation of planned budget reductions to secure efficient and effective delivery of front line services. The Fire Service has carefully considered and planned how best to operate within a reduced budget and in doing so has sought to generate opportunities to gain improvements in the deployment of fire engines across the county in order to deliver continued improvement in performance against the Surrey Response Standard.

Phase 1 of the Public Safety Plan proposed changes to the crewing arrangements at Staines fire station to day crewing, which requires less staff, whilst keeping one 24/7 whole-time crewed fire engine at Sunbury as part of an incremental change within the borough. The phase 2 proposal supported our strategic intention of securing performance improvements against the Surrey Response Standard whilst at the same time contributing towards the planned revenue savings that the service had committed to in the medium term financial plan and ensuring a more equitable provision of fire cover across the county. Phase 1 was not invoked because a location was identified in an area that the response modelling had suggested would generate improvements and this was referred to as the "optimum location".

The recent consultation in Spelthorne proposed the closure of two, 24/7 whole-time crewed fire stations and the relocation to a new site with one 24/7 whole-time crewed fire engine. There are two financial components to this proposal; firstly the revenue savings which will be generated by reducing and redeploying a number of whole-time staff to a new fire station in Spelthorne but also to other fire stations and secondly the capital costs associated with relocating into a new, efficient, fit for purpose fire station that not only supports our continued commitment to delivering a high quality service to the people of Surrey but also provides an opportunity for Fire, Police, Ambulance and other partner agencies to work even closer together, possibly

from one location. In doing so greater efficiencies and integration would flow, thereby supporting Public Service transformation and securing more effective and earlier joint prevention work.

As part of its planning process the Service considered a number of options which were communicated as part of the consultation. They are repeated here but they now include their associated costs;

- Option 1: To do nothing and maintain the status quo. The current annual operational costs (which are the direct costs of fire-fighters) of maintaining one fire engine at each of the two locations in Spelthorne (Sunbury and Staines) are in the order of £2.12million. In effect this equates to each 1 fire engine 24/7 whole-time fire station having annual operating costs in the order of £1.06million. This option would not yield any of the revenue savings required in the medium term financial plan neither would it deliver any improvements against the Surrey Response Standard across the county.
- Option 2: Implement the Public Safety Plan Phase 1 deployment (24 hour cover at Sunbury, 12 hour day cover at Staines). As previously mentioned this option was not progressed due to the opportunity to move to phase 2 because a site had been identified within the area that generated improvements in the Surrey Response Standard.
- Option 3 (a): Close Sunbury and maintain Staines. Based on the operating costs this would have generated revenue saving's in the order of £1.06million through the reduction in establishment by not having Sunbury fire station but would have left the Service in a premises which is not owned by Surrey County Council and would have seen personnel remain in a premises that is in need of some considerable amount of on-going planned and reactive maintenance due to the age of the buildings.
- Option 3 (b): Close Staines and maintain Sunbury. This option generates the same amount of savings (£1.06million) as option 3(a) because of the reduction in establishment by not having Staines fire station but the Service would be located in premises that are owned by Surrey County Council. Again the premises are in need of some considerable amount of on-going planned maintenance due to the age of the buildings. Both option 3(a) and 3(b) do not fit with the optimised location by virtue of their geographical locations and therefore there is no improvement in the Surrey Response Standard.
- Option 4: Implement the proposal for a new fire station at an optimised location within the borough with one 24/7 whole-time crewed fire engine. Just like options 3(a) and 3(b) the revenue savings are in the order of £1.06million because of the reduction in establishment levels. By moving to a location based on the information provided by the analysis and modelling there will be an improvement in the overall Surrey Response Standard as follows; 1st response to all 2+ fire engine incidents from 80.8% to 82.5%, 2nd response to all 2+ fire engine incidents from 86.7% to 90.5% and 1st response to other emergencies from 96.8% to 98.9%.

During the consultation suggestions came forward with regard to other options which included having one new centrally located fire station but two 24/7 whole-time crewed fire engines. By comparison this configuration has an annual running cost of £1.95million and only yields a revenue saving in order of £170,000 per annum which is far short of the revenue savings required.

The consultation process did provide valuable information which resulted in another option being explored, considered and put forward in order to address the concerns expressed by Spelthorne residents and local leaders and which is now referred to as option 5 in the paper placed before the Communities Select Committee. Option 5 suggests a new centrally located fire station with one 24/7 whole-time crewed fire engine and one 24/7 fire engine staffed by people who are on-call (part-time staff who are available on a pager system from their place of work or at home) from the local community and who are trained to the same standards as whole-time staff. Surrey Fire and Rescue Service already operate this type of duty system in other parts of the county, for example, at Walton, Guildford and Haslemere. Under this option, 18 new local jobs would be created and would need to be recruited from within a 4-5 minute response footprint of the new location who would then commit to being available at least 54 hours each week and who would respond to the fire station having been alerted via a pager system. The annual operating costs of 18 staff on this "On-call" system are in the order of £170,000. This would be in addition to the costs of the one 24/7 whole-time crewed fire engine. Therefore option 5 delivers in the order of £800,000 of revenue savings but secures two fire engines in Spelthorne which is what most of the feedback indicated and generates 18 new employment opportunities in the borough whilst at the same time delivering improvements in the response standard. There is an initial one off start up cost of creating a new "On-call" crew in Spelthorne of around £80,000 associated with marketing, recruiting, training and providing the equipment to the new unit.

With any of the above options there are a number of associated cost savings as follows;

- Property running costs which are estimated at £35,000 per year per building based on the current building stock but future running costs will be dependent upon the final property solution and build type,
- Small savings in associated staff costs for training and personal protective equipment, future equipment and vehicle replacements. It must be noted that option 5 provides a small saving in future equipment costs but it does not deliver any savings against the vehicle replacement fund.

Finally there are the capital costs of the new build. The project is still at the pre-planning stage and therefore detailed capital costs for a new build and subsequent disposals are not currently known. However, the estimated net capital cost is anticipated to be in the region of £2million to £3million. The estimated capital cost of acquiring a site and building a new fire station in Spelthorne, and the associated

capital receipts from the possible disposal of Sunbury Fire station (Staines being owned by the Water Company) have been allowed for within an overall fire station rationalisation budget of £10.5m within the Medium Term Financial Plan (MTFP). The final build, design and contract awards will be subject to a separate cabinet paper.

The consultation process has highlighted that there were gaps in the information that we presented to the public. As with previous consultations we will review the comments, feedback and experiences of the past 6 months and we will seek to incorporate them into future consultations.

Question 2:

How can the potential significantly increased risk arising from the construction and operation of the Charlton Lane “gassifier” (especially given the fate of its Scottish “cousin”) not be assessed and taken account of in the proposed reduction in Spelthorne Fire cover?

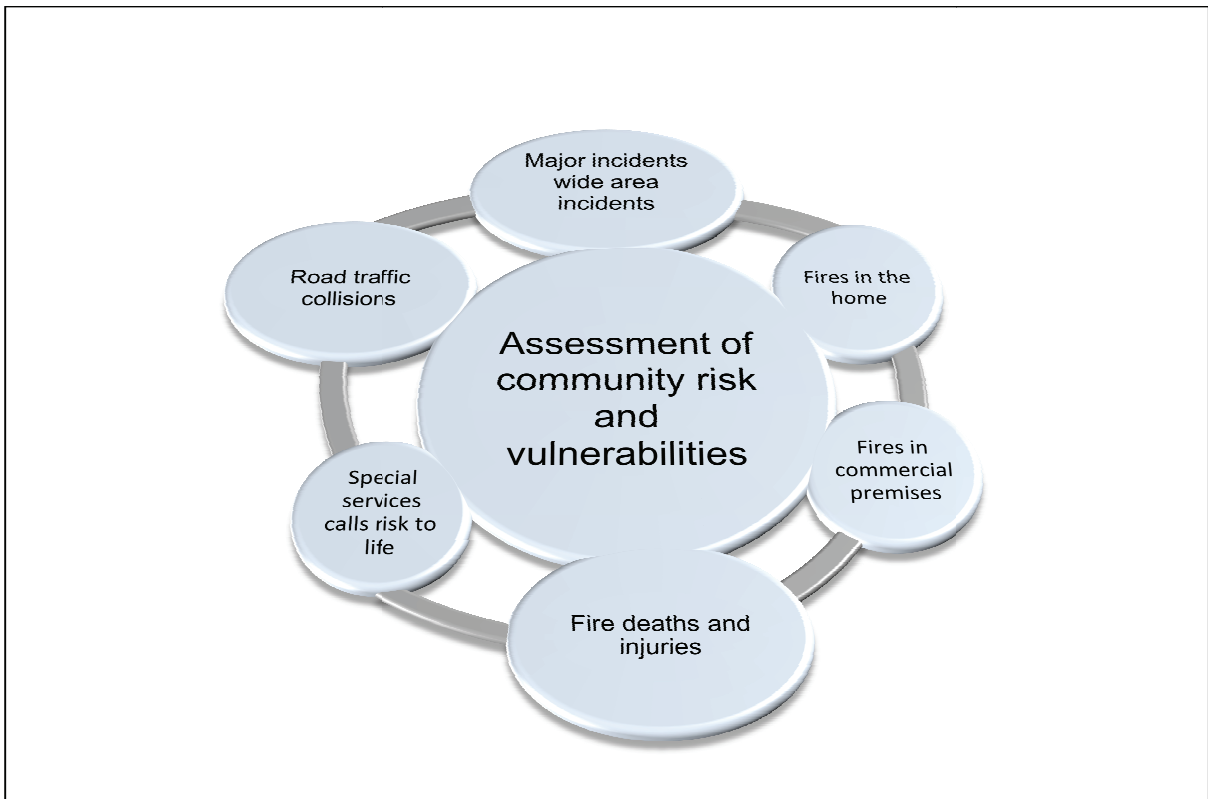
Response:

Throughout the public consultation reference was made to the planned Waste Management facility at Charlton Lane, Shepperton, referred to as the “Eco-Park”. In particular, concerns were voiced with regard to the increase in risk because of the nature of that facility and that by reducing the number of fire appliances in Spelthorne the risk may be increased further.

In responding to this question the Service will outline how it approaches the management of risk, and in particular fire risk in the community and how it contributes to supporting community resilience.

Surrey Fire and Rescue Service conduct assessments of the risks for which it has a statutory responsibility which are defined by the Fire and Rescue Service Act 2004. The analysis draws upon various data and information sources including the Community Risk Register produced by Surrey Local Resilience Forum, census data and information from partner agencies. That analysis identifies the prevailing types of risks against which we then plan the delivery of our services. In Surrey the risks include fires in the home, fires in commercial and public buildings, Road Traffic Collisions and life threatening special services. Our main focus is on reducing the incidence of deaths and injuries associated with fires. This can be seen in figure 1 below.

Figure 1 The prevailing risks across Surrey for which Surrey Fire and Rescue has a statutory duty



Surrey Fire and Rescue is also a Category 1 Responder within the Civil Contingencies Act 2004. Under that legislation we also contribute to the assessment of the risk pertaining to major incidents. A major incident can be defined as *“An emergency that requires the implementation of special arrangements by one or more of the emergency services, and generally requires the involvement, directly or indirectly of large numbers of people”*. This could be a large scale industrial accident such as the fire in Buncefield, Hertfordshire (2005) or a wide area event such as flooding or a large, protracted commons fire such as Swinley Forest, Berkshire (2011). Surrey Fire and Rescue Service and its partners in Surrey Local Resilience Forum (SLRF) monitor events that happen in order to identify whether the type of infrastructure and activities (for example, industrial sites, chemical sites) that have led to major incidents elsewhere in the UK and overseas exist in Surrey. Surrey Fire and Rescue Service also considers the publicly available Community Risk Register, produced by the Surrey Local Resilience Forum which lists a wide range of civil contingencies, their likelihood and potential impact. They are identified by a combination of reviewing national and international historical incidents, and by recognising the potentially hazardous activities undertaken across the County. From the Community Risk Register it can be seen that risk reference HL7 Fire / Explosion “Industrial explosions and major fires” would be seen to apply to the “Eco-Park”. The Community Risk Register records the likelihood of this type of incident happening as “medium to low” with the associated impact as being “minor”. Overall the risk is recorded as being “medium” with the associated control measures being the Surrey Major Incident Plan & SLRF Plan, Category 1 responder plans / procedures, Site operator emergency plans and Legislative controls.

Surrey Fire and Rescue Services approach to risk mitigation and management has, and continues to be, to develop integrated risk reduction initiatives to address identified priorities in the most cost-effective way. These are then embedded into various initiatives across our Community Fire Prevention, Community Fire Protection teams and Emergency Response arrangements. As has been outlined Surrey Fire and Rescue Service’s approach to risk assessment identifies and estimates the predominant risks for which a response is required by statute, or needed as an “accepted” responsibility by Surrey Fire and Rescue Service; and for which community based fire prevention and protection activity can be shown to reduce those risks. As one would expect the frequency and type of incident varies from one locality to another but by approaching it in this way it allows our prevention and protection activity to be co-ordinated and integrated to provide an efficient use of resources.

The level, type and distribution of our prevention, protection and response resources will then aim to reduce risk “as low as reasonably practicable” by utilisation of the resources available to Surrey Fire and Rescue Service, as well as those that may be deployed by engaging in partnership with others. They will be applied in such a manner as to be proportionate to the identified risk. The highest risks will attract the highest priority. A good example of this type of approach has been in relation to our work with Adult Social Care. By studying the trends in fire deaths and injuries we have identified key “at risk” groups including people over 65 years of age, people with mental health difficulties and people with mobility problems (more information can be found in our publication “Keeping you safe from fire”).

This integrated approach to the management of risk is not solely dependent on the fire service. We work with a wide range of partners on a statutory basis as well as those in the private and voluntary sector (see figure 2 below)



Figure 2 Surrey Fire and Rescue Service integrated risk management

This approach spans all of our community fire prevention, protection and response arrangements. The “Eco-Park” is one example where the safe operation of the site is the responsibility of many people and regulatory bodies of which the fire service is one. Any new building is subject to a planning regime followed by compliance with building regulations and then, if it is a licensed operation or premises compliance with the various legislative framework that applies.

The role of the fire service community fire protection teams within the built environment is to ensure that premises are safe with regard to fire and fire related hazards and their associated risks. It does that by visiting premises to ensure compliance with the Regulatory Reform (Fire Safety) Order 2005 and through statutory consultation frameworks with other bodies such as local borough Building Control departments. Statutory frameworks have designated lead bodies whether it is the Local Authority, Environment Agency or Fire Service, all of whom will have powers confirmed upon them under the legislation. Such frameworks may also state when the different bodies will be required to share information and whether any responses must or may be considered. With regard to the “Eco-Park” the Fire Service will provide a response under Part B (Approved Document B) of schedule 1 of the Building Regulations which covers the requirements with respect to fire safety when an application is received by the local authority or approved inspector. Architects, designers, the operators, managers and the Environment Agency will all contribute to the safe and effective operation of the premises. It is not the sole responsibility of the Fire Service to manage the risk.

The Waste industry has suffered from a number of high profile fires but the number of fires at waste recycling sites has decreased in 2012 with The Environment Agency stating that the number of waste recycling fires has decreased by almost 30%. The Chief Fire Officers Association (CFOA) has recognised that there is the potential for these types of incidents to “have a huge impact not only on the local community and environment but also to the economy via enforced road closures and the commitment of significant fire-fighting resources”. In an effort to reduce the potential for such fires to occur and mitigate the impacts of those that do, CFOA are working in partnership with organisations such as the Environment Agency and the Wood & Tyre Recycling Association to examine incident statistics and review existing guidance. They are also seeking to work with site operators to improve safety and lobby the government for decisive action, including legislative change where necessary. CFOA has welcomed the issue of an Environment Agency Technical Guidance Note “Reducing Fire Risk at Sites Storing Combustible Materials” to reduce the frequency and impact of fires at waste and recycling sites. The guidance clarifies the measures that waste sites must take to minimise the risk of fires and pollution and it will be adopted by the various regulatory bodies.

Mrs Denise Saliagopoulos
Chairman of Communities Select Committee

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	population (%)	incidents (%)	1 engine (%)	2 engines (%)
Spelthorne	95 598 (8.4)	1 067 (7.3)	1 (2.9)	2 (5.7)
Surrey	1 132 390 (100.0)	14 659 (100.0)	34 (100.0)	35 (100.0)

- 1 x 24/7 Crew engine + 1 x Retained Crew engine is unequal treatment
- Only Surrey borough on “Middlesex” bank – bridges mean longer response, pinch points
- Third runway, Ecopark, M3, M25, reservoirs, river – extra risks

Unsuitability of proposed site for Retained Crew

Unsuitable recruitment/response area

Retained Crew contracts stipulate a 5 minute response from receiving alarm to arriving at the fire station.

Reservoirs, Green Belt and fewer commercial employers around the proposed site mean the pool of potential Retained Crew is much reduced.

Compared with Walton fire station, the potential pool would be 50% smaller. Walton itself has difficulties recruiting/keeping Retained Crew.



Unsuitable access

In/out access for Retained Crew or appliances to proposed fire station site off the Fordbridge Roundabout is impractical and dangerous.

The proposed site can only reasonably be accessed from the north-west-bound (south) side of the dual carriageway A308 (*). Retained Crew coming from Staines or Ashford would have to travel on other (longer) routes to access the north-west-bound carriageway further south (near BP petrol station intersection).

Summary

- Safety of Residents
- Practicality of Operation
- Equity of Treatment

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Tourism Strategy

A presentation to the
Communities Select Committee.

Wednesday 15 January, 2014

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Why is Surrey County Council doing this?

Currently –

We do not have an official position on Tourism –

this affects decision making;

Surrey is not seen as a “visitor destination” -

So Tourism is a potential growth area;

Tourism encourages healthy lifestyles –

walking, cycling, cultural activities;

Tourism helps sustain rural businesses that also serve residents

The key issues?



To seek a more viable, creative and focussed
public /private partnership business model for
Visit Surrey

The key issues?

Branding

Create a distinctive and credible brand that challenges perceptions, stands out from the rest and represents the quality of our tourism product.

Products

Surrey Hills

Guildford

Thames Corridor

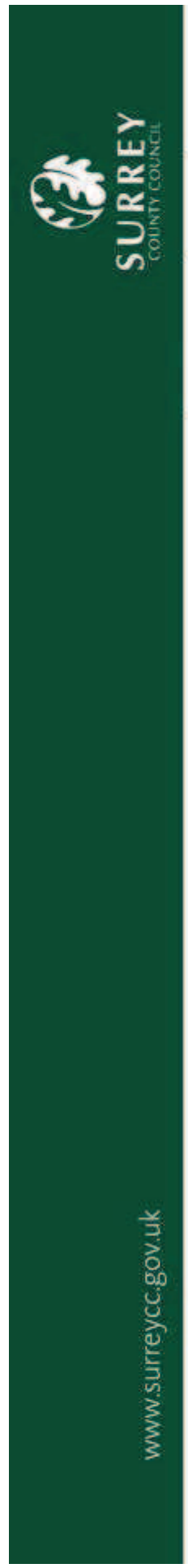
The key issues?



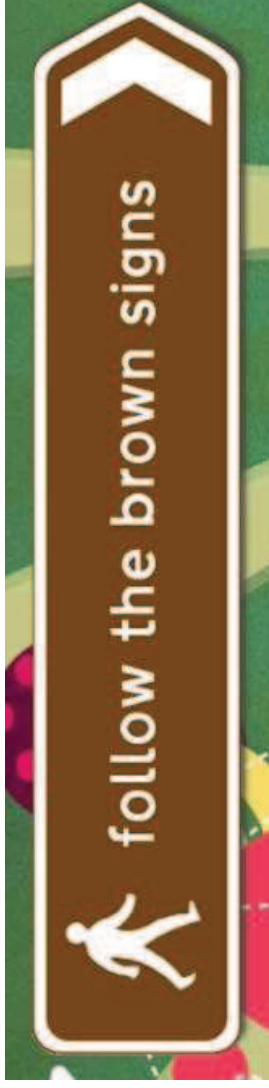
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Create a clear, linked web offer – Visit Surrey,
Explore Surrey’s Countryside, Exploring
Surrey’s Past, Culture/Events



The key issues?



Introduce Policy changes to create a better environment for Tourism to flourish –
planning, film and TV locations,
brown signs, reducing red tape...

The key issues?

Improve the visitor focus of our destinations

Co-ordinated parking/signage schemes,
Loacn parking,

Better public transport links to destinations,
Better customer service.

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The key issues?

Business Tourism

Surrey ideally placed to be the destination for events and conferences?

Proximity to airports, London

Attractive accommodation and locations

Added value – golf courses, race courses...

Communities Select Committee ideas...

Lean and mean = good
in this situation

**The future of the
Visit Surrey
partnership**

Visit Surrey to co-ordinate
Surrey's approach to
tourism.

Private sector
involvement? Approach
businesses receiving
turnover from tourism to
make contribution to Visit
Surrey.

D&B's already
generating/promoting
tourism – they have
officers for this.

Communities Select Committee ideas...

Brand the diversity of
Surrey

Race courses, Surrey
Hills, urban areas

Outstanding natural
beauty, just miles
outside London

Concerns about
branding Surrey as
centre for cycling
tourism

Branding of Surrey

Use Surrey Hills TV
programme ?

Businesses in tourism industry to use
Surrey County Council logo? *But
businesses and D&Bs have their own
logos. Does there need to be one logo
for Surrey? YES – there is the need for
one Surrey message.*



Communities Select Committee ideas...

Policy decision that Visit Surrey be the main site which links to other sites. Improve Visit Surrey website?

App – which co-ordinates websites and signposts to visitor attractions

Web offer promoting the County

Lean and mean – bring websites together. Co-ordinate web offer.

Communities Select Committee ideas...

We are only reviewing and co-ordinating existing provision, so don't need policy changes

Policy changes required

Skills needed in leisure industry – how can we accommodate demand for these skills? More of a strategic issue. SCC are already talking to universities about this. *surrey contracts are going to local businesses.*

Develop apprenticeships/internships at Visit Surrey to resource the co-ordination of tourism in Surrey?

Communities Select Committee ideas...

Improve roads

Affordable places to stay

**How to improve
visitor experience?**

Concern about costs of
doing this

Improve cleanliness.
We have litter policy.

Join up with other services,
Districts and Boroughs, and
businesses to improve
environment

Communities Select Committee ideas...

Conference centres,
race courses, golf
courses

Two airports on our
borders.

Do we need bigger
venues? Max capacity =
300/350. Don't see Surrey
as a venue for larger
events. There is London
and similar urban
destinations for this.

Business Tourism

Needs less promotion
– existing venues well
promoted

If there is mass demand,
the private sector will
respond.

Other select committee ideas/comments...

- Tourism is not a statutory duty – so what should be the Council's role?
 - Surrey economy dependent on tourism, over 35,000 jobs
 - Tourism = use of facilities for local people
- Is there a demand for tourism in Surrey?
 - Yes – a growing demand
- There is a need to protect residents from the negative impacts of tourism?

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