

MINUTES of the meeting of the **RESIDENT EXPERIENCE BOARD** held at 10.30 am on 30 June 2016 at Ashcombe Suite, County Hall, Kingston upon Thames, Surrey KT1 2DN.

These minutes are subject to confirmation by the Board at its meeting on Thursday 22 September 2016.

Elected Members:

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

Ex officio Members:

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

In attendance

Mrs Kay Hammond, Cabinet Associate for Community Safety Services,
Cabinet Associate for Community Safety Services

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

Apologies for absence were received from Yvonna Lay, Alan Young and Karan Persand.

Apologies were also received from Richard Walsh.

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

One correction was made to the minutes for Item 3: son-in-law, not son. The remainder of the minutes were agreed as a true and accurate record.

3/16 DECLARATIONS OF INTEREST [Item 3]

No declarations of interest were received.

4/16 QUESTIONS AND PETITIONS [Item 4]

There were no questions or petitions.

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

There were no responses from Cabinet to report.

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

1. The Board was informed that recommendation REB10/2016, to circulate a case study video, had been completed after the publication of the agenda. It was noted that Officers were in conversation regarding some outstanding recommendations made at the meeting on 19 May 2016, and that deadlines for these recommendations would be set before the meeting on Wednesday 20 July.
2. The Board was informed that during discussions for the drafts reports for the County Coroner paper it was decided that a separate report on "reforms to the Death Certification Process and Introduction of the Medical Examiner" would be added to the forward Work Programs for November 2016.

7/16 EMERGENCY SERVICES COLLABORATION PROGRAMME [Item 7]

Declarations of Interest:

None.

Witnesses:

Russell Pearson, Chief Fire Officer
Sally Wilson, Service Improvement Manager
Victoria Kiehl, Project Specialist
Ian Thomson, Group Manager
Asif Aziz, Fire Brigade Union, Surrey Brigade

Richard Jones, Fire Brigade Union, Surrey Brigade Secretary
Kay Hammond, Associate Cabinet Member, Community Safety Services

Key points raised during the discussion:

1. The Officers introduced the report and highlighted some of its key points with a presentation. It was explained that the main aim of the Emergency Services Collaboration Programme was to integrate the six emergency service partners¹ to help improve the current services for the residents they serve whilst increase savings potential and service efficiencies. The Officers presented the three project areas to the Board with details on the different ways in which costs would be reduced and how the services would be interconnected. The Board were also informed of plans to build stronger working relationships with neighbouring Fire and Rescue Services with a view to increase and improve fire cover.
2. Members expressed concern with the report showing that a significant number of requests for assistance from emergency service partners did not require any action from Fire Officers upon arrival. The Officers explained that there were occasions where the Fire Service were no longer needed after the request had been processed and that it was their aim to reduce this number.
3. Referring to the co-responding scheme with South East Coast Ambulance (SECAmb), a Members questioned whether SECAmb provided an estimated time of arrival to the fire fighters to have responded to the emergency, and also whether fire fighters were permitted to transport casualties to hospital themselves if an Ambulance crew was not available. Officers reported that an estimated time of arrival was provided, but it relied on the availability of Ambulance resource, based on their demand at the time. It was also reported that only ambulances may be used to transport casualties to hospital as the equipment is clinically prepared, whereas Fire and Rescue appliances were not.
4. The Board asked Officers to give details on their vision for this project and to confirm the ways in which they will be measuring the projects progress. The Associate Cabinet Member reported that the vision was for all emergency service partners to achieve shared goals effectively together. It was also commented that the collaboration programme would require perseverance and commitment from all partners. Officers explained that their vision was to provide the best possible service for the residents of Surrey and unlocking all the potential within the emergency services. In regards to the measurement of progress it was confirmed that a number of project management tracking tools were in place, and that new Key Performance Indicators (KPIs) were being drawn up.
The Chairman informed the Board that these KPIs were scheduled to

¹ East Sussex Fire and Rescue Service, South East Coast Ambulance Service NHS Foundation Trust, Surrey Fire and Rescue Service, Surrey Police, Sussex Police, West Sussex Fire and Rescue Service

go to the Board's Performance and Finance Sub-Group in September 2016.

5. A Member queried whether response times were improving in line with changes made in relation to the collaboration programme in addition to a question around 999 and non-emergency call handling in light of an increase in false alarms triggered by automatic fire alarms. Officers suggested that delays to attendance could be attributed to call handling at contact centres. They also confirmed that they were exploring how best to coordinate and integrate the emergency call systems with their partners and stated that improvements would provide residents with a shorter response time to incidents and provide a better all round service. It was mentioned that automatic fire alarms were a big problem and Officers reported that they had been working with automatic fire alarm manufacturers for 4 years previously, but could consider their procedures to change the way they responded to automatic fire alarm calls.
6. A Member of the Board asked Officers a variety of questions covering topics such as: the number of staff vacancies within the service; the potential opportunity to have a confidential meeting regarding Prevent; and it was asked if Fire Officers used body cameras and used satellite phones. Officers informed the Board that Surrey Fire and Rescue Service had not needed to recruit any on-call firefighters for five years. The Officers went on to confirm that they were willing to provide a paper on Prevent for the Board to review. Officers also confirmed that the service was considering the introduction of personal CCTV cameras such as those used by Police as it would offer Officers the opportunity to review previous experiences as well as offer protection to themselves.
7. The Board made reference to the recent heavy rainfall in Surrey and thanked the Fire Service for its effort to keep the people of Surrey safe.
8. A discussion was had around the possibility of merging computer systems with neighbouring emergency service partners to the benefit of Emergency Services in the wider region, including Surrey, the Sussexes and London. It was suggested that this would not only provide potential savings but also would give residents an improved, efficient and quicker service. However, Officers explained that other Emergency Service Partners were under contract with their own software providers and so negotiations with these partners would be a long-term project for the programme. As an example, Officers explained that Surrey Police and Surrey Fire and Rescue were interested in co-designing a new joint software package and that other services were under contract for 4-5 years.
9. During a discussion around a potential shared emergency call centre to cover a wider region, a Member of the Board raised a concern that, although the efficiency of the service would improve, call centre staff and operators may lack local knowledge of the wider Service area; which may cause problems when dispatching resources to emergency situation. A discussion was had in which the Officers clarified that the local Fire Crew would still have an understanding of their local area

when attending incidents; and that they would work with call centre staff to advise and avoid any problems when attending. Officers also made the point that the Surrey Fire and Rescue's Joint Emergency Contact Centre was contracted to receive emergency calls from the Isle of Wight and suggested the success of this relationship proved that Surrey was in a good position to collaborate further with its partners.

10. The Board noted its invitation to visit the new Joint Emergency Contact Centre above Salfords Fire Station. The Chairman agreed that it would be very worthwhile as it would give Board Members the chance to see the changes that are being made.

Recommendations:

- The Board agreed to the suggested recommendations outlined in the report.

BREAK 12:23pm - 12:28pm

8/16 PUBLIC SAFETY PLAN 2016 - 2025 [Item 8]

Declarations of Interest:

None.

Witnesses:

Russell Pearson, Chief Fire Officer
Sally Wilson, Service Improvement Manager
Victoria Kiehl, Project Specialist
Asif Aziz, Fire Brigade Union, Surrey Brigade Chair
Richard Jones, Fire Brigade Union, Regional Secretary
Kay Hammond, Associate Cabinet Member, Community Safety Services

Key points raised during the discussion:

1. The Chairman introduced the item and gave the Board a brief history of the participation of Members, Fire and Rescue Service and the Fire Brigades Union (FBU) in the creation of the Public Safety Plan. The Chairman expressed that he is very pleased with the draft Public Safety Plan and understands that a lot of work has been put into it.
2. The FBU Regional Secretary explained that a legislation change in 2004 introduced the requirement for an Integrated Risk Management Plan (IRMP). He expressed to the Board that the FBU was very pleased with Surrey's draft Public Safety Plan, which includes Surrey's IRMP. The Regional Secretary added that they believed it to be one of the best in the country as a true integrated plan, unlike many other plans which seemed to be orientated around budget cuts. The Board was informed that the FBU was heavily involved with the creation of the plan and that the residents of Surrey see the future collaboration plans as the right choice in the current economic climate.

3. The Associate Cabinet Member referred to the consultation process outlined within the report and highlighted that the Council needs to make the residents of Surrey more aware of what the Fire Service does and the risks that it faces as it is obvious in the report that communication is a key problem.
4. Members of the Board expressed how happy they were in their ability to easily understand and read the draft Public Safety Plan and consider this a positive step forward. The Board congratulated all the Officers involved for the work that had been put into it.
5. A discussion was held about concerns with sustainability and resilience around budget pressures and the increased risks and demands that were brought with the rising population in Surrey and other key issues that would increase response times from the Fire and Rescue Service. Officers explained that the Fire and Rescue Service was incredibly lean in comparison with other similar services across the country and that resources were stretched thin due to budget constraints and that this had, and would continue to, cause many challenges that need to be resolved.
6. The Chief Fire Officer expressed that the success of the Emergency Services Collaboration Programme was key for all services to achieve the appropriate savings required and also in order to provide the best possible service for the residents of Surrey.

Recommendations:

- that the Board's Member Reference Group discusses and outlines the concerns raised around the impact and implications the delivery of the Public Safety Plan will have on the residents of Surrey at its July meeting, and for these concerns to be submitted as a report to Cabinet, and;
- that Cabinet subsequently considers the Board's concerns, and its implications, before approving the plan on 20 September 2016.

9/16 SURREY FIRE AND RESCUE SERVICE RISK REGISTER [Item 9]

Declarations of Interest:

None.

Witnesses:

Russell Pearson, Chief Fire Officer
 Sally Wilson, Service Improvement Manager
 Victoria Kiehl, Project Specialist
 Asif Aziz, Fire Brigade Union, Surrey Brigade
 Richard Jones, Fire Brigade Union, Surrey Brigade Secretary
 Kay Hammond, Associate Cabinet Member, Community Safety Services

Key points during the discussion:

1. The Chairman introduced the item and informed the Board that the monitoring of Risk Registers follows a recommendation from Council Overview Board. The Chairman explained that the risks were well

understood by the Board and proposed that the Board's Performance and Finance Sub-Group continued to monitor the identified risks as part of their work programme.

2. The Chief Fire Officer clarified some details within the risk register and stressed that any actions against the highlighted risks needed to be completed in the most appropriate way in order avoid further risks to the service or the county's residents.

Recommendations:

- The Board noted the contents of the Surrey Fire and Rescue Service Risk Register.

10/16 SCRUTINY PLAN FOR SURREY FIRE AND RESCUE SERVICE 2016 - 2017 [Item 10]

Declarations of Interest:

None.

Witnesses:

Russell Pearson, Chief Fire Officer
Sally Wilson, Service Improvement Manager
Victoria Kiehl, Project Specialist
Asif Aziz, Fire Brigade Union, Surrey Brigade
Richard Jones, Fire Brigade Union, Surrey Brigade Secretary
Kay Hammond, Associate Cabinet Member, Community Safety Services

Key points during the discussion:

1. The Chairman introduced the item and informed the Board of its intention to continue in-depth scrutiny of Surrey Fire and Rescue Service as the service delivers its Public Safety Plan.
2. A Member of the Board asked Officers whether the impact on staff morale was being considered and monitored in light of the recent and proposed changes to the Fire and Rescue Service. Officers informed the Board that they would be producing a performance plan in the coming months which would include a number of key performance indicators based around the wellbeing of staff.
3. A discussion was had about the possibility of reviewing how the Fire and Rescue Service communicates with the local residents of Surrey. Members went on to discuss the opportunity to review a potentially Part 2 paper on anti-terrorism in the future.
4. The Board discussed looking into the implications of the Policing and Crime Bill and the potential impacts that it could have on Surrey's residents as well as financial implications on Surrey County Council. It was also raised that the potential for the Police and Crime Commissioner to govern over Surrey Fire and Rescue Service should also be reviewed. Officers explained that many of the themes from the Bill were already being worked on as part of the Emergency Services Collaboration Programme.

5. The Chairman suggested the possibility of renewing the Board's Surrey Fire and Rescue Member Reference Group to address these potential policy implications.

Recommendations:

- The Board agrees the proposed scrutiny topics and dates for the coming year.
- That the Board agrees to a meeting in September or October to discuss the duty to collaborate.
- That Surrey Fire and Rescue Service present budget monitoring against the Medium Term Financial Plan and service performance information to the Performance and Finance Sub Group.
- That the Board agrees that the Member Reference Group, focused on the delivery of the Public Safety Plan, will end in line with the Terms of Reference of the group after the Plan's Cabinet approval in September.

11/16 DATE OF NEXT MEETING: [Item 11]

The next Resident Experience Board will take place on Wednesday 20 July at 10:00am in County Hall.

Meeting ended at: 1.25 pm

Chairman