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Monday, 20 June 2016

To: The Members of the **EXTERNAL PARTNERSHIPS SELECT COMMITTEE**  
(Councillors: Paul Deach (Chairman), Dan Adams (Vice Chairman), Ian Cullen, Ruth Hutchinson, Rebecca Jennings-Evans, David Lewis, Katia Malcaus Cooper, Alan McClafferty, Max Nelson, Adrian Page, Robin Perry, Chris Pitt, Joanne Potter, Darryl Ratiram and John Winterton)

Dear Councillor,

A meeting of the **EXTERNAL PARTNERSHIPS SELECT COMMITTEE** will be held at Surrey Heath House on Tuesday, 28 June 2016 at 7.00 pm. The agenda will be set out as below.

Please note that this meeting will be recorded.

Yours sincerely

Karen Whelan

Chief Executive

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## AGENDA

Pages

### Part 1 (Public)

#### 1 Apologies for Absence

To receive apologies for absence and note the attendance of any substitute members.

#### 2 Chairman's Announcements and Welcome to Guests

#### 3 Minutes

3 - 8

To confirm and sign the minutes of the meeting held on 29 March 2016.

#### 4 Declarations of Interest

Members are invited to declare any disclosable pecuniary interests and non-pecuniary interests they may have with respect to matters which are

to be considered at this meeting. Members who consider they may have an interest are invited to consult the Monitoring Officer or the Democratic Services Officer prior to the meeting.

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|----------|--|----------------|
| <b>5</b> | <b>Voluntary Support North Surrey</b>  | <b>9 - 12</b>  |
|          | To receive a presentation from Arthur Birkby MBE, Chairman and Solette Sheppardson, Chief Executive Officer of Voluntary Support North Surrey. |                |
| <b>6</b> | <b>Tringham's Lunch Club</b>   | <b>13 - 14</b> |
|          | To receive a presentation from Laurence Cottis, Treasurer Tringham's Lunch Club.   |                |
| <b>7</b> | <b>Surrey Heath Age Concern</b>  | <b>15 - 18</b> |
|          | To receive a presentation from Gill Gibson, Charity Manager and Ian Graham, Treasurer, Surrey Heath Age Concern.                               |                |
| <b>8</b> | <b>Committee Work Programme</b>  | <b>19 - 22</b> |
|          | To receive and note the External Partnerships Select Committee's work programme.   |                |

#### **Date of Next Meeting**

The next scheduled meeting of the External Partnerships Select Committee will take place on Tuesday 20<sup>th</sup> September 2016 at 7pm.

**Minutes of a Meeting of the External  
Partnerships Select Committee held at  
Surrey Heath House on 29 March 2016**

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+ Cllr Paul Deach (Chairman)  
+ Cllr Dan Adams (Vice Chairman)

+ Cllr Ian Cullen	+ Cllr Adrian Page
+ Cllr Ruth Hutchinson	+ Cllr Robin Perry
+ Cllr Rebecca Jennings-Evans	- Cllr Chris Pitt
+ Cllr David Lewis	+ Cllr Nic Price
- Cllr Katia Malcaus Cooper	+ Cllr Darryl Ratiram
+ Cllr Alan McClafferty	+ Cllr Ian Sams
+ Cllr Max Nelson	+ Cllr John Winterton

+ Present  
- Apologies for absence presented

Substitutes: Cllr Ian Sams (for Councillor Chris Pitt)

In Attendance: Cllr Bill Chapman, Cllr Mrs Vivienne Chapman and Cllr Charlotte Morley

Guests: Dr Andy Brooks, Surrey Heath Clinical Commissioning Group  
Inspector Bob Darkens, Surrey Police  
Sean Rafferty, Surrey County Council

**24/EP Chairman's Announcements and Welcome to Guests**

The Chairman welcomed Sean Rafferty, Surrey County Council, Inspector Bob Darkens, Surrey Police, and Dr Andy Brooks, Surrey Heath Clinical Commissioning Group, to the meeting.

**25/EP Minutes**

**RESOLVED** that the minutes of the meeting of the External Partnerships Select Committee held on 19 January 2016 were agreed as a correct record and signed by the Chairman.

**26/EP Declarations of Interest**

There were no declarations of disclosable pecuniary interests.

For reasons of transparency, Councillor Ruth Hutchinson informed the Committee that she was employed by Frimley Health NHS Foundation Trust.

**27/EP Presentation on the Family Support Programme**

Sean Rafferty, Surrey County Council, gave a presentation in respect of the Surrey Family Support Programme which had been set up to support families

identified as having complex, multiple issues that required the input of significant resources from a number of different agencies.

The programme had been set up by Surrey County Council in 2011 as part of the Government's Troubled Families initiative. Families were identified for inclusion on the programme via a variety of routes including referrals made by single agencies including the Police, Health Services, Education and Children's Social Care and via the interrogation of County Council databases. The Family Support Programme then assessed and prioritised each potential family against a set of criteria developed by Central Government. Families selected for the programme underwent a single multi-agency assessment of their needs and a single multi-agency support plan for the family was developed.

Using the Team around the Family approach, the local Family Support Team then allocated each family a lead professional who would co-ordinate the support that would be given to the family and bring together the practitioners working with each family to develop a systematic approach to help and support the family in-line with the plans agreed with the families. Where it was identified that a family had additional needs then a locally based Family Co-ordinator provided additional intensive support to the family for a period of between twelve and eighteen weeks. The Programme had now been fully operational for two years and work was taking place to integrate the system and approach into practitioners' everyday work.

It has been estimated that there were in excess of 5,000 families with complex needs living in Surrey and the Government had set Surrey County Council the target of turning around the lives of 1,050 families by May 2015. This target had been met ahead of schedule in February 2015 and the programme subsequently expanded to include families who had initially been assessed as being a lower priority and less complex needs. Following agreement from Central Government, the Surrey Troubled Families Programme aims to turn around the lives of a further 3,660 families by April 2020.

Arising from Members' questions and comments the following points were noted:

- The participating families lived predominantly in urban areas and tended to fall into lower socio-economic categories.
- During 2015/16, the Programme had worked with 1,200 families and 600 of these had received additional intensive support.
- Although, data was collected on a range of indicators including the number of adults helped back into work and the number of school days missed practitioners also measured success in terms of the positive feedback received from families following intervention work.
- The local team based at Surrey Heath Council were considered to be exemplars of good practice and work was taking place to replicate the approach taken elsewhere in the County.
- The Family's key worker would work intensively with the family for the first six weeks of the programme. During this time priority issues and appropriate agency involvement would be identified.

It was acknowledged that more could be done to raise awareness of the Programme amongst Councillors. Councillor Morley, Regulatory Portfolio Holder, agreed to brief members about the Programme. It was agreed that the Committee would receive regular updates on the Family Support Programme.

The Chairman thanked Sean Rafferty for his presentation.

## **28/EP Presentation by Surrey Heath Clinical Commissioning Group**

Dr Andy Brooks, Chief Executive, Surrey Heath Clinical Commissioning Group, gave a presentation in respect of the work of the Surrey Heath Clinical Commissioning Group (CCG). The presentation included an overview of the CCG's aims and objectives, a summary of the CCG's work to date and an overview of the CCG's future plans.

The Committee was informed that the CCG worked with a range of partners including 9 GP practices, Frimley Health NHS Foundation Trust, North Hampshire Urgent Care, North Surrey Voluntary Support and the Borough and County Councils, to provide approximately 90,000 people living across Camberley, Bagshot, Lightwater, Frimley and Ash Vale with a high quality health and social care provision.

The CCG performed well when measured against nationally prescribed performance indicators and was currently ranked 1<sup>st</sup> in the Country for residents' ability to access GP services out of hours and was ranked 3<sup>rd</sup> in the Country for the way that it dealt with long term conditions.

Key areas of recent work have included the introduction of the Walk and Live Confidently Programme, which aimed to keep residents mobile and living independently for longer, the commissioning of additional GP hours to improve out of hours access and extend surgery hours from 8am to 8pm, and the development of the Surrey Integrated Care Model.

The Surrey Integrated Care Model provided service users with an integrated one stop shop that provided residents with a single point of access for their health and social care needs and had been developed following input from both service users and service providers. Referrals to the service could be made by an individual agency or residents could self-refer. Referrals were then assessed by one of three local Integrated Care Teams based across the CCG area who would identify the best way to take the person's case forward and the agencies and organisations that would need to be involved and referrals made as necessary. The introduction of the Integrated Care Model meant that residents' needs were now being assessed holistically and referrals were being made according to a person's needs instead of according to what isolated service was thought to be appropriate. The Integrated Care Team also worked with cases where health links were not immediately apparent, for example a referral was received from an elderly lady who was experiencing loneliness and wanted help with her shopping and to get out more. The Service referred the lady to the local library where she was able to take computer classes which enabled to do her shopping online and a referral was made to Age Concern who provided ongoing social support. The

Service also works with hospitals to co-ordinate the services provided to patients when they were discharged.

The area's Joint Strategic Needs Assessment (JSNA) provided a profile of the area in terms of its current and future health and social care needs and this had been used by the CCG to help it develop its strategic direction and priorities for the coming years. The CCG had agreed the following six priorities which would shape its future work:

- Prevention and self-care
- Improving support in the community and promoting independence
- Improving children and young people's access to services and the quality of services provided to this group
- Integration of urgent and emergency care
- Improving the integration of the commissioning of health and social care
- Commissioning value for money

Arising from Members' questions and comments the following points were noted:

- The CCG was working with partners to ensure that hospital capacity in the area was appropriate and that residents were receiving care in the community rather than being admitted to hospital unnecessarily.
- Frimley Health NHS Foundation Trust was in the process of developing plans for the redevelopment of the Heatherwood Hospital Site. It was envisaged that the majority of hospital appointments would take place locally with patients only travelling to Wexham Park Hospital for more specialised treatments.
- Although the CCG did not have responsibility for commissioning general Practice Services, the growing demand for GP services was a concern for the CCG who had invested additional money into the primary care service so that GP surgeries were able to extend their opening hours.
- It was confirmed that all the doctors employed by the Out of Hours GP service were NHS doctors and the majority were local to the Surrey Heath area. The service's performance in terms of quality of care compared favourably with national figures and the service was considered to be an efficient and effective one.

It was agreed that the presentation would be circulated to Members.

The Chairman thanked Dr Brooks for his informative update.

## **29/EP Crime and Disorder Presentation**

Inspector Bob Darkens, Borough Commander for Surrey Heath, Surrey Police, gave a presentation in respect of the work of the Surrey Heath Safer Neighbourhood Team, local crime figures and the changes to service delivery that would be implemented from 4 April 2016.

The Committee was informed that the introduction of new Home Office regulations covering the reporting of crime meant that all police forces now had to record every incident reported to them as a crime before any investigation work could

take place. In addition, it was not possible to remove a crime from the recording system if subsequent investigations found that no crime had been committed. Consequently the number of recorded crimes being reported had risen across the Country and it was not currently possible to provide accurate year on year comparisons.

It was reported that although the number of violent crimes with injury reported in Surrey Heath had increased by 53% to 128 offences compared to the number recorded during 2014/15, the number of cases achieving positive outcomes had increased by 14.7% to 41.8%. It was stressed that the majority of these crimes related to incidents of domestic abuse. There had been 119 domestic burglaries recorded during 2015/16, compared to 171 in 2014/15, a decrease of 30.4%. There had been 26 serious sexual assaults recorded during 2015/16 an increase of 54% when compared to 2014/15; an increase that was attributed to reports of historic sexual offences being included in the recorded figures and people having greater confidence to report crimes of this nature.

The Surrey Heath Neighbourhood Team had conducted a number of operations during 2015/2016 including one that had resulted in the dismantling of a drug related organised crime group operating across west Surrey. The Police force had also worked with a range of partners including VOSA, environmental officers, taxi licensing and the Council's Safer Travel Team to promote and improve road safety in the area through a combination of sanctions and education. One criminal behaviour order had been issued to someone with a history of shoplifting and 'moving off without payment' offences and his ongoing offending in Surrey Heath had now ceased. Following the refusal of repeated offers of support, an Anti-social Behaviour Closure Order had been enacted against a resident in Old Dean.

The Committee was informed that in order to make best use of available resources and in recognition of the changing nature of the crimes being reported Surrey Police would be reorganising its approach to policing to focus on core policing work. The reorganisation would result in the reorganisation of neighbourhood policing, with the introduction of Area Policing Teams, the refocusing of Safer Neighbourhood Teams and the setting up of an enhanced Public Protection Team with responsibility for safeguarding the County's most vulnerable residents.

From 4 April 2016, Surrey Heath would be covered by an Area Policing Team based at Woking Police Station. These large teams would cover a wider area than current neighbourhood teams with officers being assigned to specific geographical areas. As a result of these changes Surrey Heath would from 4 April 2016 be covered by five rotas each made up of 10 police constables and one sergeant. These teams would deal with all volume crime and officers would maintain ownership of a crime from the time it was first reported through to the end of the investigation process. PCSOs would form part of the reconfigured Safer Neighbourhood Teams, of which there would be one team per Borough. The Safer Neighbourhood Teams would no longer undertake general community engagement or reassurance activities unless they relate to locally agreed chronic issues or repeat problems that cause disproportionate harm, threat or risk to the community.

Calls to the 999 emergency telephone number would in future be dealt with initially by the newly formed Demand Reduction Team who would triage all the Police's 999 calls and prioritise them. Callers making calls that were considered not to be a police matter would be signposted to alternative agencies.

It was agreed that a briefing note setting out these changes in more detail would be circulated to the Committee.

Councillor Morley briefed the Committee on the remit of the Surrey Police and Crime Panel which included: scrutiny of the Surrey Police and Crime Commissioner (PCC), reviewing the PCC's precept on Council Tax, scrutinising the Police and Crime Plan, removal of the PCC if an offence was committed and scrutinising appointments to the position of Chief Constable.

It was stressed that Police and Crime Panels were only able to veto the Council Tax precept proposed by the PCC twice and their actions were limited by Government statute.

The Chairman thanked Inspector Darkens for his update.

### **30/EP External Partnerships Select Committee Forward Plan**

The Committee considered a report setting out the proposed work programme for the Committee for the new Municipal Year.

It was suggested that Windle Valley Dementia Club be added to the list of external partners to be invited to a future meeting.

**RESOLVED** that the proposed work programme for the 2016/17 Municipal Year be approved.

Chairman

**Presentation – Voluntary Support North Surrey**

Portfolio	Transformation
Ward(s) Affected:	All

**Purpose**

**To receive a presentation from Voluntary Support North Surrey.**

**Introduction**

1. Voluntary Support North Surrey (VSNS) provides a support service for voluntary organisations in both Surrey Heath and Runnymede. (Surrey Heath organisations total 320.) VSNS has two separate office locations in Camberley and Chertsey with the two offices sharing back office functions. One of the roles of VSNS is to develop and promote volunteering which totalled 324 placements for the year ending 31<sup>st</sup> March 2015.
2. Also, over the past years this organisation has strengthened its services around advice, governance and training on quality standards and funding information. Over the past year this has boosted funds to local organisations of £250,000. This is combined with assisting over 170 organisations in providing specific information, guidance and training i.e. charity law. VSNS has achieved a 95% satisfaction rating from an independent survey of their members.
3. VSNS also administers the vetting and barring service for local voluntary organisations, which is a crucial safeguarding need within our community. Over the past year the organisation has become the representative of the voluntary sector on the Urgent Care Boards and Integrated Care Agenda to enable this sector to deliver local plans based upon areas of need.
4. The corporate volunteering and engagement programme continues to gain momentum with local businesses supported to deliver 32 community events which involved 650 corporate volunteers from Eli Lilley, Johnsons Wax, Premier Inn, Enterprise Rent-a-car, M+S Brooklands, ADP and British Airways. The service level agreement also includes development work within areas of deprivation i.e. the Old Dean and St Michael's wards, and support for the Surrey Heath Show.
5. Voluntary Support North Surrey will be represented at the meeting by Arthur Birkby MBE, Chairman and Solette Sheppardson, Chief Executive Officer.

**Service Level Agreement**

6. The Council has an annual service level agreement with VSNS, which sets out the expectation of either party in return for an annual grant currently standing at £30,000 per annum. During the previous year 2015/16 the following requirements were set out in the agreement.

<b>2015/16 Service Level Agreement Requirements</b>	<b>2015/16 Service Level Agreement Achievements</b>
To support the projects in the areas of Old Dean and St Michaels.	Achieved.

To support the delivery of the Surrey Heath Show.	Achieved.
To maintain a service that is accessible from a Surrey Heath Location 5 days a week.	Achieved.
To deliver the outcomes specified within the SCC partnership funding agreement.	Achieved.

7. Within this year's agreement (2016/17) VSNS has agreed to deliver the following services:
- To deliver the outcomes and outputs specified within the 2016/17 Partnership Funding Agreement with Surrey County Council, the Clinical Commissioning Groups and Runnymede Borough Council.
  - To deliver the 2015-18 business plan, and provide updates should this change throughout the year.
  - To continue to work in areas of deprivation by supporting community groups to sustain their development in key areas being the Old Dean and St Michael's wards. To undertake a watching brief and feedback to the council at these meetings if council staff are not available.
  - To support the organisation and operation of the Surrey Heath Show.
  - To promote awareness of the services offered by VSNS, by attending a minimum of 6 community events.
  - To maintain an office base within Surrey Heath that is available from 9-4pm, Monday to Friday.
  - Acknowledge the support of the Council in all its publicity.
  - Maintain audited accounts to be provided as requested by the Council.
  - To embed a community fundraising strategy that builds the organisations financial independence
8. Ongoing monitoring of the service level agreement takes place throughout the year by Council Officers and Council Representatives on Outside bodies. The Council Representatives on Voluntary Support North Surrey are Cllr Paul Deach and Cllr Daryl Ratiram (sub).

#### Financial Sustainability

9. It is expected that the costs in 2016/17 will be £266,500. The VSNS board have agreed that from 2017 the organisation will operate with a balanced budget, and will reduce their staff levels accordingly. The accessible reserves at 31 March 2015 were £9,130, and a further £224,000 is available through a draw down scheme held by Surrey Community Foundation from which £150k is ring fenced.
10. VSNS are now located in the Ian Goodchild Centre, along with Surrey Heath Age Concern amongst other groups. The partners have entered into a 5 year lease from October 2014 which provides a reducing scale rental subsidy over this period starting with 100% subsidy in year 1, this reduced in October 2015 to 90%, with a total reduction to a 60% subsidy in year 5. The organisation is also liable to pay a service charge which has resulted in net increases in their costs.

## Recommendation

11. The Committee is asked to consider the presentation and consider any future steps which Members would wish to recommend to the Executive and/or Council.

Background Papers: Revenue Grants to Voluntary Organisations Executive Report (January 2016)

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**Presentation –Tringhams Lunch Club**

Portfolio	Transformation
Ward(s) Affected:	n/a

**Purpose**

**To receive a presentation from Tringhams Lunch Club.**

**Introduction**

1. Tringhams supply care to the elderly of West End, Chobham, Lightwater, Windlesham, and Bisley. Clients are collected from their homes and taken to Tringhams Hall, West End where they are provided with a hot meal, various activities and outings, refreshments and newspapers, two days a week.
2. Sadly, the regular number of clients using the service continues to decline with the average number falling from 22 per week to 17 per week.
3. Tringhams will be represented at the meeting by Laurence Cottis, Treasurer.

**Service Level Agreement**

4. The Council has an annual service level agreement with Tringhams, which sets out the expectation of either party in return for an annual grant currently standing at £15,000 per annum. During the previous year 2015/16 the following requirements were set out in the agreement.

<b>2015/16 Service Level Agreement Requirements</b>	<b>2015/16 Service Level Agreement Achievements</b>
Safe and secure transport to and from home.	Achieved.
Increase alternative income streams to reduce financial dependency.	Achieved with fundraising for the year of £9,125.
Operational management and delivery of the day centre. Retain an average attendance at 26 clients per day for the 2 day a week service.	Not achieved. Tringhams had 22 clients on the books with attendance averaging 16.
To evaluate the costs of operating at Bisley Village Hall one day a week and meet this level during the year.	Not achieved. Bisley had 16 clients on the books, of which the average attendance was 10. The club required 16 to break even, the forecasted loss for the year was £5,000. The service was therefore closed in April 2016.
Continue to work with Surrey Heath and/or other partners to assist with the provision of transport services with the aim to maximise efficiency and capacity in meeting the demand from the community served.	The council provided approximately 50% of the transport service until September/ October 2015. Discussions are underway with the Council's Community Services to formalise other options.

5. Within this year's agreement (2016/17) Tringhams has agreed to deliver the following services:
- A safe, secure and compliant transport service to and from home to Tringhams Hall for local clients.
  - Care and support, hot meals, tea, coffee and biscuits.
  - Ongoing assessment of the activities and to introduce new programmes to meet the changing demands e.g. services for isolated men and other external visits as appropriate.
  - The withdrawal of the Bisley Village Hall Service from 1<sup>st</sup> April 2016 is noted. It was subsequently agreed that by 31<sup>st</sup> March 2017 client numbers at Tringhams, West End will be at a minimum of 20 people per day.
  - Acknowledge the support of the Council in all its publicity.
  - Maintain audited accounts, copies to be provided to the Council.
  - To introduce a community fundraising strategy, that builds the organisations financial independence.
6. Discussions are ongoing with the Council's Community Services in relation to a joint transport service, which will utilise the ring fenced reserve for the new bus fund.
7. Ongoing monitoring of the service level agreement takes place throughout the year by Council Officers and the Portfolio Holder for Transformation, Cllr Colin Dougan.

#### Financial Sustainability

8. Costs are expected to total £45,755 in 2016/17, of which £23,655 is attributed to salary costs. Tringhams currently has a total reserve of £31,591 as at 1 April 2015, plus a further £33,605 which is ring fenced to fund a new mini-bus.

#### Recommendation

9. The Committee is asked to consider the presentation and consider any future steps which Members would wish to recommend to the Executive and/or Council.

Background Papers: Revenue Grants to Voluntary Organisations Executive Report (January 2016)

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**Presentation – Surrey Heath Age Concern**

Portfolio	Transformation
Ward(s) Affected:	All

**Purpose**

**To receive a presentation from Surrey Heath Age Concern.**

**Introduction**

1. Surrey Heath Age Concern (SHAC) is an independent, local charity working to provide services to enhance the lives of older people in the borough of Surrey Heath. SHAC is not affiliated to Age UK or Surrey Age UK and acts independently of the national organisation.
2. Their Mission Statement is “Making life better for older people in “Surrey Heath”.
3. Their Aims and Objectives are:
  - To provide services to enhance the lives of older people in the borough of Surrey Heath.
  - To help older people overcome social isolation and loneliness.
  - To help improve the physical and mental health of older people.
  - To enable older people to live independently and remain in their own home for as long as they wish to do so.
  - To seek the views of older people in order to identify the services they need the most.
  - To work in partnership with other voluntary organisations and statutory authorities in order to provide “best value” to our service users.
  - To be aware of the changing needs of older people in order to be innovative and forward thinking.
  - To secure financial stability for the organisation in order to maintain current services and develop new services.
4. Their Visiting and Befriending service helps lonely and isolated older people by providing the stability of a loyal friend who will regularly visit them at home. Poor health and reduced mobility make it difficult for many older people to get out. As a result they often become lonely and are at risk of becoming isolated and housebound with increasing difficulty in coping with the complications of modern life. The aim of the Visiting & Befriending Service is to help older people maintain their independence by introducing them to one of their visitors who visits regularly, providing mutual friendship and companionship. The visiting and befriending service relies upon 37 volunteers that undertake on average 100 visits per month.
5. The Rainbow cafe is situated in Camberley Town Centre (within the Main Square Car Park building) and provides refreshment at a reasonable cost to the over 50's. It also provides a meeting place for people who can call in for a chat and the opportunity to form new friendships. This is supported by 28 volunteers who operate from Monday to Saturday 9-3pm. Themed events also take place in the newly refurbished “American Diner” style cafe, such as a vintage tea room theme for the day. “Tea and

Tech” sessions will offer classes in the tea rooms that encourage older people to learn new technology. This is in-conjunction with the Barclays Digital initiative

6. The “Tea and Chatter” sessions are now very popular with groups operating across Surrey Heath including Bagshot, Camberley and Frimley. These sessions encourage both residents and local older people to meet for tea and make new friends in the local community in order to ease loneliness and isolation throughout Surrey Heath.
7. Surrey Heath Age Concern will be represented at the meeting by Gill Gibson, Charity Manager and Ian Graham, Treasurer.

#### Service Level Agreement

8. The Council has an annual service level agreement with Surrey Heath Age Concern, which sets out the expectation of either party in return for an annual grant currently standing at £10,000 per annum. During the previous year 2015/16 the following requirements were set out in the agreement.

<b>2015/16 Service Level Agreement Requirements</b>	<b>2015/16 Service Level Agreement Achievements</b>
To review the visiting and befriending service to meet the local need and remove all waiting lists during the year.	Reviewed with the waiting lists reduced slightly. Referral numbers from Jan-Oct 2015 = 42.
To investigate a respite care service that meets local demand.	Investigated and trialled but not pursued.
To recruit new trustees as necessary to strengthen the board.	Achieved
To seek out new funding streams and make a minimum of 4 funding applications	Achieved
To demonstrate examples of improved efficiencies when possible and to work in partnership with Age UK and Age UK Surrey	Ongoing

9. Within this year’s agreement (2016/17) SHAC has agreed to deliver the following services:
  - To continue to develop the visiting and befriending service by undertaking a review of the provision, focussing upon: resources, efficiency, effectiveness and meeting the client needs.
  - To meet all the targets set out in the 2016/17 Business Plan.
  - To embed a clear strategy around how to meet local changing demand.
  - To continue to recruit new trustees as necessary and to encourage greater involvement by developing specialisms based upon experience and training;
  - To seek out other funding streams and make a minimum of 6 applications per year.

- To demonstrate examples of improved efficiencies when possible and to work in partnership with Age UK, Age UK Surrey and other local charities that increase capacity and reduce overhead costs.
  - Acknowledge the support of the Council in all its publicity.
  - Maintain audited accounts to be provided as requested by the Council.
  - To introduce a community fundraising strategy, that builds financial independence for the Provider with the aim of minimising the dependency upon future Council funding by 31 March 2017.
10. Ongoing monitoring of the service level agreement takes place throughout the year by Council Officers and Council Representatives on Outside bodies. The Council's Representative on Surrey Heath Age Concern is currently Cllr Ruth Hutchinson.

#### Financial Sustainability

11. Surrey Heath Age Concern's costs are expected to be £42,000 in 2016/17. The organisation recorded £111,018 in reserves at 31 March 2015, which is a reduction of £37,976 from the previous year. With the support of approximately 65 volunteers and three part-time members of staff, Surrey Heath Age Concern is able to deliver a range of services for those aged 50+ within Surrey Heath.

#### Recommendation

12. The Committee is asked to consider the presentation and consider any future steps which Members would wish to recommend to the Executive and/or Council.

Background Papers: Revenue Grants to Voluntary Organisations Executive Report (January 2016)

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**External Partnerships Select Committee  
Work Programme**

Portfolio	n/a
Ward(s) Affected:	All

**Purpose**

**To consider a Committee Work Programme for the remainder of the 2016/17 municipal year.**

**Background**

1. The External Partnerships Select Committee was appointed by the Council at its annual meeting on 18 May 2016 for the period 2016/17.
2. Part 4 of the Constitution requires the Committee to agree a work programme for the municipal year.
3. The Committee Work Programme will develop through the forthcoming municipal year, to meet new demands and changing circumstances. The Committee will be expected to review its work programme from time to time and make minor amendments as required.

**Work Programme 2016/17**

4. The Committee is scheduled to meet on the following dates in the 2016/17 municipal year: 28 June 2016, 20 September, 2016, 22 November 2016 and 14 February 2017.
5. The Committee is responsible for Scrutiny of other agencies which affect the economic, social and environmental well-being of the Council's area, including the Health and Wellbeing Board and the Police and Crime Panel. It also carries out the Council's statutory crime and disorder function and will receive regular updates on community safety in the borough from the Neighbourhood Inspector.

**Proposal**

6. Members are asked to consider and agree the work programme for the remainder of 2016/17 attached at Annex A.

**Resource Implications**

7. Resource implications will depend on the issues brought before the Committee. The implications both in terms of prior to/during the meeting and any resultant work will have to be assessed when individual meetings are planned and the Committee decisions are known.

**Recommendation**

8. The Committee is asked to consider and agree a work programme for the remainder of the 2016/17 municipal year as set out in Annex A.

Background Papers:

None.

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**External Partnerships Select Committee****Work Programme 2016/17**

<b><u>Meeting Date</u></b>	<b><u>Organisation</u></b>
28 June 2016	Voluntary Support North Surrey Tringhams Lunch Club Surrey Heath Age Concern
20 September	Basingstoke Canal Authority Blackwater Valley Countryside Partnership * Accent Housing Group * Sentinal Housing Group
22 November 2016	Citizens Advice Surrey Heath *Camberley Job Club / Frontline Free Debt and Benefit Advice * Business Associations * Collectively Camberley
14 ebruary 2017	*Frimley Park Hospital * Surrey Heath Health and Wellbeing Board Surrey Heath Partnership / Community Safety Partnership * Surrey Police and Crime Panel * Crime and Disorder Function

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