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Monday, 5 November 2018

To: The Members of the **External Partnerships Select Committee**  
(Councillors: Rebecca Jennings-Evans (Chairman), Max Nelson (Vice Chairman), Bill Chapman, Ian Cullen, Ruth Hutchinson, David Lewis, Oliver Lewis, Jonathan Lytle, Robin Perry, Chris Pitt, Nic Price, Wynne Price, Joanne Potter, Darryl Ratiram and Ian Sams)

**In accordance with the Substitute Protocol at Part 4 of the Constitution, Members who are unable to attend this meeting should give their apologies and arrange for one of the appointed substitutes, as listed below, to attend. Members should also inform their group leader of the arrangements made.**

Substitutes: Councillors David Allen, Nick Chambers, Bruce Mansell and Valerie White

Dear Councillor,

A meeting of the **External Partnerships Select Committee** will be held at Council Chamber, Surrey Heath House, Knoll Road, Camberley, GU15 3HD on **Tuesday, 13 November 2018 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)

- |          |   |              |
|----------|---|--------------|
| <b>1</b> | <b>Apologies for Absence</b>                          |              |
| <b>2</b> | <b>Chairman's Announcements and Welcome to Guests</b> |              |
| <b>3</b> | <b>Minutes</b>  | <b>3 - 8</b> |

To confirm and sign the minutes of the meeting held on 11 September 2018.

**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.

<b>5</b>	<b>Surrey Police and Surrey Police &amp; Crime Commissioner</b>	<b>9 - 14</b>
<b>6</b>	<b>Committee Work Programme</b>	<b>15 - 18</b>

**Minutes of a Meeting of the External Partnerships Select Committee held at Council Chamber, Surrey Heath House, Knoll Road, Camberley, GU15 3HD on 11 September 2018**

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+ Cllr Rebecca Jennings-Evans (Chairman)

- Cllr Max Nelson (Vice Chairman)

+ Cllr Bill Chapman

- Cllr Ian Cullen

+ Cllr Ruth Hutchinson

+ Cllr David Lewis

+ Cllr Oliver Lewis

+ Cllr Jonathan Lytle

+ Cllr Robin Perry

- Cllr Chris Pitt

+ Cllr Nic Price

Cllr Wynne Price

Cllr Joanne Potter

+ Cllr Darryl Ratiram

- Cllr Ian Sams

+ Present

- Apologies for absence presented

Substitutes: Cllr Valerie White (In place of Cllr Max Nelson)

Members in Attendance: Cllr Paul Deach and Cllr Katia Malcaus Cooper

In attendance: Louise Livingston, Executive Head: Transformation  
Mags Mercer, The Hope Hub  
Solette Sheppardson

## **6/EP Minutes**

The Minutes of the meeting held on 12 June 2018 were confirmed and signed by the Chairman.

## **7/EP Voluntary Support North Surrey**

Solette Sheppardson, Chief Executive Officer, gave a presentation in respect of the work of Voluntary Support North Surrey.

Voluntary Support North Surrey (VSNS) was a support service for voluntary organisations in the North Surrey local authority areas. The charity provided services and assistance to the third sector including:

- Governance support; including training sessions for trustees.
- Advice to the third sector on business development, including support in the creation of business plans.
- Funding support: It was noted that VSNS provided charitable organisations with paid access to Idox Grant finder, which would otherwise cost local charities a significant license fee. The software allowed front-line service providers to search for local and national grants which were most suitable to their industry specific criteria.

- Most notably the organisation fuelled the third-sector by undertaking the recruitment, training, management and development of volunteers for charitable front-line services. It was noted that currently one in five people volunteered at least once a month and VSNS worked to engage the public in volunteering by representing the third sector at community events and by working to recruit volunteers from the Corporate Sector.

VSNS worked with organisations such as Clinical Commissioning Groups in order to facilitate social prescribing, which enabled vulnerable members of society to access the most appropriate services run by the third sector. VSNS and the Surrey Heath CCG had jointly secured just under £200,000 from the National Health and Wellbeing Fund towards the expansion of social prescribing provision in Surrey Heath. VSNS planned to use part of these additional funds to employ a social prescribing specialist at the Citizens' Advice Bureau – Camberley. It was acknowledged that, nationally, there had been a significant rise in demand for socially prescribed front-line services; exemplified by large volumes of referrals in the VSNS area. In particular demand had rocketed for socially prescribed provision for befriending services and services which dealt with dementia and long term illness support.

The Amigo project had been recently founded by VSNS and supported residents who were recovering from mental health problems. VSNS had worked with partners such as Catalyst to offer further recovery support, after initial the recovery had taken place. The project buddied up volunteers with clients, who acted as a 1-1 point of contact to discuss confidence levels and emotional wellbeing. It was acknowledged that out of 35 current volunteer buddies, 12 were based in Surrey Heath.

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

- Efforts to encourage volunteering had led VSNS to concentrate resources on their website and social media channels. Furthermore static national levels of volunteers had forced VSNS to be more creative as per their digital content and had encouraged work with national partners such as Do-it.org.
- Despite concentration of publicity efforts on social media, it was acknowledged that volunteers were often recruited because they were individually asked. In addition it was noted that volunteering's value was often on a personal level and VSNS's attendance at events such as the Surrey Heath Show had created awareness of volunteering opportunities within the otherwise unengaged public.
- Surrey Heath GPs were proactive in referring their patients via social prescribing methods. GPs were advised of front-line services via VSNS liaison with the Surrey Heath CCG. Referrals from GPs were triaged by the Surrey Heath CCG via a single point of access. The process resulted in VSNS receiving and coordinating between 15-20 referrals per week.
- Digital training had acted as a significant strand to which VSNS had aimed to support charities within Surrey. It was noted that 45% of charities which VSNS supported, failed to have a digital strategy and a significant number of organisations did not have a donate button on their websites.

- VSNS had aimed to create strong relationships with corporate companies to nurture well-matched partnerships between charitable organisations and companies. This could facilitate one-off funding opportunities for frontline organisations and promote volunteering opportunities amongst corporate employees. It was also noted that VSNS worked to promote corporate social responsibility amongst the corporate sector. VSNS were also aiming to develop a training course for the charitable sector on how to effectively and efficiently apply to the corporate sector for sponsorship.
- VSNS aimed to stay based in Surrey Heath, despite increased office space rental costs. In addition, as a result of the expansion of the organisation and its services VSNS required more office space; which was also currently shared with Surrey Age Concern and Camberley Care. Members and officers acknowledged they would aim to help in regard to finding potential office space for the organisation where possible.

The Committee thanked Solette Sheppardson for her informative update.

## **8/EP The Hope Hub**

Mags Mercer, Chief Operating Director, gave a presentation in respect of the work of the Hope Hub.

The Hope Hub was founded as an independent charitable incorporated organisation in December 2017, after the Churches Together Camberley group recognised there was need to respond to the findings of the Council's consultation on homeless services. The consultation highlighted the need for greater, more centralised homeless service provision within Surrey Heath. Those who had suffered relationship breakdown, redundancy, domestic abuse, addictions, evictions, mental health problems, were identified to be at particular risk. In addition it was underlined 495 young 'Care Leavers', were deemed to be at risk across Surrey.

The project focussed upon the assistance of homeless adults and those at risk of homelessness. The Hope Hub worked with various cooperating partners across Surrey Heath, whom collectively emphasised an urgent need for a new voluntary-sector organisation to provide homeless services provision.

The Hope Hub provided a pathway of services which guided clients from crisis management to long-term reintegration into society. The organisation's services could be divided up into two strands:

- Crisis Services – The project coordinated the provision of essential items to homeless people. Distributed items consisted of basic essentials such as food, toiletries and emergency items. Clients also received direct support to assist with accommodation, wellbeing, and any advocacy needs.
- Empowerment Services – The Hope Hub worked on a one to one basis to invest in homeless individuals, and to rehabilitate and integrate them into society. Services to empower individuals included services such as: money management and debt advice, CV writing, training and volunteering workshops and IT resources and support. Clients were also equipped with

frequent one to one meetings and support to enable constant reassessment of the steps to progress and the setting and evaluation of goals.

Since its opening, The Hope Hub had helped 43 clients and its services had been accessed a total of 414 times. The success of the Hope Hub since its opening was illustrated by various success stories such as the reconnection of families via the charity's mediation services, the successful transition of clients into temporary accommodation and successful advocacy allowing clients to gain access to their pension funds.

Looking forward, the charity would need to raise an additional £36,000 to maintain and extend the organisation's services for the rest of the year. The charity had planned the following expansion of their services for the near future:

- Provide a new service with Accent Housing to host a series of 'rent ready' workshops to prepare clients for living independently.
- Employ a Mental Health worker. It was noted that the vast majority of clients were not ready for existing, third sector mental health services such as the Amigo project.
- The founding of social enterprise schemes which supported clients gaining new skills in areas such as gardening and catering; which involved quick, tangible achievements.
- Helping 135 separate clients per year; including 35 with problems relating to debt.

Despite the fact many grants required applicant organisations to be running for over a year, the charity was continuing to work actively and agilely to apply for various local and national grants. In the near future, The Hope Hub would be featured in Tesco's groundwork project scheme. In addition the organisation had already been a featured charity of the Waitrose 'green token' scheme, which raised a total of £412 for the charity.

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

- As the charity had only been founded less than a year ago, it was appreciated the organisation still had a lot of work to do to raise its profile in the community. The Hope Hub planned to attend various events including training sessions on raising charities' profiles in the corporate sector.
- Even though it was appreciated that it was an accessible service, it was advised that The Hope Hub's clients did not tend to use the All Night Café on the London Road, Camberley. Several night café clients had been referred to The Hope Hub and several vulnerable adults had been rehoused as a result. It was noted there was further scope for cooperation with the two organisations in the future.
- 900 children were in Surrey County Council care and were historically at far greater risk of unemployment, addiction and mental health problems, as well as homelessness.

- The Hope Hub worked with Council officers to provide 'homeless kits' where appropriate. However it was noted due to storage problems the kits were allocated on an ad-hoc, individual basis.
- Even though other organisations within the Borough, which provided homeless provision, had a large cliental, which were based outside the borough, the majority of the Hope Hub's clients had genuine local connections within Surrey Heath.

The Committee thanked Mags Mercer for her informative presentation and noted it would like to see the organisation present to the committee again in the near future.

#### **9/EP Boom Credit Union**

Unfortunately the speaker from Boom Credit Union could not attend the meeting due to personal reasons. It was acknowledged the speaker wished to rearrange and present to the Committee in the future.

#### **10/EP Committee Work Programme**

The Committee received a report setting out its proposed work programme for the rest of the 2018/19 municipal year.

It was noted that some Members wished to see the Heathrow Noise Forum present to the Committee in the near future.

Chairman

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**Presentation — Surrey Police and Surrey Police & Crime Commissioner**

Portfolio	Transformation
Ward(s) Affected:	All

**Purpose**

**To receive a presentation from Local Surrey Heath Police Commander, Bob Darkens and the Surrey Police and Crime Commissioner David Munro.**

**Background Information**

1. The Surrey Heath Community Safety Partnership was introduced following the Crime and Disorder Act 1998, where agencies in England and Wales have a Statutory duty to form a Community Safety Partnership (CSP) to tackle key Community safety issues.  
In Surrey Heath we opted for a Local Strategic Partnership, which incorporates the responsibilities of a CSP's which are required to review the levels and patterns of crime and disorder in the area, and develop and implement strategies to tackle local problems. The Surrey Heath Partnership meets three times a year and is chaired by the Council Leader, Cllr Moira Gibson. The annual plan is attached as a background item.
2. The Surrey Police and Crime Commissioner Role was introduced via the Police Reform and Social Responsibility Act 2011 which is designed to underpin new governance and accountability arrangements for policing in Surrey. This included the formation of a Police and Crime Panel and the election of a Police and Crime Commissioner.
3. David Munro is the Police and Crime Commissioner (PCC) for Surrey following elections on 5 May 2016. The PCC is responsible for setting the strategic objectives for policing in the County. This includes setting and updating a police and crime plan, setting the force budget and precept, and appointing or dismissing the Chief Constable.
4. These arrangements are designed to increase transparency of the delivery of policing services. As such, the Chief Constable of Surrey Police is accountable to the PCC, and the PCC is accountable to the electorate. The PCC is not expected to run the police as the day to day direction and control remains with the Chief Constable. The role of the PCC is to be the voice of the people.
5. The PCC aims to cut crime and deliver an effective and efficient police service, providing stronger and more transparent accountability of the police. They ensure community needs are met as effectively as possible, by working in partnership across a range of agencies, at a local and national level, to ensure there is a unified approach to prevent and reduce crime.

**Local Plans and Priorities**

6. Surrey Police is represented by Surrey Heath's local Borough Commander, Inspector Bob Darkens who will give an update on the current crime and disorder profile for Surrey Heath and the approach used to tackle the priorities, plus a brief overview on serious and organised crime.
7. Mr David Munro, the Surrey Police and Crime Commissioner will share the action plan for 2018-2020, of which a summary is attached as a background paper.

8. The Committee is asked to consider the presentation in relation to Surrey Heath any future steps which Members would wish to recommend to the Executive and/or Council.

Background Papers:

Surrey Heath Partnership Annual Plan and  
Surrey Police and Crime Commissioner Annual Plan.

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Service Head:

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# Surrey Heath Community Safety Partnership Plan on a Page 2018-19

Families

Business

Crime

Shared Policies and Procedures

Working with all partners on targeted interventions to make Surrey Heath a safer place to live and work

Working with all statutory partners, business and the voluntary sector to ensure a joined up approach

Reducing inequality, stigma and discrimination

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- Scope the feasibility of delivering [IRIS, a domestic abuse support and referral programme](#) for GP practices
- Support [Surrey Domestic Abuse Awareness Week](#), June 2018
- Participate in the [White Ribbon](#) DA campaign, November 2018
- Promote the [Surrey Family Information Service](#) across SH

- Deliver the SH [Business Expo Workshop](#) 13 November 2018
- Promote [the Ask for Angela Campaign](#) across SH, October to December 2018
- Increase awareness of [Serious Organised Crime](#) (i.e. modern day slavery, drug trafficking, high value fraud, child exploitation, counter terrorism)
- Increase awareness of [Fire Safety for businesses and organisations](#)

- Deliver a [Crimestoppers](#) Awareness Campaign, January 2019
- Deliver a [Partnership Intelligence](#) awareness raising workshop for SH partners in October- Dec 2018
- Ensure effective information sharing and joint problem solving to increase the safety and well-being of SH communities through the CHaRMM and Joint Action Group

- Produce a new Communications Plan for the SHP, October- Dec 2018
- Contribute to a review of the Surrey [Multi-Agency Information Sharing Protocol](#) to reflect new data protection legislation, October 2018
- Share all learning and best practice, Nationally and Locally in undertaking Domestic Homicide Reviews ongoing June 2018

Contributing to the local Economy and Wellbeing of the local population

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## Introduction from the Police and Crime Commissioner

Shortly after my election as Police and Crime Commissioner in 2016, I issued a new Police and Crime Plan; a key document setting out the priorities for policing, crime reduction and community safety in Surrey. Two years into my term of office, much has been achieved. I have appointed Chief Constable Nick Ephgrave who has in turn established a stable top team at Surrey Police. I have reviewed the funding required for the Force and provided a more secure financial basis on which it can consolidate its plans for the future. I have reviewed the projects funded by my office to make sure they improve safety for the residents of Surrey, with a particular emphasis on reducing re-offending. A new policing model has been successfully implemented in Surrey, allowing the police to balance demands from serious and complex crimes with the need to retain visible, local policing. Partnerships with local authorities, businesses and third sector organisations have been reinvigorated. Importantly, Her Majesty's Inspectorate for Police and Fire & Rescue Services has recognised the improvements

made by Surrey Police with improved grades across the board in recent inspections.

Over the next two years I want to see Surrey Police, my office and partners build on this progress. The Force must continue to stay ahead of new crimes, crack down on emerging trends as they occur (such as the current increase in burglary) and keep all of Surrey's diverse communities safe. Victims of crime must be properly supported and I will work with the Chief Constable to maintain the high levels of confidence people have in Surrey Police.

This is a crucial time for policing as every force looks to play its part in achieving the Policing Vision for 2025. I will work to ensure that Surrey Police is fit for the future by making the best of the available technology for policing and develop our estate to support our workforce and best serve the public. I will keep a focus on efficiency; exploring innovative ways to make savings; using available resources to their best effect; and

attracting and retaining competent and capable officers and staff.

I would like to thank the police officers, staff, volunteers and partners who tirelessly work to make Surrey a safe place.

### David Munro

Police and Crime Commissioner for Surrey



## Introduction from the Chief Constable

I am pleased to endorse this police and crime plan, built upon the firm foundations laid by its predecessor. In the last two years, much has been achieved by Surrey Police; we have built and maintained a stable senior officer team, designed and implemented a new, sustainable local policing model, strengthened and enhanced our detective capacity and capability and done all this in the context of making significant savings and efficiencies.

Our independent inspections have seen improvements in our assessment in all areas, with Surrey Police being graded as 'good' across all areas.

This, however, is just the beginning.

Together with the PCC, we have ambitions to become market leaders in what we do, providing an improved service to the Surrey Public. To make this happen, we have maintained our simple aim for Surrey Police – to make Surrey as safe as it can be. Our 'plan on a page' supplements this police and crime plan and provides the detail behind our aspiration. We will be focusing on becoming a truly problem solving force, underpinned by a healthy culture that values and invests in our officers and staff, to enable them to be the very best at what they do.

### Nick Ephgrave QPM

Chief Constable, Surrey Police



## Summary of priorities

### **Tackling Crime and Keeping Surrey Safe**

*I will hold Surrey Police to account for preventing and solving more crimes, identifying and tackling their root causes, and pursuing offenders to keep Surrey safe*

### **Building Confident Communities**

*I want to bring Surrey's communities together to work with the police and other public services to solve issues*

*that damage local areas or make people feel unsafe*

### **Supporting Victims**

*When people are victims of crime, they need quality and timely support to help repair the harm done and rebuild lives*

### **Preventing Harm**

*Together with police and partners I will identify and support vulnerable people in Surrey to reduce harm,*

*and work with those who re-offend to break the cycle of crime*

### **Making Every Pound Count**

*I will fight for fair funding for Surrey Police and target resources at the front line*

### **A Force Fit for the Future**

*I will work with the Chief Constable to ensure that Surrey Police is well placed and properly equipped to meet the challenges of the future*



**External Partnerships Select Committee  
Work Programme 2018/19**

Portfolio:	Corporate
Ward(s) Affected:	n/a

**Purpose**

**To update the Committee Work Programme for the rest of the 2018/19 municipal year**

Background

1. The External Partnerships Select Committee was appointed by the Council at its annual meeting on 16 May 2018 for the period 2018/19.
2. Part 4 of the Constitution requires the Committee to agree a work programme for each municipal year.
3. The Committee Work Programme may 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 to amend as required.

Work Programme 2018

4. The Committee is scheduled to meet on the following dates for the rest of the 2018 /19 municipal year:  
  
19<sup>th</sup> February 2019
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.
6. The amended work programme for 2018/19 is set out below:

Meeting Date	External Partner
19 February 2019	Citizens Advice Surrey Heath Camberley Alzheimer Café Eikon /Surrey Youth Council Surrey Heath Lottery

7. A list of other possible items is attached at Annex A, though this is not comprehensive and only intended to be indicative of the sort of areas covered in previous years.

Proposal

8. Members are asked to agree an outline work programme for 2018/19.

Resource Implications

9. 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

10. The Committee is asked to consider a work programme for the remainder of the 2018/19 municipal year.

Background Papers: None

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**External Partnerships Select Committee  
Possible Areas of Interest**

**Standing Responsibilities/Recurring Items**

- Surrey Heath Health and Wellbeing Board
- Surrey Police and Crime Panel/Crime and Disorder

**Other Possible Future Items**

Heathrow Noise Forum

**Revenue Grant Awards**

Citizens Advice Surrey Heath  
Voluntary Support Surrey Heath  
Tringhams  
Surrey Heath Age Concern  
Camberley Central Job Club  
Basingstoke Canal Authority  
Blackwater Valley Countryside Partnership  
Surrey Heath Sports Council  
Surrey Heath Arts Council

**Community Fund Grant Awards**

Camberley Cricket Club  
Frimley Green Village Hall  
Parity for Disability  
Camberley Judo Club  
Bisley Village Hall  
Chobham Burymead Football Club  
Frimley Cricket Club  
Valley End Institute

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