

Minutes of a Meeting of the External Partnerships Select Committee held at Surrey Heath House, Camberley on 15 January 2013

+ Cllr Josephine Hawkins - Chairman
+ Cllr Bob Paton – Vice-Chairman

+ Cllr Glyn Carpenter	+ Cllr Adrian Page
+ Cllr Ian Cullen	+ Cllr Ken Pedder
+ Cllr Paul Deach	+ Cllr Ian Sams
+ Cllr David Hamilton	+ Cllr Pat Tedder
Cllr Beverley Harding	+ Cllr Alan Whittart
- Cllr Paul Ilnicki	+ Cllr John Winterton
+ Cllr Lexie Kemp	

+ Present

- Apologies for absence presented

Substitutes: Councillor Bill Chapman substitute for Councillor Paul Ilnicki

In attendance: Councillor Mrs Vivienne Chapman and Councillor Liane Gibson

17/EP Minutes

The minutes of the meeting of the Committee held on 13 November 2012 were confirmed and signed by the Chairman.

18/EP Chairman's Announcements

The Chairman welcomed and introduced Susanne Eaton, Chief Executive of Age Concern Surrey Heath, John Tilbury and Andrew Scott, Chairman and Treasurer of the Butts Bisley Centre, and Brian Williams and Jane Cox, the Chairman of Trustees and the Leader from Tringhams West End Centre.

She also welcomed Inspector Martin Goodwin, who would be updating the Committee on community safety in the borough.

PART I

(public)

19/EP Community Safety

The Committee was reminded that performance of the Neighbourhood Team was measured by Anti-Social Behaviour satisfaction, the confidence of the community in the borough policing team, the detection rate of crime, and crime reduction. It was reported that the borough team had, together with Mole Valley, the highest in the county for public confidence in the Neighbourhood Policing team, with a 93% confidence satisfaction rate. The Team's Anti-Social Behaviour satisfaction rate was also second in the county at 82.5%.

Members were updated on current crime in the borough. It was reported that there had been a 16.6% reduction in crime that year to date. 31.6% of all crimes had been detected, an increase on the previous year. Inspector Goodwin emphasised that these positive figures were a result of partnership working.

The Committee received crime figures on specific types of crime. It was reported that there had been a reduction in the number of crimes relating to criminal damage and vehicle crime. In relation to the night-time economy, the number of incidents of both violence with injury and violence without injury had decreased, a result of effective policing of the Town Centre and partnership working. There had, however, been a slight increase in the number of robberies and burglaries which, although it was recognised that this reflected trends across Surrey, were a cause of concern for the Team.

Inspector Goodwin reported that 169 drug related crimes had been detected. It was recognised that an increased rate in detection of drug crimes was a positive sign indicating a pro-active approach in this area by the Neighbourhood Team.

Members acknowledged the impact of Anti-Social Behaviour on residents' lives, in particular ASB involving vehicles. Inspector Goodwin reminded Members of the drive smart campaign and advised that his team continued to focus on this area. It was recognised that changing the culture of how people drive was central to this issue.

The Committee noted the work undertaken by the Street Angels, Taxi Marshalls and Neighbourhood Watch teams and Inspector Goodwin emphasised the value of these groups' work in the crime reduction figures.

Members were reminded that the Lightwater Police Station would be closing shortly and would be co-located in Chobham Fire Station.

RESOLVED that the report be noted.

20/EP Age Concern Surrey Heath

The Committee was informed that Age Concern Surrey Heath (ACSH) was a local charity whose mission was to make life better for older people in Surrey Heath.

ACSH had 4 areas of work:

- **A Visiting and Befriending Service.** The service aimed to help older people maintain independence by matching clients with trained volunteers who would visit regularly and provide companionship.
- **Tea and Coffee Shop in Camberley Town Centre.** The shop was open to over 50s. There was currently a regular clientele, but ACSH was seeking to encourage new clients. It was also looking to expand its services, for example, the CAB's Independent Living Advisor held a surgery once a month.
- **A Local Information and Signposting Service.** Although the charity was not funded for it, ACSH staff would help where possible with signposting local information and services.
- **A Carer's Respite Sitting Service.** This new service provided volunteers to visit clients in order for the carers to receive a few hours of respite. There was currently only 1 client but it was hoped that numbers would increase in the future.

The Committee was informed that ACSH had previously run a lunch club at Cranmore Court in Mytchett which had closed in 2011.

ACSH had a small staff team, which currently consisted of the Manager, who was responsible for a wide range of functions including fundraising, promotion, and administration of the charity, and the tea shop organiser, who co-ordinated the team of approximately 40 volunteers and managed the premises. The Visiting and Befriending co-ordinator post was currently vacant.

Members considered how the charity could better interlink with community services provided by the Council and other community groups, with the aim of helping older people to remain in their homes, through use of Council services such as Meals on Wheels, adaptation grants, and the new dementia centre at the Windle Valley Centre. It was agreed that opportunities for ACSH's volunteers to assist with distributing information on these services through the Visiting and Befriending service should be used.

The Committee was reminded that ACSH had received a grant of £10,000 in 2012/13. In 2011 the charity had received a legacy from a volunteer which had allowed the charity to continue its work. However, it currently had a deficit of £20,000 and it was recognised that more income was required for the charity's future sustainability.

The Committee considered opportunities for fundraising and income generation by ACSH. It was reported that the charity had concentrated its efforts on securing bids for money which was more time-efficient for the small charity. Members felt that further effort should be placed upon fundraising for the charity, in particular using volunteers to generate income, in order to reduce reliance upon grants.

A draft strategic plan had been produced, which addressed the charity's future financial stability and set out the way in which each of its projects would be improved. At that stage the Plan had not been seen by all trustees. Members suggested that the Plan should reflect the charity's intentions to focus on fundraising and requested sight of it once it had been agreed by the trustees.

The Committee was informed that, although ACSH was distinct from Age UK, it experienced difficulties due to the public's association of the charity with Age UK, which impacted upon fundraising. It was reported that when the matter had been considered the trustees had opted not to change the charity's name; Members therefore suggested that further consideration should be given to this in order to provide greater distinction between the two charities.

Members further suggested that the charity's presence on social media should be developed. It was recognised by ACSH that a new website was required and its existing Facebook page could be improved; however, the resources involved in designing and maintaining these pages were considerable for a small charity. Members reported that website assistance could be obtained from pupils on social media courses who could build webpages as part of their course progression and recommended that ACSH contact schools to further investigate such possibilities.

RESOLVED that Age Concern Surrey Heath be advised to

- (i) further consider changing the name of the charity; and**
- (ii) develop its social media presence.**

Note 1: In accordance with the Members' Code of Conduct, Cllr Ken Pedder declared a non-pecuniary interest as he was the Chairman and a trustee of Age Concern Surrey Heath.

Note 2: It was noted for the record that Cllr Paul Deach had published material on Age Concern Surrey Heath on the Surrey Heath Residents' Network

21/EP The Butts Bisley Centre

The Committee was informed that the aim of the Butts Bisley Centre was to provide a venue where retired people could meet. The Centre's clients could enjoy games, a home cooked 2 course lunch, and outings to local garden centres and places of interest. The Butts was based in Bisley Village Hall and operated on Monday, Tuesday and Friday.

Members were informed that one of the main targets for the organisation was to continue the service and encourage more recently retired members of the community to join the Centre. In 2012 the Butts had 24 'active' clients, with an average of 10 clients attending each day.

The Butts employed 3 part time staff: a manager, assistant manager and a cook. The remainder of the service was provided by volunteers, with approximately 4 volunteers assisting per day. Volunteers and drivers worked on a rota basis. There were 3 trustees and a committee which met 4 times per year, or if required. The committee consisted of all interested sections of the Butts, plus a representative from the Centre's clients.

The Committee noted a circulated financial summary which detailed income and expenditure for the previous 3 years, plus the forecast for the end of the financial year and budget for the upcoming year. It was noted that the grant received from the Council, which contributed towards staff wages costs and the Village Hall rent, had remained the same for the past 3 years at £18,826. It was further noted that, as the Centre was making a loss, its reserves were being reduced.

The Butts owned a minibus which was used to transport clients to and from the Centre, where required, and for outings. The minibus was 6 years old and it was anticipated that funding for repairs may be required in the near future. The Butts had received a transport grant of £1500 from Surrey Action Committee, which would be allocated towards repairs and maintenance of the minibus; it had also been used to fund an outing for clients.

Consideration had been given to sharing the minibus with other organisations. However, having investigated this possibility, it had been felt that this would not currently be feasible as the insurance policy was purely for the Butts.

The Committee was advised that the Centre's clients came from the surrounding villages. It was agreed that a breakdown of clients per village

would be circulated to members of the Committee. Members felt that, in view of the size of grant awarded, they would like to see more clients accessing the service.

Members considered the Centre's fundraising and suggested that greater attention should be given to generating fundraising for the Centre. It was advised that Voluntary Services North Surrey had assisted with signposting opportunities for obtaining grants and further work would be undertaken in this area shortly. In addition to the transport grant received, a grant had been received from the Mayor for a new dishwasher.

The Committee considered opportunities for the Butts to work more closely with Tringhams West End Day Centre. Members noted that, whilst between them the Centres opened 5 times a week, a service was not provided each weekday. It was reported that the Butts had previously altered the days on which it opened, but had subsequently reverted to previous opening days. Although Members recognised that there could be difficulties in changing clients' habits, it was felt that opportunities for greater collaboration and joint working with Tringhams should be explored.

RESOLVED that the Butts Bisley Centre be advised to explore possibilities for working more closely with Tringhams West End Centre in future.

22/EP Tringhams West End Centre

The Committee was informed that the Tringhams West End Centre had been formed in 2004 following the closure of the Bagshot Centre. It was expected that Tringhams would become a limited company charity in April 2013. Tringhams comprised a board of trustees and a management committee. The management committee comprised all of the trustees, the Leader and Assistant Leader, a client representative, a volunteer representative, and the transport co-ordinator.

The Centre averaged 17 clients per session, with clients coming from West End, Windlesham, Chobham and Lightwater. The clients generally lived on their own, either in their own property or in sheltered accommodation, and were between 70 and 100 years old. It was reported that Tringhams was able to accommodate slightly more vulnerable clients than the Butts Bisley Centre due to its higher number of volunteers. However, it could not accommodate severely disabled clients or clients with severe dementia.

The Centre provided coffee and biscuits on arrival, board games, a two course lunch; activities included bingo, water colour painting, hand massage, and talks on topics of interest. The organisation owned 2 minibuses which were used to transport clients to and from the Centre.

Tringhams employed 2 part time staff: a leader and an assistant leader; the Centre's 18 volunteers assisted with food, games and activities, and driving the minibus. The Chairman of the trustees informed Members that it was the volunteers that contributed to the Centre's success and allowed for the quality and diversity of what the Centre offered.

The grant provided by the Council, which had remained at £18,826 for the past 3 years, was the organisation's major source of income. West End

Parish Council and Windlesham Parish Council provided grants to the Centre; in addition, West End Parish Council did not charge Tringhams for the rent of the building.

The Committee noted the Centre's income and expenditure for 2012/13. Although the Centre's accounts showed healthy reserves, it was advised that £42,357 was ring-fenced for the purchase of a replacement minibus when a new bus was required.

In the past two years the organisation had sought and received two grants from the community foundation for Surrey, amounting to approximately £4,000. However, the majority of the 2011 grant had been returned as the organisation had been unable to spend the grant as it had been intended. A volunteer had recently been appointed to track grants and other sources of income.

The Committee was informed that future aspirations for Tringhams included attracting more clients. It was also hoping to introduce more health and exercise based activities, although it was recognised that such activities required professional instructors.

Members were informed that the Centre's cook had recently retired and consideration was being given to future food provision both with and without a cook. Alternative supplies of hot food were currently being trialled: a 4 week trial of Meals on Wheels was underway and hot food deliveries from the Butts Bisley Centre would be trialled in February.

The Committee considered opportunities for Tringhams to work more closely with the Butts Bisley Centre and endorsed the initiative with trialling hot food provision from the Butts. The Chairman of the Tringhams indicated that it would liaise with the Butts when the purchase of a new minibus was necessitated. Members noted that, whilst between them the Centres opened 5 times a week, a service was not provided each weekday. Although Members recognised that there could be difficulties in changing clients' habits, it was felt that opportunities for greater collaboration and joint working with The Butts should be explored.

RESOLVED that Tringhams West End Centre be advised to explore possibilities for working more closely with the Butts Bisley Centre in future.

Note: In accordance with the Members' Code of Conduct the following Councillors declared non-pecuniary interests:

- (i). Councillor Glyn Carpenter declared that she was a member of Windlesham Parish Council, which provided an annual grant to Tringhams West End Centre;
- (ii). Councillor Adrian Page declared that he was a member of West End Parish Council, which supported Tringhams West End Centre; and
- (iii). Councillor John Winterton declared that he was a member of Windlesham Parish Council, which provided an annual grant to

Tringhams West End Centre and had been part of the committee which had considered grants.

23/EP Committee Work Programme

The Committee considered a report on the work programme for the 2012/13 municipal year.

RESOLVED that the Work Programme for 2012/13, as attached at Annex A to the agenda report, be agreed.

CHAIRMAN