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To: All Members of the **EXTERNAL PARTNERSHIPS SELECT COMMITTEE**

The following papers have been added to the agenda for the above meeting.

They were not available for publication with the rest of the agenda.

Yours sincerely

Tim Pashen

(Acting) Chief Executive

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**SUPPLEMENTARY PAPERS**

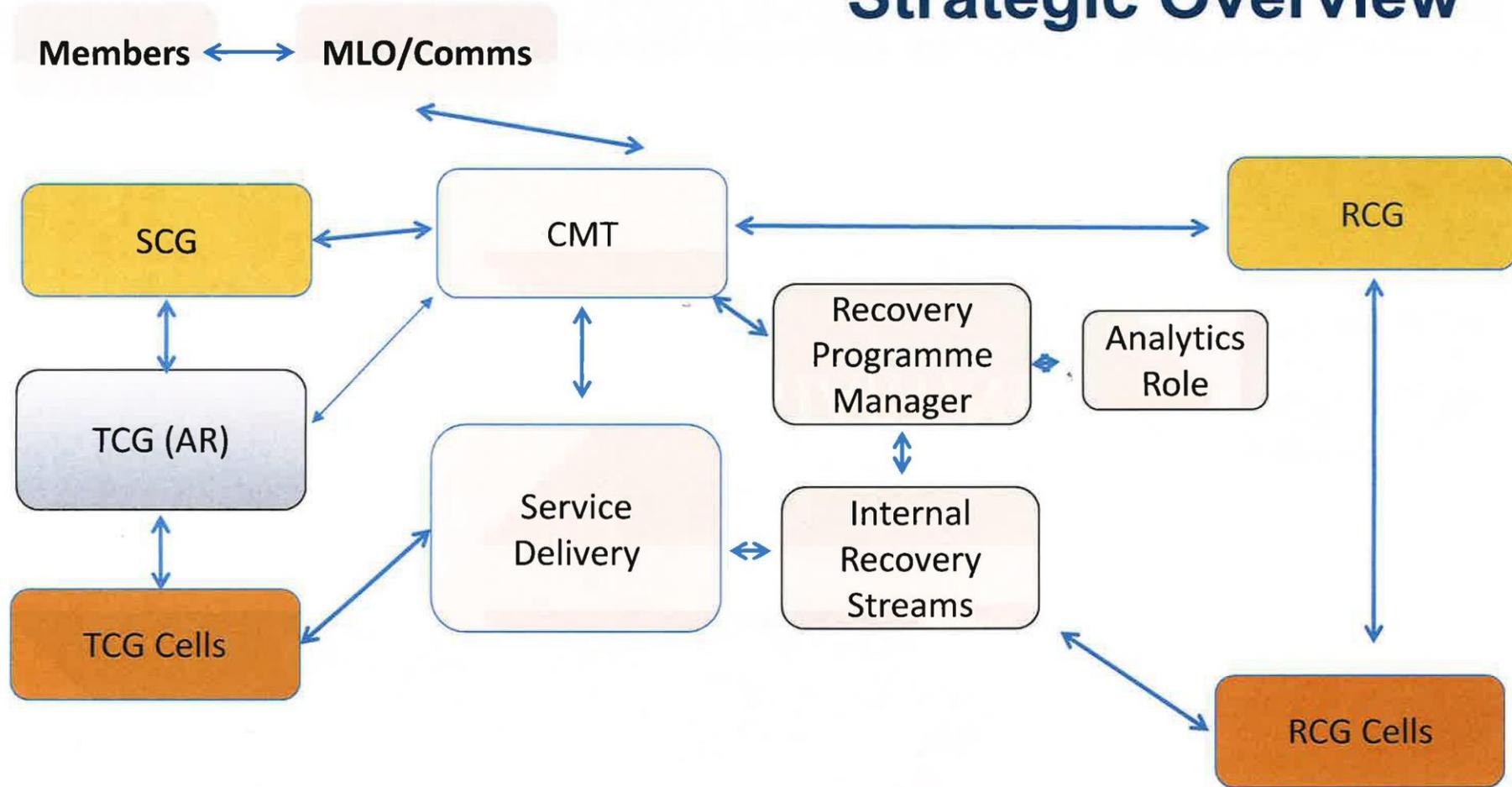
	<b>Pages</b>
<b>a Presenters' Powerpoints for Members' reference</b>	<b>3 - 36</b>

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# External Partnerships Select Committee 09 June 2020

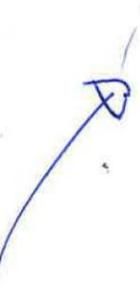


# Strategic Overview



# SURREY HEATH BOROUGH COUNCIL'S EMERGENCY RESPONSE TO CORONAVIRUS SO FAR... SINCE LOCKDOWN...

	<b>20,000+ WELFARE CALLS</b> made to elderly and vulnerable people		<b>£13.38 MILLION</b> of business support grants paid out to 1,059 local firms
	<b>209 TONNES</b> more waste and recycling collected every two weeks on average		<b>EMERGENCY ACCOMMODATION</b> secured for more than 20 homeless people
	<b>15,000+</b> views of our Coronavirus information webpages		<b>19% MORE</b> waste and recycling collected
	<b>450+</b> households fed via essential food parcels		<b>350+</b> prescriptions collected and delivered
	<b>FIRST EVER</b> virtual SHBC Council and Committee meetings held		<b>4,000+ CALLS &amp; 1,100+ EMAILS</b> dealt with by our Contact Centre
	<b>11,500+</b> Meals at Home delivered		<b>£48,000+</b> of emergency grants awarded to local charities



## OUR STAFF

- 17% fully involved in Covid Response
- 65% split between Covid Response and their day job
- 16% of staff remained solely on their day job

Recovery Plans w' progress.



# Surrey Heath **PREPARED**

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James Robinson CBE  
Chair SHP





# FORMING & STORMING

- Initial mind clearing
- Brief to Tim Pashen
- Clear on what we wanted to do - 'Good Neighbours'
- Duration
- Establish an operating model
- Impact of National Lockdown
- Norming/Performing

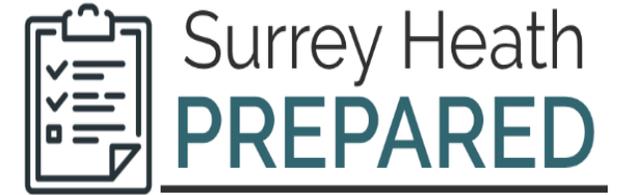


# STRUCTURE

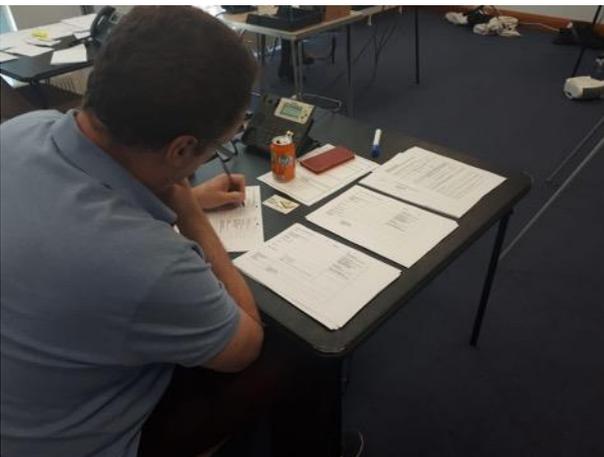
- ‘Coalition of the willing’
- Steering Group
- Hub at High Cross church
  - Operations
  - Food bank
  - Call Centre
  - Access/security/administration
- Wards/Areas:
  - Hub and spoke
  - ‘Street volunteers’
  - Existing or locally created structure



# GOVERNANCE & CONTROL



- SHP Website & database
- FAQs
- GDPR
- Finance – Finance policy, finance officer, charitable regulations (HCC)



# COMMUNICATION

## Internal:

- Link with Coordinators
- SG Zoom meetings

## External:

- Social media
- Press release

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## How we can help you

There are a number of ways in which we can help you if you are self isolating:

### Shopping

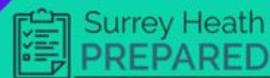
Prescription Collection / Delivery

Telephone Befriending Service

Food Bank / Parcel Assistance

Please visit: [www.surreyheath-prepared.uk](http://www.surreyheath-prepared.uk)

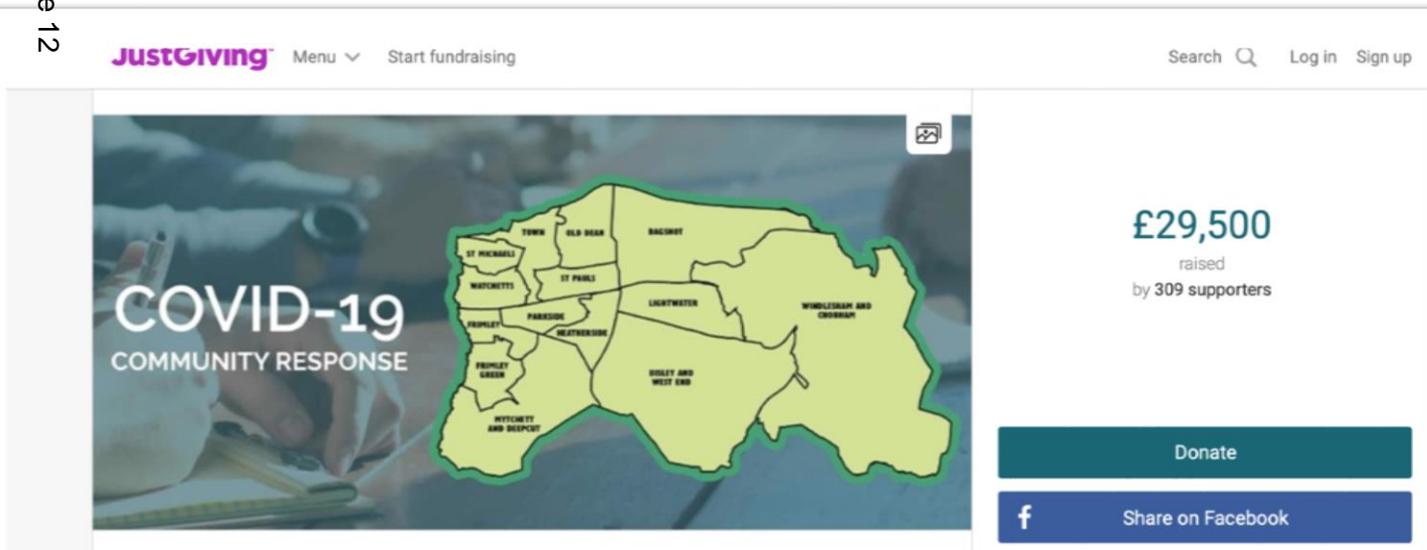
Or call: 01276 66798



# FINANCE

- Charitable donations – corporate and JustGiving
- SHBC – IT investment in SHP Hub
- SHBC - running costs for SHP Hub

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JustGiving Menu Start fundraising Search Log in Sign up

**COVID-19 COMMUNITY RESPONSE**

Map labels: TOWN, OLD DEAR, BACWIT, ST MICHAEL, ST PABE, LIGHTWATER, WIMLEIGHAM AND CHORHAM, PARSONS, HAYWARDS, HOLLY AND WEST END, FROPLEY, PREPLEY GREEN, WITCHETT AND SHEPOT, MYTCHETT AND SHEPOT

**£29,500** raised by 309 supporters

Donate

Share on Facebook



HEY, JESSICA  
**THANK YOU**  
+ **£800**

THANK YOU  
£735.00  
RAISED FOR SURREY HEATH PREPARED

Surrey Heath  
**PREPARED**  
surreyheath-prepared.uk

# OUTPUTS

- Pharmacy deliveries
- Food
  - Click & Collect
  - Finance deposit shopping service
  - Food bank
- Other

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# DRAWDOWN

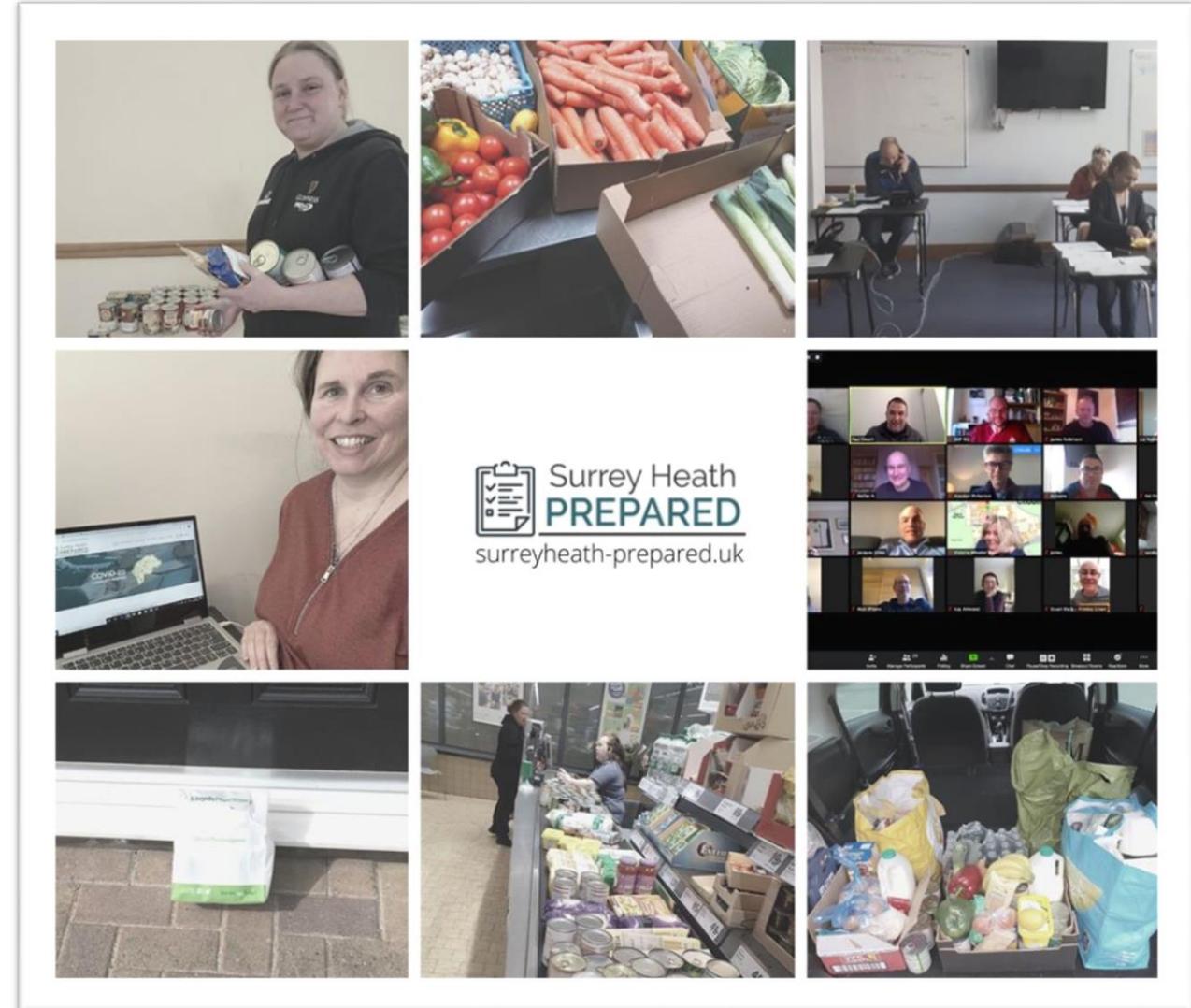
- SHP temporary organisation created to fill a short term need in an emergency
- SHP to end on 1 July – in the interim will reduce demand
- Planning with SHBC Community Partnerships & VSNS
- Hand back to local charities & local action groups
- Encourage SHP volunteers and people in borough to join local charities

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# REFLECTIONS

- Existing Surrey Heath networks, networking and relationships
- Intense workload especially Coordinators
- Smooth transition
- Undoubted success
- Recognition
- Long term utility





# Surrey Heath **PREPARED**

## QUESTIONS?





*'Helping to put a rainbow in older people's lives'*

# Surrey Heath Age Concern



- Pre July 2019, Surrey Heath Age Concern CIO (SHAC) sadly did not operate collaboratively with other organisation across the Borough.
- A new Charity Manager was recruited and with the assistance of Surrey Heath Borough Council (Jayne Boitout), our Charity Trustees and North Surrey Voluntary Services, SHAC established a positive working relationship with several organisations across the Borough/County to ensure an effective service delivery to support the elderly.
- Secured a grant in order to recruit the Visiting and Befriender Co-ordinator to support SHAC and ensure an effective and efficient V&B service to the vulnerable, isolated, elderly people across the Borough.
- During Befriending Week in November 2019, SHAC undertook an inaugural Volunteer recruitment drive in Camberley town centre in conjunction with North Surrey Voluntary Services. Several tentative volunteers had shown interest .
- The priority was to reduce the Visiting and Befriending waiting list. This was successfully achieved in the period from 2 January 2020 to 17 March 2020 , the waiting list was reduced from 39 (as at 1 January) to 16 ( as at 17 March) .
- SHAC recruited a café Manager to the Team to lead a professional service, support the volunteers and café users . Previously this was operated collaboratively with private catering company.
- The Rainbow café is a place for elderly people to come and meet other isolated people for a relaxed chat and inexpensive coffee and cake. In addition to the café, we provide Tea and Memories afternoons from the café, this is a weekly social occasion which includes high tea as well as bingo and a quiz.



*'Helping to put a rainbow in older people's lives'*



Surrey Heath  
**PREPARED**

# Winner of the 2019 "Best Volunteer Team"





# SHAC reaction to COVID-19



Surrey Heath  
**PREPARED**

We acted quickly when COVID started, taking all appropriate documentation to our home offices, contacting our volunteers and service users.

We telephoned them initially twice a week approximately 20- 25 calls per day , and gave them our helpline, which we answered from 8am – 9pm every day, this alone alleviated some worries, as they knew that they had help at hand, a familiar voice who could support them.

Our Charity Manager volunteered with SHP initially in taking elderly referrals for Befriending approximately 30 and as a remote call-handler managing requests for assistance.



# Concerns and Resolutions



Concerns	Resolutions
No food – unable to get a grocery delivery	Either picked the shopping up myself, or requested SHP
No medication	Either picked up myself, or SHP
Scared/confused	Spent a long time chatting, reassuring – made sure to contact even more frequently
Problems with government website and referrals for vulnerable/ those not correctly registered	A lot of individuals were not correctly registered as vulnerable, some were not registered vulnerable by GPs, so were unable to get regular shopping slots, so we have re-registered them, and picked shopping up in meantime, and requested SHP food parcels when necessary.
Mental health issues	Spending a long time chatting, engaging about hobbies, family – whatever they were comfortable with. Sharing details of a psychology hotline. Contacting frequently also.
Money worries	Worries about affording essentials, helped by requesting food parcels.
Worried about family	Sadness at not being able to see family, implemented regular contact – helped to understand tech so they could see family virtually, where able to.
Did not understand distancing - wanted me to come around	Asking for visits as feeling isolated. Reminded them of the situation, and danger of not being distanced, told them they could ring anytime, and increased contact.
Fear of the unknown – felt the situation was worse than war as enemy was not known	Reassurance and reminisced with them of times with their family and friends to distract from current situation.



# Examples of issues dealt with

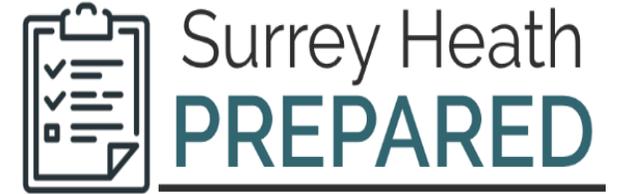


Surrey Heath  
**PREPARED**

- Registering people on the government website.
- Giving out numbers for shopping slots.
- Helping people with collecting medication, supplies (weekly shopping), topping up electric and phone cards.
- Supporting a lady who was coping with husband's dementia – no respite, had to be there all the time for her, her husband ended up being put in hospital, police were called when it became violent.
- Another lady had two autistic sons who she was worried about as they were separated.
- Supported two ladies whose husbands had died – one of whom had threatened to kill herself.
- Another lady who was extremely deaf we supported, we got the Doctor out for a home visit as telephone call pointless.
- We have also called for an ambulance for another elderly lady when we thought it was necessary to do so.
- Supporting two other ladies, one going through Chemo, another palliative care.
- There are also cases that we will then refer to welfare and citizens advice, ensuring that they are followed up so that no one falls through the gap.



# Moving Forward



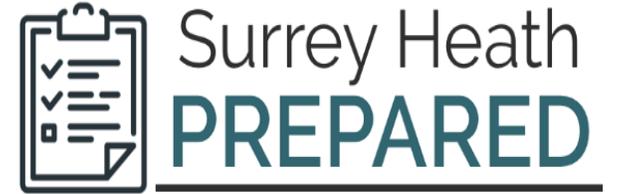
There were times that it was stressful as I felt that the elderly people may ring at anytime for a chat if they felt low, or if they needed anything. A lot of these isolated people used to go out before but now are scared and are lacking confidence and or feel physically unable to do what they used to.

They will continue to need support for a while to help get back to normal however we must still encourage and reassure them to go out where able and when it is safe to do so.

Therefore, we need to strike up a happy medium where we can be supportive but not all encompassing as we worry that their house may become a prison to them.



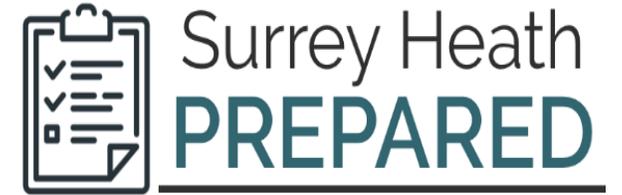
# Initial Steps



- Telephone befriending for the foreseeable future.
- Establishing access to gardens without going through homes , to protect our volunteers.
- Secure PPE for our volunteers.
- Establish which if any befriendees and befrienders are happy with face-to-face contact, where possible.
- Risk Assessment to protect all our service users and providers.
- Rainbow café is not viable to reopen as there is insufficient space for social distancing for volunteers and service users – possible extension or new premises, would require funding and planning permission.



# Positives of COVID-19



- Increase in referrals of which SHAC can continue to support.
- Potential for an increased network of volunteers from relationship with SHP
- Increase in grants received
- Improved rapport with our elderly community
- Made a difference to those isolated, people told us they looked forward to calls, and we received thank you notes
- Gained telephone befrienders, some of which we hope to retain
- The pandemic taught us how to quickly adapt, in order to best support our elderly community



# Negatives of COVID-19



- The second recruitment drive for volunteers had to be cancelled due to the lockdown.
- A celebration event for the elderly and associated volunteers scheduled for June was cancelled.
- Significant increase in staff working hours.
- Exceeded service provision in order to support individuals e.g regular food shopping – which will be a difficult transition to manage, as some rely on it now.
- Exceedingly difficult to switch off, as we worried about individuals.
- A lot more people needing support as physically unable and scared.



# Concerns Moving Forward



- Lack of accessibility for vulnerable individuals accessing government site and welfare, phone line difficult to operate and costly for PAYG phones.
- Lack of support from Welfare Cell at Surrey Heath Borough Council in helping individuals that struggle to access.
- SHAC surveyed a proportion of the befriendeds to establish technology usage/ownership, skill levels and internet access. Only 19.5 % had mobile telephones and 21.7% had an internet connection.
- Review and revise Pandemic Policy. Ensure preparations are in place should there be a second spike.

You can make a difference



Help them to smile again

There are many older people living near us who are lonely and isolated with little or no family contact that would really appreciate a chat with a friend. This friendship can make a really big difference in both the lives of the older person and their volunteer.

So if you feel you could help an older person by visiting them or calling by phone at a time to suit you (evenings and weekends are okay too) please give us a call on **01252 266841/ 07902 772585** or email **office@sh-ac.org.uk** for further details.

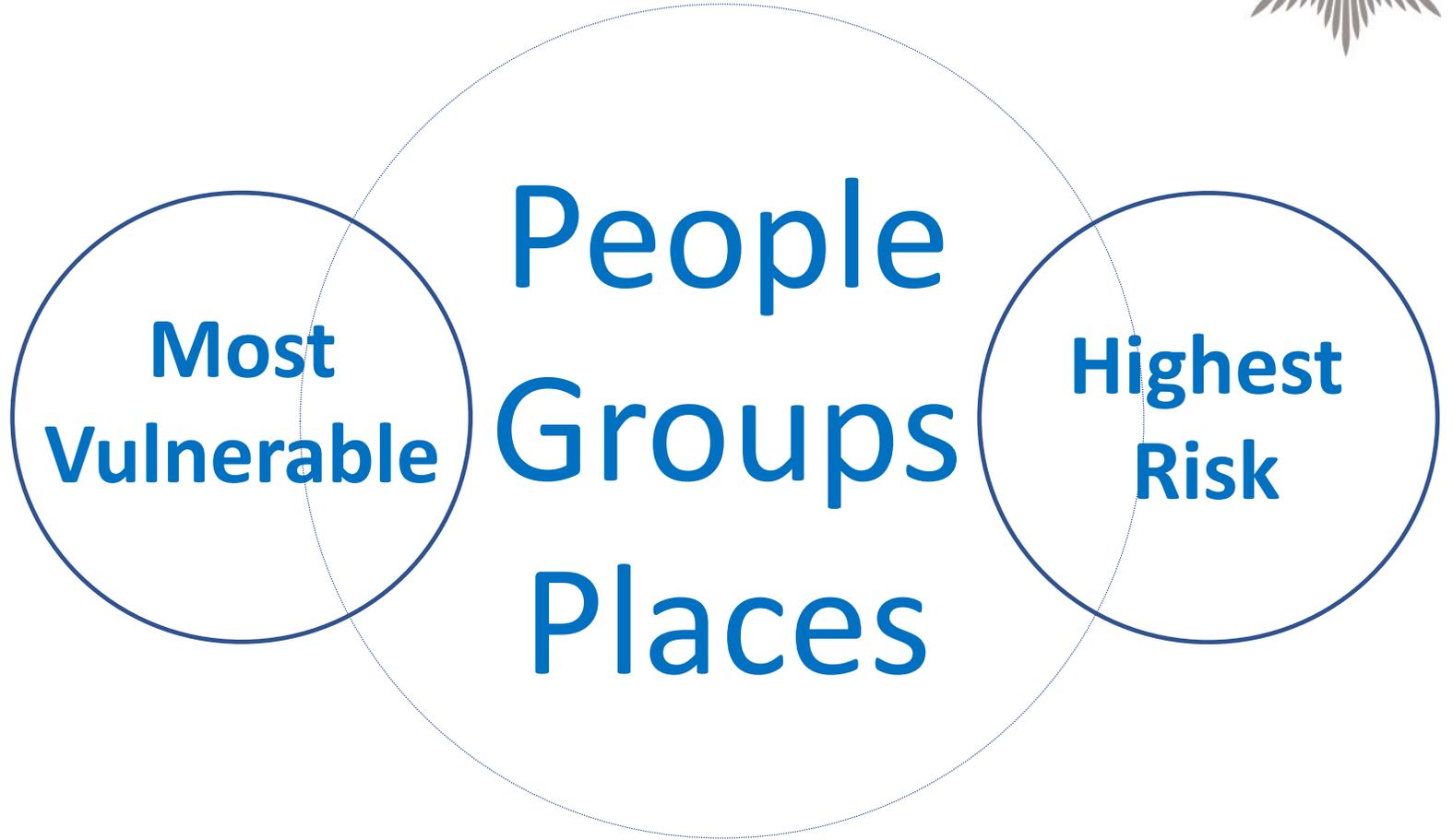


# Introduction

Surrey Heath Borough Commander Alick James

Being Safe

Feeling Safe



Examples, not exhaustive



# People Groups Places

**Most  
Vulnerable**

**Highest  
Risk**

Repeat  
Victim

Abusers

Repeat  
Offender

Unsafe  
area

PREVENT

Repeat  
Location

Missing  
People

Children  
and  
Young  
Persons



**Problem  
Solving**

**Prevention**

**Early  
Intervention**

**Effective  
Investigation**



**Problem Solving**

Mapped locations and times

Identified the vulnerable

**Prevention**

Patrolled locations and used social media

Visited the vulnerable

186

**Early Intervention**

Engaged, explained and encouraged

Identified needs

**Effective Investigation**

Enforced guidelines.

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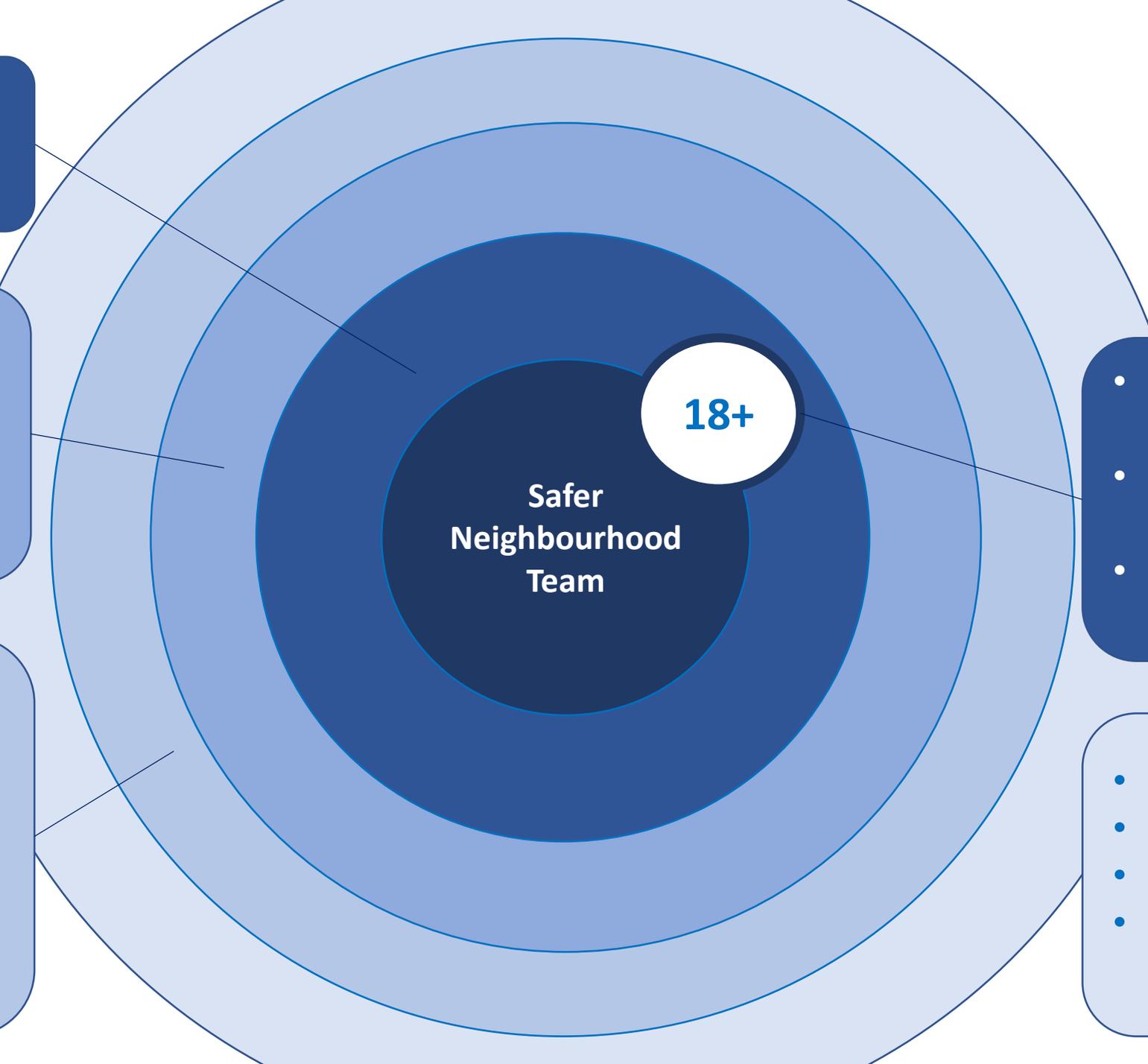
Completed risk assessments



- Problem Solving Team

- Neighbourhood Policing Team
- Roads Policing
- Dog Section
- Firearms

- CID
- Safeguarding Unit
- Sexual Offences Investigation
- Intelligence
- Proactive
- Child Exploitation and Missing Team



- PCSO establishment
- 19/20 Precept Increase
- Prime Ministers Pledge

- Criminal Justice
- Contact Centre
- Custody
- Professional Standards



# Questions?

Surrey Heath Borough Commander Alick James  
[surreyheath@surrey.pnn.police.uk](mailto:surreyheath@surrey.pnn.police.uk)

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