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Friday 9 January 2015

To: The Members of the **External Partnerships Select Committee**
(Councillors: Josephine Hawkins (Chairman), Paul Deach (Vice Chairman),
Glyn Carpenter, Ian Cullen, Tim Dodds, Heather Gerred, Liane Gibson,
David Hamilton, Lexie Kemp, Adrian Page, Ken Pedder, Chris Pitt, Ian Sams,
Pat Tedder and John Winterton)

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 Bill Chapman, Beverley Harding, Edward Hawkins,
Joanne Potter, Judi Trow and Alan Whittart

Dear Councillor,

A meeting of the **External Partnerships Select Committee** will be held at Surrey Heath House on **Tuesday, 20 January 2015 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

AGENDA

Pages

Part 1 (Public)

- 1 Apologies for Absence**
- 2 Chairman's Announcements and Welcome to Guests**

- | | | |
|----------|---|----------------|
| 3 | Minutes | 1 - 6 |
| | <p>To confirm and sign the minutes of the meeting held on 25 November 2014.</p> | |
| 4 | Declarations of Interest | |
| | <p>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.</p> | |
| 5 | Presentations | 7 - 10 |
| | <ul style="list-style-type: none">(a) Street Angels(b) Your Sanctuary(c) Surrey Police and Crime Panel | |
| 6 | Community Safety Update | |
| | <p>Verbal update by Inspector John Davies</p> | |
| 7 | Committee Work Programme | 11 - 14 |

Minutes of a Meeting of the External Partnerships Select Committee held at Surrey Heath House, Camberley on 25 November 2014

+ Cllr Josephine Hawkins - Chairman
+ Cllr Paul Deach – Vice-Chairman

Cllr Glyn Carpenter	- Cllr Ken Pedder
+ Cllr Ian Cullen	+ Cllr Chris Pitt
+ Cllr Tim Dodds	+ Cllr Ian Sams
- Cllr Liane Gibson	- Cllr Pat Tedder
Cllr David Hamilton	+ Cllr Alan Whittart
- Cllr Lexie Kemp	+ Cllr John Winterton
+ Cllr Adrian Page	

+ Present
- Apologies for absence presented

Substitutes: Councillor Judi Trow, substitute for Councillor Pat Tedder

Guests: Hilary Murgatroyd – Local and Regional Government Liaison – Thames Water
Chris Ford – Senior Public Affairs Advisor - Thames Water
Paul Mooney, Stakeholder Liaison Manager – Affinity Water
Rob Sage, Asset Specialist – Affinity Water

Officers: Sarah Groom – Transformation Team manager
Andrew Crawford – Democratic Services Officer

12/EP Minutes

The minutes of the meeting of the Committee held on 16 September 2014 were confirmed and signed by the Chairman.

13/EP Chairman's Announcements

The Chairman welcomed Hilary Murgatroyd and Chris Ford from Thames Water and Paul Mooney and Rob Sage from Affinity Water.

PART I **(public)**

14/EP Presentation by Affinity Water

Paul Mooney reported that Affinity Water was the largest water supply only company in the Region, employing 1,200 people to provide 900 million litres of water each day to 1.5 million properties and a population of approximately 3.5 million. The average annual bill was £174 in comparison to the industry average of £186.

Affinity controlled 16,500 kilometres of mains pipes, mainly under roads, renewing 1% of the pipes each year, at a cost of £18 million per annum. Some 20 kilometres of piping had been renewed in Surrey in 2014. It was expected that only 2.3 kilometres of piping would be targeted in 2015.

However, the Company had commenced a large Trunk Main investigation including piping in Bagshot, Lightwater and West End. At this stage, the Company were carrying out a feasibility study and it would not be known for some time if any works were required.

The Company carried out rolling feasibility studies on failing assets, considering factors such as burst rates and environmental impact. Required work is then planned by a Design Team, who assess the area with local operatives, considering factors such as the proposals, risks and impact on communities.

Given that much of the mains piping is under main/trunk roads, the Team identify businesses, schools, religious and cultural groups and events that might be adversely impacted upon and consult them. Before work commences, Affinity will use newspaper adverts, social media and letters to MPs and Councillors, to give maximum publicity to proposals, timings and potential impacts.

Affinity work with the Highways Agency to coordinate with any other planned work and minimise disruption. Any work and the dates thereof are agreed with Highways and a permit issued three months in advance of the work commencing.

Members noted that Affinity would seek to recover the cost of any works needed during and/or resulting from the construction of HS2.

Referring to recent works on the London Road Bagshot, Mr Mooney explained that considerable pre-planning had taken place with Highways, resulting in the proposed start being put back from September to January. The proposed work had been re-assessed when the disruption to the local community and travelling public became clear and extra traffic management measures were brought in, at a cost of £300,000.

All water companies produce a 25 year water management plan and five year business plans. They consider predicted population, housing and environmental changes and then look at resources and any gaps between expected demand and supply. In the next five years, Affinity will lose significant resources to improve river flows, mainly in chalk rivers and primarily through Hertfordshire.

Mr Sage reported that only 40% of Affinity customers were 'metered'. Mr Mooney agreed to provide Members with a link to the site which detailed the roll-out of water meters to Affinity customer. Whilst the parts of the Borough supported by the Company would not be 'metered' till 2017, individuals could request a meter and one would be installed free of charge.

The relative benefits of metered and non-metered houses tended to depend on the size (and therefore rateable value) of properties and the numbers residing therein. Often, when meters were installed, leaks were identified and resolved based on the difference between water used and water flows recorded. For families who experienced significant increases in their bills through changing to a meter, Affinity would work with them to reduce usage.

Resolved, that the presentation be noted.

15/EP Presentation by Thames Water

Hilary Murgatroyd reported that Thames Water was the largest water and waste provider in the UK, providing 9 million clean water customers in London and the Thames Valley. It had 350 sewage works treating 4.4 billion litres per day of waste water and had 67,000 miles of sewers, over 2,500 pumping stations and 1.2 million manholes. Recently, the Company became responsible for private lateral mains connecting semi-detached and terraced houses to the mains systems.

Thames Water was one of the cheapest providers, with customers paying an average of £1.01p per day.

Thames Water had a duty under the Water Industry Act 1991, to be responsible for sewerage. This included a duty to provide, clean and maintain public sewers and to provide and extend sewerage systems. Whilst responsible for foul water, surface water and combined sewers, the Company had no responsibilities to provide capacity for flood waters.

Members were reminded that, in 2007, adverse weather resulted in extensive flooding across the Region. Whilst Surrey Heath was affected, it was much less so than other areas covered by Thames Water.

The adverse weather, which started in December 2013 and ran into March 2014, caused the biggest flooding event in the Company's history, resulting in extensive inundation and an estimated 69,500 customers affected across the region. Many Thames Water assets were overwhelmed, including sewers, pumping stations and sewage treatment works. 900 of 2,500 pumping stations were overwhelmed but only four ceased to work.

In response to the flooding, Thames Water increased the number of tankers in the field from 20 to 100 and coped with an increased daily workload from 600 jobs to 1,200. When the response was assessed, Thames Water identified communications as an area needing strengthening. As a result, the number of customer representatives was increased in both clean and waste teams and a new customer service telephone system was introduced enabling more intelligent messaging for customers.

The number of staff in the field was also identified as a weak point. This year, in anticipation of a wet winter, festive cover would be increased from 50% to 70%.

In terms of local issues, Chris Ford identified two recent complaints relating to Lightwater properties and the remedial action taken. He reported on pollution to the River Blackwater in September 2012, resulting from a failure of Plant in the Camberley Sewage Treatment Works. Thames Water had pleaded guilty on 2 counts and sentencing would take place in January 2015. Chris Ford offered to brief Members at a later stage on the outcomes thereof.

Members noted that one of the issues resulting in the failure of machinery at the Camberley Sewage Treatment Works and an ongoing difficulty for Thames Water was the type and quantity of materials disposed through the sewers. Items which did not biodegrade, including wet wipes and kitchen fat/oil/grease contributed to up to half of blockages reported.

Thames Water had engaged in discussions with manufacturers such as Lever Brothers to either consider the make-up of their products, alert customers or both.

Another common issue was mis-connection of pipes so that clean and surface water is directed into foul water pipes that are not designed to cope with the volumes involved.

Members suggested that the Council could provide publicity on behalf of Thames Water through the Heathscene magazine. Hilary Murgatroyd agreed to liaise with the Media and Marketing Manager on appropriate messages. Members agreed to support the 'Bin It' campaign via social media.

RESOLVED, that the Media and Marketing Team be asked to publicise the 'Please bin it, don't block it' campaign.

16/EP Committee Work Programme

The Committee considered a report on the work programme for the remainder of the 2013/14 municipal year.

All other organisations invited to speak in this municipal year had confirmed their agreement.

RESOLVED, that the Work Programme for 2014/15, as attached at Annex A to these minutes, be agreed.

CHAIRMAN

External Partnerships Select Committee Work Programme – 2014/15

Date		Topic	Presenter/ Author
20 January 2015	1.	Crime and Disorder Update	Inspector John Davies
	2.	Police and Crime Panel	Cllr Charlotte Morley
	3.	Street Angels	Karen Kendall
	4.	Your Sanctuary	Fiamma Pather
3 March 2015	1.	Surrey Heath Health and Wellbeing Board	Tim Pashen
	2.	Frimley Park Hospital	TBC

To be allocated:

Collectively Camberley BID
EM3 Local Enterprise Partnership
Taxi Marshals

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Presentations

Portfolio	Community
Ward(s) Affected:	n/a

Purpose

To receive presentations from the Camberley Street Angels, Your Sanctuary and the Surrey Police and Crime Panel

Camberley Street Angels

1. The Camberley Street Angels are teams of volunteers trained to provide a calming presence in Camberley town centre. They believe that people deserve care and love in their time of need. Those needs could be as a result of homelessness, intoxication, drug abuse, assault or any other issue which has caused personal distress or the potential for physical harm.
2. The Street Angels help people, whoever they are and whatever their situation, for example by listening, caring, offering practical help or by referring people to other (specialist) agencies who can help them.
3. Street Angels are trained in a wide range of issues and skills including personal safety, listening skills, cultural awareness, understanding the town, drugs and alcohol awareness, child protection and working with the emergency services.
4. Supported by Surrey Police and the Surrey Heath Partnership, Camberley Street Angels operate on Friday and Saturday nights, from 10.00 p.m. until around 4.00 a.m., when all the bars and clubs have closed. They patrol on foot and have direct contact by radio with each other, the team base, the CCTV centre and Surrey Police/emergency services.
5. The Street Angels operate under the management of Churches Together in Camberley with volunteers, who are over 18 and CRB checked.
6. The Camberley Street Angels Coordinator, Peter Caddick (07825 871010 or camberleystreetangels1@gmail.com), is responsible for the recruitment (and checking), training, deployment and support for volunteer Street Angels. Peter works in collaboration with the emergency services and this Council.
7. Karen Kendall, the Partnership Development Officer for Churches Together Camberley, will make a presentation on the work of the Camberley Street Angels and answer Members questions.

Your Sanctuary

8. Your Sanctuary, previously known as Surrey Women's Aid, has carried out domestic abuse outreach service for Surrey Heath residents for the last 7 years. This service is commissioned by the Safer Surrey Heath Partnership (SSHP).
9. Your Sanctuary works to empower and meet the emotional and practical needs of people affected by domestic abuse in Surrey Heath. It provides the following services:
 - Provision of direct support to survivors of domestic abuse in order that their safety and quality of life may be improved;
 - Provision of information and support on a variety of different issues including legal, housing and benefits;
 - Work on preventing re-victimisation offering support during resettlement and separation;
 - Aim to intervene at the earliest opportunity to prevent the risk of abuse escalating; and
 - Active and proactive encouragement of multi-agency and joint working in response to domestic abuse.
10. According to the Home Office, 1 in 3 women and 1 in 6 men in Surrey will experience some form of domestic abuse in their lifetime. If those statistics were applied to Surrey Heath, this would equate to more than 13,500 female residents and 6,600 male residents affected, before consideration is given to the impact on young children.
11. Fiamma Pather, the Your Sanctuary Operations Manager, will attend the meeting to give a presentation and respond to Members' questions.

Surrey Police and Crime Panel

12. The Police Reform and Social Responsibility Act 2011 underpins governance and accountability arrangements for policing in Surrey, which included the formation of a Police and Crime Panel.
13. The role of the Panel is to examine the actions and decisions of Surrey's Police and Crime Commissioner and to make sure information is available for the public, so that they can hold their Commissioner to account.
14. The Panel is a joint committee hosted by Surrey County Council, and consists of one elected Member from each of Surrey's twelve local authorities and two co-opted independent members.

15. Surrey Heath Borough Council is represented by Councillor Charlotte Morley and she has agreed to give a presentation to the Committee on the work of the Panel.

Proposal

16. It is proposed that the Committee receives each presentation, followed by Members' questions and discussion.

Recommendation

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

Background Papers:

None

Author:

Andrew 01276 707139

Crawford

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Service Head:

Richard Payne Executive Head of Corporate

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Committee Work Programme

Portfolio: Corporate

Ward(s) Affected: n/a

Purpose

To consider a Committee Work Programme for the 2014/15 municipal year

Background

1. The External Partnerships Select Committee was appointed by the Council at its annual meeting on 15th May 2014 for the period 2014/15.
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 2014/15

4. The Committee is scheduled to meet on the following dates in the 2014/15 municipal year:
 - 3 March 2015
5. The Committee is responsible for the scrutiny of the Health and Wellbeing Board and the Police and Crime Panel. It is also the Council's designated Crime and Disorder committee and will therefore receive regular updates on community safety in the borough from the Neighbourhood Inspector.

Proposal

6. The Committee is asked to consider the proposed work programme, any priority required and to give an indication of which issues may need to be brought to future meetings.
7. A work programme for the remainder of 2014/15, as agreed by the Committee at the previous meeting, is attached at Annex A.
8. Invitations have been sent to all of those who the Committee has asked to make presentations in this municipal year. A response is awaited from Frimley Park Hospital (3 March 2015). The remainder have confirmed attendance.

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 the work programme for the remainder of the 2014/15 municipal year.

Background Papers:

None

Author:

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Crawford
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Head of Service:

Richard Payne – Executive Head - Transformation

Annex A

External Partnerships Select Committee Work Programme – 2014/15

Date		Topic	Presenter/ Author
3 March 2015	1.	Surrey Heath Health and Wellbeing Board	Tim Pashen
	2.	Frimley Park Hospital	TBC

To be allocated:

Collectively Camberley BID
EM3 Local Enterprise Partnership
Taxi Marshals

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