

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

+ 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 1st in the Country for residents' ability to access GP services out of hours and was ranked 3rd 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