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Monday, 11 September 2017

To: The Members of the **External Partnerships Select Committee**  
(Councillors: Robin Perry (Chairman), Darryl Ratiram (Vice Chairman), Dan Adams, Ian Cullen, Paul Deach, Ruth Hutchinson, Rebecca Jennings-Evans, David Lewis, Oliver Lewis, Katia Malcaus Cooper, Max Nelson, Chris Pitt, Joanne Potter, Nic Price 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, Jonathan Lytle, Bruce Mansell and Wynne Price

Dear Councillor,

A meeting of the **External Partnerships Select Committee** will be held at Surrey Heath House on **Tuesday, 19 September 2017 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)

**1 Apologies for Absence**

To receive any apologies for absence and to note the presence of any substitute members.

**2 Chairman's Announcements and Welcome to Guests**

**3 Minutes of Previous Meeting**

**3 - 6**

To confirm and sign the minutes of the meeting of the External Partnerships Select Committee held on 27 June 2017.

**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.

**Presentations**

**5 Bisley Village Hall**

To receive a presentation from Bisley Village Hall's Management Committee.

**6 Policing in Surrey Heath**

To receive an update from Inspector Bob Darkens, Surrey Police on policing and community safety matters in Surrey Heath.

**7 Surrey Heath Age Concern**

To receive a presentation on the work of Surrey Heath Age Concern.

**8 External Partnerships Select Committee Work Programme**

**13 - 16**

To consider proposed amendments to the External Partnerships Select Committee's work programme for the remainder of the 2017/18 municipal year.

**9 Date of Next Meeting**

The next scheduled meeting of the External Partnership Select Committee will take place on Tuesday 21<sup>st</sup> November 2017 at 7pm.

**Minutes of a Meeting of the External Partnerships Select Committee held at Surrey Heath House on 27 June 2017**

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+ Cllr Robin Perry (Chairman)  
+ Cllr Darryl Ratiram (Vice Chairman)

- Cllr Dan Adams	+ Cllr Jonathan Lytle
Cllr Ian Cullen	- Cllr Katia Malcaus Cooper
+ Cllr Paul Deach	+ Cllr Max Nelson
+ Cllr Ruth Hutchinson	Cllr Chris Pitt
- Cllr Rebecca Jennings-Evans	+ Cllr Joanne Potter
- Cllr David Lewis	+ Cllr Nic Price
+ Cllr Oliver Lewis	+ Cllr Ian Sams

+ Present  
- Apologies for absence presented

Substitutes: Councillor Lytle for Councillor Adams

In Attendance: Jayne Boitout, Community Development Officer  
Karen Kendall, Camberley Street Angels  
Louise Livingston, Executive Head: Transformation  
Fiamma Pather, Your Sanctuary

**1/EP Chairman's Announcements and Welcome to Guests**

The Chairman welcomed Fiamma Pather, Your Sanctuary, and Karen Kendall, Camberley Street Angels, to the meeting.

**2/EP Minutes**

**RESOLVED** that the minutes of the meeting of the External Partnerships Select Committee held on 16 February 2016 be approved as a correct record and signed by the Chairman.

**3/EP Declarations of Interest**

There were no declarations of interest.

**4/EP Your Sanctuary Domestic Abuse Outreach Service**

Fiamma Pather, Chief Executive, gave a presentation in respect of the Your Sanctuary Domestic Abuse Service.

Your Sanctuary was a Woking based organisation that provides a range of services to adults and children who were either experiencing or were at risk of domestic abuse.

The service, originally set up in 1977, provided community based outreach services to women in the Woking, Runnymede and Surrey Heath local authority areas and to men from across Surrey who experienced domestic abuse. Referrals to the service were

received from a wide range of agencies including: the police, health providers, children's services and children's centres as well as an increasing number of self-referrals. The outreach programme provided group workshops to adults to help them come to terms with and move on from their experiences and a dedicated children's outreach worker provided one to one support to the children of adults referred to the service.

Your Sanctuary operated two refuges in north-west Surrey accommodating women and their children from outside the local area. There were reciprocal arrangements with refuges located outside Surrey to ensure that vulnerable women that approached Your Sanctuary were able to be accommodated safely outside their local area.

A telephone helpline provided advice to anyone anywhere within Surrey 24 hours a day, seven days a week with trained staff and volunteers providing assistance and advice not only to those experiencing domestic abuse but also to people concerned about someone else and professionals seeking advice or wanting to make referrals.

The organisation received funding from Surrey County Council, Woking Borough Council, Runnymede Borough Council, Surrey Community Foundation and BBC Children In Need. Surrey Heath Borough Council did not provide the organisation with direct core funding however funding was provided through the Safer Surrey Heath Partnership to help meet the costs of advertising and promoting the annual National Domestic Abuse Awareness Week campaign.

It was reported that in 2016/17 Surrey Police recorded 7,719 incidents of domestic abuse across Surrey with 545 of these incidents taking place in the Surrey Heath area. However national research has found that a person will have experienced an average of 35 assaults before they contacted the police for the first time. Females were the victims of domestic abuse in 70% of the cases reported and 36% of the victims were aged between 18 and 29 years old.

In 69% of reported cases the victim's ethnicity was categorised as being white however it was stressed that research had found that there were a range of factors that could deter black and minority ethnic groups from reporting domestic abuse including language barriers, cultural and socio-economic factors and concerns about immigration status so this figure could not be considered a true reflection of the situation on the ground. Similarly, research had found that male victims, and particularly those in gay relationships, were less likely to report incidents of domestic abuse and when they were reported incidents were often miscategorised because they were sometimes seen as just being 'two men having a fight'.

Key areas of work for Your Sanctuary over the coming year included:

- Being a pilot area for the Women's Aid National Project Change that Lasts. A programme that used a strengths-based, needs-led approach to support domestic abuse survivors and their children to help them build resilience and independence.
- Participating in a Transforming Women's Justice pilot project which aimed to stop the 'revolving door' of low level re-offending by women and get them out of the criminal justice system by offering women who admitted their offences appropriate support to tackle the behaviour which led them to offend.
- Providing input into Surrey Police training on domestic abuse.
- Working towards the joint commissioning of domestic abuse services.

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

- Using social media to deliver campaigns was a new area for Your Sanctuary and expertise would be brought in from partners if it was decided to make more of the medium.
- Domestic Abuse Champions provided support and guidance to their colleagues however experience had found that their success very much depended on the support that the champions themselves received from their managers.
- It was an aspiration to have peer mentors in Surrey however they required ongoing support and this could only be delivered through the employment of paid staff.
- Mediation started from the assumption that all parties were equal. Consequently mediation was never considered as an option when domestic abuse was present in a relationship as the parties involved were not equal.
- Although levels of domestic abuse were rising year on year the rise was not considered to be significant and the rise was attributed in the main to a greater awareness and understanding of domestic abuse and a decrease in tolerance levels towards accepting domestic abuse.
- The cases that were being dealt with by Your Sanctuary staff and volunteers were increasingly becoming more and more complex as statutory services reduced the levels of support that they provided to non-critical cases.

It was agreed that a small working group would be set up to explore ways in which the Council might help Your Sanctuary take forward and develop their work.

The Committee thanked Fiamma Pather for her informative presentation.

## **5/EP Camberley Street Angels Report**

Karen Kendall gave a presentation in respect of Camberley Street Angels, a voluntary group set up to provide assistance to members of the public after the pubs and clubs in Camberley town centre had shut.

Camberley Street Angels was a voluntary group which operated under the umbrella of Churches Together Camberley. All volunteers were subject to Disclosure Barring Service (DBS) checks and received training and ongoing support to help them with their role. The organisation worked in collaboration with Surrey Police, South East Ambulance Service, the Camberley Town Centre Management Team, Pub Watch and door staff. The service operated on Friday and Saturday nights between the hours of 10.30pm and 3am. With volunteers working in mixed sex pairs to ensure that people were kept safe, that people got home safely and to help prevent people getting criminal records as a result of any actions committed whilst intoxicated; actions that enabled the police to focus on more serious matters.

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

- The age of volunteers ranged from mid-twenties to mid-eighties. However the majority of volunteers were aged between 55 and 65 years old.
- When Camberley Street Angels was originally set up it had been a requirement that all volunteers had to provide a reference from a church leader however changes had been made to enable volunteers to be drawn from a wider cross section of the Community.
- Volunteers carried police radios and were able to communicate directly with the police, door staff and the CCTV control centre in Woking.
- All outgoings were funded by the Churches allied to Churches Together Camberley.

- If there was any risk of violence then volunteers would call the police and withdraw from the situation. However it was rare for volunteers to experience direct threats.
- Although the group was well supported more female volunteers were needed.
- A recent incident had cumulated in an ambulance struggling to access the High Street. It was agreed that this would be followed up with South East Coast Ambulance Service to ensure that all paramedics and ambulance staff were aware that they needed to access the High Street from the bottom of the High Street on Friday and Saturday nights.
- Councillors were welcome to come along on a patrol to see the service in action.

It was acknowledged that the decrease in police presence on the street was impacting on the service provided by Camberley Street Angels and it was agreed that the matter would be followed up with the Police.

The Committee thanked Karen Kendall for her informative presentation and commended the Group for the work they did.

## **6/EP Committee Work Programme**

The Committee received a report setting out its proposed work programme for the 2017/18 municipal year.

It was noted that it was proposed to focus the majority of the Committee's time scrutinising those organisations which received grant funding from the Council.

It was requested that any suggestions for future agenda items be forwarded to officers and the Chairman for consideration. It was agreed that the agenda for the Committee's meeting in September would go ahead as listed.

**Chairman**

**Presentation – Bisley Village Hall, Surrey  
Police and Surrey Heath Age Concern**

Portfolio	Community
Ward(s) Affected:	n/a

**Purpose**

**To receive a presentations from Bisley Village Hall, Surrey Police and Surrey Heath Heath Age Concern.**

**Bisley Village Hall**

To receive a presentation from Sue Smith and Graham Davey Trustees of Bisley Village Hall Charity.

1. The building was constructed in 1874 and was originally the chapel to the Shaftesbury School, with the Village Hall opening in 1962 and the Jubilee Hall added in 1982.
2. The charity applied for a Community Fund Grant in December 2015, and this was supported by the Executive in February 2016. This grant was part of the Surrey Community Buildings Grant Scheme which is managed by Surrey Community Action on behalf of Surrey County Council. The Council has agreed to be part of the scheme and this offers applicants an opportunity to apply to both the Borough Council and County Council for three-way, equal match funding for the same project.
3. Bisley Village Hall is an established community facility located in the centre of this rural village. It is well used and supported by the community and has an active volunteer management group. The centre is home to 15 local organisations with include the pre-school nursery, and many others.
4. Due to the age of part of the hall where the kitchen is located, which dates back to the 18<sup>th</sup> Century at which time foundations were not required, there are problems with the corner of the now kitchen areas where it has noticeably begun sinking over a short period of time. From an independent surveyors report commissioned in September 2015, this has suggested that the joists under the floor were in a dangerous condition due to the rot caused by rising damp.
5. The Council is asked to support the centre in replacing the kitchen and flooring as part of the Surrey Community Buildings Grant Scheme whereby each partner is asked to contribute 33.3%. The application was approved in March 2016 by Surrey County Council whereby each partner agreed a contribution of up to £15,540.
6. In relation to presentation, the organisation will focus on their plans to ensure that a sustainable facility through local organisation is retained with the

changing trends in securing funds from the statutory and voluntary sector over the next 3-5 year period.

## **Surrey Police**

To receive a presentation from Borough Commander, Inspector Bob Darkens, Surrey Police.

7. Surrey Police Surrey Police is committed to providing the best possible policing service to the Surrey public and fundamentally believe that they cannot effectively do their job without the support of residents. Working together is the only way to successfully tackle crime and they continue to value the input they receive from local people. Surrey Police's vision is to make Surrey the safest it can be.
8. Surrey Police and Crime Commissioner, the Police Reform and Social Responsibility Act 2011 underpinned new governance and accountability arrangements for policing in Surrey, which included the formation of a Police and Crime Panel and the election of a Police and Crime Commissioner.
9. David Munro is the Police and Crime Commissioner (PCC) for Surrey, following his election 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.
10. 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.
11. 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.
12. Surrey Heath Community Safety Partnership

Under the Crime and Disorder Act 1998, agencies in England and Wales have a statutory duty to form a Community Safety Partnership (CSP) to tackle key community safety issues. CSP's are required to review the levels and patterns of crime and disorder in the area, and develop and implement strategies to tackle these problems. The Partnership meets three times a year and is chaired by the Leader, Cllr Moira Gibson. A number of successful joint projects are delivered such as the Young Citizen event, Road Education and Enforcement Days and test purchasing at licensed premises (to prevent selling illegal substances e.g. cigarettes and alcohol to children).

13. Surrey Police is represented by Surrey Heath's local Borough Commander, Inspector Bob Darkens who will give a verbal update on the current crime and disorder profile for Surrey Heath and the approaches used to tackle the priorities.

### **Surrey Heath Age Concern**

14. Surrey Heath Age Concern will be represented at the meeting by Gill Gibson, Charity. Manager and Rev. Chris Russell. This is a local for local independent charity working to provide services to enhance the lives of older people in the borough of Surrey Heath. SHAC is not affiliated to Age UK or Surrey Age UK and acts independently of the national organisation.
15. SHAC's Mission Statement is "Making life better for older people in Surrey Heath" and Their Aims and Objectives are:

To help older people overcome social isolation and loneliness.

To help improve the physical and mental health of older people.

To enable older people to live independently and remain in their own home for as long as they wish to do so.

To seek the views of older people in order to identify the services they need the most.

To work in partnership with other voluntary organisations and statutory authorities in order to provide "best value" to our service users. To be aware of the changing needs of older people in order to be innovative and forward thinking. To secure financial stability for the organisation in order to maintain current services and develop new services.

### **Visiting and Befriending Service**

16. The organisation's Visiting and Befriending service helps lonely and isolated older people by providing the stability of a loyal friend who will regularly visit them at home. Poor health and reduced mobility make it difficult for many older people to get out. As a result they often become lonely and are at risk of becoming isolated and housebound with increasing difficulty in coping with the complications of modern life. The aim of the Visiting & Befriending Service is to help older people maintain their independence by introducing them to one of their visitors who visits regularly, providing mutual friendship and companionship. The visiting and befriending service relies upon.

### **Rainbow Café**

17. The Rainbow cafe is situated in Camberley Town Centre (within the Main Square Car Park building) and provides refreshment at a reasonable cost to the over 50s. It also provides a meeting place for people who can call in for a chat and the opportunity to form new friendships. This is supported by 28

volunteers who operate from Monday to Saturday 9-3pm. Themed events also take place in the newly refurbished “American Diner” style cafe, such as a vintage tea room theme for the day.

“Tea and Chatter”

18. The “Tea and Chatter” sessions are now very popular with groups operating across Surrey Heath including Bagshot, Camberley and Frimley. These sessions encourage both residents and local older people to meet for tea and make new friends in the local community in order to ease loneliness and isolation throughout Surrey Heath.

Service Level Agreement

19. The Council has an annual service level agreement with Surrey Heath Age Concern, which sets out the expectation of either party in return for an annual grant currently standing at £10,000 per annum. During the previous year 2016/17 the following requirements were set out in the agreement.

<p>Surrey Heath Age Concern</p>	<ul style="list-style-type: none"> <li>• To continue to develop the visiting and befriending service by undertaking a review of the provision, focussing upon: resources, efficiency, effectiveness and meeting the client needs;</li> <li>• To meet all the targets set out in the 2016/17 Business Plan;</li> <li>• To embed a clear strategy around how to meet local changing demand;</li> <li>• To continue to recruit new trustees as necessary and to encourage greater involvement by developing specialisms based upon experience and training;</li> <li>• To seek out other funding streams and make a minimum of 6 applications per year;</li> <li>• To demonstrate examples of improved efficiencies when</li> </ul>	<p>A new V&amp;B strategy was introduced from April 2016 based upon recruitment of volunteers to deal with the peak in demand. In order to continue the service to the existing clients the V&amp;B service is closed to new referrals, with a waiting list of 41 high need clients, which are offered the ‘Tea and’ range of services as an interim measure.</p> <p>Working towards. Ongoing.</p> <p>Achieved</p> <p>Achieved.</p>
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	<p>possible and to work in partnership with Age UK, Age UK Surrey and other local charities that increase capacity and reduce overhead costs;</p> <ul style="list-style-type: none"> <li>• Acknowledge the support of the Council in all its publicity;</li> <li>• Maintain audited accounts to be provided as requested by the Council; and</li> <li>• To introduce a community fundraising strategy, that builds financial independence for the Provider with the aim of minimising the dependency upon future Council funding by 31 March 2017.</li> </ul>	<p>Achieved.</p> <p>Achieved.</p> <p>Achieved.</p> <p>Working towards</p>
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### Recommendation

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

Background Papers:

None.

Author:

Jayne Boitoult

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Service Head:

Louise  
Livingston

Executive Head of Transformation

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**External Partnerships Select Committee Work Programme 2017/18**

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

**Purpose**  
**To consider an amendment to the Committee Work Programme for the 2017/18 municipal year**

Background

1. The External Partnerships Select Committee was appointed by the Council at its annual meeting on 17 May 2017 for the period 2017/18.
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 make minor amendments as required.

Work Programme 2017/18

4. The Committee is scheduled to meet on the following dates in the 2017/18 municipal year:  
  
 27 June 2017  
 19 September 2017  
 21 November 2017  
 13 February 2018
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 2017/18 is set out below:

Meeting Date	External Partner
27 June 2017	<ul style="list-style-type: none"> <li>• Your Sanctuary - Domestic Abuse Outreach Provider</li> <li>• Camberley Street Angels</li> </ul>
19 September 2017	<ul style="list-style-type: none"> <li>• Bisley Village Hall</li> <li>• Surrey Police</li> <li>• Surrey Heath Age Concern</li> </ul>
21 November 2017	<ul style="list-style-type: none"> <li>• SH Clinical Commissioning Group</li> <li>• SH Health and Wellbeing Board</li> <li>• Frimley Park Hospital</li> </ul>
13 February 2018	<ul style="list-style-type: none"> <li>• Collectively Camberley</li> <li>• Chambers of Commerce</li> <li>• Voluntary Support North Surrey/ Citizens Advice Surrey Heath</li> </ul>

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 a revised work programme for the 2017/18 municipal year.

#### 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 2017/18 municipal year.

Background Papers: None

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Head of Service: Louise Livingston – Executive Head Transformation

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

**Standing Responsibilities/Recurring Items**

- Surrey Heath Health and Wellbeing Board (Annually)
- Surrey Police (twice annually)
- SH Clinical Commissioning Group (Annually)
- Frimley Park Hospital (Annually)
- Surrey Fire and Rescue Service (when possible)
- Surrey Police and Crime Panel (when possible)

**Other Crime Related Items**

- Catalyst (when possible)
- Your Sanctuary (when possible)
- Surrey Police and Crime Commissioner

**Other Possible Future Items**

**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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