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Monday, 4 February 2019

To: The Members of the **EXTERNAL PARTNERSHIPS SELECT COMMITTEE**
(Councillors: Rebecca Jennings-Evans (Chairman), Max Nelson (Vice Chairman), Bill Chapman, Ian Cullen, Ruth Hutchinson, David Lewis, Oliver Lewis, Jonathan Lytle, Robin Perry, Chris Pitt, Nic Price, Wynne Price, Joanne Potter, Darryl Ratiram and Ian Sams)

Dear Councillor,

A meeting of the **EXTERNAL PARTNERSHIPS SELECT COMMITTEE** will be held at Council Chamber, Surrey Heath House, Knoll Road, Camberley, GU15 3HD on Tuesday, 12 February 2019 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
1 Apologies for Absence	
2 Chairman's Announcements and Welcome to Guests	
3 Minutes of the Last Meeting	3 - 10
To confirm and sign the minutes of the meeting held on 13 November 2018.	
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.	
5 Accent Housing	11 - 28

6	Citizens Advice: Surrey Heath	29 - 32
7	Eikon	33 - 38
8	External Partnerships Select Committee Work Programme	39 - 42

Minutes of a Meeting of the External Partnerships Select Committee held at Council Chamber, Surrey Heath House, Knoll Road, Camberley, GU15 3HD on 13 November 2018

- + Cllr Rebecca Jennings-Evans (Chairman)
- Max Nelson (Vice Chairman)

- Cllr Bill Chapman
- Cllr Ian Cullen
- Cllr Ruth Hutchinson
- + Cllr David Lewis
- Cllr Oliver Lewis
- + Cllr Jonathan Lytle

- + Cllr Robin Perry
- + Cllr Chris Pitt
- + Cllr Nic Price
- + Cllr Wynne Price
- + Cllr Joanne Potter
- + Cllr Darryl Ratiram
- + Cllr Ian Sams

- + Present
- Apologies for absence presented

Substitutes: Cllr Valerie White (in place of Cllr Bill Chapman)

In attendance: Jayne Boitout, Community Development Officer
Inspector Bob Darkens, Surrey Police
Louise Livingston, Executive Head: Transformation
Mr David Munro, Surrey Police and Crime Commissioner

11/EP Minutes

The Minutes of the meeting held on 11 September 2018 were confirmed and signed by the Chairman.

12/EP Surrey Police

Inspector Bob Darkens, Surrey Heath Borough commander, gave a presentation in respect of Serious and Organised Crime (SOC) taking place in Surrey Heath.

Surrey Heath had been a target for SOC due to its high affluence and easy access to major cities such as Southampton, Reading and London via the motorway and railway network. Offenders of SOC often preyed on the most vulnerable in society such as drug and alcohol addicts, those with mental health problems and disabilities, the homeless, the elderly and vulnerable children.

Surrey Heath, like many areas across the country, had a known drug problem which was serviced by county line networks and had been a common thread in SOC cases. County line drug suppliers typically travelled from areas of high densities and often conducted exchange of illegal substances in the Borough for only a few hours at a time.

In addition to the trafficking and selling of illegal substances, Surrey Heath also experienced the following SOC:

- Typically, elderly Surrey Heath residents were most vulnerable to fraudulent activities.
- Fly tipping was often linked to other SOC's such as fraud. Surrey Police targeted and aimed to prosecute culprits via multiple convictions, as it was appreciated criminals, such as fraudulent tradesmen, were also likely to be those who dump waste materials.
- Child exploitation was often allied to county lines and children in care were more likely to be victims of child exploitation.
- The police had been challenged to find innovative ways to deal with cybercrime and had specialist units, such as the Surrey and Sussex Economic Crime Unit in order to tackle it.

There were several signs which indicated SOC maybe taking place.

- A dilapidated, dirty, badly kept home or business premises may indicate criminal behaviour. In contrast the arrival of expensive goods or products in a home, without a proportionate change in circumstances may also indicate SOC.
- People involved in SOC may have several mobile phones, known as "burner phones".
- The possession of fake or false documents may suggest involvement in larger criminal activity.
- Cash only businesses had often acted as a front for money laundering.
- Excessive amounts of beds and mattresses and poor appearance or health of residents had often been signs of human trafficking.

Whilst the police led processes to reduce and stop SOC, it could not be tackled by one agency alone.

In most cases, it was not police officers who found the crucial signals or links which indicated the occurrence of SOC, but often key members of the community and staff of key services, such as mental health practitioners, cleaners and meals at home or adult social care staff. Surrey Police aimed to encourage informants of SOC by the reassurance of the sanitisation of information. Information was treated at Surrey Police Guildford headquarters to ensure the given information remains anonymous and unattributable.

Partnership working also strived to shield vulnerable adults from SOC. In Surrey Heath the Community Harm and Risk Management Meeting Forum (CHARMM), made up of multi-agency professions, worked together to identify and protect those at particular risk. The forum included representatives from the Council, Police, NHS, Adult Social Care, Children's Services, Alpha Extreme, Housing, and Mental Health support providers.

Successful direct action at SOC in 2017 included:

- The closure of 11 properties within Surrey Heath via the use of Anti-Social Behaviour (ASB) Crime and Policing legislation. The properties had acted as bases for drug trafficking and hubs of anti-social behaviour. The effect of

such closures had been exemplified by a report which had recently asserted that Surrey Heath was a hostile place for drug dealers.

- The closure of a number of local brothels in 2017. Whilst it was underlined that prostitution was an illegal activity, there was acknowledgement that the police had limited resources and focussed on escort agencies, where human trafficking or other SOC might have also been taking place.
- The carrying out of Joint Enforcement Days in conjunction with the Surrey Heath enforcement team against scrap metal dealers. Whilst only 2-3 businesses in Surrey Heath had licenses for scrap metal dealing, a number of other traders had been illegally trading and collecting scrap metal.
- Working collaboratively with organisations such as Accent Housing and Adult Social Care had resulted in a number of Criminal Behaviour Orders being imposed.
- Whilst Surrey Police had tended not to exact significant numbers of Dispersal Orders, it was recognised they could be a valuable tool when there were indications that Anti-Social behaviour could be linked to drug dealing.

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

- Surrey Heath had the lowest rates of crime in the Surrey Police western division and the second lowest crime rate in the County. The crime resolution rate in the western division was 18%. Noting national crime survey statistics, in the past year crime nationally had risen slightly from a low base.

Surrey had also experienced a rise in reported crime. Whilst particular categories of crimes had high reporting rates such as burglaries, it was noted reporting rates for crimes such as domestic abuse and rape were significantly lower. As a result it was opined that the rise in reported crime should be positively perceived as it indicated higher reporting rates in the latter categories.

Despite this it was acknowledged incidents of Surrey-wide burglaries had spiked.

- It was noted as a result of limited resources, illustrated by fewer visible police officers on the beat, greater emphasis was paid to working with neighbourhood watch groups and wider society. Members praised the informative social media bulletins from Surrey Heath Police, which formed part of the engagement with the local community.
- It was suggested that Surrey Police may have withdrawn too many resources from engaging with local schools. It was appreciated that officer engagement with pupils in local schools was a valuable tool in order to reduce instances of youth anti-social behaviour, as exemplified by recent cases in Heatherside and the Old Dean.
- Even though there was always slight potential for Greater London's gang-culture and knife-crime problems to permeate into the neighbouring counties, there had been no sign of gang-related criminal activities in Surrey Heath. However it had been observed there were certain "social

groups” who committed crimes. These crimes were often drug related and on very rare occasions could culminate in drug related violence.

- Surrey Police currently worked in partnership with the Victim Support to keep in contact with victims. There were plans to move the provision in house following a combined Police and Crime Commissioner Victim Support Service model; which had been followed by several police forces nationally. The in house Victim Care Unit would aim to deliver a seamless, coordinated journey of support, which would run from an initial assessment to rehabilitation services such as counselling support. It was estimated that the unit would be running from April 2019 at an initial Surrey-wide cost of approximately £1.4 million a year.
- One of Surrey Police’s best non-material assets was its intelligence gained by its 10 Police Community Support Officers (PCSOs). PCSOs had been best placed to pick up crucial information in relation to SOC which led to various cases being transferred to the National Crime Agency.
- Offences against people would always take priority over offences against property. Reflecting this, as a product of greater training and a more interventionist mentality, Surrey Police was better equipped to deal with cases of domestic violence than ever before. Whilst the reporting of domestic abuse cases had increased, the number of actual incidents per year had remained at roughly the same.
- An equivalent proportion of the Surrey Police precept was reinvested to pay for police services in Surrey Police.

The Committee thanked Inspector Bob Darkens for his informative update.

13/EP Surrey Police & Crime Commissioner

The Surrey Police and Crime Commissioner, Mr David Munro, gave a presentation in respect of Surrey-Wide Policing issues.

The Surrey Police and Crime Commissioner (PCC) was responsible and held a democratic mandate for a wide range of duties. These included:

- The appointment of the Chief Constable and hold them to account for running the force.
- Setting police and crime objectives for the area through a Police and Crime Plan and the management of local priorities.
- Setting the Surrey Police force budget and the determination of the Surrey Police precept.
- Bringing together community safety and criminal justice partners.
- Contributing to the national and international policing capabilities as set out by the Home Secretary.

Police-worn body cameras had transformed Policing in Surrey. The cameras gave added security to the police officer, sent a strong message to criminals, and promoted efficiency in the criminal justice system. Furthermore, whilst there had been preconceptions that the police would not have welcomed the introduction of body-worn cameras, they had been embraced by Surrey Police. Looking to the

future, Surrey Police were looking at other new technology to increase efficiency and better police performance.

The PCC was in the process of setting the annual budget for Surrey Police. Whilst it was imperative to keep policing standards high, there was a need to set a sustainable budget, which would require deep-cutting savings Surrey Police currently employed 1,900 Police Officers and 1,300 police staff, and had recently experienced a good officer and staff retention rate. Currently approximately 80% of the Surrey Police budget was allocated for staffing costs.

Some of Surrey Police's key focusses in regard to crime were highlighted for particular attention:

- Anti-Social behaviour cases evoked the highest levels of engagements by residents. Improved relations and greater partnership working with other Public Sector bodies had improved Surrey Police's ability to tackle anti-social behaviour.
- Surrey had recently experienced a rise in burglaries. Whilst tackling organised burglaries was still a high priority, burglary rates were not as high as their peak 18 months ago. It was noted the burglaries of highest propensity were undertaken by highly skilled, organised groups, which were hard to trace and crack-down upon.
- Whilst there was a need to actively tackle drugs related crime, there needed to be greater emphasis paid on reducing the demand for illicit drugs including particular focus to cutting middle class demand for drugs.
- Typically victims of modern slavery were illegal immigrants who had few perceived defensible rights and were terrified of being reported to the authorities. It was important to remind businesses to check that their subcontractors and partners were not perpetrators of illegal employment practises.
- In recent years, unauthorised encampments had been the biggest cause of tension in communities and had taken up significant Police resources. Whilst trespassing by travellers was a civil offence, more attention had to be paid to the criminality surrounding unauthorised encampments. Common residents' complaints claimed a different implementation of the law for the Gypsies, Roma and Travellers (GRT) community in comparison to the majority population. Whilst perhaps unpopular, transit sites in Surrey would aid the police with extra powers to deal with illegal encampments. By having the ability to ask GRT members to move to a specific transit site would enable Police Officers to better implement their powers to move GRT communities on.

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

- Surrey County Councillors had previously conducted research into the feasibility of transit camps. After informal consultation with the GRT community, it was found there was little support towards the provision of transit camps. In addition, whilst there had been significant money invested into the provision of transit camps in Southampton, there had been little use of the sites by the traveller community.

- Even though the provision of transit camps was not the panacea to the problem of unauthorised encampments, statistics have shown where transit camps were in close proximity, unauthorised incursions had plummeted. In addition, there had been discussions amongst senior officers in Surrey Police to revise protocols in regard to dealing with unauthorised traveller incursions. It was underlined that Surrey Police were keen to work collaboratively to move authorised encampments on shown by the recent incursion in Windlesham where the travellers were moved on within 24 hours.
- A few years ago the Stop and Search facility was overly used, and an abused tool. The regulation system for stop and search was now properly enforced, and the recording of stop and searches by Officers allowed in-depth analysis of its use. Mr Munro asserted when there were good grounds to use the tool, Officers should not hesitate in using stop and search; despite the wider debate on the issue. Latest figures in Surrey had indicated that Officers were not afraid to use the Stop and Search facility. Last year there were 12,000 stops carried out, which had increased 16% from the previous year.

Furthermore the Home Secretary was in talks with Senior Police Officers in regard to the relaxation of the 'reasonable grounds' criteria in regard to Stop and Search. The proposals entailed an overall strengthening and widening of the Stop and Search powers and would update criteria; which was currently based on the 1984, Criminal Evidence Act.

- Body-worn cameras provided significant evidence as to whether there were grounds for a complaint against a Police Officer. Duty Officers were able to easily review Officer-public interactions and ensure Stop and Search powers were being used proportionately. In addition the Independent Office for Police Conduct were aiming to shorten the investigation process against officers and the process for deciding whether a case should go to a disciplinary hearing.
- The latest legal advice given to Surrey Police was that the Chief Constable could not delegate Police Parking Enforcement powers to Council led Joint Enforcement Teams. Whilst Surrey Police still held the powers to remove obstructing vehicles from the middle of the road; Surrey County Council held the powers to remove obstructing vehicles from the pavements. It was noted by the Committee that locally these powers had been delegated by Surrey County Council to the neighbourhood policing team.

The Committee thanked Mr Munro for his informative update.

14/EP Committee Work Programme

The Committee received a report setting out its proposed work programme for the rest of the 2018/19 municipal year.

The Committee agreed to change the external partners presenting at the 19 February 2019 Committee Meeting.

The Committee would now receive a presentation from Accent Housing instead of presentations on the Surrey Heath Lottery and Camberley Alzheimer's Café .

Chairman

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Presentation -- Accent Group

Portfolio	Transformation
Ward(s) Affected:	All

Purpose

To receive a presentation from Rob Mills, Director of Customer Experience (South)

Background Information

1. Accent is a Housing Association that has provided homes and services for a diverse range of customers since 1966. The portfolio consists of 22,000 properties, which are located in the North, East and South of the country, and provide a home to 35,000 people, whether from helping those taking their first step onto the housing ladder, and from those just wanting a solid base to bring up their family, to those needing homes and services that support them to age well and live independently for longer.
2. Accent Housing have six independent living schemes, in Derek Horn Court, Ballard Court, Meade Court, Cranmore Court, Heather mead Court, and Orchard Court, all of which have been carefully designed to meet the needs of their residents. The establishments are known as 'Courts', and are available to couples or single people over the age of sixty.
3. Living in a Court offers elderly members of our community added support and security to live an independent lifestyle for as long as possible. Residents have their own accommodation with their own front door and are free to come and go as they please. Every scheme is fitted with a secure door entry facility and an emergency alarm system for added security. The Courts have specially trained staff on hand which gives additional peace of mind to residents, friends and family.
4. The Accent offices are located in Bradford, Burnley, Middlesbrough, Peterborough and Camberley, for the period ending 31st March 2018, a total of 430 full time equivalent members of staff were employed, at a cost of £15,314,000.
5. Mr Mills will provide an update in connection to any impacts and changes in Surrey Heath.

Background Papers: Accent South Performance Report 2017-18

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Service Head: Louise Livingston Executive Head of Transformation

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Page 13

HERE TO PROVIDE YOU WITH FANTASTIC HOMES AND SERVICES

PERFORMANCE REPORT TO RESIDENTS 2017/18



REPAIRS AND MAINTENANCE

- 9.3 days to complete a repair
- 89.1% first time fix
- 89.3% of all appointments kept
- 87% satisfaction with repairs
- 99.91% gas servicing record (working to 100%)

Page 7

WE HAVE REDUCED OUR REPAIRS COST BY

£22
PER REPAIR



£134
PER VOID



Safe, secure and affordable – the right investment at the right time. Find out how we are working to improve your repairs services: acctngrp.org/Right-First-Time

EMPTY HOMES, LETTINGS AND ARREARS

- Current tenant arrears: 2.2% of rental income
- Average cost per empty home £2,221
- Rent lost on voids £1,172,408
- 126 homes empty (due to repairs)
- Average 29.3 days to let our homes
- 335 residents left for another housing association

DECENT STANDARDS

%92
COMPLIANCE



92% of our homes comply with the Decent Homes Standard. From March 2020, our improved 'Accent Standard' will be our absolute minimum quality standard across all our homes.

HOME IMPROVEMENTS AND PLANNED MAINTENANCE

2017/18

- 221 bathrooms
- 64 radiators
- 302 kitchens
- 323 boilers
- 684 windows
- 43 Roofs
- 4 Electrical systems
- 1,641 components fitted

2018/19

- 412 bathrooms
- 190 radiators
- 957 kitchens
- 1041 boilers
- 688 windows
- 2 roofs
- 1 electrical system
- 3291 components to be fitted

INVESTED IN REPAIRS AND MAINTENANCE.



IS YOUR HOME DUE AN IMPROVEMENT? CONTACT US AND WE'LL LET YOU KNOW.

NEW HOMES

WE ARE PLAYING OUR PART IN THE COUNTRY'S HOUSING CRISIS.

- 20,633 homes owned and managed.
- 124 new homes for new families.
- 121 new homes under development.

OVER 2,000 NEW HOMES PLANNED FOR 2023

Raising £200M to help us build our new homes.

2,000 BY 2023



TENANCY SUPPORT

Engaging with over 1700 residents who needed help to manage their tenancies.

1,700
RÉSIDENTS



- Over 800 with money and welfare advice
- Over 400 settle into their new homes
- Sourcing over £700,000 more for residents

Information source: Accent Group Audited Accounts 2017/18

ANTI-SOCIAL BEHAVIOUR *811 cases.

Working in partnership with other agencies gives some great results in tackling anti-social behaviour.

%82
SATISFACTION



- 75% satisfaction with outcome
- 82% satisfaction with handling

*Anti-social behaviour cases are not recorded as complaints unless you are unhappy with the case's outcome or how it was handled.

COMPLIMENTS AND COMPLAINTS

397
COMPLIMENTS
-THANK YOU!



- 623,000 customer contacts.
- 234 complaints.
- 60% satisfaction with formal complaint handling.

We are tracking your experience for quicker resolution and higher satisfaction.



ACCENT SOUTH PERFORMANCE REPORT

2017-18



DEAR RESIDENT

2017/18 WAS A BIG YEAR FOR ACCENT. WE WELCOMED PAUL DOLAN, OUR NEW CHIEF EXECUTIVE, LAUNCHED OUR NEW VISION AND VALUES, AND WORKED CLOSELY WITH OVER 500 OF YOU TO DEVELOP THE ACCENT PARTNERSHIP. WE'VE GOT BIG AMBITIONS FOR THE FUTURE, AND THEY INCLUDE WANTING YOU TO BE LIVING WITH THE NUMBER ONE HOUSING ASSOCIATION IN THE COUNTRY. WE KNOW THERE'S LOTS OF WORK FOR US TO DO TO ACHIEVE THIS, BUT WE KNOW WE WILL. WE WANT OUR SERVICES TO BE EXCEPTIONAL AND FOR YOU TO BE PROUD TO LIVE IN AN ACCENT HOME. BUT, MOST IMPORTANTLY, WE WANT YOU, OUR RESIDENTS TO BE HAPPY.

CONTENTS

**LAUNCHING OUR
VISION AND VALUES** **04**

**INTRODUCING...
ROB MILLS** **06**

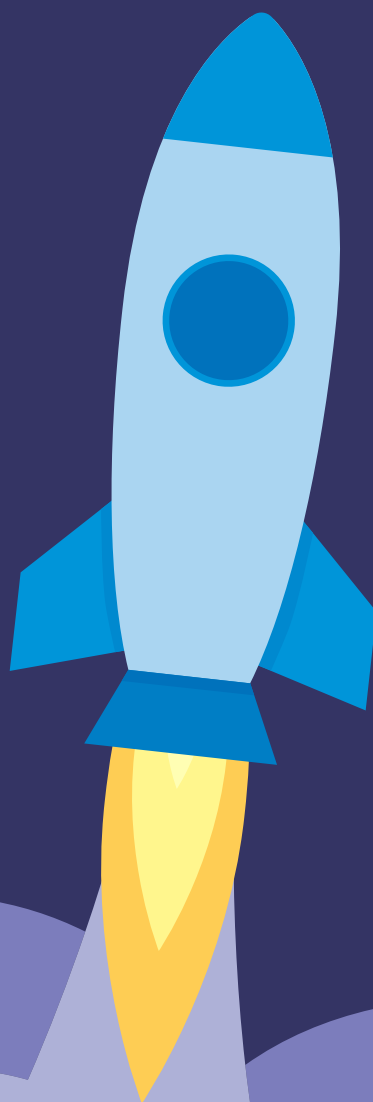
**INVESTING IN
OUR HOMES** **07**

**ESTATE
IMPROVEMENTS** **08**

**UNIVERSAL
CREDIT UPDATE** **09**

**MYACCOUNT
IS HERE** **10**

**TENANCY
SUPPORT** **11**



LAUNCHING OUR NEW VISION AND VALUES

2018 saw the launch of our new vision and values. Our new service offer, the Accent Partnership, is also on its way and we will be talking to you about that very soon.

With our new vision and values we will provide you with high quality, affordable homes and services and support you throughout your tenancy on your journey with us as our resident.

OUR VISION

WITH YOU FOR YOUR JOURNEY

OUR VALUES

Our new values shape everything we do –
and every home and service we provide for you:



WE ARE ENERGETIC

We strive for the **BEST** every time

WE ARE DRIVEN

We do whatever it takes to get it **RIGHT**



WE ARE SMART

We challenge ourselves to **IMPROVE** every day

WE ARE CARING

We are genuine people who **CARE**



INTRODUCING...

...OUR NEW CUSTOMER EXPERIENCE DIRECTOR



Rob Mills, as your director, is responsible for making sure you get the very best from your experience of living with us.

Rob has been with Accent for quite a few years now, so he is no stranger to understanding exactly what it takes to make our services the best they can be, and he will work with his team to make sure they are.

...THE ACCENT PARTNERSHIP

The way we deliver our services is about to dramatically change for the better, and it's all thanks to your input. We talked to over 500 residents through surveys and focus groups, to help us develop our new service offer, that we're calling the Accent Partnership.

We'll be sending you more information on the Accent Partnership either by email, or in the post over the next few weeks, so watch this space!





INVESTING IN...

...NEW HOMES

We provided homes for 275 households last year across our region, and helped another 67 swap their home for something more suitable. This is good news, but there are still many people in desperate need of homes, so we need to build many more.

Across a number of sites in Surrey Heath, we are replacing over 120 of our garages with 19 affordable new homes for rent, (the photos on these pages are from the official 'start on site' event we held in July). They will be a mixture of one, two and three bedroom flats, houses and bungalows, and be ready in March 2019.

...EXISTING HOMES

Last year we invested over £1.7million in improving your homes by fitting over 400 new kitchens, bathrooms, boilers, heating systems etc. We are making more improvements this year and we will let you know if your home is due for one.

...GARAGES

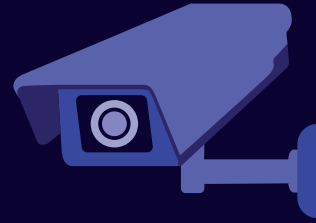
Where we can't re-develop our garage sites, we have invested in them. We worked with Secure Parking and Storage (SPS) and GPS Facilities, spending £700k on over 500 garages in Surrey Heath. We removed asbestos roofing and fitted new anti-condensation roofing sheets, painted and replaced doors, and fitted solar lighting and new parking bollards. The garages look great and they are providing precious storage space.

If you would like to rent a garage – from just £18 a week – please get in touch:

Tel: 01494 744 730

Email: accent.garages@secureparkingandstorage.co.uk

We installed CCTV at Wimbledon Road and Mitcham Road in Camberley



WE INVESTED OVER...

£2,000,000

ON OUR ESTATES, ON THINGS LIKE:

- CCTV at Wimbledon Road and Mitcham Road, Camberley (we've since seen a reduction in fly tipping and anti-social behaviour).
- Parking bays re painted and numbered in Ashford, Kent.
- New carpet at Imperial Court, Camberley following a leak.
- Tree work on overgrown trees impacting on communal areas.
- Our communal gardens in Ansell Road and Middlemoor Road in Frimley.
- New patio doors at Ballard Court, Camberley.

If you have any suggestions for improvements on your estate, or you'd like help to manage your garden, please contact us. The Surrey Choices Growth Team might also be able to help.

ESTATE SERVICES

We introduced new grounds maintenance and cleaning contracts. After a challenging start, the grounds maintenance has improved, and some schemes have been deep cleaned. You've generally been happy with the service.



UNIVERSAL CREDIT UPDATE

People are moving onto digital Universal Credit (UC) when they have a change in circumstances, or make a new claim for one of the benefits UC replaces. (Housing Benefit, Income Support, Income-based Jobseekers Allowance, Income-Related Employment and Support Allowance, Child Tax Credit and Working Tax Credit).

The digital service is managed by the Department for Work and Pensions (DWP).

Claimants have a work coach assigned at the Job Centre to help them make their claim online. To receive payments, you must have an email address and a suitable bank, building society or credit union account. Some post office accounts are also suitable, as long as they have an 8-digit account number.

Residents in Bracknell Forest, Ashford and Mid-Sussex councils are already making claims online. Reigate & Banstead,

Woking, Waverley, Hart and Rushmoor councils will be directing people to the new system from 24 October 2018, and Surrey Heath and Runnymede councils from 28 November 2018.

If you know you are moving onto Universal Credit, please tell us. We can help you if you struggle with the changeover. We will need to know your email address and National Insurance number, as this is how the DWP identifies you. You can wait up to six weeks for your first monthly payment, which could put you in rent arrears. If you receive full Housing Benefit, please start making payments on to your rent account now so you don't get into debt when you are moved across.

Residents in temporary accommodation, households with three or more children, or those of pension credit age and above will stay on Housing Benefit.



MYACCOUNT IS HERE

After months of design, testing and talking to residents, we are delighted to announce that MyAccount, our new customer portal is here.

Over 3,200 of you have signed up so far!

The new portal has been re-designed from top to bottom, so reporting a repair, updating your details or contacting us is even more convenient and much simpler than before. It looks and feels different and it doesn't matter what device you use to access it – MyAccount will look equally as good.

Paying your rent on-line is easier too as MyAccount securely stores and automatically adds your account

number, so you won't need to add it manually when you want to make a payment via Allpay.

We're really confident that MyAccount is a huge improvement on our previous system – why not activate your account [here](#) today.





TENANCY SUPPORT

Our tenancy support service helps residents who are struggling with their rent, budget, benefits or simply just getting used to their tenancy.

Last year, we helped 230 residents, and generated over £85,000 in extra benefits.

There are many ways we can help, and every resident we did help was grateful for our support.

You could be referred as a new resident because you haven't had a tenancy before, or because things happen you just don't expect. Poor health, relationship breakdowns or losing our job can all affect us all, and it may mean we have to look at where you live to see if you can still manage that lifestyle. We can help you get your life back on track.

Did you know that our support officers can offer regulated debt counselling? This means advice on how to pay off a debt linked to a credit agreement or negotiations on your behalf with companies you owe money to, to reduce what you have to pay.

Jenny, from Camberley, suffered a relationship breakdown. She was left with multiple debts and didn't know how to sort them. We were able to help her with her finances and separate out her priority debts. We wrote to her creditors and negotiated new re-payment plans, and applied for a Discretionary Housing Payment to help with her rent arrears. We also helped Jenny look for a smaller, more affordable home, closer to her family for support.

If you think you could use some support, please speak to your housing officer.





ACCENT HOUSING

Charlestown House
Acorn Park Industrial Estate
Charlestown, Shipley
BD17 7SW

Tel: 0345 678 0555

Email: customerservices@accentgroup.org

 @accenthousing

 /accenthousing

Presentation -- Citizens Advice Surrey Heath

Portfolio	Transformation
Ward(s) Affected:	All

Purpose

To receive a presentation from the CEO – Kate Sawby.

Background Information

1. Citizens Advice Surrey Heath (CASH) is open from 10am-4pm, Monday –Thursday plus outreach sessions in Bagshot, and Chobham. There is an existing partnership arrangement in place with Citizens Advice Woking which diverts all phone calls from the bureaux on a Friday from 9-5.
2. The organisation helps people from within the community to resolve their legal, money and other problems, and supports 29 clients per day, see breakdown of services attached as annex A.
3. From April 2018 the service level agreement included supporting a minimum of 27 clients per day, together with setting a reserves policy, both of which have been achieved, it is noted that the reserves are set for approximately 9 months operating costs, which is within the tolerances advised by the Charities Commission.
4. The full range of services will be retained during this financial year, which includes: Local Assistance Fund and Health Watch Surrey which is commissioned by Surrey County Council, North West Surrey CCG, whereby referrals are taken to support clients in Chobham and Bisley who require help with welfare benefits. Pension Wise, Besom Foodbank referrals, and Local Solicitor Support and many more areas outlined within their application.
5. CASH have worked with SHCCG and VSNS to apply to the Department of Health, H&W fund for a project to broaden the scope of social prescribing within Surrey Heath. With a successful outcome the project can embed the improvements over a 4 year period

Local Plans and Priorities

1. Discussions progressed well during the year in relation to the relocation from the port a cabin behind Camberley library to the former museum location in Surrey Heath House. The relocation is planned in spring 2019.
2. Discussions via Citizens Advice Surrey are also ongoing with the Surrey Police and Crime Commissioner, to become more prominent in correctly sign posting hate crime to 'Stop Hate'.
3. Total costs are estimated at £183,412 in 2019/20 which reflects an increase of £22,630. There is also an increase of £15,972 in unrestricted reserve levels which were recorded at £128,697 on the 31/03/18. The Executive on the 22nd January, awarded a revenue grant of £80,000 for the period starting on the 1st April 2019-31st March 2020. The Council also provides benefits in kind, which consists of: the office facilities valued at £18,500 per annum, (for the porta cabin) and this is will increase to approx. £25,000 for the former museum space, plus the staff and volunteer car parking which is provided without cost to the organisation.

Background Papers:

Annex A – statistics report 2018/19

Author:

Jayne Boitout 01276 707464
e-mail: jayne.boitout@surreyheath.gov.uk

Service Head:

Louise Livingston Executive Head of Transformation

The following includes our average core client contacts plus a breakdown of activities offered to residents and funded outside of our core funding, but which nevertheless contributes to supporting our key staff/overheads and takes place during our usual opening hours.

Local Assistance Scheme – via CAB

2018/19	Q1 (cum)	Q2(cum)	Q3(cum)	End of Year	
CAB assisted telephone apps	2	2	TBC		
CAB assisted internet apps	8	12	TBC		
Approved by LAS (internet)	9	13	TBC		
LAS cards distributed	7	12	TBC		
TOTAL LAS APPS IN SH	17	20	TBC		
Foodbanks	Q1	Q2	Q3	Q4	EoY
Referrals	35	34	34		
No. in household	60	65	66		

Project 2017/18	Annual Target	Q1	Q2	Q3	Q4	TOTAL	%
Healthwatch Surrey	240	98	49	61			

Independent Living Adviser April 2018- March 2019						
	Q1	Q2	Q3	Q4	Total	
Home Visits	40	24	39			
Bureau appointments	7	4	5			
Bagshot drop-ins	21	16	11			
SureStart Centre appts	11	6	1			
Chobham appts	-	2	1			
Telephone	6	11	3			
Letter/Email	3	5	0			
Financial Gain*	£7,578	£6,780	£165			
Income Maximisation*	£31,637	£35,739	£52,307			

*These are minimum figures based on the feedback we have received from clients.

Forms assisted with 2017-18	Q1	Q2	Q3	Q4	TOTAL
Personal Independence Payment	16	22	21		
Attendance Allowance	4	22	17		
Employment Support Allowance	1	9	5		
DLA/Child DLA	3	2	3		
Mandatory Reconsiderations	9	12	4		
Appeals	6	11	9		
TOTAL	39	78	59		

Core Client contacts	Q1	Q2	Q3	Q4	TOTAL
Total core client contacts	1,411	1,615	1,373		
Average daily contacts	29	32	29		

How did we help our clients?

The problem – Housing and Health

A client was referred to us by Homegroup. He was alcohol dependent with a number of significant health issues and his father had just died, leaving him feeling overwhelmed and unable to cope with the aftermath of his father's. He was living in the family home which was an Accent property, but he was not eligible for direct succession rights. He had a lot of unopened correspondence and had forms to fill in regarding his housing but was too anxious to address them.

What we did:

Our Money Advice Caseworker (MAC) and Wellbeing Adviser (WA) worked together to encourage the client to open his post and organise the contents as a first step. They went through the housing forms and called Accent to clarify when he had an appointment with them. They encouraged him to book an appointment with his GP to get some support with his anxiety and alcohol dependency, following up to ensure he attended. With their support he was then able to discuss the issues relating to his housing and bills. Our MAC negotiated with all agencies on the client's behalf. As a result probate application was avoided and the client was able to stay in his family home while his housing office helped him to downsize. She assisted him in applying for Universal Credit to help with his housing expenses going forward. During one of his appointments the client mentioned he felt unsteady on his feet so our WA discussed ways to address this and proposed he purchase a shopping trolley. He did this on his way home and said "it was the best £30 he had every spent". She continues to work with him and has referred him to Catalyst for help with his alcohol addiction.

The problem – Benefits

Client was introduced to ILA during a home visit to her mother. She was in her fifties, deaf and with a disability that severely affected her hands. She was her elderly mother's carer but had also been trying to run a boarding Cattery from their family farm. However, this was proving too difficult due to her health issues. She was feeling lonely and isolated and was worried about coping financially.

What we did:

Our ILA helped the Client apply for Personal Independence Payment and she is awaiting the outcome of this. Client was advised that if she gives up the Cattery she should be eligible to apply for Carers Allowance and the Client is considering this option. The Client said that she did not go out much, did not use a computer or have internet access so our ILA referred her to the our Wellbeing Adviser and a successful home visit was arranged to discuss activities and services that she might like to engage with.

The problem - Benefits

She lives in a social housing and cares for her disabled husband but had never previously claimed benefits. Client came to us for advice on benefits having been made redundant from her part-time job.

What we did

We completed a benefits check which indicated that the client could claim Universal Credit, Council Tax Reduction and Carer's Allowance.

Although the client had internet access, she lacked confidence and requested help applying online for Universal Credit. We provided digital support to set up her Universal Credit account and submit her claim. The client was also informed how to progress her claims for Carers Allowance and Council Tax Reduction.

A follow-up appointment was arranged to give the client some personal budgeting support during which we helped her apply for the warm home discount.

The problem – Employment

The Client was made redundant from his job in a local branch of a national restaurant when it closed in November. He came to Citizens Advice as has felt he had not been paid what he was owed in terms of outstanding holiday pay and pay in lieu of notice.

What we did

We reviewed the documentation from the client's former employer and the amounts received. The client appeared to be owed an additional £300. As English was not the client's first language, we telephoned the Head Office to make them aware of the issue and they agreed to contact the client to discuss the matter further. In case this did not resolve the issue satisfactorily we drafted a letter that the client could send to his former employer highlighting the discrepancy and requesting payment of monies owed. The client has since been paid the full outstanding amount.

Presentation -- Eikon Report

Portfolio	Transformation
Ward(s) Affected:	All

Purpose

To receive a presentation from Charmaine Farrugia Youth and Community work manager for Surrey Heath.

Background Information

1. The Eikon Charity's origins date back to 1995 when a New Haw (Surrey) Project was set up by the found Chris Hickford. Chris met many young people coping with extremely difficult personal issues who had very little, if any, help available to them. It was clear that regardless of the severity of their issues, due to the fact that many of these young people had not yet reached a certain level of crisis such as committed crimes, or been excluded from school they were below a threshold for Government Support. Chris and his team worked with the young people to try and prevent escalation to insurmountable problems.
2. The groups work expanded in to other areas of Surrey, and in 2005 it was renamed the Eikon Charity.
3. In 2016 four charities – Eikon, Reflex Woking, Windle Valley Youth Project and the Lifetrain Trust merged to form a single charity of, Eikon of today. The charity now supports thousands of young people within Surrey.
4. Eikon provide a range of services around school programmes, building resilience, mental health wellbeing, empowering families, employability and workforce skills, and a youth development board.
5. Charmaine Farrugia, Head of Youth and Community Work - Surrey Heath, Woking, Runnymede, Spelthorne and Elmbridge will provide an overview of the services provided in Surrey Heath and how they meet the local demand and need.

Background Papers:

Annual Report and Accounts 2017/18

Author:

Jayne Boitout

01276 707464

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Service Head:

Louise Livingston Executive Head of Transformation

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Data for financial year ending 31 March 2018
The Eikon Charity

Overview

Income

£1.4M

Spending

£1.2M

Status

Up-to-date

Charity no. 1109190

Company no. [5402398](#)

Contact details

Website: <http://www.eikon.org.uk>

Email: info@eikon.org.uk

Tel: 01932347434

Public address

Eikon, Selsdon Road, New Haw,
 Addlestone, KT15 3HP

Aims & activities

Eikon's objective is to observe, understand and respond to the needs of young people in our community and to help prevent the onset of serious difficulties by offering early intervention. We aim to enable young people to reach their full potential and to respond to the increasing needs of families by providing support and education in parenting.

What the charity does

Education/training
 Amateur sport

Who the charity helps

Children/young people
 The general public/mankind

How the charity works

Provides human resources
 Provides buildings/facilities/open space
 Provides services
 Provides advocacy/advice/information

Financials

£1.4M

Income and Endowments:



- Donations and legacies: £401.4K
- Other trading activities: £0.0K
- Investments: £1.2K
- Charitable activities: £889.6K
- Other: £87.1K

* £-0.1K investment gains(losses)

£1.2M

Expenditure:



- Raising funds: £0.11M
- Charitable activities: £1.11M
- Other: £0.00M

Assets and liabilities

£129.5K

Own use assets

£57.1K

Long term investments

£0.0K

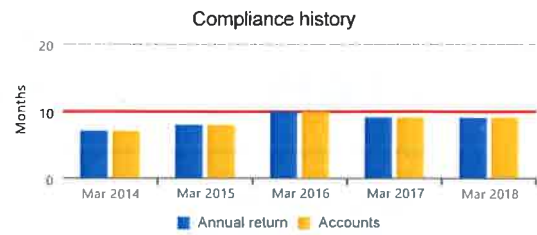
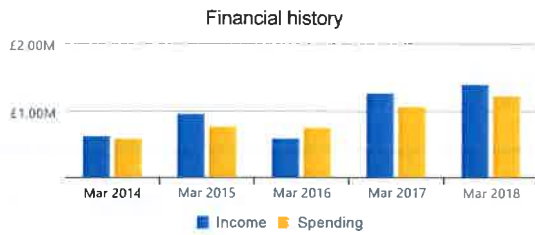
Defined benefit pension scheme asset or liability

£785.7K

Other assets

£380.7K

Total liabilities



Fundraising

Raises funds from the Public

Gift aid

Recognised by HMRC for gift aid

Charitable spending ratios

► What are charitable spending ratios?

88%

► Charitable spending

92%

► Group income available for charitable activities

11%

► Retained

Documents

Accounts and trustees' annual report



31 Mar 2016
(16,735KB)



31 Mar 2018
(11,774KB)



31 Mar 2017
(11,795KB)



31 Mar 2015
(5,719KB)



31 Mar 2014
(1,963KB)

Charitable objects

1. TO ADVANCE THE EDUCATION OF CHILDREN, YOUNG PEOPLE AND ADULTS WITHIN SURREY AND IN SUCH OTHER PARTS OF THE UNITED KINGDOM OR THE WORLD AS THE TRUSTEES FROM TIME TO TIME THINK FIT IN ORDER TO DEVELOP THEIR EMOTIONAL, PHYSICAL MENTAL AND SPIRITUAL CAPACITIES SO THAT THEY MAY REALISE THEIR FULL POTENTIAL AS INDIVIDUALS AND MEMBERS OF THE COMMUNITY. 2. TO PROVIDE FACILITIES

Governing document

MEMORANDUM AND ARTICLES INCORPORATED 23/03/2005 NOW ARTICLES ADOPTED BY SPECIAL RESOLUTION DATED 28/07/2015

Organisation type

Standard registration

Policies

Area of benefit

Within Surrey And In Such Other Parts Of The United Kingdom Or The World

Other names

Eikon

Land And Property

FOR RECREATION AND OTHER LEISURE TIME OCCUPATION IN THE INTERESTS OF SOCIAL WELFARE FOR PERSONS WHO HAVE NEED BY REASON OF THEIR YOUTH, POVERTY OF SOCIAL AND ECONOMIC CIRCUMSTANCES WITHIN THE OBJECT OF IMPROVING THEIR CONDITIONS IN LIFE IN THE SAID LOCATION AND IN SUCH OTHER PARTS OF THE UNITED KINGDOM OR THE WORLD AS THE TRUSTEES MAY FROM TIME TO TIME THINK FIT

Risk management
Investment
Safeguarding vulnerable beneficiaries
Conflicts of interest
Volunteer management
Complaints handling
Paying staff

This charity owns and/or leases land or property.

People

11

Trustees

45

Employees

55

Volunteers

Trustee board

Trustee	Other trusteeships	Charity status
Nigel David Blair	None on record	
Ian James Watson	The Connection At St Martin-In-The-Fields	Up-to-date
Dr Julian Ritson Lomas	Against The Grain	Up-to-date
Richard Folland	None on record	
Mrs Jenny Griffiths (Chair)	None on record	
Jane Hounsome	None on record	
Emma Jane Wilson	None on record	
Kevin Andrew Young	None on record	
Nigel Johnson Goddard	None on record	
Sue Mccauley	None on record	
Richard John Moseley	None on record	

Operations

Areas of operation



List of regions

Surrey

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**External Partnerships Select Committee
Work Programme 2019/20**

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

Purpose

To consider the proposed Committee Work Programme for the 2019/20 municipal year.

Background

1. The External Partnerships Select Committee will be appointed by the Council at its annual meeting on 15 May for the period 2019/20.
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 to amend as required.

Work Programme 2019

4. The Committee is scheduled to meet on the following dates in 2019/20 municipal year:

 10 June 2019
 10 September 2019
 12 November 2019
 11 February 2020
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 Surrey Heath from the Borough Commander.
6. At a meeting of the Surrey Heath Executive on the 22nd January 2019, the External Partnerships Select Committee was asked to assist with a full review of the Revenue Grants scheme during the 2019/20 municipal year.
7. The work programme for 2019/20 is set out below:

Meeting Date	External Partner
11 June 2019	<ul style="list-style-type: none"> • Council Lottery • Boom Credit Union • Surrey Heath Clinical Commissioning Group

Meeting Date	External Partner
10 September 2019	<ul style="list-style-type: none"> • Surrey Police • Collectively Camberley • Review of Revenue Grants
12 November 2019	<ul style="list-style-type: none"> • Citizens Advice Surrey Heath • Voluntary Support North Surrey • Tringhams
11 February 2020	<ul style="list-style-type: none"> • Hope Hub • Surrey Heath Age Concern • Camberley Job Club

8. 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

9. Members are asked to agree an outline work programme for 2019/20.

Resource Implications

10. 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

11. The Committee is asked to consider a work programme for the remainder of the 2019/20 municipal year.

Background Papers: None

Author: Jayne Boitoult 01276 707464/414
e-mail: jayne.boitoult@surreyheath.gov.uk

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
- Surrey Police and Crime Panel/Crime and Disorder

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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