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Monday, 4 November 2019

To: The Members of the **External Partnerships Select Committee**
(Councillors: Rebecca Jennings-Evans (Chairman), Sarah Jane Croke (Vice Chairman), Peter Barnett, Cliff Betton, Tim FitzGerald, Shaun Garrett, David Lewis, Alan McClafferty, Emma-Jane McGrath, Sashi Mylvaganam, Darryl Ratiram, Morgan Rise and Pat Tedder)

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 Graham Alleway, Rodney Bates, Colin Dougan, Sharon Galliford, Edward Hawkins, Ben Leach, David Mansfield and Graham Tapper

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 November 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 - 8 |
| To confirm and sign the minutes of the meeting held on 10 September 2019 . | |
| 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 | 9 - 10 |
| 6 | Citizens Advice Surrey Heath | 11 - 18 |
| 7 | The Hope Hub | 19 - 20 |
| 8 | Heathrow Noise Forum Update | 21 - 26 |
| 9 | Committee Work Programme | 27 - 30 |

Minutes of a Meeting of the External Partnerships Select Committee held at Surrey Heath House on 10 September 2019

- + Cllr Rebecca Jennings-Evans (Chairman)
- + Cllr Sarah Jane Croke (Vice Chairman)

- | | |
|-------------------------|--------------------------|
| - Cllr Peter Barnett | + Cllr Emma-Jane McGrath |
| - Cllr Cliff Betton | - Cllr Sashi Mylvaganam |
| - Cllr Tim FitzGerald | + Cllr Darryl Ratiram |
| + Cllr Shaun Garrett | + Cllr Morgan Rise |
| + Cllr David Lewis | + Cllr Pat Tedder |
| + Cllr Alan McClafferty | |

+ Present

- Apologies for absence presented

Substitutes: Cllr Sharon Galliford, Cllr Ben Leach and Cllr Graham Tapper

Members in Attendance: Cllr Paul Deach and Cllr Vivienne Chapman

Officers Present: Jayne Boitault, Louise Livingston and Eddie Scott

6/EP Minutes of the Last Meeting

The minutes of the meeting held on 11 June 2019 were amended to correct an error in respect of the meeting's attendees.

7/EP Declarations of Interest

Councillor Shaun Garrett declared that he was a trustee of The Old Dean Community Group (ODCoG), which was supported by Voluntary Support North Surrey.

8/EP Consentricare

Bill Palmer, Executive Partner, gave a presentation that updated on Consentricare and its progress since Consentricare's last presentation to the Committee in June 2018.

Since 2018, Consentricare had released a new family of apps in addition to its original product Carehound. Houndation Suite was a managed service platform for a series of apps, which provided the technical underpinnings, for staff wellbeing apps, process and compliance apps and health and safety at work apps. Customers for the apps ranged from corporates to public sector organisations and charitable organisations.

The Carehound concept continued to simplify the "Care Conundrum" by providing guidance and listing national and local health and social care sector suppliers. The app also facilitated the broader management of the affairs of elderly relatives and supplied a list of services outside the local health and social care sector including

solicitors, tradesmen and financial advisers. Carehound enabled relatives to access contact details for care providers, log calls and emails, and add and share calendar appointments with other users.

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

- Carehound had 100+ users within Surrey Heath and 200+ downloads nationally.
- Consentricare's apps were GDPR compliant and they were working towards being ISO/IEC 27001 accredited. The apps' data was stored in UK Data Centres.
- Relatives of elderly people often weren't aware of the services which were available in the "elderly care ecosystem" including Council provided services such as Community Alarms and Meals at Home.
- Carehound was already being used in partnership with Clinical Commissioning Groups (CCGs) and Health Trusts in Berkshire and it was hoped that Carehound would be recommended in GP surgeries in the near future.
- Carehound was free of charge to the user. Bilateral agreements were in place with some of the larger service providers listed on the app, such as solicitors and financial advisers. Commission fees were received by Consentricare, where business had been generated via the app. When licenses for Houndation Suite were sold, Consentricare received both a one off license fee and recurring annual fee. A proportion of this money was then reinvested into Consentricare.
- Houndation Suite's target market was companies which had large, mobile, distributed workforces, such as those in the construction, supply chain and logistics and the energy and facilities markets.

Members thanked Bill Palmer for his informative presentation and it was agreed that the Council would offer Consentricare a feature article in Heathscene.

9/EP Surrey Heath Clinical Commissioning Group

Tom Lawlor, Associate Director of Commissioning at NHS Surrey Heath CCG, gave a presentation in respect of the strategic changes to the Health and Care system in Surrey Heath.

Frimley Health and Care Integrated Care system covered three Clinical Commissioning Groups; East Berkshire, North East Hampshire and Farnham and Surrey Heath and aimed to project one commissioning voice. The care system was towards the end of a five year forward plan, which began in 2014/15 and focussed on partnership working with the third sector and other public bodies and worked towards the establishment of a Sustainability Transformation Partnership (STP).

The NHS Long Term Plan, published on 7 January 2019, outlined 5 major changes to the NHS Service Model, including a focus on population health and a boost to 'out-of-hospital' care, with the aim to dissolve any divide between primary

and community health services. In addition there was an emphasis to foster personalised care solutions and give people more control over their own health.

Changes within the Frimley Health and Care system, had meant Surrey Heath CCG had taken on the delegated commissioning work for primary care, which was previously commissioned by NHS England. Furthermore changes to General Practices had aimed to make better use of non-doctor roles in GP surgeries, thus allowing patients to make their first point of contact with a physiotherapist or a paramedic practitioner.

Frimley Health and Care Trust continued to expand personalised care and social prescription services in collaboration with Voluntary Support North Surrey (VSNS), Citizens Advice and the Council. There was a continued effort to realign conversations to ask patients “what matters to you”, rather than “what’s the matter with you”, and to signpost in order to improve patients’ mental health and wellbeing.

Arising from Members’ questions the following points were noted:

- Frimley Health and Care Trust were regularly exploring modern, alternative ways to make their services and internal networks more efficient. Forward thinking practises aimed to promote reforms such as calculating funding levels on outcomes rather than activity levels.
- Growing demand for NHS services meant greater need for closer and more partnership working.
- There were plans for VSNS to greater engage with GP surgeries, with the possibility of recruiting volunteers at surgeries.

Members thanked Tom for his informative presentation.

10/EP Voluntary Support North Surrey

Solette Sheppardson, Chief Executive Officer, gave a presentation in respect of Voluntary Support North Surrey and its work within Surrey Heath.

As a Council of Voluntary Service (CVS), Voluntary Support North Surrey (VSNS) supported the community and voluntary organisations within Surrey Heath which totalled to between 300- 400 organisations within Surrey Heath. The organisation’s aim was to empower and increase the capacity of third sector organisations. This was currently achieved by VSNS via the following means:

- Improving organisations’ governance, by helping register charities and training trustees.
- Helping third sector organisations put together long term strategies and giving advice on planning and future succession and funding.
- Being the voice of the voluntary sector and providing a united voice and representing small charitable organisations at a national level.
- Finding, recruiting and retaining volunteers and providing in-house training to new volunteers. VSNS also steered volunteers to areas of local need; directing volunteers to volunteer-hungry projects such as the Time-to-talk project.

- Providing HR and DBS advice.

VSNS were also a lead organisation outside core CVS functions, delivering the following projects:

- Social Prescribing.
- The Amigo project
- The Time to Talk Project, which was delivered in conjunction with Age Concern. The project currently served 60 individuals and alleviated isolation and loneliness. Whilst the project grew from strength to strength, demand for befrienders outstripped supply.

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

- 37% of the reasons for referrals to VSNS social prescribing services were in respect of loneliness. Whilst Age Concern had a 2-3 month waiting list for people waiting for a befriender in Surrey Heath, it was suggested that this could be attributed to a lack of common knowledge of the need for befrienders. VSNS were working to redirect resources from where there was a surplus of volunteers towards Age Concern and befriending projects.
- Whilst those in need of a befriender were on the waiting list, VSNS recommended services such as Silver Line, church groups and community groups. However it was reemphasised the specific demand was for one-one, face-to-face befrienders.
- As a result of increased funding from the NHS Primary Care Network, a future plan was looking to include self-referrals to the social-prescribing service.
- 7% of VSNS's total income came from the £30,000 annual Revenue Grant supplied from the Council, which was subject to a service level agreement. £20,000 of the grant was spent on salaries, and after expenditure on rent, approximately 10% of the grant was left for spending on services.
- VSNS were of the opinion that they were more than meeting expectations in relation to the Service Level Agreement (SLA), and were in frequent dialogue with the Council's officers in relation to the SLA.
- The Amigo project was funded by Surrey County Council and the Clinical Commissioning Group. The project had annual funding of £60,000 a year and had reached the fourth year of a 4 year funding term with an optional further year. VSNS officers were exploring various ways to future fund the project.
- There was a necessity for NHS and Voluntary Sector Services to pay attention to their customer service levels when dealing with those with deafness or who are hard of hearing.
- VSNS were currently in the process of putting together a new 5 year plan, which considered new funding strategies, and stronger partnership working.
- VSNS were considering new paid-for social media advertising, as a way to recruit new volunteers.

The Committee thanked Solette for her informative update, and agreed for the officers to facilitate the publishing of a VSNS article in Heathscene. It was agreed

the Council would also provide social media support by sharing VSNS Social Media posts on its pages.

11/EP Surrey Police

Inspector Bob Darkens, Surrey Heath Borough Commander, provided an update in respect of the Current Surrey Heath Crime and Disorder Profile and the strategy to tackle serious and organised crime.

Approximately 70 members of staff made up the total of Surrey Heath's Neighbourhood Responders and Safer Neighbourhood Policing teams. However stretched resources meant the number of on-duty officers were regularly not as high as desired. The Surrey Heath Policing Team covered volume crimes and incidences up to and including assaults up to Grievous Bodily Harm, low level sexual offences, safeguarding issues, mental health cases and road traffic incidents. This was in addition to resource-intensive door-to-door visits.

In addition to volume crimes, the Surrey Heath Policing Team were responsible for tackling Serious and Organised Crime (SOC) in the area. Although it was not always evident to the general public, SOC which took place behind closed doors was just as important and often had greater effects, than crimes which took place in the open. Serious and Organised Crime included child exploitation, drug related harm, modern slavery and people trafficking, and the exploitation of vulnerable people. It was noted the perpetrators of Serious and Organised Crime often were involved in a complex network of SOC and committing all numerous, varying serious offences.

It was emphasised that SOC could not be tackled alone and intelligence from Police Community Support Officers, and Surrey Police Partners such as Surrey County Council Adult Social Care, Housing Services, and GPs, was needed to piece together pieces of the Jigsaw. In addition Police Officers engaged with local Secondary Schools to tackle youth involvement in SOC.

Recently the Surrey Heath Policing Team had successfully imposed 13 property closures which had been used in County Line Drug Operations. Furthermore Surrey Heath was now perceived as a hostile place to deal illegal drugs, which had the effect of higher drug dealing incidences taking place in Aldershot and Farnborough.

Following Members' questions and comments the following points were noted:

- It was appreciated despite the Prime Minister's pledge to recruit 20,000 new Police Officers, a job as a Police Officer was often no longer a vocation and Police Forces nationally had recruitment and retention issues. These issues were caused by the changing nature of a Police Officer's job, the pull of the Metropolitan Police (for forces within Surrey), and lower recruitment levels from ex-military personnel.
- Whilst Councillors' had large amounts of casework enquiries in respect of Anti-Social behaviour (ASB) changing set-ups of various partners, and limited resources often made tackling ASB cases difficult. Youth Intervention Officers often engaged with schools to discourage ASB, but

changes in SCC Children Services and to the Early Help Advisory Board had made a coordinated approach difficult.

- The installation of CCTV on Chobham High Street would not necessarily tackle HGV Offences, and it was noted that if camera's recorded offences there would be a need to attempt to prosecute via the Traffic Process Unit.
- During the summer months Surrey Heath's limited number of Police Officers has meant having to draw Officers from other Boroughs such as Woking and Waverley. However any cases picked up by visiting Officers to Surrey Heath stayed under the Surrey Heath's force's administration leading to higher future workloads.

12/EP Committee Work Programme

The Committee agreed that it saw value in receiving a presentation from parity for disability at its next meeting, as the Council had recently appointed an Outside Body representative to the organisation.

RESOLVED that the Committee receive a presentation from Parity for Disability at its next meeting.

Chairman

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. Their portfolio consists of 22,000 properties, which are located in the North, East and South of the country, and provides a home to approximately 35,000 people. Accent provides homes from helping those taking their first step onto the housing ladder, to those just wanting a solid base to bring up their family, and 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. 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 Rob Mills presented to this Committee in February 2019, and has been invited back due to a number of complaints received from residents in Surrey Heath to elected members. Mr Mills will provide an update in connection to any impacts and changes in Surrey Heath; including the new repair service contract which is due to commence in November 2019 with Axis.

Background Papers: None

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

Service Head: Louise Livingston Executive Head of Transformation

Presentation -- Citizens Advice Surrey Heath

| | |
|-------------------|----------------|
| Portfolio | Transformation |
| Ward(s) Affected: | All |

Purpose

To receive a presentation from, Kate Sawdy Chief Executive, Citizens Advice Surrey Heath

1. Organisational Information

Citizens Advice Surrey Heath (CASH) relocated to within Surrey Heath House in Spring 2019, and is open from 10am-4pm, Monday – Thursday plus outreach sessions in Bagshot, and Chobham.

There is an existing partnership arrangement with Citizens Advice Woking which diverts all phone calls from the bureaux on a Friday from 9-5. The organisation helps people from within the community to resolve their legal, money and other problems, by providing free, confidential, independent and impartial information and advice.

A full range of services will be delivered during the year, and quarter two performance is attached as a further background paper, but examples of this include: 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.

CASH have worked with Surrey Heath Clinical Commissioning Group and Voluntary Support North Surrey in being awarded funds from the Department of Health, Health and Wellbeing fund which broadens the scope of social prescribing within Surrey Heath. This project will operate from 2018-2022.

Citizens Advice Surrey are working in partnership with the Surrey Police and Crime Commissioner, to build awareness and sign post to hate crime services to 'Stop Hate'.

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.

2. Surrey Heath Revenue Grant Funds

The Council have awarded revenue grants for the past 16 years, at its Executive meeting on the 11th September 2019 it was agreed to amend this scheme from 1st April 2020. Where organisations undertake work on the Council's behalf it was agreed to ring fence their funds, and this relates to Citizens Advice Surrey Heath (£80,000), Blackwater Valley Countryside Partnership (£10,000), and Basingstoke Canal Authority (£10,000).

Each organisation is required to enter in to a service level agreement which for this current year is included as a background paper. The funding awarded for this year is £80,000 plus a rent subsidy cost of £25,000 and parking for volunteers and staff which is provided without cost to the organisation.

3. Recommendation

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

Background Papers: Service Level Agreement and Q2 Report

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

Service Head: Louise Livingston Executive Head of Transformation

Citizens Advice Surrey Heath Q.2 report 2019/20

| Core Client contacts | Q1 | Q2 | Q3 | Q4 | TOTAL |
|---|------|------|----|----|-------|
| Total core client contacts | 1410 | 1584 | | | |
| Average daily contacts (Target = 28) | 29 | 30 | | | |

The following is 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.

| Projects 2019-20 | Q1 | Q2 | Q3 | Q4 | TOTAL |
|--|----------|---------|----|----|-------|
| Healthwatch Surrey | 133 | 107 | | | |
| Help to Claim (UC) | 39 | 30 | | | |
| Money Advice: | | | | | |
| New clients | 20 | 27 | | | |
| Existing clients | 36 | 36 | | | |
| Social Prescribing: | | | | | |
| New clients | 55 | 58 | | | |
| Existing clients | 36 | 46 | | | |
| Independent Living Adviser: | | | | | |
| Home Visits | 43 | 50 | | | |
| Bagshot drop-ins | 13 | 8 | | | |
| SureStart appts | 6 | 1 | | | |
| Chobham appts | 1 | 1 | | | |
| Other | 13 | 13 | | | |
| Financial Gain* | £8,226 | £5,283 | | | |
| Income maximisation* | £125,795 | £77,962 | | | |
| Debts written off or rescheduled* | £9,070 | £12,456 | | | |

*These are minimum figures based on the feedback we have received from clients for Money Advice and ILA

| Emergency Support | Q1 | Q2 | Q3 | Q4 | EoY |
|-----------------------------|----|-----|----|----|-----|
| Foodbanks | | | | | |
| Referrals | 45 | 43 | | | |
| No. in household | 87 | 82 | | | |
| Surrey Crisis Fund | | | | | |
| CAB assisted telephone apps | 3 | TBA | | | |
| CAB assisted internet apps | 5 | TBA | | | |
| Approved by LAS | 7 | TBA | | | |
| LAS cards distributed | 7 | TBA | | | |
| TOTAL LAS APPS IN SH | 8 | TBA | | | |

| Forms assisted with 2019-20 | Q1 | Q2 | Q3 | Q4 | TOTAL |
|--|-----------|-----------|----|----|-------|
| Personal Independence Payment | 20 | 19 | | | |
| Attendance Allowance | 21 | 24 | | | |
| Employment Support Allowance | 5 | 5 | | | |
| DLA/Child DLA | 5 | 2 | | | |
| Universal Credit 50 (fitness for work) | 5 | 5 | | | |
| Mandatory Reconsiderations | 8 | 7 | | | |
| Appeals | 9 | 3 | | | |
| TOTAL | 73 | 65 | | | |

Examples of how we help our clients

The Problem

Rita was in her fifties and lived alone. In the 1990s she was involved in a road traffic accident that had left her with mobility issues and severe short-term memory loss. She was very vulnerable and had let a couple of strangers move in and 'cuckoo' her home to deal drugs. Fortunately her neighbour reported this to the police and they were removed but she had a home visit for her PIP review while they were there and the amount was reduced to Standard Rate Daily Living and Standard Mobility. Consequently, she was struggling financially

What we did

We supported Rita to make a Mandatory Reconsideration and, when that failed, we lodged an appeal. The case was held at Aldershot Court in July and we accompanied the client, as she was not confident to attend court alone. The appeal was successful and Rita's PIP was reinstated to the enhanced rates of daily living and mobility which meant she was more financially resilient and better able to cope.

The problem

Zeta was an EU national working part-time in a local café. She was a single parent with two children and was claiming Universal Credit (UC), which she received in June and July. She came to see us as she had received no UC payment in August and this had left her short of money for rent and food

What we did:

With Zeta's permission we looked at her UC Client journal which appeared to include incorrect income figures for August from her employer. We contacted the Job Centre and arranged for Zeta to attend a meeting to complete the relevant dispute form. A week later the issue had not been resolved so we telephoned the UC helpline and asked them to review the dispute form during the call. They confirmed Zeta was eligible for a payment of over £800. Due to the hardship experienced by Zeta, we required that the payment be expedited and consequently it was made as a same-day payment. Zeta was very relieved and able to pay off her rent arrears and buy food.

The problem

Carl was a retired gentleman with multiple health issues including alcohol dependency. He was lonely and isolated at weekends as well as struggling financially and was not receiving his state pension.

What we did:

We sorted out his pension and ensured he received the back payment he was entitled to which was in the region of £8,000. Our Wellbeing Adviser discussed options with him and introduced him to the Windle Valley Saturday Club. When he attended he felt the clients were older than him and he wasn't sure he fitted in but he offered to do some baking for the group. The organisers encouraged him to do this and help out with some of the activities as well as the day trips. Our Adviser also helped him to apply for a Bus Pass, Rail card and Mobility Scooter. He now feels he has a purpose, as well as company and the ability to get out and about.

The problem

Anne had suffered a stroke which has left her paralysed down one side and wheelchair bound. English was not her first language. She and her husband lived in a private rented property spread over two floors but she was now unable to get up the stairs so was sleeping in the living room and reliant on a commode. She had applied to the Housing Register for more suitable accommodation with two bedrooms, due to her care needs and the space for specialist medical equipment, but had been only given permission to bid for one-bedroom properties

What we did:

We helped Anne review the Council Housing Allocation policy and drafted a letter on her behalf requesting a review of the Council's decision to only allow for a one bed property. We helped her assemble the relevant supporting medical information. As a result, the Council reviewed their decision and agreed the couple could bid for a two-bedroom property. They have now secured a property which is suitable for Anne's needs.

SURREY HEATH BOROUGH COUNCIL
SERVICE LEVEL AGREEMENT 2019/20

| | |
|---|--|
| 1 | Parties |
| | <p>“The Council” means Surrey Heath Borough Council.</p> <p>“The Provider” means the Citizens Advice Surrey Heath (Charity Number 1118181).</p> |
| 2 | Appointment and Duration |
| | <p>The Council agrees to grant the Provider funds to deliver the services set out in Section 3 below.</p> <p>The Service will run for 12 months from 1 April 2019 to 31 March 2020.</p> |
| 3 | The Providers Roles and Responsibilities |
| | <p>The Provider agrees to deliver the following services:</p> <ul style="list-style-type: none"> • To deliver the changing needs as outlined within your Business Development Plan 2018-21 as attached in Annex A, and any subsequent versions introduced to reflect the changing local trends and priorities: • To publicise your new location using all local networks: • To continue to develop joint funding bids where appropriate to meet local priorities: • To increase the average daily numbers of clients interacted with to 28: • To acknowledge the support of the Council in all publicity: • To maintain independently examined accounts to be provided as requested by the Council: • To continue with a community fundraising strategy, that builds the organisational financial independence. |
| 4 | The Council’s Roles and Responsibilities |
| | <p>The Council agrees to supply the Provider with the following:</p> <ul style="list-style-type: none"> • Support the Provider to achieve its aims as outlined above. • The council will maximise all networking opportunities to promote and share ideas that support the Provider. • Attend monitoring meetings as appropriate. • The Council is committed to continue to provide car parking without charge should this situation change, a six month notice period will |

| | |
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| | <p>be provided. It may from time to time undertake a review of its parking arrangements which may result in a relocation of the parking facilities offered.</p> <ul style="list-style-type: none"> • For both Council and Provider to jointly explore options of contingency in the event of a disaster. • Provide the grant on a quarterly basis in advance as set out in Section 5 below. |
|--|---|

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|----------|---|
| 5 | <p>Cost and Funding Arrangements</p> <p>The Council has agreed to grant the Provider the following amount for the provision of the services;</p> <p>For the period 1 April 2019 – 31 March 2020 = £80,000</p> <p>The grant shall be paid quarterly in advance and on submission of quarterly performance reports by the Provider (e.g. the July-September 2019 payment will be made on receipt of the performance report for January to March 2019).</p> <p>To note that during this financial year the Council will undertake a full review of this grant scheme and no guarantees are available for the continuation of core funding beyond 31st March 2020.</p> |
| 6 | <p>Resolution of Issues</p> <p>Either party has a right to terminate this agreement, subject to providing at least six month's written notice.</p> <p>The Council has the right to refuse further payment or request an appropriate amount be returned by the Provider should the Provider fail to deliver the service in a satisfactory manner and/or fails to submit a completed quarterly performance report.</p> |

Council Sign Off:

Name: Louise Livingston

Position: Executive Head Transformation

Signature: _____

Date: _____

Provider Sign Off:

Name: Nigel Downey

Position: Chairman of Trustees, Citizens Advice Surrey Heath

Signature: _____

Date: _____

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Presentation – The Hope Hub

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|-------------------|-----------|
| Portfolio | Community |
| Ward(s) Affected: | All |

Purpose

To receive a presentation from Mags Mercer, Chief Executive Officer of the Hope Hub.

1. Background

- The Hope Hub (HH) is a registered charitable incorporated organisation which works to prevent and end homelessness in Surrey Heath Borough and its surrounding areas. It was founded in late 2017 by the ecumenical churches of Churches Together in Camberley and opened its doors originally at St Tarcisius house, in April 2018 and then relocated to the former CAB portacabin behind the library in Knoll Road in May 2019.
- It is committed to work in partnership and cooperation with all partners and agencies to prevent and end homelessness.
- The Hope Hub will be open to all adults (18+) who need the services unless there is safeguarding reason to the contrary. (for, example, someone known to be carrying a weapon). There will be guidance on ‘acceptable behaviour’ as The Hope Hub is likely to accommodate a wide range of people with differing needs irrespective of age, disability, gender, race, religion, belief and gender/sexual orientation.
- The Hope Hub are delivery partners for Surrey Heath Borough Council.

2. The Services offered

- Help to secure accommodation, 1 to 1 support, assist those in debt who may be unemployed and struggling with mental health and/or addiction(s).
- The services pathway for Adults aged 18+ includes:

Crisis Services

- Refreshments / Nourishing meal
- Case Worker with 1:1 Support to help secure/retain accommodation
- Laundry Service
- Shower & emergency items
- Clothing
- Healthcare access/referral
- Emergency Food Support

Empowerment Services

- Case Worker with 1:1 support
- Benefit Support & Advocacy
- Mental Health Worker with 1:1 Support
- Direct Access and referral to specialist services
- Money management, Debt Advice
- Management, Addiction(s) Support, Health
- Job Club/referrals, Workshops,
- Volunteering Support/Training & Preparation for Employment (other employment & S.E. services to be developed)

3 Recommendation

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

Background Papers:

None

Author:

Jayne Boitout 01276 707464

e-mail: jayne.boitout@surreyheath.gov.uk

Service Head:

Louise Livingston Executive Head of Transformation

**Presentation and update – Heathrow
Community Noise Forum**

| | |
|-------------------|-----|
| Ward(s) Affected: | All |
|-------------------|-----|

Purpose
To receive an information update from the Council’s Outside Body appointment on the Heathrow Community Noise Forum, Councillor Victoria Wheeler.

Background

1. The Heathrow Community Noise Forum was set up in 2015 and is made up of representatives from local authorities around Heathrow, NATS, British Airways, Department for Transport, Civil Aviation Authority and Heathrow.

Heathrow set up the forum in response to local concerns regarding future changes to airspace as a result of the Government’s airspace modernisation strategy.
2. The aims of the Forum are to:
 - keep community representatives and local authority stakeholders informed and seek their input in preparing for and consulting on future airspace modernisation as part of the Government’s airspace modernisation strategy and airspace changes associated with Heathrow expansion;
 - improve understanding of members on Heathrow’s operations and airspace issues;
 - seek input from members to inform the communications approach to trials and public consultations regarding potential airspace changes;
 - build trust in the data through members involvement in the independent verification of the data and analysis of data.
3. On 28 May 2019, the Executive appointed Councillor Victoria Wheeler as the Council’s Outside Body Representative to the Group.
4. The Terms of Reference for the Noise Forum are attached to this report as an annex.
5. Recommendation

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

| | | |
|---------------------------|--|--------------------------------|
| <u>Background Papers:</u> | Heathrow Community Noise Forum- Terms of Reference | |
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Heathrow Community Noise Forum - Terms of Reference

Purpose

The Heathrow Community Noise Forum has been set up to:

- Keep community representatives and local authority stakeholders informed and seek their input in preparing for and consulting on future airspace modernisation as part of the Government's Future Airspace Strategy;
- Improve understanding of industry and Government representatives of the key concerns of communities living around Heathrow and use these to influence Government aviation policy and guidance to the CAA;
- Keep members abreast of all airspace trials and procedural changes that are being planned by NATS and Heathrow where they are expected to have a discernible impact on the ground;
- Be a key channel through which Heathrow and NATS will communicate with communities and stakeholders on actions being taken to address community concerns about aircraft noise;
- Be a means by which Heathrow communities affected by noise from the airport's operations provide feedback to the airport's management, the DfT, CAA, NATS and the airlines on problems they are experiencing;
- Be a focal point for stakeholder involvement in the planning, consultation and communication of the modernisation of Heathrow's airspace.

Objectives

The Heathrow Community Noise Forum will:

- Seek to understand the impact of noise on residential communities of aviation operations around Heathrow and consider ways in which these impacts can be minimised or avoided, including communities which have experienced a deterioration in the noise environment, delivered through an annual action plan;
- Improve understanding of members on Heathrow's operations and airspace issues through workshops and familiarisation sessions;
- Communicate and clarify the role and responsibilities of the organisations involved in the management of aircraft noise and noise policy;
- Agree relevant studies and analysis to be carried out to establish historic changes to flight patterns;
- Review and propose recommendations for Heathrow's communications approach for future airspace trials and public consultations related to airspace modernisation;
- Keep the Heathrow Airport Consultative Committee (HACC) aware of proceedings by circulating minutes to members.

Principles

All Members are expected to:

- Recognise Heathrow's legal right to exist and operate within its current cap of 480,000 air traffic movements per year and to be compliant with Government aviation policy and guidance;
- Seek to balance the environmental rights of the communities affected, or potentially affected, by Heathrow's operations (including minimising the health and noise impacts of aircraft) against the commercial and safety imperatives of the airport and its customers and to challenge and amend policies and procedures to achieve this balance;
- Seek to understand and respect the views of other Forum members and work through consensus where that is possible;
- Consider the wider views of the stakeholder group that they represent, establish mechanisms to gather those views where necessary, and present them in a balanced way;
- At all times act with honesty, integrity and transparency.

Topics

The topics that will be discussed by the Heathrow Community Noise Forum will usually fall into one of the following categories although this list is not exhaustive and members can request other relevant topics.

Heathrow's operations

- Management of aircraft noise
- Future Airspace Strategy
- Airspace trials
- Data verification and analysis
- Noise modelling and monitoring
- Communications/complaints handling and other non-acoustic measures

An individual meeting will not aim to cover each of these categories, but will focus on specific issues agreed by members. It is envisaged that the Forum's work will focus initially on the independent verification of data and scoping studies required to establish historic changes to flight patterns.

Membership

The Chair and secretariat are provided by Heathrow.

The members of the committee are drawn from local boroughs around Heathrow. Members can appoint a deputy. Appendix 1 lists the current membership of the Community Noise Forum.

Consultants will be brought in from time-to-time with agreement from members where a specific and technical piece of work is required.

Meetings

The meetings will be held every 2 months.

Members (and/or their deputies) are expected to attend all of the meetings. Where a member (or deputy) does not attend two consecutive meetings, Heathrow reserves the right to invite an alternative member to represent the interests of the relevant stakeholder group.

Working group(s) to be set up with agreement from forum members to undertake specific tasks and to deliver aspects of the Action plan.

Meetings will generally be held at one of Heathrow Airport Limited's offices, though may on occasion be held in other locations where relevant to the group's work.

HCNF are open to the members of the public to observe the proceedings. The Chair has the right to require the exclusion of individuals from the Forum's proceedings in the event of inappropriate or disruptive behaviour.

HCNF members will have the opportunity to propose items for inclusion on agendas.

Any papers will be circulated at least five working days before the meeting.

The minutes of the full meetings will be made available two weeks after each meeting. Presentations will be made immediately afterwards where they are not circulated in advance.

The agreed minutes of the meetings and presentations will be made available on the Heathrow noise website at www.heathrow.com/noise.

Outputs

For 2016 a time bound action plan should be agreed and kept under review. This is attached as appendix 2.

Amendments to the Terms of Reference

The Terms of Reference may be amended after consultation and agreement by members of the Forum.

Revised: February 2016

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

Purpose

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

Background

1. Part 4 of the Constitution requires the Committee to agree a work programme for each municipal year.
2. 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

3. The Committee is scheduled to meet on the following dates for the rest of the 2019/20 Municipal Year:

11 February 2020

4. 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.
5. The Work Programme for 2019/20 is set out below:

| Meeting Date | External Partner |
|------------------|--|
| 11 February 2020 | <ul style="list-style-type: none"> • Accent Housing • Camberley BID (Business Improvement District) • Surrey Heath Age Concern • Camberley Job Club • Parity for Disability |

6. 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

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

Resource Implications

8. 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

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

Background Papers: None

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**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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