



Surrey Heath Borough Council
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Monday, 1 June 2020

To: The Members of the **External Partnerships Select Committee**
(Councillors: Robin Perry (Chairman), Morgan Rise (Vice Chairman), Dan Adams, Richard Brooks, Vivienne Chapman, Sarah Jane Croke, Paul Deach, Tim FitzGerald, Shaun Garrett, Emma-Jane McGrath, Pat Tedder, Helen Whitcroft and Kristian Wrenn)

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, Edward Hawkins, Ben Leach, Charlotte Morley, Darryl Ratiram, Graham Tapper and Valerie White

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, 9 June 2020 at 6.00 pm**. The agenda will be set out as below.

Please note that this meeting will be recorded and live streamed on <https://www.youtube.com/user/SurreyHeathBC>

Yours sincerely

Tim Pashen

(Acting) Chief Executive

AGENDA

	Pages
1 Apologies for Absence	
2 Chairman's Announcements and Welcome to Guests	
3 Minutes	3 - 8
To confirm and sign the minutes of the meeting held on 11 February 2020.	
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 | Surrey Heath Borough Council's Covid-19 Response, Surrey Heath Prepared and Surrey Heath Age Concern | 9 - 14 |
| 6 | Surrey Police | 15 - 18 |
| 7 | Committee Work Programme | 19 - 22 |

Minutes of a Meeting of the External Partnerships Select Committee held at Council Chamber, Surrey Heath House, Knoll Road, Camberley, GU15 3HD on 11 February 2020

+ Cllr Sarah Jane Croke (Chairman)
+ Cllr Morgan Rise (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 Pat Tedder

+ Present

- Apologies for absence presented

Members in Attendance: Cllr Rebecca Jennings-Evans, Cllr David Mansfield, Cllr Robin Perry and Cllr Helen Whitcroft

Officers Present: Jayne Boitout and Louise Livingston

20/EP Appointment of Chairman

Councillor Sarah Jane Croke was elected as Chairman of the Committee for the remainder of the 19/20 municipal year. Subsequently Councillor Morgan Rise was elected as Vice Chairman for the remainder of municipal year.

21/EP Minutes

The Minutes of the meeting held on 12 November 2019 were confirmed and signed by the Chairman.

22/EP Declarations of Interest

It was noted for the record that Councillor Helen Whitcroft was the Council's Outside Body Appointment to Parity for Disability.

23/EP Accent Housing

The Committee received a presentation on Accent Housing from Rob Mills, Director of Customer Experience; Claire Stone, Executive Director; and David Crampton, Operations Director at Axis Europe.

Since their last presentation to the Committee during November 2019, Accent was receiving circa 330 maintenance orders per week and Axis Europe was the main contractor for the Housing Association.

Accent's new 'Rant and Rave' satisfaction scheme allowed for quantitative and qualitative analysis of their maintenance service. As well as a rating out of 5, Rant and Rave allowed for daily quick-glance analysis of scores and encouraged

customer comments. Unlike other Housing Associations' feedback software, 'Rant and Rave' picked out keywords in order to present an overall picture of satisfaction in a word-cloud and also provided a qualitative insight list.

Joint Accent and Axis resident events would take place during spring 2020 in order to acquire feedback and have direct contact with residents. In response to Members' feedback from the last Committee Meeting events would take place in every Council ward where Accent had properties.

Axis was continuing to fulfil the legacy contract which carried out the outstanding maintenance orders from the previous contractor CHS. Whilst there were issues in respect of the data on the outstanding work left by CHS, an increase in maintenance orders year on year meant Axis would have to recruit more staff. In addition it was acknowledged that there was room for improvement in respect of communication on missed appointments.

Arising from Members questions and subsequent discussions the following points were noted:

- Completed maintenance orders were followed up via the following methods:
 - The resident would receive a telephone call from Accent's contact centre to check satisfaction with the completed repair/maintenance.
 - Once the Axis member of staff had logged completion of an order an automated text message was sent to the customer to check satisfaction with the service. Dissatisfaction would be immediately followed up in order to allow the Axis Member of Staff to go directly back to the property.
 - The newly appointed Resident Liaison Officers also acted as a direct point of contact for residents in respect of maintenance issues.
- Emergency maintenance issues aimed to be fixed within 4 hours; and routine maintenance issues fixed within 8 days with a maximum window of 15 days for work to be completed. It was acknowledged that on occasions maintenance was completed outside of these timescales as Axis aimed to fit round residents' schedules if requested. In addition some orders required multiple visits to a property.
- Members had received significantly less complaints in respect of maintenance issues from residents since Accent last presented to the Committee. In addition there had also been a perceived reduction in complaints about Accent on Social Media. Moreover, Members had significant positive feedback in respect of better communication with residents particularly via the Resident Liaison Officer.
- Despite this there had been continued access issues in respect of disability friendly properties. It was underlined that stairlifts could be a solution to these problems and that the properties were unsuitable in emergencies.
- Quarterly group meetings took place on site with older residents in sheltered housing in respect of residents' happiness. It was envisaged that Axis would also attend these meetings in the future.
- There was a potential need to review Accent and Surrey Heath's Joint allocation policies and a need for Accent and Council Officers to liaise in respect of a wider conversation about access to affordable housing.

Members thanked Rob Mills, Claire Stone and David Crampton for their presentation and were positive about the improvements which had been made since November.

24/EP Camberley Business Improvement District (BID)

The Committee received a presentation from Jodie MacAndrew, Business Improvement District Manager, at Collectively Camberley.

The Business Improvement District (BID), was a defined area in Camberley Town Centre within which the businesses had voted in 2011 to collectively invest in local improvements to enhance their trading environment.

Whilst some businesses were excluded, often those who were exempt from business rates, a Levy was set for the BID area and all businesses within that area were bound to pay it. The levy was collected by the Council and the income was what was used to fund the work of the BID. Collectively Camberley self-funded to a total between £20,000 and £40,000 per year via advertising revenue and pitch fees at its events. It was underlined BID's were not-for-profit organisations.

Within Camberley, Collectively Camberley was responsible for the running of events such as Armed Forces Day and the various Town Centre hunts. In addition the BID was responsible for the annual Christmas decorations and hanging baskets around the Town Centre. Amongst other activities Collectively Camberley also ran social media campaigns and leaflet drops promoting Town Centre Businesses, networking events and business awards.

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

- Louise Livingston, Executive Head – Transformation, was Surrey Heath's Representative on the BID Board and Collectively Camberley worked closely with the Council's Economic Development, Marketing and Communications and Leisure Teams to promote the Town Centre.
- The BID's expenditure was broken down to the penny and financial reports were regularly presented to its Board. The BID was directly accountable to the BID Levy payers.
- Collectively Camberley tried to cater events or specific campaigns to benefit a specific business if it felt it wasn't getting a return on its BID levy.
- Collectively Camberley's relationship with the large national retailers in the Town Centre varied from retailer to retailer. It was noted whilst Sainsburys use to have little involvement, Primark was active on the BID Board.
- Collectively Camberley was working with Town Centre businesses on exploring free car parking initiatives, which would entail a reduced Car Parking fee if shoppers spent money at a qualifying business.
- Plans for the installation of Footfall Counters were being considered in The Square.
- Collectively Camberley didn't produce new marketing content for Council run projects, but normally repackaged existing materials.

There was a discussion in respect of the marketing and communication around the Town Centre regeneration. It was agreed there was value to a more detailed exhibition of the plans and proposed materials in The Square.

- Even though a scheme had previously existed and failed to get much uptake, there was worth for the Council to review the demand and potential for a shop mobility service.

Members felt it would be useful for Councillors to receive a brief update on the Council's work with the BID.

RESOLVED that

- I. the relevant Committee or Working Group receive a verbal update on the Council's joint work with Collectively Camberley and any relevant feedback from its representation on the BID Board; and**
- II. the potential for a Shop Mobility Service be examined for potential consideration at the Town Centre Working Group.**

25/EP Camberley Job Club - Report

The Committee received a report from Peter Nyman, Treasurer, in respect of the work of Camberley and District Job Club.

Camberley Job Club was originally founded in 2012. Its purpose was to help those who were looking for employment to prepare and search for jobs. This was provided by helping rebuild confidence, offering support in preparing a CV, writing a cover letter and interview preparation.

Camberley Job Club fostered a friendly and inclusive culture and had a 'no turn-away' policy and had received many repeat customers as a result. The majority of customers aimed to acquire basic-level jobs and the Job Club aimed to improve jobseekers' employability through enrolling clients in English-speaking classes and helping them with basic IT skills.

Whilst a significant amount of clients were referred back to Job Centre Plus, each customer had between 5 and 12 mentoring sessions at the end of which it was hoped that clients would be self-managing. Clients also had workshops on debt issues and guidance on setting up their own business if necessary.

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

- It was noted that the Executive had resolved to delegate the decision to award the Job Club with a revenue grant for the 20/21 financial year to the Executive Head – Transformation. Discussions had indicated it was likely that the Job Club would be awarded with a revenue grant of £6,000.
- Peter Nyman advised that Councillors were welcome to experience the service first hand on a Monday morning at High Cross Church.

The Committee thanked Peter Nyman for his informative presentation.

26/EP Parity for Disability

The Committee received a presentation from Helene Abbiss and Kelly Jarman in respect of the work of Parity for Disability.

Parity was a charity which provided specialist day services in Farnborough, Camberley and Mytchett to those with multiple disabilities. Once young people with multiple disabilities left education, their options were limited in terms of day to day support and opportunities to connect with others. This was exemplified by feedback from parents that without parity they didn't know what their young people would do.

Parity had a fleet of 6 mini-buses; and had a team of carefully recruited staff, some of which were training towards qualifications such as a National Vocational Qualification (NVQ).

Parity currently fundraised £150,000 a year to meet the shortfall in funding, but it was noted that Parity also required 2-3 months in contingency funding.

Parity had been recipients of a Community Fund Grant and positive references from Officers allowing the acquisition of an interactive Visilift Screen for their Mytchett Centre. Parity had also been helped with grants from Frimley Fuel Allotments and Surrey Community Foundation.

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

- On visiting Parity's day services Members had received a fantastic welcome from both students and staff and were stunned by the great facilities in particular the sensory room. It was reiterated that every Member should visit to see the work of the charity and that Parity did fantastic work to reduce isolationism for young people with multiple disabilities.
- Parity fostered a great atmosphere and culture, where the students constructed and planned their own days whilst staff facilitated their plans.
- There was potential for Parity to work with the Council's Economic Development Team to promote their service and network with other local charities and businesses such as at the Surrey Heath Business Breakfast.
- In June 2019 Parity received the Queen's Award for Voluntary Service. This could act as an opportunity to promote and raise the profile of the charity in conjunction with the Council's Economic Development Team.

The Committee thanked Helene Abbiss and Kelly Jarman for Parity's brilliant work and their informative presentation.

27/EP Proposed Work Programme 2020/2021 Municipal Year

The Committee considered its Work Programme for the 20/21 municipal year.

It was agreed that as Accent had made significant progress towards successfully tackling its maintenance issues, there was little value to it presenting to the Committee during the June meeting. Instead it was agreed that an Accent presentation to the September meeting of the Group would be more valuable.

In addition as Surrey Heath Arts Council was in receipt of a Revenue Grant, but hadn't recently presented to the Committee, it was felt there was value for them to present at the next Committee Meeting.

RESOLVED that Surrey Heath Arts Council be invited to present to the Committee during its June Meeting.

Chairman

Presentation -- Surrey Heath Prepared

Portfolio	Transformation

Purpose

To receive a presentation from James Robinson, Chairman, Surrey Heath Prepared.

Background Information

1. Surrey Heath Prepared (SHP) is a temporary community group that came together in March to fill a local and immediate need in response to the coronavirus pandemic. A huge amount in short time by providing a helping hand where it was most needed, in the form of collecting prescriptions, shopping, food parcels to those who were vulnerable, shielded, and at a higher risk of infection. Each of the 16 wards within the Borough is represented by a co-ordinator where people can ask for help that keeps them safe at home. For further information please visit the Surrey Heath Prepared website www.surreyheath-prepared.uk.

Covid-19 Service

2. The Council has worked openly and collaboratively with SHP to ensure that as far as possible a comprehensive support was and is available for the 12 week period, ensuring that essential and basic food, medication and power were available to all those in need that were either part of the vulnerable or shielded list, any aimed to assist all who made contact to either the SHP contact centre or the local ward co-ordinators.
3. The lockdown arrangements are starting to ease which lifts some of the restrictions upon those at greatest risk, and with this recovery the services provided by SHP are starting to wind down.
4. Both SHP and the Council are in discussion with the Besom with the aim of supporting them to resume their foodbank service from the 1st July.

Recommendation

5. 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.

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Service Head:

Louise Livingston Executive Head of Transformation

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Purpose

To receive a presentation from Tracy Hiney, Charity Manager Surrey Heath Age Concern (SHAC).

Background Information

1. This CIO (Community Incorporated Organisation) is an independent, local charity working to provide services to enhance the lives of older people in the borough of Surrey Heath. Their activities prior to Covid-19 were a visiting and befriending service, operating and managing the Rainbow Cafe in Camberley town centre with a range of Tea and Chatter activities for older people, which included monthly gatherings and tea and memories afternoon teas hosted at the café in Camberley.
2. The organisation is supported by many dedicated volunteers which total 111, broken in to the main service areas:
 - Visiting and befriending = 51, visiting 55 clients per week.
 - Tea and Memories = 4, with an average of 24 clients.
 - Tea and Chatter 36 volunteers, 12 drivers, 30 clients
 - Café has an average of 8 volunteers, with 20 clients.
3. Surrey Heath Age Concern receives an annual revenue grant of £10,000 from the council and has also received £6,000 from the Covid-19 grant scheme, plus a £10,000 business grant.

Covid-19 Service

4. The organisation has adapted its services to ensure that they have been able to continue to support the isolated, elderly and vulnerable within Surrey Heath, many of which are frightened and confused during this period. Concerns focus around food, and medication. SHAC worked hard to change the mode of operation from personal one to one contact, to telephone support not only for the clients, but also for the volunteers, as they call twice a week to ensure they are ok, and making time to chat on the phone.
5. SHAC have also received a number of new referrals from Surrey Heath Prepared and have been working and training new volunteers to meet the additional demand.

Recommendation

6. 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:

Author:

Surrey Heath Revenue Grant Service Level Agreement.

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Service Head:

Louise Livingston Executive Head of Transformation

SURREY HEATH BOROUGH COUNCIL
SERVICE LEVEL AGREEMENT 2020/21

1	Parties
	<p>“The Council” means Surrey Heath Borough Council.</p> <p>“The Provider” means Surrey Heath Age Concern CIO (Charity Number 1175933).</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 2020 to 31 March 2021.</p>
3	The Provider’s Roles and Responsibilities
	<p>The Provider agrees to deliver the following services:</p> <ul style="list-style-type: none"> • Work collaboratively with VSNS on V& B service in maximising the impact to recruit and retain volunteers. • Introduce a maximum waiting time of 2 months from the time of referral with 85% of clients receiving a service to reduce isolation. • To recruit new volunteers as necessary to achieve the above. • Acknowledge the support of the Council in all its publicity. • Maintain audited accounts to be provided as requested by the Council, To retain your community fundraising strategy, building your financial independence. • To introduce an accurate system to monitor the user numbers at the Rainbow Café (and if possible where they come from).
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 to achieve its aims as outlined above. • To consider, and co-ordinate the request to extend the Rainbow Café lease for a further 5 year period from November 2022 to 2027. • Attendance at meetings of the Committee when available. • Payment of the grant as set out in Section 5 over. • The Council may review of its existing subsidised parking arrangements.

5	Cost and Funding Arrangements
	<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 2020 – 31 March 2021 = £10,000.</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>
6	Resolution of Issues
	<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: Gwen McClafferty

Position: Chairman, Surrey Heath Age Concern

Signature: _____

Date: _____

Presentation -- Surrey Police

Portfolio	Transformation

Purpose

To receive a presentation from Local Surrey Heath Police Commander, Inspector Alick James.

Background Information

1. The Surrey Heath Community Safety Partnership was introduced following the Crime and Disorder Act 1998, where agencies in England and Wales have a Statutory duty to form a Community Safety Partnership (CSP) to tackle key Community safety issues.

In Surrey Heath we opted for a Local Strategic Partnership, which incorporates the responsibilities of a CSP which is required to review the levels and patterns of crime and disorder in the area and develops and implements strategies to tackle local problems. The Surrey Heath Partnership meets three times a year and is chaired by the Council Leader, Cllr Alan McClafferty. The annual plan is attached as a background item.

Local Plans and Priorities

2. Surrey Police is represented by Surrey Heath's new local Borough Commander, Inspector Alick James who will give an update on Surrey Police's role during the COVID-19 pandemic and the general challenges of policing the Surrey Heath Neighbourhood Area.

Recommendation

3. 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:

Author:

Surrey Heath Partnership Annual Plan.

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Service Head:

Louise Livingston Executive Head of Transformation

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Surrey Heath Community Safety Partnership Plan on a Page 2020-21

Safeguarding and Health

Business

Crime

Shared Policies and Procedures

Working with all partners on targeted interventions to make Surrey Heath a safer place to live and work

Working with all statutory partners, business and the voluntary sector to ensure a joined up approach

Reducing inequality, stigma and discrimination

Page 17

- Undertake training for GP's using PLT time to focus on domestic abuse signs and symptoms. April 2020.
- Support the 'No More' week campaign 19 - 26th May 2020 to increase domestic abuse awareness in Surrey Heath to coincide with Euro 2020.
- For partners to use the 'see the bigger picture' Serious Organised Crime videos for training purposes to build awareness.

- To improve the community awareness and impact of alcohol and substance misuse, buy sharing information with at breakfast business event in Sept 2020.
- Develop stronger links between the partnership and Camberley BID.
- Develop stronger relationships with Frimley Business Association by extending an invitation to become a SHP member.

- Annual delivery of a partnership intelligence awareness raising workshop for SH partners in January 2020.
- Ensure effective information sharing, e.g. using all data serious youth violence to help joint problem solving to improve community safety via CHaRMM, and SOC-JAG group. Review the Eikon school holiday scheme.
- Review/extent the Surrey Heath PSPO in October 2020 for 3 years.

- Share all learning and best practice, nationally and locally in undertaking all Domestic Homicide Reviews.
- Participate in the prevent process when required aimed at preventing people from being drawn into terrorism and ensuring they are given appropriate advice and support.
- Support the merge of the CSB /HWBB and integrate meetings and policies where there is a local relevance.

Contributing to the local Economy and Wellbeing of the local population

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**External Partnerships Select Committee
Work Programme 2020/21**

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

Purpose
To consider the Committee Work Programme for the 2020/21 municipal year

Background

1. The External Partnerships Select Committee will be appointed by the Council at its annual meeting on 20 May for the period 2020/21.
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 2020

4. The Committee is scheduled to meet on the following dates in 2020/21 municipal year:
 - 9 June 2020
 - 8 September 2020
 - 1 December 2020
 - 9 February 2021
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.
At the Council Executive on the 21st January 2020, awarded revenue grants to new organisations and the External Partnerships Select Committee may choose to invite some or all organisations to attend
6. The work programme for 2019/20 is set out below:

Meeting Date	External Partner
8 September 2020	<ul style="list-style-type: none"> • Accent Housing • Surrey Heath Clinical Commissioning Group • The Autism Trust • Voluntary Support North Surrey

10 November 2020	<ul style="list-style-type: none"> • Accent Housing • Citizens Advise Surrey Heath • The Hope Hub • Catalyst Support
9 February 2021	<ul style="list-style-type: none"> • Accent Housing • Camberley Job Club • Basingstoke Canal Authority • Blackwater Valley Countryside Partnership

7. A list of other possible items is attached at Annex A, though this is not comprehensive and only intended to be indicative of the sort of areas covered in previous years.

Proposal

8. Members are asked to agree an outline work programme for 2020/21.

Resource Implications

9. Resource implications will depend on the issues brought before the Committee. The implications both in terms of prior to/during the meeting and any resultant work will have to be assessed when individual meetings are planned and the Committee decisions are known.

Recommendation

10. The Committee is asked to consider a work programme for the 2020/21 municipal year.

Background Papers: None

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Head of Service: Louise Livingston – Executive Head Transformation

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

Standing Responsibilities/Recurring Items

- Surrey Heath Health and Wellbeing Board
- 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
Catalyst Support
The Hope Hub
The Autism Trust

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
Heatherside Community Centre
Camberley Alzheimer Café

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