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Monday, 23 November 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 Surrey Heath House on **Tuesday, 1 December 2020 at 7.00 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

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## AGENDA

	Pages
<b>1 Apologies for Absence</b>	
<b>2 Chairman's Announcements and Welcome to Guests</b>	
<b>3 Minutes of the last meeting.</b>	<b>3 - 8</b>
To confirm and sign the minutes of the meeting held on 8 September 2020.	
<b>4 Declarations of Interest</b>	

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**

To receive a verbal update from Robert Mills on Accent's Maintenance Record.

**6 Citizens Advice Surrey Heath**

**9 - 16**

**7 The Hope Hub**

**17 - 22**

**8 Catalyst**

**23 - 26**

**9 External Partnerships Select Committee 20/21 Work Programme**

**27 - 30**

**Minutes of a Meeting of the External Partnerships Select Committee held Virtually on 8 September 2020**

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- + Cllr Robin Perry (Chairman)
- Cllr Morgan Rise (Vice Chairman)
  

+ Cllr Dan Adams	+ Cllr Tim FitzGerald
+ Cllr Richard Brooks	+ Cllr Shaun Garrett
+ Cllr Vivienne Chapman	+ Cllr Emma-Jane McGrath
+ Cllr Sarah Jane Croke	+ Cllr Pat Tedder
+ Cllr Paul Deach	+ Cllr Helen Whitcroft
	+ Cllr Kristian Wrenn

- + Present
- Apologies for absence presented

Substitutes: Cllr Graham Tapper (in place of Cllr Morgan Rise)

Members in Attendance: Cllr Rodney Bates, Cllr Valerie White, Cllr Sashi Mylvaganam and Cllr Victoria Wheeler

Officers Present: Jayne Boitout, Louise Livingston and Tim Pashen

**5/EP Minutes of the Last Meeting**

The minutes of the meeting were agreed to be signed by the Chairman at the next opportunity.

**6/EP Declarations of Interest**

It was noted for the record that:

1. Councillor Shaun Garrett declared that he was involved in Surrey Heath Age Concern, Old Dean Community Centre and Chloe's and Sophie's Special Ear Fund who all worked with Voluntary Support North Surrey.
2. Councillor Alan McClafferty declared that:
  - a) he and his Wife both volunteered for Surrey Heath Age Concern who worked closely with Voluntary Support North Surrey.
  - b) he was the Council's outside body representative for Voluntary Support North Surrey.

**7/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.

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. VSNS had worked in partnership with the Council in order to achieve via the following services:

1. Core Services providing charities and the third sector with guidance on governance, strategy, and funding. It was emphasised during the Covid-19 pandemic funding had become a priority area service for VSNS; with third sector organisations experiencing a squeeze on their funds.
2. Support on how to manage, train and motivate volunteers and the administration of DBS checks.
1. Specific support to the areas of deprivation in partnership with Surrey Heath Borough Council

VSNS directly ran the Time to Talk Project, which was delivered in conjunction with Surrey Heath Age Concern. The project served individuals which were suffering with isolation and loneliness. During Covid-19 the project had reconfigured to provide its befriending services via phone and had seen a rise in demand for its services.

VSNS worked closely in partnership with the Council and Surrey Heath Prepared on the outbreak of the Covid-19 pandemic. VSNS gave strong assistance to Surrey Heath Prepared helping them recruit and manage volunteers; as well as providing logistics support in respect of acquiring and delivery of Personal Protective Equipment.

It was acknowledged that the third sector was a laggard in respect of providing digital services and VSNS were continually striving to develop what charitable organisations offered to supporters and clients online. VSNS also aimed to inform and help organisations develop new ways to fundraise online and in the post-lockdown world. It was emphasised that fundraising had become more difficult given the economic situation and the success of online grant applications had become more crucial for the third sector, entailing greater demand for VSNS's support and expertise on the matter.

During Lockdown many new volunteers had come forward and in turn had opened their mind to volunteering. Whilst numbers of volunteering opportunities had decreased, there was now a new section of volunteers in society for local groups to harness.

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

- Voluntary Support North Surrey measured their success via statistics captured in respect of volunteering. For example VSNS could measure how many volunteers were currently on placements and how many corporate organisations were currently taking part in volunteering schemes ran by VSNS. However it was suggested by Members that there could be better, more in-depth, regular measurement of VSNS's performance in the future.
- VSNS assisted and guided third sector organisations through the DBS check process.
- VSNS aimed to help third sector organisations to harness the new pandemic-led emphasis on the digital world. VSNS aimed to get more third sector organisations meeting via digital board meetings, and undertaking day to day functions via video-conferencing services. Acknowledging that it was a key indicator for fundholders, VSNS actively helped third sector organisations develop their websites and their social media presence.

VSNS offered training courses on language use in grant applications as well as a grant application checking service.

- VSNS worked with local voluntary organisations in order to place students taking part in the Duke of Edinburgh scheme. However it was acknowledged outside of this they could improve on their efforts to engage with young people. It was acknowledged young people could offer voluntary organisations significant social media expertise and skills. It was suggested that Surrey Heath Youth Council and Surrey Youth Cabinet, as well as Secondary Schools could be good initial channels for promoting volunteering to local young people.
- Although there was acknowledged room for improvement in respect of raising their own funds, VSNS had managed to access funding from central government Health and Wellbeing funds and had attracted small donations from individuals.
- VSNS steered potential volunteers to where they were needed and did not give the Time to Talk Project any preferential treatment.
- As per the annex in the agenda report pack VSNS placed 412 volunteers during the first quarter of this year. However it was noted that this figure was slightly higher than normal due to the influx of volunteers at the start of the pandemic.

The Committee thanked Solette for her informative presentation.

## **8/EP Surrey Heath Clinical Commissioning Group**

Nicola Airey, Director of Planning & Delivery, gave a presentation in respect of the Clinical Commissioning Group's priorities in the next six months and their response to the Covid-19 pandemic and the health recovery which would follow.

NHS Surrey Heath Clinical Commissioning Group (CCG) was made up of the seven GP practices (10 surgeries) in Surrey Heath and Ash Vale and spent around £114m on community and hospital care for around 95,000 people registered at these surgeries.

The CCG's vision was to improve the health of local people by commissioning hospital and community health care to meet the needs of the population, and to ensure that local health services are high quality, value for money and meet the needs of the population.

Since last presenting to the Committee, a number of key issues had significant impacts on the CCGs work:

- The CCG were a key stakeholder in assuring a successful recovery and restoration to Health Care within Surrey Heath.
- There was significant planning being undertaken in respect of a scenario where winter pressures were to put substantial burdens on NHS Services. The plans included the provision of an innovative drive through flu clinic in order to safely administer the flu vaccination for Surrey Heath.
- The creation of a new 'Community Deal', which sought to assess and improve the ways in which local NHS services had conversations with different communities,

- The need for EU Exit Planning.
- A planned organisational restructure.

In a wider focus, the CCG were still aiming to concentrate on early intervention rather than integrated care which had been the organisation's main focus since its inception. In addition there was a continued emphasis on 'Early Help', which took the form of resources being directed towards new CAMHS services and greater partnerships between Mental Health services and schools.

The following priorities for the CCG over the next six months were outlined:

- The strengthening of Mental Health services including partnership working tying in with the prioritisation of early intervention and reflecting an anticipated greater demand due to COVID-19.
- Further development of the integrated care journey for older people for the next level, ensuring that when older residents go into supported accommodation they do with a joined up package with health partners.
- Identifying how they tackle inequalities within society in Surrey Heath and ensuring that delivered care that is equitable and does not vary in quality of delivery or outcomes because of personal characteristics. It was acknowledged that deprivation, learning disabilities, and difficulties in accessing services led to poorer health outcomes.

The Covid-19 Pandemic had changed forever how the NHS engages with its residents. In its most obvious sense this included a huge increase in the amount of telephone and online appointments and consultations. In addition General practice was now back to the same levels of consultations pre-pandemic and although many more of these had been video and text consultations, feedback suggested that this hadn't taken away from appointments' effectiveness.

There was a conscious effort to ramp up vaccination efforts ahead of flu season which included the provision of holding a drive through clinic at Blackbushe Airport, Camberley. The clinic opened on 21 September and was designed to ensure safe delivery of the flu vaccination.

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

- Surrey Heath CCG followed the Mental Health Investment Standard which required CCGs to increase investment in Mental Health services in line with their overall increase in allocation each year. There was also a reconfiguration of Mental Health services to reflect the new lines of communication given the Covid-19 pandemic, including an increase in 24/7 crisis call lines. In addition the CCG had agreed to give additional resource and support to the Citizens Advice Bureau in respect of clients' access to Mental Health Services.
- Not all of Surrey Heath is covered by Surrey Heath CCG or the partnering CCGs that Surrey CCG regularly liaised with through the Integrated Commissioning Fund (ICF). Whilst Frimley Health Trust had announced the release of a new Electronic Patient Record (EPR), this meant it would be soon working off a different system from St Peters Hospital and the Royal Surrey Hospital which many of the Borough's eastern residents also regularly used. The new EPR will allow for the transfer of the Connected Care Record across the Surrey Heath CCG's social care, community and

acute trust services. However it was unknown how well Surrey Heath CCG's new EPR will be able to connect with other acute trusts.

- There was an acknowledged overload on Child and Adolescent Mental Health Services (CAMHS); whose demand had increased due to the social distancing measures. Surrey Heath CCG was aiming to create greater capacity in the CAMHS system by commissioning and investing in services relating to the early intervention of behaviours including behavioural support for 4, 5 and 6 year olds.
- The Council's planning department were good at informing the CCG in respect of new developments which would increase demand on Surrey Heath's NHS services. A frequent casework comment received by Members was that the local infrastructure was inadequate to absorb future demand from new developments. This was exacerbated by a perceived poor use of Community Infrastructure Levy (CIL) funds.
- Waiting times at GP Practises within the CCG area were better than the national average. In addition the recent rise in online consultations had reduced waiting times for groups of people and GP waiting times had actually eased during the Covid-19 pandemic.
- It was noted there were additional opportunities for partnership working with the Borough Council, including to feeding to the Equality Working Group's work in respect of ethnicity and access to services.

The Committee thanked Nicola Airey for her informative presentation.

## **9/EP Covid-19 Update - Recovery Phase and Preparation for 2nd Wave**

The Committee received a presentation from Louise Livingston, Executive Head, Transformation, on the recovery phase to the Council's Covid-19 response and its preparations for a second wave.

The Borough Council's emergency response to the pandemic so far had included:

- 1461 tonnes more waste and recycling collected from households compared to a pre-lockdown average
- £15,145,000 of statutory business support grants paid out to 1,189 local firms.
- £825,000 of discretionary business support grants paid out to 99 firms.
- £61,000 of emergency grants awarded to local charities

These were updated figures since the last update heard by the Committee.

The Council's recovery programme consisted of 6 recovery workstreams, which ranged from communication and member engagement to business support and local economic recovery. The Council's recovery started with the launch of the Surrey Heath Covid-19 Emergency Charity Grant Scheme and had transitioned to contingency planning for a possible second wave.

The Council's contingency plan included Covid-19 case monitoring to foot parcel planning and welfare preparation and staffing.

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

- The economic situation resulting from the pandemic and the ending of the Central Government Furlough scheme would result in job losses and Surrey Heath residents accessing the benefit system who haven't previously done so. The Council was currently actively reaching out to businesses to make them aware of what support they had available through the Surrey Chambers of Commerce and the Growth Hub. The Council's Economic Development team were also looking at setting up initiatives in respect of equipping residents with skills and increasing employability as well as specific schemes for 16-24 year olds.
- There was value in a simple and concise one page communication, which could be published in Heathscene and/or on Social Media signposting residents and businesses where they could get help if they were in hardship. This was agreed to be taken forward as a potential initiative by officers.
- As it stood there was no noticeable rise in Surrey Heath residents going back to commuting to London in large numbers. The Council was continuing to encourage compliance with the social distancing guidelines and was taking an active role advising local businesses on how to reopen safely.
- Surrey County Council was working with Surrey's schools in order to use their parent mails as information channels to pass on information in respect of its Covid-19 response. It was recognised that the Borough Council also had the potential to harness its partnerships with the Borough's schools as a means of communication.

**RESOLVED that a one page, easy reference communication in respect where to get hardship support in light of the pandemic be explored and created.**

#### **10/EP Committee Work Programme**

**RESOLVED that the Committee Work Programme be noted for the rest of the 20-21 municipal year.**

Chairman

**Citizens Advice Surrey Heath**

**Purpose**

**To receive a presentation from Kate Sawdy, Chief Executive Officer at Citizens Advice Surrey Heath.**

**Background**

1. Prior to the Covid pandemic, Citizens Advice Surrey Heath (CASH) were open for face to face appointments system from 10am-4pm, Monday –Thursday plus a weekly outreach service on a Wednesday at the Windle Valley Centre in Bagshot, and a monthly outreach session at Chobham Village Hall and via a existing partnership arrangement with Citizens Advice Woking diverts all phone calls from the bureaux on a Friday from 9-5.
2. With Government guidance and restrictions in relation to social distancing to minimise the spread of Covid, the organisation has changed its operation to a telephone, on-line and virtual meeting service. Please see latest monitoring data attached in annex 1.
3. The message to the Surrey Heath community remains that CASH are open for business and the organisation is keen to help people to resolve their legal, money and other problems.
4. CASH is one of the three ring fenced organisations that receives ongoing funding from the Council with an annual grant of £80,000 is provided subject to a service level agreement. Please see attached agreement for the year ending 31<sup>st</sup> March 2021, as a background paper.

**Recommendation**

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

**Background Papers:**

Monitoring Report Q2 20/21

Service Level Agreement 2021

**Author:**

Jayne Boitoult 01276 707464

e-mail: [jayne.boitoult@surreyheath.gov.uk](mailto:jayne.boitoult@surreyheath.gov.uk)

**Service Head:**

Louise Livingston Executive Head of Transformation

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## CASH Report 2020-21 Q2

We have seen a number of our volunteers taking time off as restrictions were lifted in this quarter. We have, however, 6 new trainee advisers in the process of being trained to boost our numbers and a further possible 8 trainees due to start in January. Supporting trainees can reduce the capacity of existing advisers as they have to provide feedback and discuss cases but it is worth it to ensure a quality service going forward.

Core Client contacts	Q1	Q2	Q3	Q4	TOTAL
<b>Total core client contacts</b>	1130	1211			
<b>Average daily contacts (Target =30)</b>	22	23			

Projects 2019-20	Q1	Q2	Q3	Q4	TOTAL
<b>Healthwatch Surrey</b>	69	64			
<b>Help to Claim (UC)</b>	58	80			
<b>Money Advice:</b> Clients	30	56			
<b>Social Prescribing:</b> New clients	13	18			
Existing clients	51	57			
*Shielded clients	26				
<b>Financial Gain/ Income maximisation*</b>	£82,404	£43,755			
<b>Debts written off or rescheduled*</b>	£684				

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

Forms assisted with 2020-21	Q1	Q2	Q3	Q4	TOTAL
Personal Independence Payment	4	4			
Attendance Allowance	10	9			
Employment Support Allowance	1	0			
DLA/Child DLA	0	1			
Other forms (Blue badge, DHP, etc)		6			
Universal Credit 50 (fitness for work)	0	0			
Mandatory Reconsiderations	4	1			
Appeals	2	3			
<b>TOTAL</b>	<b>21</b>	<b>24</b>			

Emergency Support	Q1	Q2	Q3	Q4	EoY
<b>Foodbanks</b>					
Referrals	31	39			
No. in household	70	84			

**The problem**

Karen was an elderly woman living alone with no family or friends living locally. She wanted help to complete an Attendance Allowance form. Karen had applied for the benefit a few years ago but was unsuccessful. She was very anxious and worried about sharing her difficulties and being honest about how hard she was finding certain things.

**What we did**

We established a comfortable rapport and built up a good relationship on the few calls before completing the form so when the time came Karen was feeling much more relaxed. It took 2 ½ hours to complete the form over the phone and Karen was appreciative of the support with this, as she said she would have not been able to complete it on her own. It also allowed her to think about areas of her daily living that she struggles with and we looked at ways she might be able to make things easier. Karen was awarded the higher rate of Attendance Allowance. Which meant she was able to afford to get someone to help her in the home to clean and do odd jobs that she finds difficult.

**The problem:**

Sarah and her teenage daughter, both struggle with reading and writing. Her income had been low but her work had now stopped due to Covid-19 and, despite moving to Universal Credit last year, she was struggling to manage a deficit budget.

**What we did**

We successfully applied for a Discretionary Housing Payment award on her behalf so her council tax & rent arrears were written off. Also her rent shortfall (due to the over-occupancy charge) was covered for 6 months. We helped her to increase her rent figure on her Universal Credit account and appealed successfully for it to be backdated to her rent change in April. We also provided her with energy advice (as part of the Energy Advice Project) and she knows to apply for the Warm Home Discount with her supplier when the scheme opens. Her rent account with Accent is now in credit and she is able to manage her budget.

**The problem**

Deborah had been widowed, leaving her with 5 children. She had tried to manage financially but had fallen into debt due to an incorrect decision regarding her Universal Credit.

**What we did**

We negotiated with DWP on her behalf and she has now received a large back payment (over £13,000) of Universal Credit that she was entitled to after the death of her husband last year. This followed escalation of the issue to Thérèse Coffey Secretary of State for Work & Pensions via our local MP Michael Gove. We also advised Deborah about the benefits cap and of changes to her benefits if her eldest child leaves college to start work. Deborah is now out of debt and can buy a second laptop to help her children with home learning. She is also hoping to be able to afford a second hand car to help with finding work as she understands that she needs to work at least 16 hours a week to increase her income and enable the benefit cap to be lifted.

**SURREY HEATH BOROUGH COUNCIL**  
**SERVICE LEVEL AGREEMENT 2020/21**

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 2020 to 31 March 2021.</p>
3	The Providers Roles and Responsibilities
	<p>The Provider agrees to deliver the following services:</p> <ul style="list-style-type: none"> <li>• To deliver the changing needs as outlined within your Business Development Plan 2019-22 as attached in Annex A, and any subsequent versions introduced to reflect the changing local trends and priorities:</li> <li>• To continue to develop joint funding bids where appropriate to meet local priorities:</li> <li>• To increase the average daily numbers of clients interacted with to 30:</li> <li>• To acknowledge the support of the Council in all publicity:</li> <li>• To maintain independently examined accounts to be provided as requested by the Council:</li> <li>• To continue with a community fundraising strategy, that builds the organisational financial independence.</li> <li>• To assist where necessary with the Surrey Heath Poverty/Project Initiative.</li> <li>• To work collaboratively when relevant with any agency/voluntary organisations such as Camberley and District Job Club, The Autism Trust and others.</li> <li>• To be fully inclusive from an internal and external perspective.</li> </ul>
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"> <li>• Support the Provider to achieve its aims as outlined above.</li> </ul>

	<ul style="list-style-type: none"> <li>• The council will maximise all networking opportunities to promote and share ideas that support the Provider.</li> <li>• Attend monitoring meetings as appropriate.</li> <li>• The Council is committed to continue to provide car parking without charge should this situation change, a six month notice period will 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.</li> <li>• Provide the grant on a quarterly basis in advance as set out in Section 5 below.</li> </ul>
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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 = £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>
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: Nigel Downey

Position: Chairman of Trustees, Citizens Advice Surrey Heath

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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## The Hope Hub

### Purpose

**To receive a presentation from Mags Mercer, Chief Officer at The Hope Hub.**

### Background

1. During the period of the 2<sup>nd</sup> lockdown, The Hope Hub have reduced their opening to Tuesday and Friday between 10-2pm with timed appointments for clients, and if help is needed outside of these hours to make contact on:01276 581174 where the team will respond as soon as possible. The employment support hub, and the IT connect project is also provided when possible whilst complying with existing Covid restrictions.
2. The Hope Hub has been supported by the council since it became operational in 2018 by the Housing team at £30,000 for a 3 year period, which will cease in March 2021. Since April 2019 further support has been received from the Councils revenue grant scheme of £17,000, an application of £40,000 has been received and will be considered by the Executive in February 2021, a monitoring report and a service level agreement is attached as a background paper.
3. The Council is also seeking further collaborative work through the Night Stop project.
4. The message to our local community remains that The Hope Hub are open, and will retain the service pathway for those at risk of becoming or are homeless within Surrey Heath.

### Recommendation

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

#### Background Papers:

Monitoring Report Q2 20/21  
Service Level Agreement 2021

#### Author:

Jayne Boitout 01276 707464  
e-mail: [jayne.boitout@surreyheath.gov.uk](mailto:jayne.boitout@surreyheath.gov.uk)

#### Service Head:

Louise Livingston Executive Head of Transformation

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<b>Funds Received:</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total Funds Received YTD £</b>
	3750	3750			7500

**Communication:** Website, Tw, fb to inform Clients and Supporters. Introduced e-News April, May, June. Moved to bi-monthly July-Aug.  
**Supported Clients:** Throughout the pandemic and will continue to do so. All staff equipped to efficiently home work 2 days/week on rotation THH continue to outreach (OR) as required and regularly take food parcels, toiletries and post to homeless people who use our address when NFA. THH introduced NEW IT CONNECT project to upskill and help prepare Clients to volunteer, train and become work ready through 1:1 support, online support and accessing courses through us as a LEARN MY WAY CENTRE.

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FY20-21			
SERVICES ACCESSED (inc FP Dely)		1:1's	OR   Vsts
Apr	624	263	16   29
May	1036	292	20   21
June	1188	229	22   25
<b>Q1 Total</b>	<b>2848</b>	<b>784</b>	<b>58   75</b>
July	689	355	35   37
Aug	508	224	37   37
Sept	659	344	25   53
<b>Q2 Total</b>	<b>1856</b>	<b>923</b>	<b>97   127</b>
Oct			
Nov			
Dec			
<b>Q3 Total</b>			
Jan			
Feb			
Mar			
<b>Q4 Total</b>			
<b>Q1-Q4 Total</b>	<b>4704</b>	<b>1707</b>	<b>155   202</b>

Q1 : FY20-21						SHBC	Non SHBC
Male	Female	TG	New	Totals		TOTAL	TOTAL
	36	27	0	6 3M 3F	63	46	17
	46	24	0	3 2M 1F	70	49	21
	39	23	0	7 6M 1F	66	50	16
				<b>16   11M   5F</b>			
<b>Total Clients Q1: 94 M: 58 F: 36</b>						<b>75</b>	<b>19</b>

Q2: FY20-21						SHBC	Non SHBC
Male	Female	TG	New	Totals		TOTAL	TOTAL
	37	24	0	3 2M 1F	61	48	13
	40	20	0	7 4M 3F	60	47	13
	60	27	0	12 8M 4F	87	60	27
				<b>22   14M   8F</b>			
<b>Total Clients Q2: 113 M: 76 F: 37</b>						<b>85</b>	<b>28</b>

**CRISIS SERVICES**

Benev Gnt Em Items/

	Total.	Toiletries	Clothes	Food Parcel	Activ/Men	Debt Mgt	Slpg Bags
Apr	2 FFA	60	4	182	164	9	1
May	1 Wisley	100	10	225	215	5	1
June	5	84	19	202	161	9	3
<b>Q1</b>	<b>8</b>	<b>244</b>	<b>33</b>	<b>609</b>	<b>540</b>	<b>23</b>	<b>5</b>
July	3	26	7	43	13	1	1
Aug	2	23	3	25	30	3	2
Sept	1	39	12	52	55	4	3
<b>Q2</b>	<b>6</b>	<b>88</b>	<b>22</b>	<b>120</b>	<b>98</b>	<b>8</b>	<b>6</b>

**EMPOWERMENT SERVICES**

Telephone / Safe S Distancing / Intervention

	1:1 Support	Wellbeing	Tng	CV Spt	Emplmt
Apr	378	78	2	1	1
May	679	83	2	1	1
June	736	45	2	3	3
<b>Q1</b>	<b>1793</b>	<b>206</b>	<b>6</b>	<b>5</b>	<b>5</b>
July	689	6	4	2	2
Aug	508	21	3	12	2
Sept	659	14	3	14	8
<b>Q2</b>	<b>1856</b>	<b>41</b>	<b>10</b>	<b>28</b>	<b>12</b>

Oct													
Nov													
Dec													
Q3	0	0	0	0	0	0	0	0	0	0	0	0	0
Jan													
Feb													
Mar													
Q4	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Q1-Q4 Total</b>	14	332	55	729	638	31	11	3649	247	16	33	17	

SURREY HEATH BOROUGH COUNCIL

SERVICE LEVEL AGREEMENT 2020/21

1	<p>Parties</p> <p>“The Council” means Surrey Heath Borough Council.</p> <p>“The Provider” means The Hope Hub, charity number: 1176452</p>
2	<p>Appointment and Duration</p> <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	<p>The Providers Roles and Responsibilities</p> <p>The Provider agrees to deliver the following services:</p> <ul style="list-style-type: none"> <li>• £10,000 to be used specifically to contribute to salary costs to employ a part-time Case Worker to include Outreach and covering the whole of Surrey Heath for the full period of the grant. Confirmation the post is filled and the work pattern: to provide client numbers seen, the referral method if applicable, the location and outcome. Outreach may be carried out by any competent frontline member of staff and accompanied by a key Volunteer at times.</li> <li>• To fund the crisis provision gap for the remainder of Surrey Heath that is not covered by the grant payments from by Frimley Fuel Allotments. To provide client numbers, locations, and costs.</li> <li>• To provide quarterly statistics on the service and user numbers of the Hope Hub services.</li> <li>• To assist where necessary on any other relevant projects throughout the year.</li> </ul>
4	<p>The Council’s Roles and Responsibilities</p> <p>The Council agrees to supply the Provider with the following.</p> <ul style="list-style-type: none"> <li>• Support the provider to achieve its aims as outlined above.</li> <li>• The council will maximise all networking opportunities to promote and share ideas that support the organisation.</li> <li>• Provide the grant on a quarterly basis in advance as set out in Section 5 below.</li> </ul>
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 2020 – 31 March 2021 = £17,000</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 - 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: Karen Kendall

Position: Chair The Hope Hub

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Catalyst Support**

**Purpose**

**To receive a presentation from Gemma Johnston, from Catalyst.**

**Background**

1. In 2017, Catalyst started a new initiative in Surrey Heath that provided a mental health and well-being community football team, called 'the Welcome Wizards' and this is aimed at improving mental health. This scheme operates from Frimley Lodge Park and uses one of the 3G football pitches twice a week to provide this to service to a minimum of 16 people which over the year benefits around 100 people. This scheme is unique to this area in that no other service like it operates.
2. The funding for the scheme ceased in spring 2020 and Catalyst were awarded a Council revenue grant of £4,000 to enable the scheme to continue from April 20 - March 21, however during the lockdown the scheme has not operated. A further application has been received for consideration at the Executive meeting in February 21 for the financial year starting from April 21 of a reduced sum of £1,550. It is worth noting the significant reserves kept by Catalyst, but we are advised that the majority are restricted, due to the delivery of their commissioned contracts.
3. This service is accessed via self-referrals or existing clients. The Welcome Wizards are part of the Surrey FA disability league with Catalyst hosting an annual tournament which is very popular as it provides mental health relief, and exercise to those who can be isolated and vulnerable within our community, and it can often be the start of an improved quality of life, through building confidence and self-belief.
4. Attached is the service level agreement for 2020/21.

**Recommendation**

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

**Background Papers:**

Service Level Agreement 20/21

**Author:**

Jayne Boitout 01276 707464

e-mail: [jayne.boitout@surreyheath.gov.uk](mailto:jayne.boitout@surreyheath.gov.uk)

**Service Head:**

Louise Livingston Executive Head of Transformation

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SURREY HEATH BOROUGH COUNCIL  
SERVICE LEVEL AGREEMENT 2020/21

1	<p><b>Parties</b></p> <p>“The Council” means Surrey Heath Borough Council.</p> <p>“The Provider” means Catalyst Support Ltd, charity number: 1075892</p>
2	<p><b>Appointment and Duration</b></p> <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	<p><b>The Providers Roles and Responsibilities</b></p> <p>The Provider agrees to deliver the following services:</p> <ul style="list-style-type: none"> <li>• To deliver the Welcome Wizard football sessions, for males and females for 48 weeks at the all-weather court in Frimley Lodge Park.</li> <li>• To organise and deliver an annual football tournament.</li> <li>• To promote the availability of this service, share information with the Hope Hub amongst other Surrey Heath not for profit groups.</li> <li>• To actively search for alternative funding streams.</li> <li>• To confirm/review new referral methods to ensure that an inclusive approach is adopted to improve accessibility.</li> <li>• To achieve an average of 25 clients per session.</li> <li>• To provide quarterly statistics on the service developments, which include details of: user numbers, their location, and referral routes and gender.</li> </ul>
4	<p><b>The Council’s Roles and Responsibilities</b></p> <p>The Council agrees to supply the Provider with the following.</p> <ul style="list-style-type: none"> <li>• Support the provider to achieve its aims as outlined above.</li> <li>• The council will maximise all networking opportunities to promote and share ideas that support the organisation.</li> <li>• Provide the grant on a quarterly basis in advance as set out in Section 5 below.</li> </ul>
5	<p><b>Cost and Funding Arrangements</b></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 2020 – 31 March 2021 = £4,000</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 - 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: Jane Delarosa

Position: Catalyst Support

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**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:  
  
2 March 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 21<sup>st</sup> 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:

<b>Meeting Date</b>	<b>External Partner</b>
9 February 2021	<ul style="list-style-type: none"> <li>• Camberley Job Club</li> <li>• Basingstoke Canal Authority</li> <li>• Blackwater Valley Countryside Partnership</li> </ul>

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

Proposal

8. Members are asked to agree 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

Author:

Jayne Boitout 01276 707464

e-mail: [jayne.boitout@surreyheath.gov.uk](mailto:jayne.boitout@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  
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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