



External Partnerships Select Committee
Tuesday, 29 November 2022 at 7.00 pm
Council Chamber, Surrey Heath House, Knoll Road, Camberley, GU15 3HD

To: Councillors Vivienne Chapman (Chairman), Morgan Rise (Vice Chairman), Dan Adams, Richard Brooks, Paul Deach, Tim FitzGerald, Mark Gordon, Josephine Hawkins, David Lewis, Emma-Jane McGrath, Liz Noble, Pat Tedder and Valerie White

Substitutes: Councillors Graham Alleway, Rodney Bates, Cliff Betton, Stuart Black, Edward Hawkins, Charlotte Morley, Darryl Ratiram and Graham Tapper

In accordance with the Constitution Members are reminded that

- the Substitute Protocol provides for Members who are unable to attend this meeting to give their apologies and arrange for one of the appointed substitutes, as listed above, to attend and to inform their group leader of the arrangements made;
- Part 4, Section D, paragraph 30, provides that the proceedings of working groups shall be regarded as confidential until such proceedings have been communicated to the press, or made public, by or with the authority of the Council, the Executive, Committee or a sub-committee.

AGENDA		Pages
	Part 1 (Public)	
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 06 September 2022.	
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	Collaborative Action and Forum	9 - 18
	To receive a presentation from Citizens Advice Surrey Heath and undertake an open forum discussion.	

6 Accent Housing Update

To receive a presentation from Accent Housing.

7 Committee Work Programme

19 - 20

To consider the Committee's work programme for the remainder of the 2022/23 municipal year.

8 Date of Next Meeting

The next scheduled meeting of the External Partnerships Select Committee will take place on Tuesday 28 February 2023 at 7pm.

Contact 01276 707319
democratic.services@surreyheath.gov.uk

Minutes of a Meeting of the External Partnerships Select Committee held at Council Chamber, Surrey Heath House, Knoll Road, Camberley, GU15 3HD on 6 September 2022

- + Cllr Vivienne Chapman (Chairman)
- + Cllr Morgan Rise (Vice Chairman)

- | | |
|---|---|
| <ul style="list-style-type: none"> + Cllr Dan Adams - Cllr Richard Brooks + Cllr Paul Deach * Cllr Tim Fitzgerald Cllr Mark Gordon + Cllr Josephine Hawkins | <ul style="list-style-type: none"> + Cllr David Lewis + Cllr Emma-Jane McGrath Cllr Liz Noble - Cllr Pat Tedder + Cllr Valerie White |
|---|---|

+ Present

- Apologies for absence presented

*In attendance virtually

Members in Attendance: Cllr Sarah Jane Croke, Cllr Helen Whitcroft

Officers Present: Louise Livingston, Nick Steevens

7/EP Minutes

The minutes of the meeting held on 7 June 2022 were confirmed and signed by the Chairman.

8/EP Camberley Alzheimer Café

The Committee received a presentation from Maureen Hume from Camberley Alzheimer Café (CAC). The organisation had 17 members in its team, all of whom had experienced of dementia in friends or family. CAC followed the education programme that had been established in the Netherlands in 1997 and brought to the UK in 2000 by Dr Gemma Jones. The programme for Alzheimer Cafés was the same worldwide, which enabled visiting families to attend any Café and relax, knowing what they would experience.

Members were reminded that dementia was an umbrella term for up to 200 conditions, caused by diseases that affect the brain. It was advised that some conditions were treatable and dementia was not an inevitable part of getting older. However, it was a progressive disease that ultimate resulted in death due to health complications.

CAC provided monthly meetings, offering friendship, stimulation through live music, colour, fragrance, and taste. Attendees were provided with education from specialists in clinical practice today, including representatives from the Alzheimer Society and NHS, along with signposting to appropriate services. It offered refreshments, including cooked meals, tea and coffee, and provided a time for guests to exchange experiences and make friends. For carers, the meetings provided a place of safety and relaxation, providing respite, education and

understanding of the condition to help them provide care, and an opportunity to witness pleasure in their loved ones participating in activities.

CAC also provided training days for the NHS, Nursing Home staff, carers, or anyone else interested in dementia. Volunteers also received support, including utilising access to the Westminster Forum, an advice group to MPs on health matters, transcripts and recordings.

Members were advised that over time the organisation had needed to adapt to needs within the locality. During the pandemic, monthly zoom meetings had been conducted, along with weekly 'keeping in touch' phone calls for residents who selected to receive this option, which had proved to be a vital service and had resulted in a number of families being referred for safeguarding concerns. The Adult Social Care team's response to these referrals was commended. Since the re-introduction of face to face meetings in April 2022, two members of the team had continued to conduct the weekly phone calls.

Members were reminded that CAC had run the Man with a Pan courses for 4 years, which had provided cookery skills to men who were widowed or had recently taken on caring responsibilities. During its operation, 100 people had participated in the scheme, including participants referred by the Hope Hub who had gained skills which had assisted with them finding employment. Some former participants now served the food at the monthly meetings.

The Committee was informed that CAC was continually seeking funding opportunities to help continue running the monthly cafés and provide workshops. It was suggested that CAC should seek support from the Council's grant schemes. The Café had recently moved to St Martin's Church, Camberley. In addition, a Memories Café would soon be held at High Cross Church, Camberley on the fourth Wednesday of each month, thus providing two opportunities per month for residents to attend meetings.

RESOLVED to note the presentation.

Note: It was noted for the record that Councillor Paul Deach declared that he had allocated funding from his Surrey County Council Members' Community Allocation to the organisation.

9/EP Frimley Clinical Commissioning Group

The Committee received a presentation from the Integrated Care Board (ICB) by Tom Lawlor. The introduction of the Health and Care Act had made significant organisational changes to the delivery of health services in England.

A key change to the delivery of health services in Surrey Heath had been the formalisation of the partnership across Frimley Health Care, along with the formalisation of Integrated Care System (ICS). Further key points regarding the changed approach to health services included:

1. The recognition by the NHS that it could only influence certain aspects of an individual's health and that housing and education was a significant determinant of wellbeing.
2. Smaller geography had also been considered as a key aspect of the changes, and understanding local issues in Surrey Heath had provided greater flexibility in providing health services.
3. The strict framework for procurement had been reduced, which had improved the ability of smaller organisations to provide services, which had been done to move toward collaboration over competition in service delivery.

The key changes in approach aimed to improve the general health of the population.

The Committee was presented with the new structure of the ICS. As part of the ICS, the Integrated Care Partnership (ICP) had been introduced as the approval body for the ICS. Members were informed that the ICP was an equal partnership between local authorities and the NHS. The works carried out by the ICS had been approved by the ICP. The Clinical Commissioning Group (CCG) had been replaced by the Integrated Care Board (ICB), which would be composed of services previously provided by NHS England and ICS staff employed by system partners. All CCG staff had also been transferred into the ICB, and health services previously provided by the CCG continued to be available with the ICB.

Surrey Heath remained part of the 5 member ICS, made up of 5 individual boroughs, which had enabled local change and facilitated bringing the partnerships closer together. This had meant that the right services were available for Surrey Heath residents. Members were informed that the 5 member ICS had been recognised as a top performer in England. The work and success of the Lakeside vaccination clinic was also recognised.

Some of the work that had been carried out by the ICS included the move of the Lakeside vaccination clinic to the Square in Camberley, which had opened in August 2022 which aimed to provide booster vaccines to those eligible for the Winter. The vaccination clinic located in the Square had also been used to test for cardiovascular related issues. This was part of the effort to bring healthcare closer to residents, by way of health on the high street. Furthermore, it was recognised as an example of the partnership working.

Members were informed that the Partnership plan created had been built upon the work of the Council to ensure that it was aligned with its partners and organisations. This had created some areas of focus that could be improved upon. The focus had been spread across six priority areas:

- (i) **Focus on Priority Areas and Deprivation** – this aimed to help disadvantaged residents have a good start to life, There had been work undertaken in this sector, but it required consolidation between partners.
- (ii) **Support for residents whom English is not their first language** - there had been difficulties accessing services, but this is an area that could be improved upon with collaboration.

- (iii) **Access to Safe and Affordable housing** - this had been recognised as a determinant that made a significant difference general wellbeing.
- (iv) **Mental Health and Wellbeing** - there had been improvements in mental health services for older adults. This had been recognised as an area that with further collaboration could be greatly improved for all demographics.
- (v) **Promoting healthy weight, healthy choices and reducing inactivity.**
- (vi) **Workforce and making Surrey Heath an even more desirable place to work** - making Surrey Heath a desirable place to work and remain in employment. significant issue recognised by all partners

The Committee was informed that there was a planned public engagement event to take place on 1 October 2022 at the Camberley Theatre, intended as a way of engaging with residents about access to public services.

Arising from discussions, a number of issues were raised:

- (i) The ICB recognised that it where it had previously not taken the opportunity to approach the Community Infrastructure Levy (CIL), it had been explored as an option for additional funding.
- (ii) Excessive waiting times at local pharmacies would be addressed, but the ICB had limited influence over national dispensaries.
- (iii) The role of Accent in the ICP was still in the planning phase but the ICB had been working with the Borough Housing team focused on vulnerable residents.
- (iv) Outreach programmes by the ICB would be increased where needed and had already been done through mobile vaccination and blood testing.

It was recognised that life expectancy was a key indicator of health and the ICB reported the importance of this key indicator and responded with the following:

- (i) The differences between Wards had been noted, and work had been carried out in the Old Dean area and investigations had begun in St. Michaels and Watchets.
- (ii) The approach to the work done on life expectancy is to work with local communities, build on their strengths and understanding what works for them.
- (iii) New roles had been created in the ICP to facilitate this approach and funding had been made available for additional services.

The Committee thanked the ICB for its presentation.

RESOLVED to note the presentation.

10/EP Accent Housing

The Committee received a presentation from Edith Shah, Director of Property Services for Accent Group on the progress made to reducing the backlog of works since its last meeting. She reported that approximately 1,000 legacy jobs remained, a reduction from the 1,500 cases that had been reported at the previous meeting. In order to address the backlog, additional contractors had been sourced to progress these legacy jobs, with Accent's contractor for the South East Region,

Ian Williams, focusing primarily on current demand and planned works. All roofing repairs were due to be completed by 31 October 2022. Due to the number of outstanding fencing jobs, another maintenance contractor was assisting with these cases.

Members discussed the progress regarding the backlog of works and expressed concerns about the numbers of cases still outstanding, noting that the approaching winter would be problematic for tenants with boiler and roofing works. Concerns were also raised about specific properties, to which Ian Williams representatives responded that work had been done on recruiting additional team members to tackle the backlog.

Arising from discussions, the following issues were raised:

- (i) Accent advised that tenants could not be prioritised for repair works.
- (ii) Accent had sent out communications to tenants informing them to test their heating systems to prevent an influx in related repair works that could not be handled.
- (iii) Accent had been seeking to address the issue of repair works outstanding by 28 days and that in future all repair works would aim to be completed before 28 days elapsed.
- (iv) Fencing repair work completed with chain link fencing would continue in line with Accent policy, but would only be done on shared borders and not on public highways.
- (v) Empty properties were not redecorated unnecessarily and Accent had ceased to fit carpets due to it not being relevant to repair works.
- (vi) Members were told that there had been 70 void properties in Surrey Heath and Accent had brought in 4 new contractors to bring those properties to standard.
- (vii) Accent had assumed role of assessing empty properties within 24 hours of being void.
- (viii) Members were reminded Accent that residents who were not Accent tenants should contact the local authority to be included on the Housing Register.
- (ix) A working relationship with Frimley Fuel Allotments was agreed as potentially beneficial and could be further progressed.
- (x) Members praised Accent for the Watchetts Park roadshow.

RESOLVED to note the presentation

Note: It was noted for the record that Councillor Emma-Jane McGrath informed the Committee that she was a tenant in Accent housing.

11/EP Committee Work Programme

The Committee considered its Work Programme and, following discussion, agreed to re-prioritise items relating to the economic situation, including food banks and warm banks for its next meeting. It was therefore agreed to bring forward the item from Citizens Advice Surrey Heath and other related items on the economic situation, with the final decision on the agenda content to be agreed with the Chairman and Vice Chairman. It was also agreed that, rather than requesting

presentations from the organisations invited to the meeting, it would be conducted in a similar style to a workshop, with Members invited to submit questions in advance of the meeting.

The update from Accent Group would also be considered at the November meeting, but it was agreed to reschedule the item from Surrey Heath Tree Wardens to the meeting in February 2023. Other suggested items for future consideration included Street Angels.

12/EP Vote of Thanks

The Chairman informed Members that Louise Livingston would be leaving the Council's employment in November 2022 and this would be her last meeting supporting the Committee. On behalf of the Committee, she thanked Louise for all of her work and support and wished her well in her new role at Wokingham BC.

Chairman

The impact of the Cost-of-living crisis and what support is available.

Page 9



Surrey
Heath



Agenda Item 5

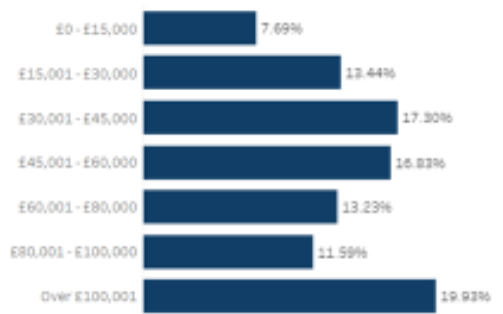
Surrey Cost of Living Survey

Cost of Living survey- Background

- This survey was asked of the Surrey Health and Wellbeing Panel in August 2022
- Which is a panel of 2000 residents- We had a response rate of approximately 800 for this survey
- The data is then weighted to be representative for the county based on age and gender
- For Surrey this means that nearly a fifth of respondents had a household income of above £100k and around half of respondents own their own home outright

Page 10

Q4 What average yearly income bracket would you say your household is in?



Q5 Which of the following best describes the ownership status of your household?



This survey will be repeated in winter to see if there has been any change.

Cost of Living Survey- Key findings

The majority of Surrey residents are not in crisis situations however they are beginning to make cut backs. It is also important to note that there are some residents that are in crisis already.

In the last 3 months (since 1 May 2022):

- 5% of residents have often struggled to pay non-energy related 'essential' bills
- Around a third have reduced spending on their regular food shop
- Around a quarter have found it difficult to pay their household bills at sometime in the last 3 months

Residents are also making cutbacks in other aspects of their lives which will have an impact on Surreys economy:

- 74% have reduced spending on eating out/takeaways
- 63% have reduced spending on trips out
- 53% have reduced spending on holidays
- 57% have reduced spending on clothing

In the last 3 months:

- 13% have run out of food before having enough money to buy more
- 20% have skipped meals and/or reduced portion size of meals
- 7% have not eaten for a whole day because there wasn't enough money

In the last 3 months:

- 74% have made changes in their behaviours because they are worried about affording to run appliances
- 10% have used energy in a public space because they could not afford it
- 8% have gone a whole day without using energy because they could not afford it

Of those who have an energy meter:

56% have run out of energy before being able to afford more

Of those who have access to a vehicle:

- 12% have often found it difficult to afford fuel for their vehicle
- The cost of fuel has to some extent negatively affected 64%
- 7% find that the rising cost of fuel often impacts ability to travel to work school or hospital appointments

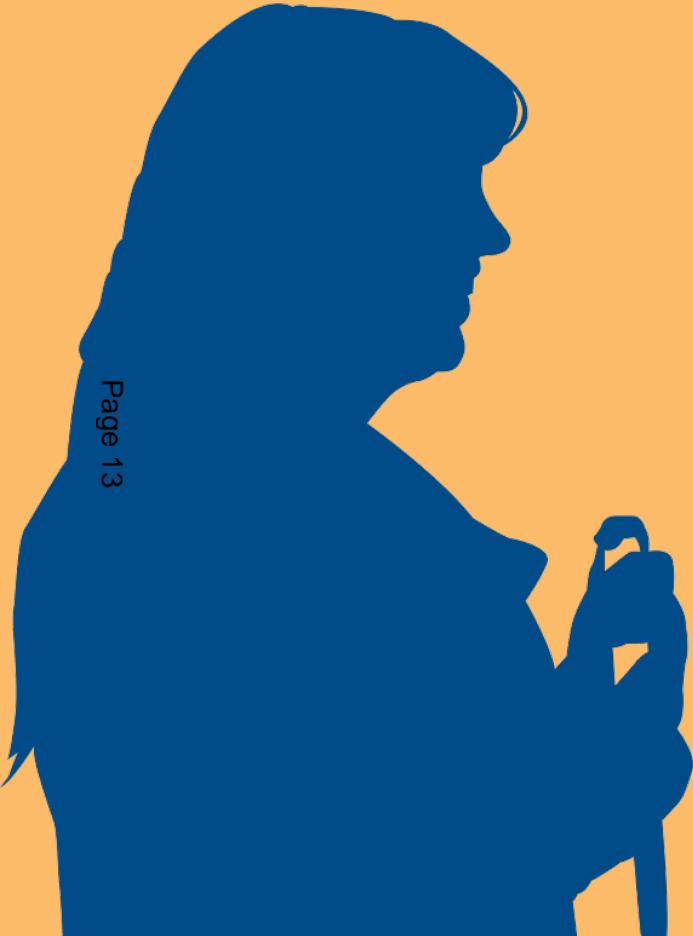
Full results and graphs:

<https://public.tableau.com/app/profile/research.teamssc/viz/CostofLivingCrisisSurveyAugust2022/DashboardTemplate2?publish=yes>

The effect of the rising cost of living

- Since September 2021 low-income households have seen their monthly costs increase by **£141**. *(latest CPI figures)*
- We have seen more people in need of crisis support this year than ever before.
- By April 2023, low income households will have seen their monthly costs rise by over **£200** compared to September 2021. *(assuming the energy price guarantee remains in place)*
- Many people receiving benefits who we support are already unable to cover their outgoings, particularly people who cannot increase their income from work
- Further rises in living costs that aren't matched by benefit increases will compound this and leave people in an impossible situation

Almah is in recovery from cancer and can't work. She recently started receiving Universal Credit but can't receive any additional money due to her ill health until after 3 months. This leaves her only £3 per month after she has paid for food, rent and other necessary bills. As the cost of living increases she has no way to increase her income and is finding it difficult to eat and heat her home



What we are seeing locally

- A **44% increase** in demand for food bank referrals on the same period last year
- A **31% increase** in benefit enquiries
- A **45% increase** in debt issues
- A **94% increase** in utility issues
- A huge increase in demand for emergency financial support rising **23%** in Q2. compared to Q1 this year
- Different clients with more people needing food bank referrals who have never accessed support before
- Increased anxiety and fear about managing through the winter
- People coming to us who feel they have exhausted every option to cut back on spending and increase their income and it is still not enough

What has Government done to help

Cost of Living Payment

Households on means tested benefits, including Universal Credit, Pension Credit and Tax Credits, have received a payment of **£650** this year, paid automatically in two instalments. The first payment of £326 was made in summer. The second payment of £324 was made in November.

Disability Cost of Living Payment

Six million people who are on certain disability benefits received an automatic one-off payment of **£150** to help towards their bills. This is in addition to the £650 Cost of Living Payment for disabled people who also receive means tested benefits

Pensioner Cost of Living Payment

In the winter months pensioners can get between £100 and £300 to help pay heating bills. This winter, they also received an **extra one-off £300** Pensioner Cost of Living Payment, paid as an automatic top-up to the Winter Fuel Payment. Pensioners on Pension Credit also received the £650 Cost of Living Payment.

What has Government done to help?

Council Tax Rebate

If you lived in Council Tax bands A to D in England you got **£150** back from your Council Tax bill (4 out of 5 households in England).

Household Support Fund

£1.5 billion has been made available to support the most vulnerable to cover their essential daily costs, like energy bills. Recipients include pensioners and families with children. In between November 2021 and April 2023 Surrey Heath has had c.**£427,200** available in small grants to local residents plus additional funding provided for free school meals in the holidays, food banks and targeted communities.

Energy Price Guarantee

From 1st October, a new '**Energy Price Guarantee**' was introduced to reduce the unit cost of electricity and gas for UK households. This is automatic and applies to all households

Energy Bills Support Scheme

£400 off energy bills for households in Great Britain from this October. This automatic discount will be applied in six instalments between October 2022 and March 2023.

Citizens Advice asked Government for

- **An uplift in Universal Credit in line with inflation -**

This was announced in the Autumn Statement with benefits increasing by 10.1% in April 2023. Pensions will also increase at this rate.

- **Increased crisis support to help people through the Winter -**

The Government have added a package of support including a further £900 Cost of Living payment to those on means-tested benefits, £150 to those with a disability and £300 to pensioners

- **An extension to the Energy Price guarantee after April 2023 -**

The Government has announced this albeit with an increase for the average payment from £2,500 to £3,000

What help is available locally?

- Household Support Fund
- Surrey Crisis Fund
- Other small charitable pots including
 - Hardship Fund
 - Project Wenceslas
 - Frimley Fuel Allotment grants
 - Fuel Bank Foundation vouchers
- Food bank referrals
- Free food stall and Breakfast club on Old Dean
- Warm hubs – libraries, churches, etc.
- Possible Community Larders
- Citizens Advice Outreach
- Other charitable support



Surrey Heath Borough Council
External Partnerships Select Committee
29 November 2022

Committee Work Programme

Strategic Director/Head of Service: Head of Human Resources,
 Performance & Communications
Report Author: Jayne Boitout - Community
 Development Officer

Purpose

To consider the Committee Work Programme for the 2022/23 municipal year

Recommendation

The Committee is asked to consider its work programme for the 2022/23 municipal year and agree any amendments.

1. Background and Supporting Information

- 1.1 Part 4 of the Constitution requires the Committee to agree a work programme for each municipal year.
- 1.2 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.

2. Work Programme

- 2.1 The Committee is scheduled to meet on the following dates for the remainder of the 2022/23 municipal year:
 - 28 February 2023
- 2.2 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.
- 2.3 The work programme for 2022/23 is set out below.

Meeting Date	External Partner
--------------	------------------

28 February 2023	<ul style="list-style-type: none"> • Accent Housing • Citizens Advice Surrey Heath • Surrey Police • Heatherside Community Centre • SH Tree Wardens • Harper Asprey Wildlife Rescue

For future consideration:

- Basingstoke Canal Authority (June 2023)
- Blackwater Valley Countryside Partnership (June 2023)
- Bisley and West End Foodbank

3. Proposal

- 3.1 Members are asked to agree the Committee's outline work programme for 2022/23.

4. Resource Implications

- 4.1 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.