

Community Portfolio

Portfolio	Community
Ward(s) Affected:	n/a

Purpose

To provide a progress report on the Community Services Portfolio

1. Background

- 1.1 The Community Portfolio covers a wide range of public facing services. Some services are statutory such as Environmental Health and Emergency Planning whilst others such as Older People Services are discretionary.

2. Emergency Planning and Business Continuity

- 2.1 The Civil Contingencies Act 2004 places a duty on the Council to ensure critical services are resilient in order to respond to disruptive events. This involves ensuring both Emergency and Business Continuity Plans are in place.
- 2.2 In 2017/2018 we have:
- a. Completed mandatory training for all staff on the operation of the Borough Emergency control centre (BECC).
 - b. Completed training for all BECC Co-ordinators
 - c. Conducted a BECC training exercise.
 - d. Updated the emergency contacts directory and flood plan.
 - e. Responded to an incident of collapsed scaffolding on boxing day.
 - f. Conducted a workshop and now developing business continuity procedures at corporate and service level.
 - g. Re-writing the Emergency Plan which is now in its final draft.
- 2.3 In 2018/2019 we will:
- a. Sign off of new Emergency Plan
 - b. To complete Business Impact Assessments
 - c. To complete Corporate and services plans.
 - d. Incident Management Team training for CMT.
 - e. Review of Rest Centres and Training
 - f. Review of Rest Centre Plans
 - g. Incident Liaison Officer recruitment and Training (we are still low on numbers) training is booked
 - h. Review of BECC plan and procedures from exercise learning.

- 2.4 In response to a question from Members regarding Power outages: Once a power outage has gone on for a prolonged period of time the utilities companies will inform the SCC Duty Officer. This will then be notified to the District or Borough it relates to. If the incident is deemed serious in nature; time; or condition a Tactical Coordination Group may be called. The vulnerable people reporting system will be ran for the affected area and the vulnerable people in situ plan will be activated. This means agencies work together to help support the most vulnerable. We will also work closely with utility companies to ensure residents have alternatives e.g. gas cookers or generators. We would also follow our emergency plan procedures

3. Environmental Health

- 3.1 The Council employs a team of 7 Environmental Health Officers enforcing a range of statutory functions this includes; Food safety in 634 food businesses; Health & Safety in 1500 workplaces; Air quality monitoring; Statutory Nuisance investigation and control; Dog Control and Pest Control.
- 3.2 The Food Standards Agency requires the Council to inspect food businesses within 28 days that the inspection is due. The frequency of the inspection being determined by the risk it presents. The team is on track to meet this target for 100% of the food businesses in the Borough. The proportion of food businesses rated 3 or above under the food hygiene rating scheme is expected to be 97% against a target of 95%.
- 3.3 During 2017/18 the team received 230 service requests for investigation into noise related problems. Of this 64 were received out of hours. 98% of all service requests were resolved within three months of initial contact. The majority of the service requests were concerned with domestic sources regarding the playing of amplified music or dog barking, and the majority of cases investigated had an outcome of being unfounded or unsubstantiated.
- 3.4 The Council operates an out of hour's Environmental Health service for 365 days per year. It mainly deals with noise complaints. In 2017/2018 we have dealt with 64 service requests for investigation from a mixed variety of sources. The most common source being amplified music from domestic premises – usually one off parties.
- 3.5 A major area of the teams work this year has focussed on air quality.

4. Air Quality

- 4.1 Monitoring of nitrogen dioxide (NO₂) and small dust particles (PM₁₀) is carried out at a mobile continuous monitoring station situated in Castle Road, Camberley, approximately 20 metres north of the M3. In

addition, the Council monitors NO₂ concentrations using diffusion tubes across a network of 36 sites.

- 4.2 The annual mean NO₂ concentration for the continuous monitoring location was well below the annual mean NO₂ objective of 40 µg/m³.
- 4.3 The annual mean NO₂ objective was exceeded at only 1 of the 36 diffusion tube monitoring locations that make up the SHBC network – SH7. This SH7 monitoring site is close to the M3 but is not representative of public exposure. After distance correction, the concentration at the closest residential location here was estimated to be well below the NO₂ objective.
- 4.4 The National Air Quality Plan for Nitrogen Dioxide sets out how the Government will ensure that compliance with air quality limits is achieved in the shortest time possible. A key part of the Plan is a requirement on some local authorities to undertake feasibility studies to explore a range of measures to improve air quality.
- 4.5 Surrey Heath Borough Council is one of the authorities named in the Plan as needing to undertake a feasibility study. This is because computer modelling has shown that along parts of the A331 concentrations of nitrogen dioxide are predicted to exceed the annual mean objective for nitrogen dioxide. The study will be carried out in conjunction with Guildford and Rushmoor Borough Councils. A technical group of officers has been set up to produce the plan for the study which is overseen by a strategic group of Members and senior officers. The Government has allocated the three Councils an initial £600,000 to fund the study.
- 4.6 In response to a question from one Member about wood burners. These should not be significant air quality problem if the used properly.

5. Health and Wellbeing

- 5.1 The Council has established a Health and Wellbeing group which comprises of elected members and senior officers of Surrey Heath Borough Council , Surrey County Council; Adult Social care: Surrey Heath CCG and NHS Surrey (Public Health Consultant). The group has agreed a Surrey Heath Health and Wellbeing Action Plan which is monitored by the group.
- 5.2 The main focus of the group has been setting and implementing a prevention plan which links with the Frimley Health STP priorities and the Council's own 5 –Year strategy and annual plan. The projected outcome is to have one set of priorities covering health and wellbeing across Health; Social Care; and the Borough Council.
- 5.3 Internally, services across the Council are working together to deliver the Health and Wellbeing agenda e.g. Community services and

Housing Services working together to help vulnerable residents maintain independence in the home; Business Services providing services to encourage residents of all ages to participate in sport; and Environmental Health working with Trading Standards to encourage food businesses to offer healthy choices.

6. Community Services

6.1 Our services continue to support residents of all ages, with a range of different support needs or personal circumstances. These include

- a. Older residents
- b. Residents with physical disabilities
- c. Residents with sensory impairments
- d. Residents with mental health issues
- e. Residents in need of short term support due to injury or ill health.
- f. Residents in need of support post operation or other medical procedure
- g. Residents with ongoing ill health

6.2 Partnership

- a. We continue to work with Runnymede Borough Council in delivering Community Services together in partnership. This allows greater access to resources both human and physical, providing immediate and cost effective support to each other when required. The partnership works with a management team from across both Boroughs, who are working collectively in developing existing services, identifying new opportunities and providing new services to residents of Surrey Heath.
- b. We work in partnership with Surrey County Council, Surrey Heath CCG and Frimley Health STP as part of the progressive integrated health and social care agenda locally. As a Council and as a department, we have worked to demonstrate our value as a partner within this agenda and to raise the profile of the wide number of ways the Borough Council can proactively contribute to meeting the priorities set locally.

6.3 In 2017/2018 we:

- a. Integrated our community services structure across the partnership.
- b. Were awarded a Wellbeing Prescribing contract
- c. Refurbished the Windle Valley Centre
- d. Designed and implemented a Carer Respite Day Care
- e. Successful re-branded our services (literature, vehicles, display boards etc).
- f. Launched our Homesafe service in Frimley Park and Farnham Hospitals.

- g. Operated a Meals at Home service delivering hot meals to older and vulnerable resident's 7-days per week (including Christmas day). *In the first 3 quarters of this year we have delivered 29,355 hot meals against a full year target of 28,500.*
- h. Operated a community transport service. *In the first three quarters of this year we have completed 17,445 passenger journeys (target 24,000) for residents who cannot access public transport.*
- i. Migrated the Community Alarm and Meals at Home services to new software platforms, enabling enhanced levels of service
- j. Transferred the Community Alarm services to a new monitoring centre, resulting in saving of £5,000.

6.4 In 2018/2019 we will:

- a. Have in place an annual plan for the Community Services partnership, outlining all priorities, future work streams, partnership working and any associated risks
- b. Deliver the Wellbeing Prescribing service in Surrey Heath, working with Surrey Heath CCG and Frimley Health STP
- c. Continue to identify need and opportunities to deliver community transport services in six villages.
- d. Extend the Meals at Home service into other areas of the Frimley Health STP in order to promote sustainability of core service for SHBC residents.
- e. To further develop the Carer Respite service at Windle Valley.
- f. Following appropriate co-design with Surrey Heath CCG and Adult Social Care, implement Dementia Day Care service at Windle Valley if commercially viable.
- g. Implement a new Community Services core training and induction plan to ensure all staff are trained to required standards
- h. Train team members in Making Every Contact Count to support residents by linking them to other services available locally through delivery of Community Services
- i. Formerly launch group travel and vehicle hire service to enable voluntary and community organisations to access affordable transport solutions
- j. Pursue new contract opportunities for the Community Transport service, generating income used to promote sustainability of wider service
- k. Continue to contribute fully as part of the wider health and social care agenda

7. **Recycling and Refuse**

- 7.1 The latest performance figures for proportion of waste re-used; recycled and composted published by Defra are for 2016/2017. The figure for Surrey Heath is of 62.3%. This places Surrey Heath in the 1st position for Surrey and 5th position in England.

- 7.2 As a result of Surrey Heath BC introducing a comprehensive recycling service, and residents' strong participation with the service:
- a. 2,000 tonnes a year of greenhouse gas emissions (CO₂e) have been avoided
 - b. 11,000 tonnes less waste goes to energy from waste facilities and landfill each year
 - c. 1 MW of energy is recovered from Surrey Heath's residual waste and food waste, which is enough to power 1,600 homes.
- 7.3 There was also good news for the Surrey Waste Partnership which had the joint highest recycling rate of the 32 two-tier authorities in England, at 57.7%.

8. Joint Waste Procurement

- 8.1 The contract mobilised in Surrey Heath on 5 February with the crews driving the same refuse, recycling, and garden waste rounds that were in place under the previous contractor. Separate food rounds were introduced from the outset.
- 8.2 The current level of reported missed refuse and recycling collections in Surrey Heath is low and similar to previous levels. Reported missed food bins is higher, however the Contractor has reported that most food bins are empty when the crew returned. It is believed that some residents had forgotten that the food waste is now collected at a different time to refuse or recycling.
- 8.3 All employees who were expected to transfer from Biffa did and there were no unexpected absences on day 1. Since then, only 1 member of staff has decided not to stay with Amey.
- 8.4 Amey is now managing the garden waste administration. All existing garden waste customers have received information on how to register for the garden waste service. There have been some issues with customers being able to register or submit payment using the portal. As at 22 February 2018, over 6000 people had subscribed to the garden waste service.
- 8.5 The outstanding developments required to the garden waste portal is scheduled to be completed on 9 March 2018. This work includes allowing customers to change their service online at any time of the year, request multiple bins and will improve the customer journey online. Given the issues experienced by Surrey Heath customers, Joint Waste Solutions have requested a review of the development programme to ensure that the work will deliver all the required improvements to the customer journey.
- 8.6 Amey took over the customer services calls for waste on 5 February 2018. Whilst Amey brought in 2 additional staff to answer calls, the

total number of calls made to the contact centre during the first week averaged 880 per day. This compares to 100 a day during the previous week for Woking only. Unfortunately, the increase in call volumes impacted on call answering stats, with 60% of calls answered against a target of 90%.

- 8.7 The collection contract with Amey has a comprehensive performance framework, which includes 15 Key Performance Indicators and a number of additional local performance indicators. In its role as the client, Joint Waste Solutions has a very experienced team located in the Borough who work with Amey to deal with local issues as they arise and address any escalated complaints from residents. On a weekly basis, The Surrey Heath team manager meets with Amey to monitor current performance and discuss how the operation is working. On a monthly basis, a performance report for the whole contract is considered by Joint Waste Solutions and Amey, enabling monthly improvement priorities to be discussed and agreed.

9. Street Cleansing

- 9.1 The cleansing service in Surrey Heath provides for the mechanical sweeping and disposal of litter and debris from our streets. Sweeping is supported by mobile teams. The contract includes the cleansing of car parks, public toilets, recycling sites and the removal of fly tips, weeds, fly posters and small scale graffiti.
- 9.2 The street cleansing contract is operated on an output basis. The standards of cleanliness required to be maintained are specified in the contract. An independent Litter and Detritus is carried out regularly and the results are reported to the Joint Waste Collection Services Committee which oversees the contract. It is too early for results to be reported to this committee.
- 9.3 The Corporate Enforcement Team carries out enforcement of littering offences.

Fixed Penalty Notices

Offence	No of notices issued	Payment received
Dropping litter	1	£50
Abandoned Vehicle	4	£640
Illegal dumping of waste	3	£1,200

- 9.4 In addition there were 8 prosecutions for littering, fly tipping and abandoned vehicles resulting in fines totalling £5,034.

10. Community Safety

- 10.1 The Council has a statutory duty under The Crime and Disorder Act 1998, to form a Community Safety Partnership (CSP). The Surrey Heath Partnership (SHP) formed in 2009 works to oversee and manage key community safety issues, by working collectively to implement strategies to tackle local problems.
- 10.2 At the SHP meeting last month Inspector Bob Darkens Surrey Police's local Commander provided an update on the latest Crime Statistics, which reported that to (Jan2018) 3,998 notifiable offences had been recorded an increase of 22.6% when compared to the same period the previous year when 3,260 offences had been recorded. The rise was attributed to the introduction of more robust reporting requirements and it was stressed that Surrey Heath's crime levels were the lowest of the local authority areas in Surrey's western policing area and across the whole of the Surrey area only Mole Valley's recorded lower levels.
- 10.3 Working collaboratively the local neighbourhood policing team had achieved a number of successes in recent months including work with Surrey County Council to safeguard a vulnerable elderly man from exploitation and move him into safe accommodation; working with medical professionals to address the medical needs of an 11 year old boy; and securing a closure order on a property being used as a brothel. Two men from North Hampshire had been charged with committing 37 burglaries including a number in Surrey Heath and three officers had been commended for bravery.