

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

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

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

+ Present

- Apologies for absence presented

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

Members in Attendance: Cllr Paul Deach and Cllr Vivienne Chapman

Officers Present: Jayne Boitault, Louise Livingston and Eddie Scott

6/EP Minutes of the Last Meeting

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

7/EP Declarations of Interest

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

8/EP Consentricare

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

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

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

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

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

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

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

9/EP Surrey Heath Clinical Commissioning Group

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

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

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

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

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

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

Arising from Members’ questions the following points were noted:

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

Members thanked Tom for his informative presentation.

10/EP Voluntary Support North Surrey

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

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

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

- Providing HR and DBS advice.

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

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

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

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

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

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

11/EP Surrey Police

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

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

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

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

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

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

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

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

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

12/EP Committee Work Programme

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

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

Chairman