

**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)

- |                          |                          |
|--------------------------|--------------------------|
| + Cllr Dan Adams         | + Cllr David Lewis       |
| - Cllr Richard Brooks    | + Cllr Emma-Jane McGrath |
| + Cllr Paul Deach        | Cllr Liz Noble           |
| * Cllr Tim Fitzgerald    | - Cllr Pat Tedder        |
| Cllr Mark Gordon         | + Cllr Valerie White     |
| + Cllr Josephine Hawkins |                          |

+ 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