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Monday, 2 September 2019

To: The Members of the **External Partnerships Select Committee**
(Councillors: Rebecca Jennings-Evans (Chairman), Sarah Jane Croke (Vice Chairman), Peter Barnett, Cliff Betton, Tim FitzGerald, Shaun Garrett, David Lewis, Alan McClafferty, Emma-Jane McGrath, Sashi Mylvaganam, Darryl Ratiram, Morgan Rise and Pat Tedder)

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, Colin Dougan, Sharon Galliford, Edward Hawkins, Ben Leach, David Mansfield and Graham Tapper

Dear Councillor,

A meeting of the **External Partnerships Select Committee** will be held at Surrey Heath House on **Tuesday, 10 September 2019 at 7.00 pm**. The agenda will be set out as below.

Please note that this meeting will be recorded.

Yours sincerely

Karen Whelan

Chief Executive

AGENDA

	Pages
1 Apologies for Absence	
2 Chairman's Announcements and Welcome to Guests	
3 Minutes of the Last Meeting	3 - 8
To confirm and sign the minutes of the meeting held on 11 June 2019.	
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	Consentricare	9 - 10
6	Surrey Heath Clinical Commissioning Group	11 - 28
7	Voluntary Support North Surrey	29 - 32
8	Surrey Police	33 - 36
9	Committee Work Programme	37 - 40

Minutes of a Meeting of the External Partnerships Select Committee held at Council Chamber, Surrey Heath House, Knoll Road, Camberley, GU15 3HD on 11 June 2019

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

- | | |
|-------------------------|--------------------------|
| - 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 (In place of Cllr Peter Barnett)

In Attendance: Cllr Paul Deach and Cllr Valerie White

1/EP Minutes of the Previous Meeting

The minutes of the meeting held on 11 February 2019 were confirmed and signed by the Chairman.

2/EP Boom! Credit Union

The committee received a presentation from Catherine Illingworth in respect of the work of Boom! Credit Union.

Boom Credit Union was a not for profit organisation which was owned and controlled by its Members. The organisation was inclusive and anyone who used the Credit Union's services automatically became a member.

The organisation was built on values such as responsible lending, making ethical choices and the promotion of financial inclusion. This manifested itself, as the Credit Union aimed to make itself accessible to those excluded from high street banks and more mainstream financial providers. In addition the organisation ran services to promote saving and good money management, and ran education workshops on topics such as budgeting. Moreover, Boom! actively campaigned against the services of high-interest payday loan companies and provided an accessible alternative.

The following of Boom!'s services were highlighted:

- The Boom! facilitated current account, which featured cashback rewards, budgeting tools and a mobile app.

- The Family Lift Off Loan, which was accessible to those in receipt of Child Benefit. The loan provided a lower interest rate to the organisation's standard loan, even if the applicant had no credit history.

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

- It was noted that out of the organisation's 7,500 members, only approximately 50-100 were Surrey Heath Residents.
- The Boom! facilitated current account was an 'Engage' e-account and Visa Debit Card, which was run by Contis Financial Services Ltd, which subscribed to ethical lending and the values of Credit Unions. The company was registered with the Financial Conduct Authority and the current account was covered by the Financial Services Compensation Scheme (FSCS). Members underlined the importance of the financial secureness of companies which provided financial services to residents.
- Boom! considered all of the Surrey Borough and District Councils as its partners. However Surrey Heath had not provided Boom! with any financial help since the merger between SurreySave and West Sussex Credit Unions. This was in contrast to some neighbouring local authorities which had provided the organisation with grants.
- Recent emphasis on ensuring the long-term financial sustainability of the organisation had meant Boom! had not managed to fully develop its work with schools. There was ambition to further develop and include further schools in pocket money saving schemes which had already be undertaken in two schools in Sussex.
- Despite a previously insecure financial position and the inheritance of bad debts, Boom! was now heading in a upward trajectory in respect of its financial position.
- Boom! worked in partnership with the Citizen's Advice Bureau (CAB) and staff had recently visited CAB offices to remind them of the organisation's services. However, due to the nature of the problems which the CAB's customers face, only between approximately 10% and 20% of CAB referrals are approved for loans.
- Whilst Boom! recognised the value of working with Accent Housing in respect of increasing their volume of customers, they often found Housing Associations difficult to build partnerships with.
- Despite a zero percent current account interest rate, various organisations and individuals had decided to save large sums with the organisation, due to the perception of shared ethical, values with the Credit Union. It was aimed, that on reaching a better financial position, the organisation would be able to run like an old building society and pay savers an annual dividend.
- The processes for when a Boom! Customer cannot meet their loan repayments, were still evolving. It was emphasised that Boom!, always made a concerted effort to have a verbal conversation with the customer before taking any action. Steps, which had been taken in the past before more assertive actions, had included suspension of interest, write off of debts and extension of payments.

There were concerns in respect of Boom!'s perceived current financial fragility and as a result their potential to be endorsed as a formal Council Partner. On the other

hand, some Members affirmed that if an opportunity became available they would like to consider supporting Boom!'s application for a Council Grant in the future. It was stated, that if there was an appetite to support a funding request, a service level agreement would have to be in place in order to allow the Council to openly endorse and support the organisation.

3/EP Surrey Heath Lottery

The Committee received a report from Jayne Boitout, the Council's Community Development Officer in respect of the Surrey Heath Lottery.

Following an Executive resolution, the Surrey Heath Lottery had been introduced in order to support local good causes in the community. The scheme was run by Gatherwell Ltd, an established External Lottery Management Company, and operated completely online.

60% of all ticket sales went to good causes, whilst 20% of ticket sales went to the funding of prizes, and the remaining 20% went towards running costs. The latter amount included 3% of reclaimable VAT. Lottery players could pick one of 38 specific good causes to support on purchase of their ticket. Alternatively they could choose to support the local causes central fund.

The Council held the role of holding the Gambling Commission Licence for the scheme and was also responsible for the process of assessing the eligibility of Good Causes.

Arising from Members' questions the following points were noted:

- Applicable good causes included registered charities, registered community interest companies and constituted groups with volunteer management committees. Good causes must also operate within Surrey Heath.
- Gatherwell Ltd was chosen as the scheme's External Lottery Manager (ELM), after the consideration of two ELMs. Gatherwell were the outright market leader in respect of community lotteries and had experience of managing nearly 50 Council run lotteries nationwide.
- Gatherwell's marketing materials provided greater emphasis in respect of the lotteries funding of good causes. On signing up good causes were provided with various marketing materials to promote their participation in the lottery. This included bespoke e-resources for websites and social media and directed an organisation's supporters to an individual lottery landing page for the good cause.
- Whilst certain faith groups and organisations may refrain from participation in the scheme, it was underlined that lottery revenues were not a substitute for current funding streams and simply acted as a way to give a small boost to good causes' annual funds.
- The lottery produced no additional ongoing running costs to the Council and the 3% of ticket costs, from recouped VAT, would pay for Council's annual lottery licence of approximately £700 a year.

4/EP Review of Revenue Grants

Following a recommendation by the Executive on 22 January 2019, the Committee considered a report in relation to a review of the Council's Revenue Grants Scheme.

The Council operated a Revenue Grants scheme to support local not-for-profit organisations operating in Surrey Heath. The administration of the scheme was managed by officers and an annual report was presented to the Executive for a final decision.

It was noted the nine organisations which were invited to apply each year fell into two distinct categories:

1. Organisations which independently provided services to meet local needs.
2. Organisations which undertook work on the Council's behalf on a partnership basis, due to increased economies of scales.

The current scheme currently failed to acknowledge differences between the two types of organisation. In addition partnership bodies to the Council often felt frustrated in respect of the requirement to apply for grants each year, despite long term partnership agreements.

Members acknowledged that a more open grant scheme, than the existing arrangements, would allow for flexibility in funding and allow changes to reflect changing local priorities and new service demands.

It was noted service level agreements in place with partnership organisations included a clause stipulating that the Council must give at least 6 months' notice of a change in funding. In addition organisations, which were currently in receipt of grants, had been made aware that a review of the Revenue Grant scheme was taking place.

It was clarified by Officers that it was envisaged that the three organisations which would be ring-fenced from grant changes would be the Basingstoke Canal Authority, Blackwater Valley Countryside Partnership and Citizens Advice Surrey Heath. Ring-fencing from grant changes would take place for up to 3 years at a time.

RESOLVED that the Executive be advised to:

- i. **Ring fence revenue grant funding for Citizens Advice Surrey Heath, Blackwater Valley Countryside Partnership and Basingstoke Canal Authority for up to a three year period and;**
- ii. **Open the remaining funding to organisations that can deliver services that meet local priorities and needs.**

Note 1

It was noted for the record that

- i. As recorded in the previously published supplement, various members of the Committee were appointed as the Council's Representatives to organisations which received revenue grants.
- ii. Councillor Alan McClafferty's spouse was a volunteer trustee for Surrey Heath Age Concern and thereby he abstained from voting.

5/EP Committee Work Programme

The Committee noted its work programme for the rest of the municipal year.

Chairman

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Presentation – Bill Palmer, Consentricare

Portfolio	Community
Ward(s) Affected:	All

Purpose

To receive a presentation from Bill Palmer, Executive Partner Consentricare

1. Background

This local privately owned business is the idea of the two founding executive partners Bill Palmer and Jon Murrell who formalised the company in 2017. Both partners have a wealth of experience in business, leadership, software, and consultancy. Their own personal circumstances had led themselves taking some difficult decisions relating to older relatives experiencing some form of trauma/illness; resulting in them becoming the sudden carer, overnight.

2. The Company and Product

Consentricare’s first product, a free to use mobile app called Carehound was brought to the market in 2018. The app simplified the “Care conundrum”, and allowed elderly people’s relatives easy access to the right information, and enabled a suitable care package to be implemented. The app collated advice from non-governmental bodies such as Care UK and Age UK, acted as a directory of Care Services and trades who could adapt homes, and provided progress reports and alerts to relatives.

3. 2019 Developments

Over the past year the product has evolved so that the technical base of CareHound now separately takes the form of a platform called Houndation Suite. This comprises a managed service platform for apps (Houndation Platform) together with a simple to use content editor (Content Express) and a Business intelligence capability (Houndation Insight). The product has its first customer – a wellbeing app for a construction company – that is scheduled to commence in September 2019.

The beauty of Houndation is that it means organisations of any sort can have their own app for health and safety, or process compliance or even their own version of CareHound; available in weeks not months and at a comparatively low cost. Consentricare were talking to NHS Trusts, and GP consortia about using Houndation in support of social prescribing and patient flows, to police forces to help in the maintenance of the chain of evidence, and to manufacturing, utilities and construction companies

4. SHBC – Economic Development.

The Council’s Economic Development team have worked with Bill Palmer since November 2017 to support its development and local connectivity. Consentricare, was short listed for the Business Innovation, SHBC Business Awards in February 2019.

5 Recommendation

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

Background Papers:

None

Author:

Jayne Boitout 01276 707464

e-mail: jayne.boitout@surreyheath.gov.uk

Presentation – Surrey Heath Clinical Commissioning Group (SHCCG)

Portfolio	Community
Ward(s) Affected:	All

Purpose

To receive a presentation from Tom Lawlor, Surrey Heath Clinical Commissioning Group.

Background

1. NHS Surrey Heath Clinical Commissioning Group (CCG) is made up of the seven GP practices (10 surgeries) in Surrey Heath and Ash Vale and spends around £114m on community and hospital care for around 95,000 people registered at these surgeries.
2. The CCG's vision is to improve the health of local people by commissioning (buying) 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.
3. This is one of smallest clinical commissioning groups in the country, serving a local population of 95,000, but its location is well-placed to work closely with the community to improve health and wellbeing.
4. The practices are based in Camberley, Bagshot, Lightwater, Frimley and Ash Vale, with the CCG governing body including a GP from every surgery.
5. Frimley Health and Care is a partnership of organisations working together to improve health and care services for the 800,000 people in this wider local area. It has a shared vision for the best use of combined resources to make a positive difference for communities, residents, patients and staff. This means people receiving seamless holistic services that meet their physical and mental health needs at the earliest possible opportunity – right care, right time and right place. Through a focus on individuals, as opposed to organisational structures, there is increased priority placed on prevention and proactive care rather than reactive treatment.

Local Vision

6. The CCG's vision is 'to improve the health outcomes for the local population' and it works closely with colleagues in Public Health, Social Care, the Borough Councils and other NHS organisations to aspire to this goal.

Working in Partnership with Voluntary Support North Surrey

7. The Social Prescribing service partners consist of SHBC/VSNS/Citizens Advice and SHCCG and puts local residents in touch with a wide range of activities and local services in the community to support overall wellbeing. The areas that the service offers support includes accessing social and leisure activities, independent living, transport, financial advice, disability and mental or emotional support. It focuses upon offering one to one meetings with a Social Prescriber to talk about concerns and the factors affecting health. The Social Prescriber will organise assistance delivered by voluntary and community organisations and Council services available locally. A social prescription service is available to all adults who are registered with a Surrey Heath GP Surgery.

8. Time to Talk Project

'Time to Talk' is a specific project that was introduced in early 2019, to meet a local need by working with VSNS. Through a dedicated member of staff, local volunteers work within the community to deliver this project which is designed to alleviate isolation and loneliness. The service is fully compliant and supported through ongoing training with

Time to Talk volunteers stating that they 'would definitely recommend volunteering to anyone that is able to do it. An hour a week is nothing, yet it makes such a difference to someone else's life'.

Recommendation

9. 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: Annual Report and Accounts 2017/18 p 1-16
Author: Jayne Boitoult 01276 707464
e-mail: jayne.boitoult@surreyheath.gov.uk

Service Head: Louise Livingston Executive Head of Transformation

Annual Report and Accounts 2017-2018



Foreword



Andrew Lloyd
Lay Chair

This report marks the end of my first year as Lay Chair of the NHS Surrey Heath CCG, having taken up the appointment on 1 April 2017, which followed shortly after my retirement from my previous career as the Chief Executive of a neighbouring local council.

The past year has been incredibly interesting and rewarding and has involved a steep learning curve as I have taken time to meet as many people as possible both within the organisation, across our partner organisations and the wider community. This has enabled me to get a better understanding and awareness of the NHS and its priorities, and importantly, all the CCG does to ensure and enable the provision of quality health services and outcomes for our local community.

Throughout the year, the CCG has continued to focus on delivering its priorities and has maintained its commitment to engaging effectively with its patients and the public as a whole. This has been reflected in the continuing high levels of attendance at the regular public engagement meetings, which provide invaluable guidance and feedback on priorities and initiatives for developing health services locally.

The CCG has developed a close partnership with Surrey County Council which has enabled the effective integration of health and social care services. There have been other key achievements in the year including "Making a Difference in Surrey Heath" Awards Scheme, for the first time and led to the receipt of over 95 nominations, all of which highlighted the hard work carried out by individuals across health, social care and general practice within Surrey Heath.

We were also extremely pleased when our Annual Staff Survey again achieved fantastic results, which placed us in the top tier of CCGs across England.

We have continued to play an active part in the Frimley Health and Care Integrated Care System, which has a strong focus on strengthening partnership working across the area and improving integration of patient services.

I would like to express my gratitude to our Chief Officer Dr Andy Brooks and his Team for all they have done throughout the year to ensure that the CCG has been able to achieve its priorities and thereby improve health outcomes for our local residents.



Introduction



Dr Andy Brooks
Chief Officer

It gives me great pleasure to introduce the fifth NHS Surrey Heath CCG Annual Report, which provides an important look back at the CCG's work in 2017-18.

It is hard to believe that a whole year has passed since the last Annual Report. In that time we've continued to navigate the health and social care landscape, with our work focusing on the overall wellbeing of our residents, not just their health.

Over the past 12 months, our journey as part of the Frimley Health and Care Integrated Care System has continued and together we've sparked national interest. The CCG has worked closely with partners in local health, social care and voluntary sector organisations and our integrated care work has yielded favourable learnings for the patch. Elements of the plan, which covers parts of Surrey, Berkshire and Hampshire, are based on what we have already achieved in Surrey Heath and we continue to learn from our neighbouring organisations.

We continue to work to reduce health inequalities for some of the most deprived areas in our community and received an All Party Parliamentary Group award for one of the most improved CCGs for one year cancer survival rates.

I reported last year that the CCG received commendation from the Secretary of State for Health for having the highest staff engagement score for a CCG in the country. The results of this year's National Staff Survey show that the CCG has scored even higher than last year. I would like to take this opportunity to thank all the Staff who work at the CCG for this achievement.

We have made some significant developments and changes for the benefit of our local population, including further strengthening our ties with Surrey County Council, and I would encourage you to find out more within this report.

For more information about the CCG's work, please visit our [website](#) or email us at shccg.contactus@nhs.net.



Annual report and accounts 2017-18

- [Performance Report](#)
- [Accountability Report](#)
- [Financial Statements](#)

Performance Report

This first section of the report covers:

Overview

- [Who we are and what we do](#)
- [Local needs](#)
- [Our business model](#)
- [The successes in 2017-18](#)
- [Principal risks and uncertainties facing the CCG](#)
- [Assurance](#) (including Going Concern)

Performance Analysis

- [How the CCG performed against constitutional standards and performance targets](#)
- [What the CCG spent in 2017-18](#)
- [How the CCG Delivered its Plan for 2017-18](#)
- [Improving Quality](#)
- [Involving the Public](#)
- [Reducing Inequalities](#)
- [Sustainable Development](#)
- [Sustainability Report](#)
- [External Environment](#)
- [Equality Duty](#)

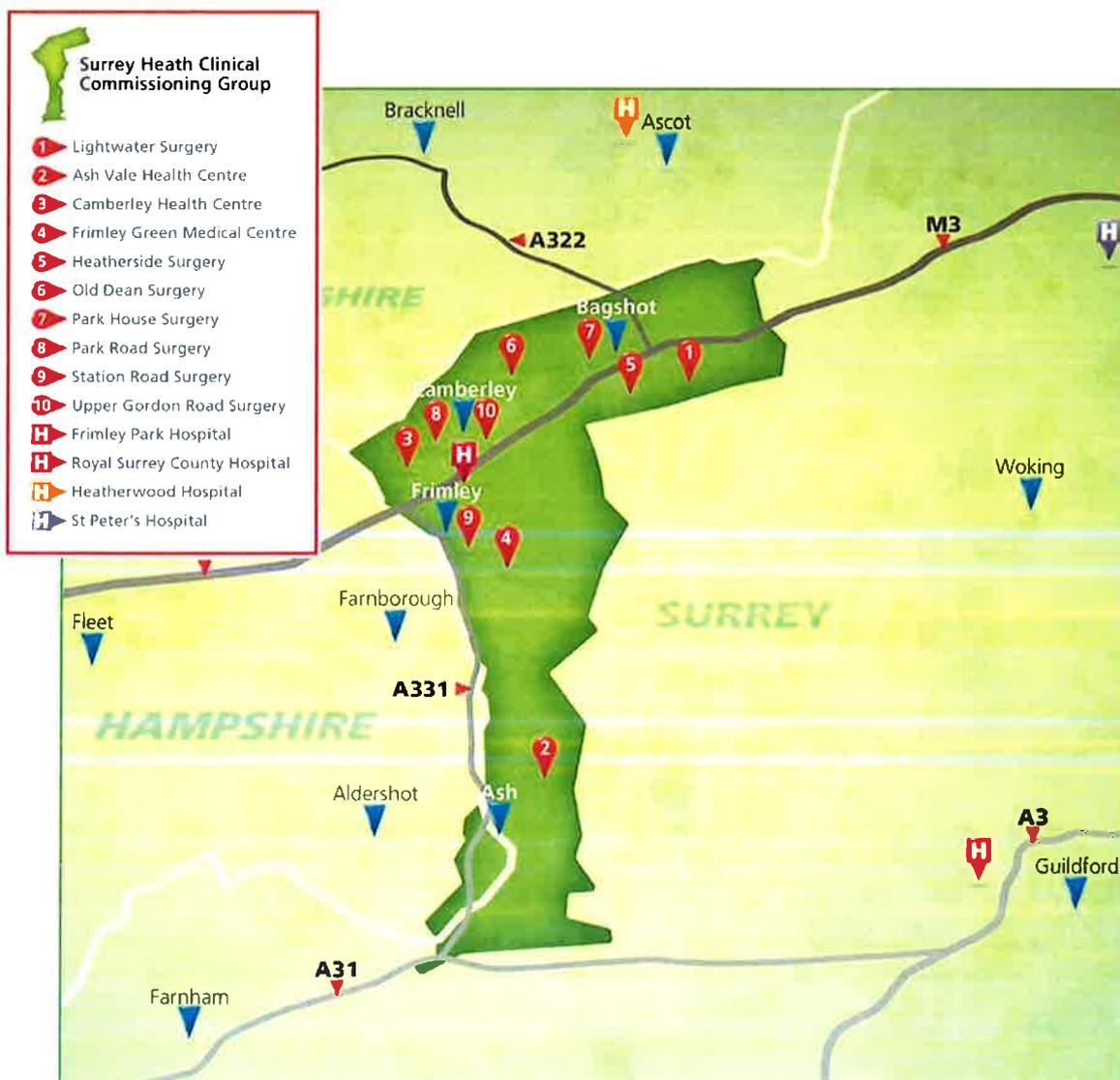


Overview

Who we are and what we do

Surrey Heath CCG (the CCG) has a vision to deliver the best possible health and wellbeing outcomes for its local community within the resources available. It does this through using the combined leadership of local GPs, independent lay people, public health, local authority and NHS commissioning staff to make informed decisions about local healthcare.

The CCG serves a population of around 95,000 across Surrey Heath and Ash Vale. It identifies the health and care needs of people registered with the 10 GP surgeries in Camberley, Bagshot, Lightwater, Frimley and Ash Vale to ensure these health needs are met by commissioning high quality and effective health and care services. The CCG works in partnership with colleagues from NHS England, NHS Trusts and other providers, CCGs, Surrey Heath & Wellbeing Board, Public Health Surrey, local authorities and the voluntary sector.



The CCG is part of the Frimley Health and Care Integrated Care System (Frimley ICS). The Frimley ICS covers the population of 800,000 people registered with GPs in 5 CCG areas: Slough; Windsor, Ascot & Maidenhead; Bracknell & Ascot; Surrey Heath and North-East Hampshire and Farnham. In an integrated care system, NHS organisations, in partnership with local councils and others, take collective responsibility for managing resources, delivering NHS standards, and improving the health of the population they serve. A number of the CCG's improvements to services are now planned and delivered in a consistent way across the Frimley ICS.



Local Needs

The CCG uses the Surrey Public Health Profile to understand the local needs of people in Surrey Heath and this is illustrated below.

As identified in previous Annual Reports, the dominant feature remains the increase in the number of people aged over 65 and in particular the increase in those aged over 85, who often experience long term conditions, depression, falls, social care needs and loneliness.



The majority of people in Surrey Heath are of working age so the CCG has to consider how to commission health care that is available both during the day and outside normal working hours.

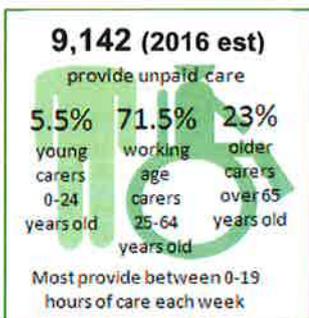
In terms of the local population there are several key groups with particular health and care needs:

- People with physical disabilities – estimate 6,100**
The CCG must ensure services are accessible particularly to support conditions that are likely to affect people in this group (falls, respiratory and urinary tract infections)
- People with Learning disabilities – estimate 2,000**
People in this group are more likely to suffer from long term conditions such as epilepsy, coronary vascular disease, hypertension and dementia.
- Specific groups with specific health needs**
Although the CCG population is predominantly white British, there are other minority groups. There are also armed forces personnel, veterans and their families living in Surrey Heath. All these groups have specific health needs.



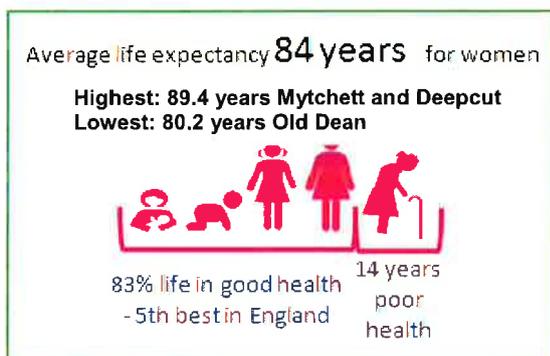
● **Number of Carers caring for 50 or more hours per week (all ages)– estimate 1,500**

The CCG recognises that carers are a key part of the community. The duty to meet carers' needs is now enshrined in law under The Care Act 2014, which came into force on 1 April 2015.

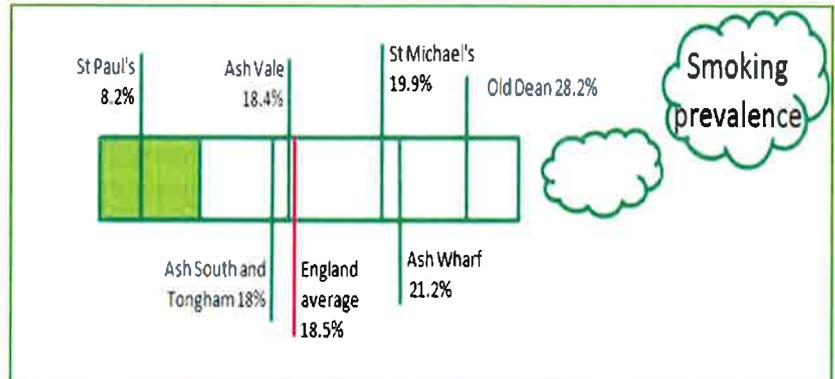
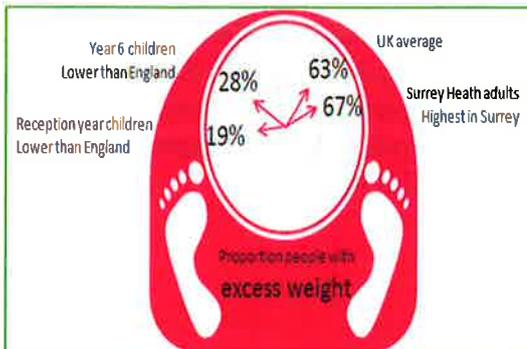


The wider determinants of health, life expectancy and inequality

Surrey Heath Borough is the third least deprived local authority in England. Life expectancy at birth is significantly higher than the national average for both men and women in Surrey Heath but variations and inequalities exist. The CCG area includes pockets of deprivation where children are living in poverty.



People living in deprived communities often need additional support to ensure they pursue healthy lifestyles, such as stopping smoking, healthy eating and opportunities for exercise. A particular focus on children and young people is required to prevent them falling into poor lifestyle patterns.



The CCG continues to work with partners to encourage healthy behaviours through a place-based (Surrey Heath) Prevention Plan. This includes working towards identifying the specific needs of its more deprived communities and ensuring these residents are aware of and able to access healthcare.

Particular attention is being paid to Old Dean, where life expectancy has actually fallen in the last 10 years. It is now over 3 years since the single-handed Old Dean Surgery merged with Park Road Surgery, so local people could be offered greater choice of appointments with doctors and other health professionals.



Since the merge with Park Road, the health and care benefits of this change are now being seen within this community.

- Old Dean's A&E attendances have reduced by almost half
- More patients are taking advantage of the 8-8 service offered.
- Referral rates into secondary care have also dropped – prior to the merge Old Dean were above the CCG average but have since started to reduce (since joining peer review) and are now below the CCG average. This results in more residents being cared for and looked after in the community rather than ending up in hospital when it was not necessary

Full Diabetic clinics are now available. Previously 64% of relevant patients met all 9 care processes and this has now increased to over 75%.



Potential years of life lost (PYLL) is a way of measuring premature deaths that could have been prevented or delayed through good healthcare. The quality of the additional years of life gained is also important and the CCG has been working with communities, the voluntary sector and local authority partners to reduce the isolation felt by some Surrey Heath residents.

More information about the priorities in the Joint Strategic Needs Assessment can be found at www.surreyi.gov.uk. This pulls together information about people in Surrey, how they live, where they live and their health and wellbeing needs. This information, along with the views of residents and partner organisations, provided the evidence for the Health and Wellbeing Strategy which was refreshed in 2018.¹

¹ <https://www.healthysurrey.org.uk/about/strategy>

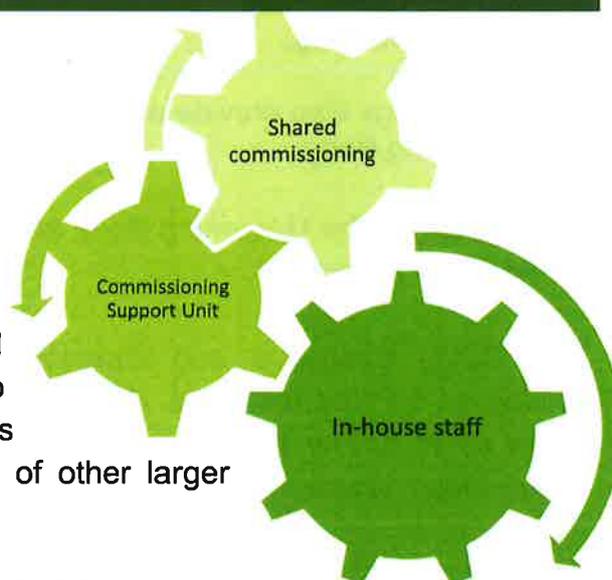


Our Business Model

Surrey Heath CCG has three components:

- In-house staff
- South, Central and West Commissioning Support Unit
- Shared commissioning expertise.

This balance between in-house, shared and bought-in services enables the CCG to retain ownership of statutory responsibilities while benefiting from economies of scale of other larger NHS organisations.



The most significant changes during 2017 – 2018 were as a result of the development of Integrated Care Systems which have influenced the way collaborative services within Surrey and across the Frimley ICS are managed. Joint Commissioning arrangements with social care have been strengthened through joint management appointments and staff events.

In house team

Surrey Heath CCG is based at Surrey Heath Borough Council offices in Knoll Road, Camberley. This central location makes the CCG easily accessible to all member practices and enables CCG staff to liaise with colleagues from Adult Social Care, Surrey Heath Borough Council and the Police who are all based in the same building.

The CCG has a Governing Body as its principal decision-making body, which comprises 18 voting members with a wide range of skills, experience and backgrounds. The Governing Body includes executive members, a lay Chair, two lay members who champion patient and public engagement, governance and audit, an independent secondary care consultant, GP representatives from all member practices and a practice manager. The Governing Body also has two directors from Surrey County Council and Public Health. They are non-voting observers.

Key tasks of the Governing Body include:

- Setting the CCG's vision and strategy
- Monitoring the implementation of the strategy
- Taking overall responsibility for quality and safety issues
- Ensuring public money is spent efficiently and responsibly.



The Governing Body holds meetings in public at least six times a year. The agendas and all Part 1 papers for these meetings are published on the CCG's website a week before each meeting.

These meetings also provide an opportunity for local residents to submit questions to the Governing Body.

More detail on the Governing Body and its committees can be found in the [Annual Governance Statement](#).

The CCGs Executive and Operational Leadership Teams have social care colleagues as core members. Conversations and decision making has continued to jointly move further towards considering the totality of individual needs within the Surrey Heath locality.

South, Central and West Commissioning Support Unit

The Commissioning Support Unit (CSU) plays a key role in supporting the CCG by providing expertise in a range of management areas such as information governance, IT, finance and contracting. The CCG has benefited from using the CSU since its inception, building strong working relationships and benefitting from its knowledge gained across over 40+ Clinical Commissioning Groups.

Shared commissioning expertise

Frimley System CCG collaborative commissioning

The CCG continued its joint arrangements for commissioning from its major acute hospital Frimley Health NHS Foundation Trust (FHFT). The 6 main CCG commissioners of services from FHFT all use the same CSU which enhances the ability to co-ordinate contract management and information reporting.

Relationships were further enhanced by the Frimley Health and Care ICS and the use of a shared Project Management Office (PMO) to plan to deliver ICS wide transformation.

Surrey CCG collaborative commissioning

There are six CCGs in Surrey which commission services on behalf of each other. There were two significant changes to these arrangements during 2017 – 18. From 1st April 2017 the existing commissioning arrangements across Surrey for Adult Mental Health and Adult Community Services changed. For Adult Mental Health the Blackwater Mental Health Alliance consisting of North East Hants and Farnham CCG and Surrey Heath CCG commenced commissioning these services. Also from 1st April 2017 Adult Community Services were jointly commissioned between Surrey Heath CCG and North East Hants and Farnham CCG.



The current shared commissioning arrangements are reflected below:

Description of Collaborative Agreement	Lead/host commissioner
1. Support services from the safeguarding adult and children team	Guildford & Waverley CCG
2. Children's Services Commissioning including Children and Adolescent Mental Health (CAMHS)	Guildford & Waverley CCG
3. Adult Mental Health	North East Hampshire & Farnham CCG
4. Learning Disabilities	Guildford & Waverley CCG
5. Community Services	North East Hampshire & Farnham CCG
6. Emergency Ambulance Services, NHS 111, Patient Transport Services	North West Surrey CCG
7. Continuing Health Care and NHS funded Nursing care services	Surrey Downs CCG

Surrey Heath CCG Chief Officer Dr Andy Brooks has taken a key leadership role in the Surrey collaborative meetings. During 2017/18 he chaired the Surrey Learning Disability Programme Board and Health and Wellbeing Board. He was also a member of the Integrated Care System Board, acting as a lead for General Practice, and part of the National General Practice Working Group.



Collaborative commissioning across health and adult social care

Local Developments

In October 2016 a new Integrated Services Agreement between the CCG and Surrey County Council formalised the existing strong relationships. It committed both organisations to delivering improvements through a number of defined areas involving the monitoring of pooled budgets (in shadow form) and anticipated benefits.

The schemes agreed include:

- Joint commissioning
- Integrated care services
- Hospital interface services
- Intermediate care services
- Adult community health services
- Neighbourhood and community resilience

It was a further step towards place based care with a “One team: One budget” approach. In 2017, Surrey Heath CCG and Adult Social Care jointly appointed a new role, Director of Health and Social integration and from the 1st April 2018 Surrey County Council and Surrey Heath CCG have agreed to move from “shadow” pooling to actual pooling of certain low risk budgets.

Surrey County Council

The CCG also works closely with Surrey County Council with whom all Surrey CCGs jointly commission services such as Learning Disabilities, Children’s Services, Mental Health.

Surrey Health and Wellbeing Board

The Surrey Health and Wellbeing Board is a key forum for ensuring county wide strategic priority setting and oversight of implementation. This included the delivery of the Better Care Fund plan in 2017-18 through local governance arrangements.

The Board comprises NHS commissioners, public health, social care, local councillors, Surrey police, borough and district council and public representatives that work together to improve the health and wellbeing of people in Surrey. It was set up according to the duties in the Government's Health and Social Care Act 2012 and is about bringing people together, influencing and identifying areas of work that can be done better together. The Board does not have its own budget and does not directly commission services as a collective. It does however identify opportunities

for collaboration and integration across organisations and is a place for challenge, discussion and the involvement of local residents.

The Board meets every month either in public or private. At these meetings the Board oversees the delivery of strategic priorities and focuses on other topics set out in its forward work programme. The work programme is subject to ongoing review and is amended depending on external events and Government policy. Surrey residents are encouraged to attend the public meetings. Please visit the Surrey County Council website for details of attending a public meeting and published papers.

Joint Strategic Needs Assessment

The Board has a duty under the Health and Social Care Act 2012 to produce a Joint Strategic Needs Assessment. This looks at the current and future health and care needs of Surrey's residents to inform the planning and buying of health, wellbeing and social care services.

Health and Wellbeing Strategy

The Board also has a duty to jointly produce a Health and Wellbeing Strategy. The evidence from the Joint Strategic Needs Assessment helped to develop the strategy, along with the views of local people. The strategy supports planning the delivery of integrated local services by collectively addressing the determinants of health and wellbeing. The CCG ensures that its plans are aligned with the Surrey Health and Wellbeing Strategy.

Local Surrey Heath Health and Wellbeing Board

There is also a local Surrey Heath Health and Wellbeing Board that brings together expertise from Surrey Heath Borough Council, the CCG, Public Health and Surrey County Council to provide a forum for collective local implementation of the 'Surrey Health and Wellbeing Strategy'.

This strategy has four priority areas for 2017-2018 where health and social care can perform better together:

- Reduce prevalence of Long Term Conditions through action on their leading causes
- Improve the health and wellbeing of Children and Young People in Surrey Heath with a focus on healthy weight and emotional wellbeing
- Improving the health of workforce with a focus on healthcare, social care and local government staff
- Helping people live independently in their own homes reducing social isolation and unnecessary admissions to hospital or care homes



These priorities have been used to form the foundations of the alignment of individual organisation's objectives and plans and are set within the context of the Surrey Health and Wellbeing Strategy.

Better Care Fund

The Better Care Fund (BCF) provides the framework to enable Surrey County Council (SCC) and the CCG to jointly plan and deliver local services and pool budgets.

It is designed to:

- Improve outcomes for people
- Drive closer integration between health and social care.
- Increase investment in preventative services in primary care, community health and social care
- Support the strategic shift from hospital based care to the community and to protect social care services.

A 'local' approach has been taken to Surrey's BCF development - using six Local Joint Commissioning Groups (LJCGs) that have been established between SCC and the CCGs, schemes and plans have been developed that are appropriate for each local area based on local need. Through these plans, the CCG is committed to achieving consistent, improved health and social care outcomes whilst recognising that to achieve that, solutions may look different in each area.

The Surrey Health LJCG has provided the governance structure for both the BCF and the Integrated Services Agreement during 2017 -2018.



Presentation – Voluntary Support North Surrey

Portfolio	Community
Ward(s) Affected:	All

Purpose

To receive a presentation from Solette Sheppardson Chief Executive.

Background

1. Voluntary Support North Surrey’s (VSNS) role is to support the community and voluntary organisations in Surrey Heath, which totals 400+ local not for profit groups. VSNS also develops and promotes volunteering opportunities. This provides an average of 223 referrals and 91 placements per year in Surrey Heath for the years ending 2018/9.
2. The organisation works hard in providing a good communication platform of the services and support with 800+ emails being sent weekly providing the latest information available, amongst other awareness building initiatives. Other services offered consist of training opportunities, governance and specialist funding advice.
3. A vetting and barring service for local voluntary organisations is provided, and for the year ending 2018/19, 43 checks locally in Surrey Heath were undertaken.
4. VSNS also operate in Runnymede, and Spelthorne with office locations within all three districts. The staffing levels that provide the service in 3 boroughs equates to 6 FTE.
5. The corporate volunteering and engagement programme continues to grow and has engaged with Costa, ADP, Enterprise, and Collectively Camberley.
6. The organisation receives a Revenue Grant of £30,000 for the services provided within Surrey Heath, and this is consistent with other districts who contribute to the overall operational funding.
7. VSNS are located in the Ian Goodchild Centre, along with Camberley Care and other local groups. A new 2 year lease started from the 1st April 2019, which the Council will continue to support by subsidising rent at £2,550 per annum, plus maintenance costs and reduced car parking charges. It is estimated that this will provide a benefit in kind value of £9,000.

Working in Partnership with Surrey Heath Clinical Commissioning Group

8. The Social Prescribing service partners consist of SHBC/VSNS/Citizens Advice and SHCCG and its aim is to put local residents in touch with a wide range of activities and local services in the community to support overall wellbeing.
9. The range of services and areas available offer services that includes accessing social and leisure activities, independent living, transport, financial advice, disability and mental or emotional support.

10. It focuses upon offering one to one meetings with a Social Prescriber to talk about concerns and the factors affecting health. The Social Prescriber will organise assistance delivered by voluntary and community organisations and Council services available locally.
11. A social prescription service is available to all adults who are registered with a Surrey Heath GP Surgery. This is the successful outcome of a bid co-ordinated by VSNS that will provide a dedicated social prescribing link and officer resource for the next 4 years.

Partnership Working

12. The Amigo Project

The Amigo Project is delivered in partnership with Catalyst and is designed to enhance emotional well-being. The project was launched in 2018 and volunteers support people who need encouragement to move forward on their journey of recovery from mental ill health, by making connections within the local community and enabling them to take up interesting activities to boost confidence and increase motivation.

VSNS recruit volunteers and who are then trained and supported. This project covers the residents of; Runnymede, Spelthorne, Surrey Heath, West Elmbridge and Woking.

13. Time to Talk Project

'Time to Talk' is a specific project that was introduced in early 2019, to meet a local need. Through a dedicated member of staff, local volunteers work within the community and work to alleviate isolation and loneliness. The service is fully compliant and supported through ongoing training. Time to Talk volunteers have said 'I would definitely recommend volunteering to anyone that is able to do it. An hour a week is nothing, yet it makes such a difference to someone else's life'

14. Recommendation

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

Background Papers: None Service Level Report Q1
Author: Jayne Boitoult 01276 707464
e-mail: jayne.boitoult@surreyheath.gov.uk

Service Head: Louise Livingston Executive Head of Transformation

Q1 report

Please find below details for Quarter 4 in 2018/19

Volunteering

The Volunteer figures for the final quarter are as follows

Gender	Registered	Referred	Placed
Surrey Heath	57	73	22
Female	37	51	14
Male	19	22	8
Not recorded	1		

We have started to build better corporate relations with BAM Nutall and Novartis and have enabled them to engage with the community.

Time to Talk update for Team Meeting

27/06/19

We now have:

12 volunteers trained

7 matched and befriending started

1 awaiting DBS check

3 Introductory meetings being arranged

1 volunteer currently on hold due to change of circumstance

After revisiting the suitability of referrals and the circumstances of clients, and matching some of the clients; the waiting list now stands at 20

In the last two months we have done a variety of things to raise awareness and try to recruit more volunteers and we hope that an article will be appearing in Heathscene

Amigo

The Amigo project managers supporting those recovering from mental health, have hosted the mental health forum quarterly on behalf of VSNS.

We now have 19 Amigo Volunteers in Surrey Heath: 65 Clients have been referred in Surrey Heath

Social Prescribing

The area of work around social prescribing has undergone a period of change with the advent of Primary Care networks (PCN) and we continue to support the CCG with this initiative. Funding from the health and wellbeing fund has enabled us to support the CAB to employ a link worker and we continue to lead and report on this funding.

We continue to administer and grow the Surrey Heath Community Fund.

We carried out 15 DBS checks in Surrey Heath in the months January to March 2018.

Surrey Heath Show update

Low profit again this year of £2569 due to 4 reasons: v low sponsorship of programme, low uptake by car sponsor, no provision of BBQ or dog show by committee members and low income from caterers.

New volunteers are desperately required to help continue the successful annual show.

ODCOG

Trefor Hogg now chairs this and Carol Thurban is the new treasurer. Cordwalles School raised c. £300 towards the playground project.

The Old Dean Fun day will be on Sat 14th Sept which will be along similar lines to last year's success. Primary aim is to try and create a community feel to the area and any funds raised towards the playground.

Presentation -- Surrey Police

Portfolio	Transformation
Ward(s) Affected:	All

Purpose

To receive a presentation from Local Surrey Heath Police Commander, Bob Darkens.

Background Information

1. The Surrey Heath Community Safety Partnership was introduced following the Crime and Disorder Act 1998, where agencies in England and Wales have a Statutory duty to form a Community Safety Partnership (CSP) to tackle key Community safety issues.

In Surrey Heath we opted for a Local Strategic Partnership, which incorporates the responsibilities of a CSP which is required to review the levels and patterns of crime and disorder in the area, and develops and implements strategies to tackle local problems. The Surrey Heath Partnership meets three times a year and is chaired by the Council Leader, Cllr Richard Brooks. The annual plan is attached as a background item.

Local Plans and Priorities

2. Surrey Police is represented by Surrey Heath's local Borough Commander, Inspector Bob Darkens who will give an update on the current Crime and Disorder profile for Surrey Heath and the present approach used to tackle local Serious and Organised Crime.

Recommendation

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

Background Papers:

Author:

Surrey Heath Partnership Annual Plan.

Jayne Boitout 01276 707464

e-mail: jayne.boitout@surreyheath.gov.uk

Service Head:

Louise Livingston Executive Head of Transformation

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Surrey Heath Community Safety Partnership Plan on a Page 2019-20

Safeguarding and Health

Business

Crime

Shared Policies and Procedures

Working with all partners on targeted interventions to make Surrey Heath a safer place to live and work

Working with all statutory partners, business and the voluntary sector to ensure a joined up approach

Reducing inequality, stigma and discrimination

Page 35

- Scope the feasibility of delivering [IRIS, a domestic abuse support and referral programme](#) for GP practices
- Participate in the [White Ribbon](#) DA campaign, November 2018
- Promote the [Surrey Family Information Service](#) across SH
- For the partnership to support the MOLT (mapping offenders, locations and trends) group where relevant

- Promote [the Ask for Angela Campaign](#) across SH, October to December 2018
- Increase awareness of [Serious Organised Crime](#) (i.e. modern day slavery, drug trafficking, high value fraud, child exploitation, counter terrorism)
- Increase awareness of [Fire Safety for businesses and organisations – utilise contact with Council Economic Development team](#)

- Deliver a [Crime Stoppers](#) Awareness Campaign, July 2020 to compliment Anti-Social Behaviour Awareness.
- Annually delivery of a [Partnership Intelligence](#) awareness raising workshop for SH partners in October-Dec 2019
- Ensure effective information sharing and joint problem solving to improve the safety of SH communities through the CHaRMM and Joint Action Group

- Produce a new Communications Plan for the SHP, April 2019
- Share all learning and best practice, Nationally and Locally in undertaking Domestic Homicide Reviews ongoing June 2018
- Participate in the Prevent process when required aimed at preventing people from being drawn into terrorism and ensuring they are given appropriate advice and support.

Contributing to the local Economy and Wellbeing of the local population

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**External Partnerships Select Committee
Work Programme 2019/20**

Portfolio:	Corporate
Ward(s) Affected:	n/a

Purpose

To consider the proposed Committee Work Programme for the 2019/20 municipal year.

Background

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

Work Programme 2019/20

3. The Committee is scheduled to meet on the following dates for the rest of the 2019/20 municipal year:

12 November 2019
11 February 2020
4. 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.
5. The work programme for 2019/20 is set out below:

Meeting Date	External Partner
12 November 2019	<ul style="list-style-type: none"> • Citizens Advice Surrey Heath • Tringhams • Heathrow Noise Forum Information Item
11 February 2020	<ul style="list-style-type: none"> • Camberley BID (Business Improvement District) • Hope Hub • Surrey Heath Age Concern • Camberley Job Club

6. 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

7. Members are asked to agree an outline work programme for 2019/20.

Resource Implications

8. 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

9. The Committee is asked to consider its work programme for the remainder of the 2019/20 municipal year.

Background Papers: None

Author: Jayne Boitout 01276 707464/414
e-mail: 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

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
Valley End Institute

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