

Community Services Committee

Thursday 13 June 2019 at 7.30pm

**Council Chamber
Runnymede Civic Centre, Addlestone**

Members of the Committee

Councillors N M King (Chairman), S A Lewis (Vice-Chairman), M R Adams, T Burton, D V Clarke, M T Harnden, M T Kusneraitis, A R Neathey, J Olorenshaw and S Walsh.

In accordance with Standing Order 29.1, any Member of the Council may attend the meeting of this Committee, but may speak only with the permission of the Chairman of the Committee, if they are not a member of this Committee.

AGENDA

Notes:

- 1) Any report on the Agenda involving confidential information (as defined by section 100A(3) of the Local Government Act 1972) must be discussed in private. Any report involving exempt information (as defined by section 100I of the Local Government Act 1972), whether it appears in Part 1 or Part 2 below, may be discussed in private but only if the Committee so resolves.
- 2) The relevant 'background papers' are listed after each report in Part 1. Enquiries about any of the Agenda reports and background papers should be directed in the first instance to **Miss Clare Pinnock, Democratic Services, Law and Governance Business Centre, Civic Centre, Station Road, Addlestone (Tel. Direct Line: 01932 425627). (Email: clare.pinnock@runnymede.gov.uk).**
- 3) Agendas and Minutes are available on a subscription basis. For details, please ring Mr B A Fleckney on 01932 425620. Agendas and Minutes for all the Council's Committees may also be viewed on www.runnymede.gov.uk.

4) In the unlikely event of an alarm sounding, members of the public should leave the building immediately, either using the staircase leading from the public gallery or following other instructions as appropriate.

5) **Filming, Audio-Recording, Photography, Tweeting and Blogging of Meetings**

Members of the public are permitted to film, audio record, take photographs or make use of social media (tweet/blog) at Council and Committee meetings provided that this does not disturb the business of the meeting. If you wish to film a particular meeting, please liaise with the Council Officer listed on the front of the Agenda prior to the start of the meeting so that the Chairman is aware and those attending the meeting can be made aware of any filming taking place.

Filming should be limited to the formal meeting area and not extend to those in the public seating area. The Chairman will make the final decision on all matters of dispute in regard to the use of social media, audio-recording, photography and filming in the Committee meeting.

LIST OF MATTERS FOR CONSIDERATION

PART I

Matters in respect of which reports have been made available for public inspection

	<u>Page</u>
1. FIRE PRECAUTIONS	4
2. PRESENTATION – THE ORCHARD DEMENTIA CENTRE	4
3. NOTIFICATION OF CHANGES TO COMMITTEE MEMBERSHIP	4
4. MINUTES	4
5. APOLOGIES FOR ABSENCE	4
6. DECLARATIONS OF INTEREST	4
7. CHRISTMAS LIGHTS, ADDLESTONE	4
8. COMMUNITY SAFETY AND SAFER RUNNYMEDE ANNUAL REPORT 2018/19	6
9. PROMOTING WELLBEING IN OLDER PEOPLE STRATEGY – UPDATE	18
10. FAMILY SUPPORT PROGRAMME – UPDATE	27
11. KEY PERFORMANCE/ACTIVITY INDICATORS 2018/19 - RESULTS	50
12. CHERTSEY MEADS MANAGEMENT LIAISON GROUP – MINUTES	51
13. EXCLUSION OF PRESS AND PUBLIC	57

PART II

Matters involving Exempt or Confidential Information in respect of which reports have not been made available for public inspection

a) <u>Exempt Information</u>	
14. RENT GRANT AID APPLICATIONS – EGHAM HOLLOWEGIANS RUGBY CLUB AND RUNNYMEDE CHRISTIAN FELLOWSHIP	58
15. URGENT ACTION – STANDING ORDER 42	71
16. SEND TRANSPORT SERVICES IN PARTNERSHIP WITH SURREY COUNTY COUNCIL	76
17. SOCIAL PRESCRIBING IN NORTH WEST SURREY	80
18. SURREY HEATH PARTNERSHIP – UPDATE	TO FOLLOW
b) <u>Confidential Information</u> (No reports to be considered under this heading)	

1. FIRE PRECAUTIONS

The Chairman or a nominated Member of the Committee will read the Fire Precautions which set out the procedures to be followed in the event of fire or other emergency.

2. PRESENTATION – THE ORCHARD DEMENTIA CENTRE

There will be a presentation by the Orchard Dementia Centre.

3. NOTIFICATION OF CHANGES TO COMMITTEE MEMBERSHIP

4. MINUTES

To confirm and sign, as a correct record, the Minutes of the meeting of the Committee held on 14 March 2019, previously circulated by email in April 2019 to all Members of the Council.

5. APOLOGIES FOR ABSENCE

6. DECLARATIONS OF INTEREST

If Members have an interest in an item please record the interest on the form circulated with this Agenda and hand it to the Legal Representative or Democratic Services Officer at the start of the meeting. A supply of the form will also be available from the Democratic Services Officer at meetings.

Members are advised to contact the Council’s Legal Section prior to the meeting if they wish to seek advice on a potential interest.

Members are reminded that a non pecuniary interest includes their appointment by the Council as the Council’s representative to an outside body and that this should be declared as should their membership of an outside body in their private capacity as a director, trustee, committee member or in another position of influence thereon.

Members who have previously declared interests which are recorded in the Minutes to be considered at this meeting need not repeat the declaration when attending the meeting. Members need take no further action unless the item in which they have an interest becomes the subject of debate, in which event the Member must leave the room if the interest is a disclosable pecuniary interest or if the interest could reasonably be regarded as so significant as to prejudice the Member’s judgement of the public interest.

7. CHRISTMAS LIGHTS ADDLESTONE (COMMUNITY DEVELOPMENT – Azra Mukadam)

Synopsis of report:

This report is informing Members of the need to review the current state of the Christmas lights on Station Road Addlestone.

The report makes recommendations that new Christmas lights be purchased in line with the redevelopment of Addlestone town centre and thereafter maintained by the DSO and administered by Community Development until alternative provisions have been put in place.

Recommendation(s):

the sum of £10,351 for purchase of Christmas lights to be met through the CEO’s community funds, be approved

1. **Context of report**
 - 1.1 To outline the rationale for investment in new Christmas lights and a Joint Christmas event in Addlestone Town Centre for 2019 and to provide details of the costs involved in provision of the new lights.
2. **Report**
 - 2.1 Addlestone Chamber of Commerce has for many years managed and funded the Christmas lights in the town. Over time the lights and the shop fronts have been modernised or refitted. This has created a number of challenges. The Chamber of Commerce have been faced with fewer shops able to hang trees and lights and a number of traders who have become disconnected with the businesses community.
 - 2.2 The existing Christmas lights are no longer fit for purpose, particularly in a town where regeneration is happening and with new shopping outlets opening over the next 6-9 months.
 - 2.3 There have been concerns raised by the Council's DSO about the age of the lights and the current standards of the electricians so now would seem an opportune moment to update the lights and provide something more in keeping with the new Addlestone One development.
 - 2.4 Investment into the retail units and residential dwellings is part of the Council's vision, making all Runnymede's towns and villages places that residents are proud to live in. With a number of retail units due to open in 2019, in order to keep continuity and the momentum of the regeneration within the town, Station Road needs improvements towards its town centre Christmas lights.
 - 2.5 In April 2016 there was a resident consultation (145 responded) which asked residents how they felt about their town and what they would like to see. Feedback specific to Addlestone was that residents felt it looked tired. The development of Addlestone One needs to encompass the whole of Addlestone. The Christmas lights are one way to reconnect all the businesses in the town, showing that the Council is investing in the whole area.
 - 2.6 The proposal to have a joint Christmas event with Addlestone One will bring the community together, and give encouragement to local businesses. The investment into Christmas lights for Addlestone will also increase footfall into the town centre generating optimism amongst the community.
 - 2.7 Once the Addlestone project has been completed other towns within the borough will be looked at, as the council aims to bring all its towns up to date, making each area vibrant and desirable.
3. **Policy framework implications**
 - 3.1 One of the Council's priorities stated in the Corporate Business Plan 2016-2020 is that the borough's towns should be vibrant and interesting places for to all residents and visitors.
4. **Resource implications**
 - 4.1 Purchase of the lights and brackets has been costed and the total price is £10,351. There are some additional costs, including the recharge for the DSO electrician and increased electrical costs. The project will be funded from the Chief Executive's Community budget; this includes any future ongoing revenue costs.

4.2 Costs for suggested Lamp Post Motifs (LPM), on Station Road are available on request. LPM are typically lights that are attached to 'high street' lamp posts, often seen during festive seasons across many towns. Safer Runnymede have been consulted and have confirmed that LPM should be kept within the restricted guidelines so as not to obstruct any CCTV camera vision.

4.3 It is proposed that there will be some entertainment on the day the lights are turned on and there are currently discussions with the Addlestone One Management Officers as to the contribution from Addlestone One towards these additional costs.

5. Legal implications

5.1 Under Contract Standing Orders 2.2, for a procurement of this value, tenders or quotations must be sought using In-Tend, the authority's e-tendering system. On this occasion, a waiver was granted by the relevant Chief Officers, under CSO 2.6. to seek three quotations outside of the system for the provision of these goods.

5.2 Surrey County Council is responsible for maintaining street lights on the highways in the Borough and applications will be made to that authority for the installation of the LPMs.

6. Equality implications

6.1 The proposed investment into the regeneration of Christmas lights project in Addlestone complies with the Council's Equalities Policy in providing an inclusive environment for all visitors.

(To Resolve)

Background papers

Relevant emails/quotations held on files in the Community Development Business Centre.

8. COMMUNITY SAFETY AND SAFER RUNNYMEDE ANNUAL REPORT 2018/19 (COMMUNITY DEVELOPMENT – Shazia Malik and Les Bygrave)

Synopsis of report:

To receive the Annual Report which outlines the work of Safer Runnymede and Community Safety in 2018/19.

Recommendation(s):

None. This report is for information.

1. Context of report

1.1 Attached at Appendix 'A' is the Annual Report on the Safer Runnymede and Community Safety operations and activities in the Borough. The information compiled in the report is available to Members throughout the year, including breakdowns by ward of crime and antisocial behaviour. The Community Safety Officer is available to deal with local issues and identify ways of resolving these in conjunction with other agencies.

(For information)

Background papers

None stated.

**COMMUNITY SAFETY AND SAFER RUNNYMEDE
ANNUAL REPORT 2018 – 2019**

1. INTRODUCTION

- 1.1 This report provides information for The Community Safety Partnership (CSP) which is the statutory partnership under The Crime and Disorder Act 1997 and The Crime and Disorder Committee of Runnymede Borough Council which has responsibility for the overview of community safety matters in the borough.
- 1.2 In two tier authority areas such as Surrey, there is a requirement to have a county-level strategy group to add value and coordinate county-wide activities on common themes. In Surrey the multi-agency Community Safety Board (CSB) fulfils this role and is chaired by the Police and Crime Commissioner (PCC) for Surrey.
- 1.3 The report documents all aspects of the work performed within Community Safety.
- 1.4 Much of what the service deals with has to remain confidential as it involves Police operations and actions by other enforcement agencies. All partners are working increasingly together to address local problems and share information in accordance with the agreed county-wide multi-agency information sharing protocol.
- 1.5 The partnership has four main areas of activity and these include addressing problems caused by identifiable individuals; addressing problems which occur at identified locations, support for ongoing projects and diversionary activities and support for new projects which are likely to benefit community cohesion.

2. FUNDING

- 2.1 The CSP funding of £3,104 was used to purchase purple dipping bells, crime prevention leaflets and signs, domestic abuse awareness posters and leaflets, Junior Citizen transport and items for the children's learning bags, power supply for deployable CCTV unit and volunteer's refreshments.
- 2.2 In 2018/19 £2,684 was received from the Surrey County Council (SCC) local committee Community Safety Partnership. The funding purchased camera equipment used to tackle fly-tipping within the borough and alcohol awareness leaflets to be distributed during alcohol awareness week.
- 2.3 The Police and Crime Commissioner Office (PCCO) provided funding of £2500 and SCC member's allocation of £1000 towards the Junior Citizen handbooks.

3. COMMUNITY SAFETY PARTNERSHIP

Prevent

- 3.1 The borough engages in the Government 'Prevent Strategy' developed to stop individuals becoming terrorists or supporting terrorism. Across Surrey the Community Safety Unit on behalf of Surrey County Council coordinates the Prevent Strategy. A Prevent Executive Group (PEG) is the overarching strategic board that meets quarterly. Prevent was a CSP priority for 2018/19 where a local strategy, action plan and quarterly updates are monitored at the CSP meetings.

- 3.2 Runnymede's Prevent strategy and action plan has been updated to reflect the Home Office local authority prevent risk assessment tool, incorporating practical delivery of Prevent by local authorities and partner agencies.
- 3.3 The Channel process is essentially a safeguarding programme aimed at supporting individuals identified as vulnerable to being drawn into violent extremism or terrorist related activity. This is a multi-agency panel arranged and chaired by Surrey County Council inviting relevant agencies to attend on an individual case basis. During 2018/19 there were 11 Prevent referrals from Runnymede with one case being progressed to the channel panel.
- 3.4 The Prevent awareness training schedule is in the process of being refreshed; ensuring appropriate level of training is delivered to required staff.

Domestic Abuse

- 3.5 Domestic Abuse was highlighted as a priority for 2018/19 focusing on increasing awareness of domestic abuse and support services available to victims along with mitigating further risk of harm to victims and families. Domestic abuse outreach service continued to be provided by Yoursanctuary, who received 291 referrals for the Runnymede area in the past year.
- 3.6 High risk cases are discussed monthly at the Multi Agency Risk Assessment Centre (MARAC) where agencies share information to increase the safety of victims and agree a risk management plan.
- 3.7 Police issued three Domestic Violence Protection Notices in Runnymede (DVPN) to perpetrators of domestic abuse to provide instant protection to victims in the aftermath of a domestic abuse incident. A magistrate granted 17 Domestic Violence Protection Orders (DVPO) where the order will immediately ban the perpetrator from returning to a residence and from having contact with the victim for up to 28 days. This period of time allows the victim the opportunity to consider their options and get the support they need.
- 3.8 Domestic Awareness Week took place in June 2018, a county-wide event. For a two day period, Yoursanctuary hosted an awareness table at St Peter's Hospital, Chertsey where approx. 200 domestic abuse leaflets and pens were given to patients, visitors and NHS staff.

During the awareness week, a mannequin depicting many of the behaviours of coercive and controlling behaviour was placed in reception at the civic offices. This generated interested among our residents who were visiting the offices during this week. Also, information and advice was published via social media channels and on the public Runnymede webpage.

Child Exploitation

- 3.9 The CSP has highlighted Child Exploitation as one of the key priorities for 2018/19. Surrey County Council's Children's Safeguarding Board is the lead agency for child exploitation across the boroughs. The role of the CSP is to support the weekly risk management meetings and by tackling and preventing child exploitation within Runnymede.

The CSP also input to the quarterly MOLT (mapping offenders, locations and trends) meetings. These meetings are designed to safeguarding children at risk of exploitation through sharing key intelligence around mapping offender's locations and trends.

Alcohol Awareness Week

- 3.10 Community Safety also supported Alcohol Awareness Week in November 2018. To increase awareness, over 1000 information leaflets and 'Don't Bottle It Up' alcohol scratch cards were distributed to libraries, community events and GPs within Runnymede. The scratch card asks three simple questions and directs those drinking at risky levels to take the full alcohol test online. Information for residents was also publicised on the Runnymede webpage and twitter.

Junior Citizen

- 3.11 Annually, Runnymede Borough Council in partnership with Surrey Police invites each school in the borough to take part in the Junior Citizen Scheme. Below is the list of schools who attended:

ACS Egham	Sayes Court School
Bishop Gates School	Stepgates School
Darley Dene School	St Anne's Catholic School
Holy Family School	St Ann's Health Junior
Hythe Community School	St Cuthbert's School
Manorcroft School	St Jude's C of E Junior
New Haw Community School	St Pauls C of E
Ongar Place School	TASIS
Ottershaw C of E School	Thorpe Church of England School
Pycroft Grange School	Thorpe Lea School

- 3.12 The event was held in November 2018 at Thorpe Park, Chertsey free of charge. Over 900 children were given the opportunity to learn potentially life-saving skills.
- 3.13 As a partnership scheme, Junior Citizen is delivered by Runnymede Borough Council in conjunction with Surrey Police, Surrey Fire and Rescue Service (SFRS), St John Ambulance, UK Power Networks, South West Trains, British Transport Police, Brooklands College students and the Royal National Lifeboat Institution (RNLI). Support was also received from Tesco who contributed the refreshments for the volunteers. The schools that required transport arranged by the Council were charged £2.00 per child. This is the only cost required from participating schools.

Respect the Water: Water Safety

- 3.14 As part of the tri-borough (Runnymede, Elmbridge, and Spelthorne) Respect the Water initiative, a water safety awareness event took place at Runnymede Pleasure Grounds where residents received water safety advice delivered by RNLI, live demonstrations of how to use equipment appropriately if someone comes into difficulty while in the water. Agencies who supported the event are SFRS, RNLI, Surrey Search and Rescue and fellow borough representatives.
- 3.15 As part of the ongoing initiative, two further throw line signs have been installed at high risk locations identified by SFRS: Chertsey Bridge and Thames Path along the Causeway.

Domestic Burglary

- 3.16 In addition to reducing crime across the borough, the CSP identified Domestic Burglary as a key priority for 2018/19. Residential Burglary has seen a significant decline after a historically high year in 2017-2018. In this financial year, there have been 230 fewer crimes which is a 42.1% reduction compared to last year.
- 3.17 To assist in deterring burglaries, 100 24hour segment timers were distributed to hot-spot areas identified by Surrey Police. Surrey Police also offered free property marking issuing 965 Selecta DNA kits. Crime prevention advice was delivered through Neighbourhood Watch, online and social media channels.

Serious Organised Crime

- 3.18 Surrey Police and the CSP work in partnership to address Serious Organised Crime (SOC) within the borough. A local SOC profile has been produced by Surrey Police with intelligence provided from agencies. Organised Crime Groups (OCG) included crimes relating to drugs (county lines and cuckooing), human trafficking, firearms, modern slavery, internet crime, fraud and counterfeit goods. There were no OCGs logged as based in Runnymede in 2018/19 however we are affected by OCG activity coming into the borough.
- 3.19 In 2018, Surrey Police along with partner agencies identified vulnerable adults who were being exploited by cuckooing in Addlestone. Intelligence warrants led to two full closures and two partial closures of premises and the eviction of three complicit tenants and one non-complicit tenant supported within social housing. The non-complicit individual has been rehoused into more suitable accommodation.
- 3.20 On 11th March, Surrey Police, together with other forces, supported a national anti-knife crime campaign, Operation Sceptre, which aims to reduce the number of people carrying a weapon. Whilst knife crime remains low in Surrey – much of what does take place is related to drugs and gang activity, some of which spills over the border from London. The Force is working hard to prevent the threat of ‘County Lines’ gangs who are using vulnerable people in local towns to spread their supply network.
- 3.21 As part of the Operation Sceptre campaign, Police gave people the opportunity to surrender their knives or weapons without fear of prosecution. Officers also undertook proactive activity across the county to raise awareness, particularly amongst young people, that carrying a blade can have fatal consequences. The Safer Neighbourhood Team (SNT) carried out knife sweeps in public parks and green spaces across Runnymede.
- 3.22 In 2018/19 SOC became a standing agenda item on the Joint Action Group (JAG). This is an opportunity for partners to know what’s happening in the borough, what are the intelligence gaps and the chance to discuss emerging intelligence. JAG partners also discuss disruption tactics.
- 3.23 SOC awareness training for Runnymede staff and partners took place in October 2018 where almost 50 participants received the training.

4. **ANTI-SOCIAL BEHAVIOUR**

- 4.1 In Runnymede there are various avenues available to report antisocial behaviour (ASB). Majority of reports received by community safety is via the online reporting system available on the council website. This facility is available to all local residents and the reports are automatically forwarded to the relevant departments or emergency service to be addressed.
- 4.2 The number of reported ASB incidents to Runnymede Borough Council has increased. The total number of reported ASB incidents for 2017/18 concluded to 1783, a small increase of 88 incidents when compared to last year’s annual total. Reports of fly-tipping, noise, litter and rubbish contribute to majority of this increase. Surrey Police saw a reduction of 240 (-3.6%) fewer reported incidents of ASB when compared to last year’s total.
- 4.3 ASB Awareness Week took place in July 2018, a county-wide event. Working in partnership a number of activities were carried out including, joint tenancy visits with the police, enforcement, licencing checks, parking and outreach session delivered by Paragon and Accent Peerless Housing. Information and advice was published via social media channels and on the public Runnymede webpage.

Community Harm and Risk Management Meeting (CHaRMM)

- 4.4 Identified individuals causing problems within the community and victims of the harm are considered at CHaRMM. The move towards a harm reduction and risk assessment based response ensures actions are taken to reduce the negative impact that problem individuals and families have on communities through their anti-social behaviour and put in place appropriate risk management plans to reduce the negative impact on victims.
- 4.5 The meeting is attended by members of various agencies including the police, family services, community mental health, housing associations and children's services. The members consider all available options including support to the individual or the parents, or appropriate enforcement tools.
- 4.6 CHaRMM is managed through SafetyNet, a county wide initiative. It is a secure online based system where only assigned agencies have access. CHaRMM reports quarterly to the CSP. During the year until March 2018/19 there were 30 nominations to the agenda throughout the year and 15 cases were closed. Interventions used included warning letters, acceptable behaviour contracts, housing related enforcement, referrals to support agencies, mediation, closure orders and other activities and incentives.
- 4.7 A service has been provided with funding from the office of the PCC, called ASC (Alliance Support Coaching). This is a service for people experiencing ASB and serious difficulties with their neighbours. In 2018/19 the ASC service received XX referrals from Runnymede.
- 4.8 Five Criminal Behaviour Orders and five closure orders were secured by the police, five Community Protection Notices (CPN) Warning Letters and one CPN were issued by the council and three properties were secured under absolute grounds for possessions during 2018/19.

Joint Action Group (JAG)

- 4.9 Identified locations where the community are experiencing problems or specific crime types causing concern are considered at a multi-agency JAG meeting. Activities of the JAG are reported quarterly to the CSP. During the year until March 2018/19 there were 11 nominations to the agenda throughout the year and eight cases were closed.
- 4.10 The CSP purchased a deployable CCTV unit in 2018 to assist in tackling ASB and crime. The unit is attached to a street lamp and records live images linked into Safer Runnymede. The unit is not static and can be moved to various locations.
- 4.11 The deployable CCTV unit is utilised by the JAG with members referring to the agreed guidelines of use.

Fly-tipping

- 4.12 The CSP identified tackling environmental ASB as one of its priorities for 2018/19. The reported fly-tipping figures for 2018/19 when compared to 2016/17 show a very small increase of eight incidents for the year.
- 4.13 Runnymede's Environmental Health Team continues to support the county wide Fly-Tipping Strategy and use SafetyNet to create an open dialogue with other boroughs, as often the perpetrators offend across borders.
- 4.14 Runnymede has been subject to large scale deposits of waste onto council owned and private land. Surrey Police assist in gathering evidence and intelligence. This is being fed into the Environmental Agency who are leading on a large investigation who are a particular group of individuals involved in serious waste related offences.

- 4.15 In tackling fly-tipping, environmental health issued two fixed penalty notices and three seizures of vehicles in 2017/18. Environmental health continues to deploy mobile cameras and deterrent signage especially in “hot spot” areas.

Public Spaces Protection Order (PSPO)

- 4.16 Two Public Spaces Protection Orders (PSPOs) were introduced in June 2018 due to increased reports of ASB in Addlestone Town Centre and an area within Englefield Green. Both locations were referred to JAG, and a multiagency response to various concerns was addressed.
- 4.17 The purpose of a PSPO is to stop individuals or groups committing ASB in a public place by restricting certain types of behavior. Due to resources and logistics the Surrey Police are the primary enforcers with the council issues warning letters and FPNs where breaches have occurred.

Addlestone Town

- 4.18 Addlestone Town had the highest ward level for rowdy or inconsiderate behaviour with 198 incidents of nuisance being reported in the period 1st April 2017 to 31st January 2018. The most frequent reported type of anti-social behaviour for the ward is youth related.
- 4.19 Surrey Police have received a significant number of calls from residents and businesses between June 2017 through to January 2018 relating to large youth groups riding bicycles in an anti-social manner (predominantly male and aged approximately 13-17) in Addlestone Town Centre.
- 4.20 Youths are congregating in and around the Addlestone One car park and on Station Road. They are also gathering and being anti-social in nearby areas, roads and parks. Reported incidents included ten youths in Subway, Station Road caused ASB by being noisy and moving tables and chairs out of the shop. Youths again caused disruption in the Premier Inn, Station Road, vandalising the hotel by scratching the floor with a chair and writing on the wall. They also often have bicycles and ride either in the car park down the ramps or past pedestrians on the pavements and in and out of traffic. An update from the Police is awaited.

Hazel Close, Elmbank Avenue, Ilex Close, Holly Close, Blays Lane and Swallowfield

- 4.21 Surrey Police recorded an increase of reported anti-social behaviour within a specific location in Englefield Green. There were 24 reported incidents of ASB from the period of February 2017 to October 2017 within Hazel Close, Elmbank Avenue, Holly Close, Ilex Close, Blays Lane and Swallowfield, Englefield Green.
- 4.22 ASB incidents in this area had included individuals gathering within the alleyway running from Hazel Close onto Blays Lane and then onto Swallowfield causing criminal damage to properties, littering, concerns of drug use and intimidating legitimate alleyway users. There had also been reports of groups gathering within the parking area of Hazel Close playing loud music from vehicles and kicking footballs towards properties and vehicles potentially causing damage. Some of the groups of individuals involved were U18s. An update from the Police is awaited.

Community Trigger

- 4.23 According to the legislation, Anti-social Behaviour, Crime and Policing Act 2014 residents have the opportunity to request a local authority to conduct a review of an ASB case known as the ‘Community Trigger’ or ‘ASB Case Review’. There were no Community Trigger requests within Runnymede in 2018/19.

5. CCTV OPERATIONS

5.1 INTRODUCTION

- 5.2 This report is published in compliance with the principles of the Home Office Surveillance Camera Code of Practice – June 2013.
- 5.3 Closed circuit television (CCTV) continues to be a powerful tool when used to combat crime and anti-social behaviour, particularly when integrated with other crime reduction methods such as retail 'radio-link' systems and close working partnerships with colleagues from Surrey Police.
- 5.4 Runnymede Borough Council, Safer Runnymede, Surrey Police, Ashford and St.Peter's NHS Trust, Thorpe Park and other local business organisations remain of the view that where CCTV is either in place, or will subsequently be introduced, there is a tangible benefit to those local communities and businesses and a reduction of incidents of crime and public disorder.
- 5.5 The CCTV system also assists in monitoring road safety and improves community confidence thereby creating a safer environment for residents, traders and visitors.
- 5.6 This report documents all aspects of the CCTV work performed within Safer Runnymede by the operators in the Safer Runnymede Care and Control Centre. This complies with the agreed Code of Practice which applies to the operation of public space CCTV and provides an outline of activity for partners.
- 5.7 Much of what the unit deals with has to remain confidential as it involves police operations and actions by other enforcement agencies. This report is, as a result, limited in the detail that can be given about individual cases, many of which are yet to come to court. It also excludes information which could lead to the identification of individuals. All partners continue to work together to address local problems and share information in accordance with the agreed countywide multi agency information sharing protocol.
- 5.8 It is recognised that gaining and keeping public support for CCTV is vital. We understand the need for a comprehensive and effective Code of Practice defining the systems operational parameters. This Code of Practice is published on our website:
<https://www.runnymede.gov.uk/CCTV>
- 5.9 Therefore, we will only utilise CCTV with the consent and support of our local communities to assist in the fight against crime, whilst ensuring that individual civil liberties are not infringed. Our CCTV system is operating in accordance with:
- The Data Protection Act 2018
 - The European Directive 95/46/EC
 - The Human Rights Act 1998
 - The Regulatory and Investigatory Powers Act 2000
 - The Protection of Freedoms Act 2012
- 5.10 In addition to statutory requirements the Council continually assesses compliance with the following advisory Codes of Practice.
- Data Protection Code for Surveillance Cameras 2014 – Information Commissioner's Office (ICO)
 - Surveillance Camera Code of Practice Level 2 – The Surveillance Camera Commissioner

- 5.11 The system design and operation is based on current guidelines provided by the Home Office, the Police Scientific Development Branch and advice from [the National Police Chiefs Council \(NPCC\)](#).
- 5.12 The CCTV scheme is registered with the Office of the Information Commissioner, in compliance with the Data Protection Act 2018, and with the Home Office in respect of the Police radio system.
- 5.13 All partners are totally committed to complying with these Codes in relation to the deployment and operation of CCTV.

6. CCTV POLICY PRINCIPLES AND OBJECTIVES

- 6.1 The prime purpose of the system is to reduce both the real and perceived level of crime.
- 6.2 The system is used:
- To improve confidence in the rule of law
 - To provide security coverage for the Council's own premises
 - To assist in the apprehension and prosecution of offenders in relation to crime and public disorder
 - To assist in the protection of vulnerable persons or victims of crime
 - To provide security cover and monitoring for town centre events
 - To gather evidence by a fair and accountable method
 - To create a safer community, improving the quality of life for all
 - To enhance the economic climate, creating a greater opportunity for prosperity
 - In preventing or alleviating serious interruptions to traffic flow
 - In preventing or alleviating problems of an anti-social nature in the community
- 6.3 All Borough Council CCTV Cameras are overt and their presence is clearly indicated by signs covering the CCTV area. The signs conform to the requirements of the Home Office CCTV Code of Practice.
- 6.4 CCTV footage and recorded information will only be used by the Borough Council, Police and other statutory law enforcement agencies for the conduct of their duties.

7. CCTV OPERATIONS

- 7.1 Safer Runnymede Control Room is now ten years old. Our systems continue to operate to the high standards envisaged in its original specification, with ongoing technical upgrades incorporated into the running costs.
- 7.2 The digital storage of 31 days enables incidents to be immediately reviewed. We are also able to archive footage and burn data to evidential disks for Police and Council Officers as required. This system flexibility provides an outstanding service to partners. The quality of picture display, camera operation and picture retrieval is essential and used to its fullest extent.
- 7.3 On two occasions during the year we invited *Bosch Europe* and their potential Local Authority partners, to visit our CCTV Control Room. These visits allowed colleagues throughout the country to design new CCTV Controls Rooms using the Safer Runnymede CCTV environment as an industry standard.
- 7.4 We operate in compliance with the National Strategy for Public Space CCTV and are accredited to the Surveillance Camera Commissioner Code of Practice with our Level 2 accreditation in place until August 2023.

- 7.5 We continue to work hand in hand with the Police. Our dual system of both Council and Police fibre cabling gives us access to both Council and Police networks/phones and radios. The Operators are all vetted to use the Police incident handling system (ICAD) which has increased the number of incidents which the operators have been able to assist with. Police management have visited our control room and continue to be satisfied in the security and operation of the room.
- 7.6 We operate as before, with dedicated operators monitoring the cameras in our Borough 24/7 and similarly provide CCTV operators to monitor the cameras in Spelthorne.
- 7.7 Two Supervisors assist the Safer Runnymede Manager in the undertaking of all operational obligations as well as the training of new staff, operational cover when required and the day to day monitoring of the operation.
- 7.8 The current total number of accessible cameras accessed stands at well over 400 with additional cameras added throughout the year where a pressing need is established.
- 7.9 Our operations team also support CCTV partnerships with local partners such as Thorpe Park and at St. Peter's and Ashford NHS Trust Hospitals during out-of-office hours. Monitoring for our partners from a single CCTV environment has continued to prove to be of considerable operational advantage to colleagues at Surrey Police. For example, incidents starting in one area are often resolved by observations in another, across the CCTV network. This wide area network of cameras is unique in the County and is of great benefit to local people, businesses and Surrey Police.
- 7.10 In 1998, the first full year of operation, operators recorded 784 incidents where cameras were used. By contrast, recent figures are as follows:

	Jan- Dec 2016	Jan- Dec 2017	Jan- Dec 2018
CCTV Incidents by Borough			
Runnymede	4093	4241	4102
Spelthorne	2712	2905	3029
CCTV incident totals	6805	7146	7131
Evidence produced			
DVD	500	392	287
Video Still	78	156	172
Video Reviews (SR staff)	518*	319*	190*
Visits from Police (Surrey/Met/British Transport Police)	1081	875**	1042
Complaints	None	None	One
Subject access requests	One	One	Four
Freedom of Information	Six	Eight	Six

Requests			
Privacy Impact Assessments	N/A	Four	Five
<p>*These video searches are conducted on behalf of Police by authorised Safer Runnymede personnel.</p> <p>** Although the number of visits by Police have seemingly decreased as a consequence of the Elmbridge/Epsom CCTV contract end, in real terms the visits have actually increased from an anticipated 546 to 875 (this figure includes approximately 109 visits for EBC/EEBC during Jan-Mar 2017).</p>			

- 7.11 The number of arrests recorded where CCTV has provided vital evidence since the Centre opened has now reached well over 3,500. That said this total number is likely to be somewhat conservative as the number of arrests where cameras play an instrumental part is difficult to establish - many more arrests follow review of recordings by Police Officers after the event.
- 7.12 During 2018 we provided Police with evidence recorded on DVD in 287 cases (392 in 2017) and a further 172 (156 in 2016) still photographs were given for identification purposes.
- 7.13 It should also be remembered that not only does CCTV enable the detection of offenders who would otherwise escape justice but also leads to an increase of guilty pleas at Court. This often saves witnesses from the trauma of giving evidence and the Police and Criminal Justice system considerable saving in time and resources.
- 7.14 Regardless of security clearance, all visitors are required to sign into the Control Centre; approximately 95% of these visitors are Police staff wishing to view CCTV footage or acquaint themselves with the system.
- 7.15 During 2018 we received some 1042 visits from our Police colleagues. Many of these visits led to the positive identification of offenders and a number of subsequent arrests.
- 7.16 Beyond our efforts to assist Police colleagues, the CCTV system and our Code of Practice also permits use of the cameras for a number of different purposes. The variety has been great but has always been conducted within the Code and for the benefit of local people.
- 7.17 There have been many searches for missing people of all ages from the very young to the elderly or sick. It is often difficult to place a tangible result on these events but as well as possibly preventing a tragedy and reducing emotional stress for the relatives; there are also considerable known savings to Police and other Emergency Services resources.
- 7.18 The system is also used by a number of Sections within the Council in the performance of their duties. It helps (by identifying) Town Centre Management problems such as rubbish, graffiti or broken street furniture and in consequence these issues are dealt with often before reports are received from the public. We also help other agencies, including Customs and Excise and Health and Social Care. The cameras provide evidence of many road traffic collisions and footage and stills are used in the investigations as to the cause.
- 7.19 Partners at the Network Management Information Centre (NMIC - Surrey County Council Highways) are also able to receive images of Public Space CCTV cameras via fibre links. These are generally used to assist in Traffic Management or Major Incident planning.

8. DIRECTED SURVEILLANCE (THE REGULATORY AND INVESTIGATORY POWERS ACT 2000)

- 8.1 Use of the CCTV system under the Regulation of Investigatory Powers Act 2000 is recorded and during the year the legislation was used on five occasions. The necessary authorisations were all provided by Surrey Police and authorised by a Police Superintendent.
- 8.2 During this period the CCTV Control Practices was audited by the Surveillance Commissioner's Office on our RIPA usage and protocols.
- 8.3 No issues were raised and the audit report suggested Runnymede was a fine example of best practice.
- 8.4 The system continues to be maintained to the highest possible standards with the criteria always that the pictures must be of evidential quality.

9. COMPLAINTS

- 9.1 The CCTV system is operated strictly in accordance with an agreed and published Code of Practice. This complies with the requirements of the Information Commissioner. This requires complaints about misuse of cameras or invasion of privacy to be investigated and reported.
- 9.2 There was a single CCTV complaint in 2018. This is was recorded on the Corporate Complaints Register and satisfactorily resolved as per Runnymede Borough Council corporate guidelines.

10. SUBJECT ACCESS REQUESTS

- 10.1 There were four requests in 2018.

11. FREEDOM OF INFORMATION REQUESTS

- 11.1 We had six requests in 2018.

12. PRIVACY IMPACT ASSESSMENTS (PIA)

- 12.1 We conducted five PIAs during the period.

9. PROMOTING WELLBEING IN OLDER PEOPLE STRATEGY - UPDATE (COMMUNITY DEVELOPMENT – Chris Hunt)

Synopsis of report:

The Promoting Wellbeing in Older People Strategy was introduced in June 2017 and this report provides an update on the achievements over the second year of the strategy and any new initiatives that will be introduced over the next 12 months.

Recommendation(s):

- i) progress on the original action plan be noted; and**
- ii) the action plan for 2019/2020 be adopted.**

1. Context of report

1.1 In the Promoting Wellbeing and Older People Strategy it was recognised that an ageing population is going to put more pressure on services for older people. The Council, over recent years, has looked at how existing and new services could be delivered to complement those already provided by the statutory services i.e. Adult Social Care and the voluntary sector.

1.2 In the strategy there were a number of objectives identified which were:

- Supporting people to remain independent, safe and as well as possible
- Preventing or reducing social isolation
- Supporting the reduction of dehydration and/or malnutrition
- Supporting people with dementia to live well and remain as well and as independent as possible
- Providing information, advice and support to enable people to make informed choices, including improvements to our website
- Supporting carers to continue with their caring responsibilities and avoid carer breakdown

1.3 The emphasis on prevention is one that the Council is fully supportive of and many of our services are pro-active in that they are provided to ensure that individuals do continue to remain independent as long as possible. This is important for the individual and is a much better use of limited financial resources.

2. Report

2.1 In the last year, Council Officers have continued to work closely with other stakeholders and statutory organisations and progress has been made on a number of the priorities identified in the strategy action plan. The outcomes have been detailed in Appendix 'B'.

2.2 Over the last year there has been considerable success in delivering the action plan; some of the highlights include:

- Increase in the take up of the handyman service
- Use of the Homesafe service continues to grow with an increase in 65 between Quarter 3 and Quarter 4 in 2018/19
- In the final stages of a long term partnership agreement with Surrey Heath
- Non-Emergency Patient Transport continues to operate well out of the two sites.

- As part of the Model of Care within the NW Surrey Integrated Care Partnership, consideration of a new project between health and IRL schemes is in early stage discussion
 - The Wellbeing Prescription Service funding has been extended for 2019/20 and the hours will be increased from 25 to 37 hours.
 - The Living Well Week has now become an annual event which was attended by 630 people in 2018 who took part in a wide range of events and activities.
 - A new HIA policy is currently being written, which will provide easier understanding of funding that can be accessed and greater flexibility in the support that can be provided.
 - The new Safeguarding policy was signed off in April 2019
- 2.3 The Council continues to work closely with Adult Social Care and the Clinical Commissioning Group on a whole range of areas and these are discussed through the Local Joint Commissioning Group and Joint Operational Groups which also includes representation from the other NW Surrey Boroughs of Woking, Spelthorne and Elmbridge.
- 2.4 In 2019/20 the action plan will continue to develop some of the priorities in the original strategy but new priorities will also be added. An updated action plan is detailed in Appendix 'C'.
3. **Resource implications**
- 3.1 There are no additional resource implications identified as the strategy is building on work that is ongoing or on projects that have been planned for this year for which funding or resources have been allocated.
4. **Legal implications**
- 4.1 No legal implications.
5. **Equality Implications**
- 5.1 The Council is required to have due regard to its public sector Equality Duty
- 5.2 The Council's Duty is stated under the Equality Act 2010 and is to have regard to the need to:
- a) eliminate unlawful discrimination, harassment or victimisation
 - b) advance equality of opportunity between persons who share a Protected Characteristic and persons who do not share it
 - c) foster good relations between those who share a relevant characteristic and those who do not
- 5.3 An equality screening was carried out for the Strategy when it was first adopted and a full impact assessment was not required.
- 5.4 No negative impacts for people with protected characteristics were identified in the original EIA but it was agreed that the service would be monitored and reviewed which is reflected in this report and the action plan.

(To resolve)

Background papers

None stated.

Progress on Action Plan 2018/19

Priority	Outcomes
Response to closure of Age UK Runnymede and Spelthorne.	<ul style="list-style-type: none"> • Some services have been taken on by Age UK Surrey • Handyman services set up in partnership with Woking Borough Council. • Uptake of Handyperson in Runnymede increasing quarter on quarter
Meals at Home	<ul style="list-style-type: none"> • The service has been relaunched with a new branding and menu including special dietary menus • IRL managers offer leaflets on Meals at Home. They also assist in organisation and set up of meals at home where needed for resident moving into IRL. • Meals on wheels free tasting sessions held
Develop Homesafe Service	<ul style="list-style-type: none"> • This has continued to be promoted and grow over the last year. Funding has been secured from the Clinical Commissioning Group (CCG) for 1st half of 2018/2019. • Currently working on further development into a single point of access for borough services • New extended service developed and launched and has been delivered since October 2018 • Use of the portal has continued to grow from 122 referrals in Q3 of 18/19, 187 referrals in Q4 and 83 referrals in April alone in 19/20 • Work continues with health to embed the service within hospital discharge models, to be used by SECAMB and community health teams
Transport Contract and Users	<ul style="list-style-type: none"> • There have been new contracts taken on over the last 12 months. • Future contracts may be impacted on by changes in

	<p>the licensing requirements for Community Transport.</p> <ul style="list-style-type: none"> • Business plan for future of Community Transport, promoting both commercial potential and social value of future, to be written • The replacement service for Longcross and Strawberry Fields is still envisaged for 19/20, however the delay experienced is at the SCC end of the agreement
Surrey Heath Partnership	<ul style="list-style-type: none"> • The new staff structure is in place and is working well. • Surrey Heath alarm monitoring is now carried out by Safer Runnymede • Boroughs are now in the final stages of agreeing a long term partnership arrangement, strengthening the partnership model.
Hydration and Nutrition	<ul style="list-style-type: none"> • Information was sent out as part of the Hydration and Nutrition week in March.
Non-emergency patient transport	<ul style="list-style-type: none"> • This service has been operational since April 2017.
Improve links between Community Halls and Social Centres	<ul style="list-style-type: none"> • The Halls Manager has helped to set up systems in relation to hires.
Enhanced care in Social Centres and IRL	<ul style="list-style-type: none"> • Business plan written. Need for discussion re future of centre facilities • Extra Care opportunities not viable currently for IRL. Impact on potential to provide enhanced services as a result of loss of funding support from SCC • As part of the Model of Care within the NW Surrey Integrated Care Partnership, consideration of a new project between health and IRL schemes is in early stage discussion • IRL managers complete a Support Plan and safeguarding risk assessment with IRL residents when they move in, these are reviewed from time to time and in some instances fire risk assessments are also completed where there are

	<p>specific issues identified. All assessments and plans will consider care and support needs and if not already in place IRL managers will sign post as well as assist in liaison with agencies to put in place necessary support; this may include challenging decisions made by agencies where they feel support falls short of that needed. IRL managers will also liaise with family members/NOK to ensure support is in place.</p>
Home Improvement Agency	<ul style="list-style-type: none"> • Working in partnership with Woking and Spelthorne as part of north west cluster • Intention is to create efficiencies, improve access to services and increase response times. • A new HIA policy is currently being written, which will provide easier understanding of funding that can be accessed and greater flexibility in the support that can be provided. • Consideration of the resources required to deliver the arrangements of the new policy is currently in discussion
Vulnerable Persons Database	<ul style="list-style-type: none"> • This continues to be updated and a similar database is now in place in Surrey Heath. • Work is still required to ensure it covers all vulnerable residents • A proposal as to how the coordination of the database is arranged in the future has been made and is awaiting approval. • Training pending for IRL managers.
Independent Retirement Living	<ul style="list-style-type: none"> • This work is still being looked at and will be accrued over into this year
SCC Accommodation with Care and Support Strategy	<ul style="list-style-type: none"> • No progress to date
Surrey County Council Funding	<ul style="list-style-type: none"> • There has been a reduction in grant funding for this year to some services and all

	<p>SCC funding stopped for IRL in March 2018</p> <ul style="list-style-type: none"> • Consultation was carried out on the changes to Housing Related Support funding resulting in funding being withdrawn • Proposal sent to SCC for the decrease of SLA funding to be staggered to avoid immediate cuts
Wellbeing Prescription	<ul style="list-style-type: none"> • A new member of staff was employed on a 12 month contract funded by the CCG. Referrals have started to come in from GP's • Funding extended for 2019/2020. Budget carry forward from 2018/2019 to enable role to be increased from 25 to 37 hours per week. • As part of the Model of Care within the NW Surrey Integrated Care Partnership, project bid has been submitted for NW Surrey borough councils to deliver Social Prescribing working with individual PCN's, undertaking projects targeting specific cohorts as well as adding to capacity of current Social Prescribing Offer.
Active at 50+ initiative	<ul style="list-style-type: none"> • This scheme has now finished but there was excellent take up with 460 new participants in 10 sports.
Sports Activities	<ul style="list-style-type: none"> • Existing swimming and walking activities will continue • Discussions have taken place with Achieve Lifestyle on potential new initiatives at the Egham Orbit.
Living Well Week	<ul style="list-style-type: none"> • The week was once again successful with 630 people attending the activities.
Operation of transport to the Ashford and Weybridge Locality Hubs	<ul style="list-style-type: none"> • Part of a partnership delivering services for 2018/2019 with Woking and Elmbridge. • Due to demand and RBC resources, RBC yet to commence on contract

	<ul style="list-style-type: none"> RBC not currently delivering service, which probably serves interests better in the long term, given CCG intention to review service due to cost
Community Alarms	<ul style="list-style-type: none"> New technologies continue to be developed and piloted
Support Carers	<ul style="list-style-type: none"> Carers training for staff
Promote independence and reduce social isolation and improve mental wellbeing in older adults	<ul style="list-style-type: none"> A Chertsey Hub was set up but failed to take off. This will continue to be investigated with local stakeholders. IRL managers regularly hold social functions within their schemes and work with residents on a continuing basis to integrate them into social events. Where there are specific concerns around social isolation IRL managers will engage the Well Being Officer/Social-Prescribing Officer.
Support for people with Dementia	<ul style="list-style-type: none"> Dementia friendly community have been set up Dementia Awareness Week was supported Attend the NW Surrey Dementia Partnership and Surrey Dementia Board GPS service supports individuals and carers Interior decorations at IRL schemes are being remodelled to ensure they are dementia friendly. We have just finished stage on the project (design) and need to now tender for actual works
Safeguarding of Vulnerable Adults.	<ul style="list-style-type: none"> The new Safeguarding Policy has been signed off. All IRL Managers have undertaken Safeguarding training in 2019.
Promote lunch clubs in IRL's	<ul style="list-style-type: none"> This has been trialled and there has been some success. Internal IRL lunch clubs run as a pilot but lack of take up and persons in a caring role to support.

Action Plan 2019/2020

Priority	Actions	Timescales/Strategic Outcomes
Meals at Home	Continue to Promote the service including some target marketing. Possible evening meal option to be introduced.	Ongoing 3
Develop Homesafe service	Promote to Police and hospices. Continue to develop relationships with ASC and hospital discharge staff. Through partnership with Surrey Heath Increase the take up of the service. Secure funding from CCG	Ongoing 1, 6
Transport contracts and users	Identify opportunities to take on new contracts as and when appropriate and increase the number of general users	Ongoing 1, 2, 4
Surrey Heath Partnership	Agreement of longer term partnership model.	Ongoing 1, 2, 3, 4, 5, 6
Hydration and nutrition	Promote hydration and nutrition for older people through marketing material and awareness raising.	Ongoing 3
Enhanced care in Social Centres and IRL	Work with ASC on identifying individuals with additional care needs. Review the impact of this need and evaluate potential options.	 1, 4, 6
Home Improvement Agency	Development of a new HIA policy and financing of this.	Complete & Ongoing 1, 4, 5, 6
Vulnerable person data base	Identify options for the future co-ordination of the data base for use in an emergency.	Ongoing 1, 3, 6
Independent Retirement Living	Review the Housing Revenue Account IRL housing schemes to assess suitability of purpose and best use of the asset in view of projected need and demand.	Ongoing 1

SCC Accommodation with Care and Support Strategy	Liaise with SCC and CCG on promoting affordable housing for an ageing population with a range of needs.	Ongoing 1
Surrey County Council funding	Partnership working to identify future funding models	Ongoing 1, 2, 5, 6
Wellbeing Prescribing	Identify funding for the future delivery of the service	March 2020 1, 2, 5, 6
Sports Activities	Work with Egham Orbit on any new initiatives targeting older people	Ongoing 1, 2
Living and Ageing Well Week	Promote independence & reduce social isolation and improve mental wellbeing in older adults.	September 2019 1, 2, 4, 5, 6
Operation of transport to the Ashford and Weybridge Locality Hubs	Continue to look into a bid for Weybridge contract with Elmbridge Borough Council.	Ongoing . 1
Community Alarms	Continue to work with SCC and other partners on the development of the use of community alarm and telecare equipment, including the development of new technologies and to consider new service opportunities.	Ongoing in 2018/19 1, 4, 6
Support Carers	Identify unmet need (for example through Social Centres) and promote services.	Ongoing in 2018/19 6
Promote independence & reduce social isolation and improve mental wellbeing in older adults.	Continue to work with partners on developing new services	Ongoing 2018/19 1, 2, 6
Support for people with dementia	Continue to develop the Dementia Friendly Communities in Addlestone and Egham Hythe. Take part in national Dementia Awareness Week.	Ongoing 2018/19 4
Promote lunch clubs in the IRL's	Promotions and Outreach Officer has carried out tastings in the IRL's to promote the option of lunch clubs.	Ongoing 2, 3

- Supporting people to remain independent, safe and as well as possible
- Preventing or reducing social isolation
- Supporting the reduction of dehydration and/or malnutrition
- Supporting people with dementia to live well and remain as well and as independent as possible
- Providing information, advice and support to enable people to make informed choices, including improvements to our website
- Supporting carers to continue with their caring responsibilities and avoid carer breakdown

10. **FAMILY SUPPORT PROGRAMME UPDATE (COMMUNITY DEVELOPMENT – Chris Hunt)**

Synopsis of report:

This report provides an update on the funding position for the Family Support Programme following the restructure of Surrey Council Council’s Children’s Services and the delivery of Family Services in the County. It also highlights the future funding the Council will need to provide to keep the Family Support Programme operating from April 2020.

Recommendation(s):

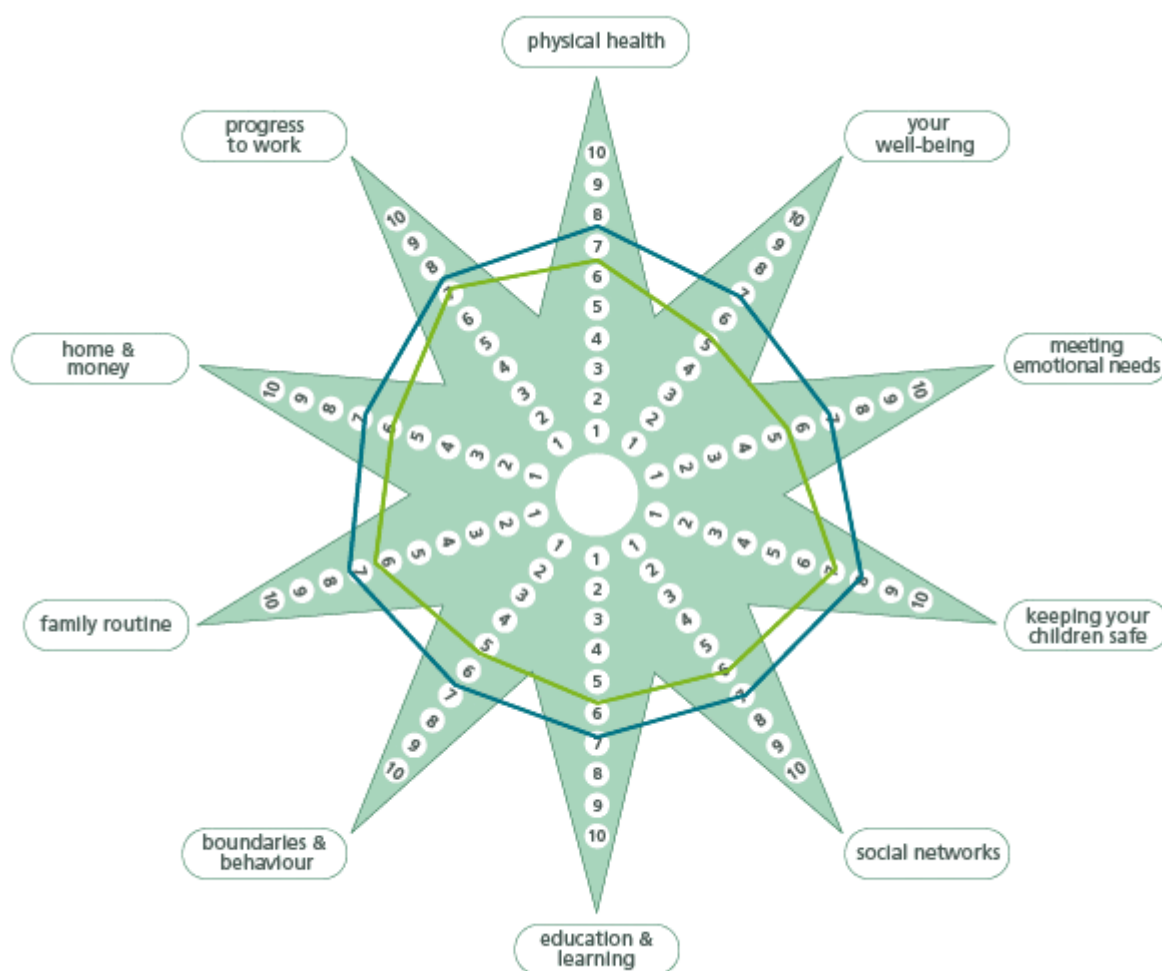
- i) signing the Service Level Agreement for delivery of the Family Support Programme in Runnymede and Surrey Heath be approved;**
- ii) the provision of the additional funding required to finance the Family Support Programme in Runnymede from April 2020 be approved; and**
- iii) Corporate Management Committee be requested to approve the inclusion of £89,000 in the Medium Term Financial Strategy for the start of the financial year 2020/21 to cover the cost of maintaining the Family Support Programme each year.**

1. Context of report

- 1.1 The troubled family initiative was introduced to change the repeating generational patterns of poor parenting, abuse, violence, drug use, anti-social behaviour and crime in the most troubled families in the UK. In Surrey the initiative was rolled out across the district and boroughs and has been known as the Family Support Programme (FSP). In 2013 Runnymede and Surrey Heath agreed to a joint project which to date has worked with a number of families across both boroughs.
- 1.2 The programme works in two parts with families receiving intensive support for a minimum of 12 weeks with a co-ordinator and team around the family (TAF). The family are then supported for the next 9 months by a lead organisation and other agencies.
- 1.3 Within Runnymede there are three co-ordinators one of which has a senior role and supervises the other two staff. This is replicated in Surrey Heath with a Manager and administrator working across both Boroughs.
- 1.4 Family Support Co-ordinators currently each hold a caseload of 7 families at any given time. The Senior Coordinator holds a caseload of 3 families plus line management responsibilities for the other staff.
- 1.5 The overarching criteria are:
 - Children not in School
 - Unemployment
 - Crime/Anti-Social Behavior
 - Domestic Violence
 - Child in Need
 - Health Problems

2. Report

- 2.1 A full update on the work undertaken by the FSP team in 2017/18 was reported to this Committee in January 2019. For the last financial year 2018/19 the team worked with 55 families in Runnymede, compared to 47 in the previous financial year.
- 2.2 The type of work undertaken with families depends on their needs but has included issues relating to all the criteria in 1.5. In many families there are multiple issues that may be impacting on the family members and the FSP team helps the families to manage and improve their individual circumstances.
- 2.3 For each family an outcome star is produced at the beginning and end of the intervention work. This helps to support payment by result claims. The table below shows the average first and last scores for all families in the last financial year and it clearly shows an overall improvement in all areas, most significantly in wellbeing. For every family who has moved up a point score in each area, a claim can be made.



- 2.4 As reported to the last meeting of this Committee, Surrey County Council Children's Services has been through a significant restructure across all its services and this has now been agreed and is currently being implemented. This has included the future of the FSP teams in each Borough and District which were seen as important services in delivering the new early help proposals in the County.

- 2.5 At the last meeting of this Committee it was also highlighted that the Government funding for the FSP was due to finish in March 2020. At the time it appeared that Surrey County Council (SCC) would be looking for Boroughs and Districts to find half of the programme's costs currently received from the Government. Fortunately, this has proven not to be the case with SCC agreeing to mainstream the budget for the FSP currently received from the Government. In the case of Runnymede and Surrey Heath this amounts to £221,512.
- 2.6 The details of the proposal have been put into a Draft Specification/Service Level Agreement (SLA) which is provided in Appendix 'D'. In the SLA there are details of what would be expected of the family support workers and these are shown on page 5. There are some changes to the current workload. For example, staff would have an increased caseload of 8-12 families but each team would also have additional staff with social work qualifications, again fully funded by SCC. The focus will be on working primarily with families whose children are aged between 5 and 18 although this does not mean that families with younger children might not be worked with, especially if the issues relate to older siblings.
- 2.7 The total cost of running the FSP across both Boroughs is £388,000 which means there is a funding gap of £167,000 which has, over the years, been covered by Surrey Heath. Unfortunately, they are unable to continue doing this from April 2020. Therefore, there will be a requirement for Runnymede to make a contribution of £89,000 in 2020/21 to cover half of the additional budget costs for the next financial year.

3. **Policy framework implications**

- 3.1 The Community Development Business Plan has an objective to review the future funding needs of the FSP in conjunction with Surrey Heath Borough Council and Surrey County Council.
- 3.2 One of the key priorities of the Corporate Business Plan 2016-2020 is supporting local people and in particular improving the quality of life for those who are vulnerable or deprived.

4. **Resource implications**

- 4.1 The programme is currently funded by the Government through a mixture of up front funding for each family worked with and payment by results once the family has completed the twelve months and improved in the areas identified i.e. school attendance. Surrey Heath employs all the staff and manages the budgets associated with the programme.
- 4.2 From the end of March 2020 the Government funding will cease but SCC have agreed to maintain this level of payment and add to it to enable the employment of qualified social workers in each Borough to work with the teams. Each Borough and District will need to make up any gap in funding for the total service delivery and for Runnymede this is estimated to be £89,000 in 2020/21.
- 4.3 No budget has yet been approved for 2020/21. The Council's Medium Term Financial Strategy (MTFS), which forms the basis of future budgets does not contain a provision for this service. If Members wish to carry on providing this scheme, approval will be needed to add the costs onto the next update of the MTFS later in the year.

5. Legal implications

5.1 As it stands, the Draft Specification/Service Level Agreement specifies the requirements and services to be provided and does not contain any terms relating to entering into an agreement between the parties. If in its final form, it is intended that the agreement between the authority and Surrey County Council be binding in law, then Legal Services will advise and settle the terms.

6. Equality implications

6.1 The Council is required to have due regard to its public sector Equality Duty before approving the proposed lease.

6.2 The Council's Duty is stated under the Equality Act 2010 and is to have regard to the need to:

- a) eliminate unlawful discrimination, harassment or victimisation
- b) advance equality of opportunity between persons who share a Protected Characteristic and persons who do not share it
- c) foster good relations between those who share a relevant characteristic and those who do not

6.3 Surrey County Council conducted a detailed Equality Impact Assessment on the Family Support Programme when it was first introduced and it was agreed that as the programme progressed and data gathered it would be easier to identify any particular impacts on people with protected characteristics which might affect the operation of the programme. At the time no negative impacts were anticipated and there were many positives especially for children and people coming into the programme that might have a disability.

(To Resolve)

Background papers

FSP report January 2019

Surrey Family Support Programme EIA 2013

Family Support Programme

Draft Specification/ Service Level Agreement.

Version 1.4 26th April 2019

1 Family Support Programme Specification

The Family Support Programme is part of a wider Family Service to support families with children aged 5 -18 that are the most vulnerable.

The Family Support Programme will be delivered in accordance with the National Troubled Families Programme and the Surrey Troubled Families Outcomes Plan (see Appendix A).

The programme will provide targeted help and referrals will come via our new Early Help Hub, this Hub will replace the current MASH (Multi Agency Service Hub) arrangements. This new approach builds on the Family Resilience model, based on early intervention and support, at the core of this approach is the idea that most families will be good enough parents and continue to care for their children. We are seeking to avoid children becoming subject to child protection or public care.

The Family Support Programme does not exist in isolation, but are part of a local integrated system and a wide range of partners that builds family resilience in Surrey, improving the life chances of the most vulnerable children.

Aim

Working together with everyone who supports children, young people 5 – 18 yrs. and their families, Family Support will promote the upbringing of children within their birth families and work with partners and families to ensure that children can thrive whilst remaining safely at home.

To do this family support will focus their work on improving outcomes for children aged 5 – 18 years needing additional help; these include:

- Children whose needs are complex and enduring (Specialist).
- Children whose needs are more complex with more than one service involved as part of a co-ordinated multi-disciplinary assessment and plan (Targeted Help).

Core purpose

As part of a quadrant early help offer Family Support will work together with children and families to meet their additional needs offering the right help at the right time to prevent needs escalating and reducing the need for specialist services.

Family Support Teams achieve this by:

- Offering targeted help to support families at the right time as part of an early help plan;
- coordinating targeted help and taking the lead practitioner role where appropriate for families needing a multi-agency response;
- participating in a multi-disciplinary plan as part of specialist support for families in crisis.
- contributing to a co-ordinated borough/district parenting offer for families;
- Working in partnership with Family Centres, Targeted Youth Support and Children's Social Care to meet the needs of the whole family.

Outcomes

Family support will focus on the following outcomes for families referred needing additional help at levels 3 and 4.

Purpose

	<p>Outcomes:</p> <ol style="list-style-type: none"> 1. Reduced inequalities for disadvantaged children and families to prevent the need for statutory services 2. Strengthened family relationships and enabling families to stay together 3. Improved child and family health and wellbeing 4. Improved outcomes at school 5. Reduce the impact of anti-social behaviour and offending on children 6. Adults are supported to access employment and training 7. Reducing domestic abuse and the impact on children <p>As a result of being more resilient, families will increasingly enable children to be happy, healthy, learn, achieve their potential and become economically independent citizens.</p>
<p>Service description</p>	<p>As part of the overarching family resilience approach, Family support teams will subscribe to the key principles set out in the Effective Family Resilience guidance. These are intended to inform the way everyone works with children, young people and their families in Surrey including statutory and non-statutory organisations, agencies and partners.</p> <p>The principles are:</p> <ul style="list-style-type: none"> • Promoting the welfare of children and protecting them from significant harm is at the centre of all we do; • Working together across the whole partnership, aligning our resources so we can best support families and do what needs to be done when it needs to be done; • Using motivational interviewing to engage with families, seeking their consent and agreement; • Working to families' strengths – especially those of parents and carers and taking the time to understand their needs fully. Parents say they are motivated by having goals that reflect their family priorities and working with practitioners whose actions are driven by the needs of the child; • Focusing on solving problems before they escalate and offer flexible responsive support when and where it is required; • Building the resilience of families and communities to support each other; • Basing all that we do on evidence, both of what is needed and of what works; • Being clear and consistent and open about the outcomes we want to achieve, to make a positive difference. <p>Family Support Teams will contribute to a joined-up offer of family resilience and safeguarding services for families with children 5 – 18 years, based on a clear understanding of local needs across a district/borough. This will include a close partnership with Family Centres and the SCC targeted youth offer. The provision of services and deployment of staff and resources will link to the wider quadrant family resilience and safeguarding system to most effectively support children, young people and their families.</p>

Family Support Teams will receive allocations for families who need targeted help (level 3) and requests to support families as part of level 4 support from Children's Social Care through the Early Help Hub. The Family Support Team will not be the 'case holders' for level 4 families but could be part of an agreed plan to step families down to level 3.

Support will be designed to gain families' confidence, identify strengths and needs and support practical and achievable solutions as early as possible through the right amount of information, advice and support.

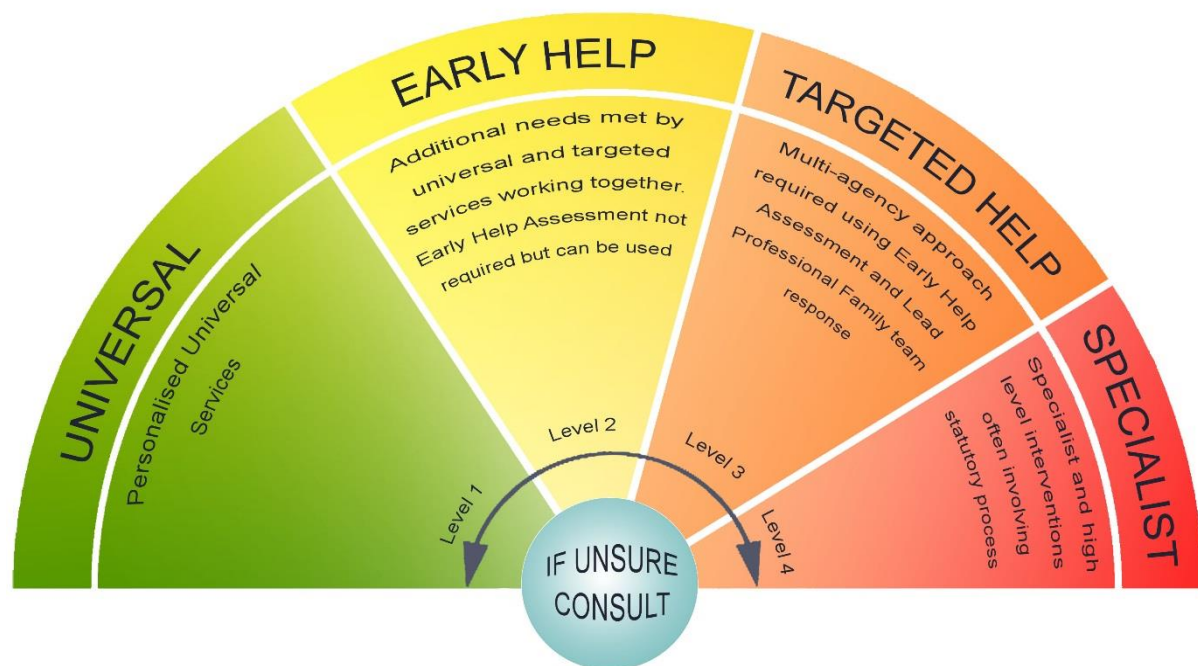
Family Support Teams will be expected to use the same case management system as the wider Family Services (EHM). The Level 3 (see below) will be allocated to Family Support Teams by the Early Help Hub using the EHM system. EHM will be used to record early help assessments, plans record of intervention and management oversight.

Service standards include:

- The family to be contacted within 5 working days from point of allocation to the Family Support Programme
- Initial meeting with the family within 10 working days from the point of allocation to the Family Support Programme
- Where required, complete the Early Help assessment within 20 working days of allocation
- All cases reviewed with effective management oversight at a minimum of every 12 weeks or sooner if circumstances change significantly.

Graduated response to need

The Surrey Effective Support Windscreen



Supporting Specialist and Targeted Help

Specialist (level 4)

Family Support Teams will participate in a multi-agency approach and effective local partnerships particularly between social workers, health visitors and family workers where children's needs are complex and enduring and cross many domains. Working alongside other professionals family support staff will be trained in motivational interviewing and apply this in their work with families.

Typically families may include those where:

- there are Child Protection Plans in place
- a Child in Need plan is in place
- there is known domestic abuse
- they are accessing CAMHS services
- there are Looked After Children.

Typically family support teams may offer interventions to these families as part of a plan. These interventions may be:

- targeted help services for example evidence based parenting programmes
- targeted help services for example linking with specialist services for families where there are more complex needs.

Targeted Help (level 3)

Family Support Teams offer services to children and families identified as needing Targeted Help as part of a multi-agency approach. Their needs are likely to be complex and range across a number of domains in depth or significance. Family Support Teams will link to Surrey's family resilience processes to:

- casehold families that have been referred through Surrey's Early Help Hub.
- support individual families needing one to one support; Family Support Worker'/Social Worker (Full time equivalent) caseload to support between 8 – 12 families at any one time.
- Every Family Support Worker/Social Worker to also codeliver a parenting group as part of the coordinated quadrant parenting offer.
- complete and record Early Help assessments with families and take the role of lead professional where this will lead to the best outcomes for the family. The early help assessment will help to identify which early interventions might be appropriate and help ensure families in greatest need receive the services that will make a difference to their lives
- offer solution focussed and strength-based approach to working with families
- use motivational interviewing as an approach to practice
- use Outcomes Star as the approach to support assessment, planning and measurement of impact.

Individual one to one work with families could take place in the home or community whichever best supports families' circumstances. This support would be part of a time bonded plan agreed with the family using evidence based interventions and regularly reviewed through the use of the Outcome Star. This work will be part of a Team Around the Family approach.

The aim of this support is to increase family resilience, build close and loving relationships and improve parenting skills and capacity to enable children to experience effective parenting.

Families needing Targeted Help may present with the following:

- child previously had periods of Local Authority care
- Refugee families
- Young carer
- parent/carer failing to provide adequate care and child not meeting developmental milestones
- child subject to neglect
- Domestic abuse in the home
- Consistently poor nursery/school attendance
- Family unable to gain employment due long term substance misuse
- Family have serious physical, mental health, substance misuse issues, learning disability or physical disability impacting on their child

Targeted Help support could include activities provided by the Family Support Programme or

	<p>partner agencies to improve:</p> <ul style="list-style-type: none"> • Health and emotional development • Behavioural development • Family and social relationships • Self-care and independence • Learning and child development • Basic care, ensuring safety and protection • Housing, work and income • Family functioning and wellbeing 	
<p>Workforce</p>	<p>The Family Support Teams will include the following:</p> <ul style="list-style-type: none"> • Family Support Workers • At least 1 qualified HCPC registered Social Workers per team • Appropriately experienced manager <p>Where Senior practitioners are used there is an expectation that they will hold a reduced caseload compared (no less than 50%) to Family Support Workers with no more than 1 senior practitioner per 6 Family Support Workers.</p> <p>Social Workers will not undertake statutory social work tasks such as S.17 assessments or S.47 investigations but may hold more complex cases and advice and guide other team members. Social Workers will be expected to retain their HCPC registration but do not necessarily need to be managed by Social Work qualified managers.</p> <p>Managers should be suitably experienced at managing services for families and providing effective management oversight of case work. The managers will need to work in partnership with the wider family resilience services to meet the needs of families at a District/Borough and quadrant level.</p> <p>Business support staff may be necessary to reduce the burden on practitioners and enable direct work with families to be prioritised. We would anticipate there would be no need for more than 1 FTE per Family Support Team.</p>	
<p>Target groups</p>	<p>Age:</p> <p>Supporting whole families with children 5 - 18yrs</p>	<p>Typical needs:</p> <p>Family support teams will support families needing targeted help as well as contributing to a plan for families needing specialist support. Targeted groups of children and families who have characteristics that may contribute to poorer long term outcomes include:</p> <ul style="list-style-type: none"> • lone parent families • non-working families • families on low income (under 20k) or on benefits • families with three or more children aged 0-14 years • families living in one of the 30% most deprived areas of the country • families where low or no qualifications have been achieved • families where at least one parent has a long term illness or disability • families in rented accommodation as a proxy for social housing or in temporary or overcrowded housing

		<ul style="list-style-type: none"> • families where at least one child has a special educational need or long term disability or illness. • families suffering trauma or bereavement • families where domestic abuse, substance misuse or mental are affecting the child • member of family in prison • military families • English as a second language • Roma/Traveller families • family member offending/anti-social behaviour • Young people at risk of exploitation
<p>Geography</p>	<p>Each Family Support Team will provide family support within the district and boroughs within a quadrant offer</p>	
<p>Quality</p>	<p>We will use the following approaches to ensure the quality of Family Support in Surrey:</p> <ul style="list-style-type: none"> • Compliance with relevant national and local guidance, including Surrey Safeguarding Children Board Policy and Procedures; Data Protection and Information Sharing Protocols – including requirements of GDPR) and our service standards • Quality assurance – FSP teams will be expected to include consultation with children and young people, their parents and carers, and referral stakeholders in their monitoring and evaluation of the service provided. This should focus on customer satisfaction, quality improvement and, crucially, the outcomes achieved for children, young people and families, through direct feedback about “I” statements being realised. This feedback will be collated and shared with the council as part of the contract review process. Approaches to gather feedback could include: appropriate questionnaires and feedback forms; consultation sessions and activities; and involvement in service planning and review. • Observation, engagement and or site visits – the purpose of these at least annual visits will be to observe practice, activities and relationships between the workforce and children and young people. This will assess provision against key quality standards set out in the specification. • Management information reports, will be produced from the EHM case management system for use by the FSP Teams and Surrey County Council to monitor performance against service standards. 	
<p>Working with other commissions and partners</p>	<p>THE Family Support Programme will work with a wide range of other commissions, SCC departments and partners based around the needs of a family to achieve the best possible outcomes for children and young people.</p> <p>Key agencies that the provider will be expected to work with include:</p> <ul style="list-style-type: none"> • Children’s Social Care Teams • Family Centres • SCC’s Targeted Youth Support • Early years settings 	

- CAMHS Provider and Sub-contractors
- Domestic abuse outreach
- Local Social Prescription Service
- Surrey Schools in the areas they are delivering (special and mainstream)
- District and boroughs to include Housing
- Public health providers (including 0-19 health teams – midwifery, health visiting and school nurses)
- Substance misuse services for adults who have children aged 0-19
- Services provided by Adults Services and Health partners (e.g. Clinical Commissioning Groups and their providers)
- Other local voluntary, community and faith sector organisations (mainstream and specialist) who could provide additional services to support children, young people and families coming to the attention of the provider (including local domestic abuse expert support services)
- Criminal justice agencies e.g. Police, Probation and Youth Offending Service.

2 Family Support Programme Outcomes Framework

Ultimate Early Help Outcome:

Surrey children and young people get the right help at the right time. They are resilient and have safe, nurturing relationships which enable them to thrive and build skills they will need for adulthood (Early Help Strategy 2018 – 2022).

Ref	Commissioning Plan Outcome	Ref	Local Offer Outcome	“I” or “We” statements
1	Children, young people and families will have nurturing relationships, free from harm	1.1	Family life is enhanced	<p><i>Whole-family feedback including:</i></p> <p>Our home life is calm.</p> <p>We understand each other’s needs and what works to help our family.</p> <p>We have a toolbox of skills to help our child[ren] and to improve our situation at home.</p> <p>We feel much more able to face the future challenges</p> <p>I feel very much empowered to improve our life as a family</p> <p>We are having fun as a family.</p>
		1.2	Parents / care-givers develop skills that enable them to cope and build positive relationships with their children through key life-stages	<p><i>Focus on feedback from parents on what matters most to them to support their child to get best outcomes; focus on specific support for families at key points of transition including:</i></p> <p>I feel less anxious about the future and better equipped to deal with tantrums and things that may occur.</p> <p>I know how to talk to my child and manage challenging behaviour.</p> <p>I can cope and help my child when times are hard.</p> <p>I feel equipped with the skills and to help my child move forwards.</p> <p>I realise that there are other families in the same boat and talking about experiences in dealing with difficult situations allowed me to learn practical strategies</p> <p>I feel more confident as a parent and more hopeful for the future.</p>
		1.3	Young parents feel supported to give their child the best possible start to life	<p><i>Focus on feedback from young parents and specific requirements for support including:</i></p> <p>My child is happy and healthy.</p> <p>I know I can do the best for my child[ren]</p> <p>I feel that my relationship with my child has improved and my own confidence in my parenting ability has improved.</p>

		1.4	Families with children with SEND are supported to be resilient	<p><i>Focus on feedback from families with SEND specifically linked to parenting support identified including:</i></p> <p>I understand the needs of all of my family and what resources I have to support individual and whole-family</p> <p>I feel much better equipped to deal with my child's behaviour</p> <p>I have opportunities to spend quality time with the different members of my family, including all my children</p> <p>I feel positive about the future and how to support my child[ren] as they go through life.</p> <p>I am not on my own and help is available if we need it.</p>
		1.5	Parents / care-givers strengthen relationship between adults involved in care-giving for children	<p><i>Focus on reduction of inter-parental conflict and or knowing where to ask for help when needed to keep children and young people safe including:</i></p> <p>I feel able to talk to my partner about how I am feeling</p> <p>I know what we need to do to improve our relationship to strengthen the care for our child[ren]</p> <p>I understand the impact that my relationship with my partner has on my children.</p>
		1.6	Children and young people form and develop supportive relationships	<p>My family relationships are stronger</p> <p>I have healthy relationships with my peers</p> <p>I have positive role models in my community</p>
2	Children, young people and families are healthy and well and feel connected to their local communities	2.1	Children and young people recognise and manage their feelings and emotions	<p>I understand my feelings better</p> <p>I recognise when my feelings change</p> <p>I am more able to manage my behaviour when my feelings change</p>
		2.2	Young people feel supported to participate and are ready for adulthood	<p>I enjoy learning and am hopeful for the future</p> <p>I know where to go for help when I need it</p> <p>I know I am not on my own and feel supported to transition</p> <p>I feel more prepared to face problems</p>
		2.3	Children, young people and families feel supported locally	<p>I know I am not alone and I feel less isolated</p> <p>I have opportunities to talk with others in similar positions (parents, carers, young people, children)</p> <p>I feel supported to develop positive solutions to the challenges I face</p>

		3.4	Parents and carers are able to look after their own wellbeing	I feel more confident to manage at home I feel less stressed and exhausted I feel more able to face problems when they happen
--	--	-----	---	---

3 Key performance measures

Ref	Key performance indicators (KPIs)	Source of verification
Number of families supported to improve outcomes as referred by:		
1A	<ul style="list-style-type: none"> - Surrey Families Services Early Help Hub (level 3 families) - Average and caseload range of FTE outreach worker 	<ul style="list-style-type: none"> • Provider data returns • EHM Management reports
1B	% of families re-referred to Surrey Family Safeguarding Hub or Early Help Hub within 6-months of case-closure	Families Service data returns
1C	Performance against Family Support standards for assessment, planning and review as set out in the specification	EHM Management reports
1D	Outcomes at point of case closure: Closed successfully/ referred or signposted to another agency/refused to engage/family's declined further support after period of engagement.	EHM Management reports
2A	Proportion of children and young people (and/or their parent carers) feedback that they have made positive progress in relation to identified outcomes in the early help outcomes framework during each year, through the process specified by Surrey County Council	<ul style="list-style-type: none"> • Evidence of positive progress from provider • Annual SCC Early Help Survey

2B	Needs analysis and evidence of impact by district and borough identified through family characteristics and outcomes	EHM Management reports
2C	For all cases closed within monitoring period: Improvement in family resilience as a result of intervention	Provider returns
3	Payment by results claims achieved in accordance with the Surrey Troubled Families Outcomes Plan (for as long as the BPR is in place)	<ul style="list-style-type: none"> <li data-bbox="1570 440 1883 472">• Outcomes Star Analysis Troubled Families returns.

4 Approach to performance management

4.1 SCC is taking an outcomes-based approach to performance management of our early help services. This means we will focus on the long-term positive changes that those services have helped children and young people and their families to achieve, rather than simply on what activities have been delivered. We have described the positive changes we are seeking to achieve in our Early Help Outcomes Framework. The measurement of these outcomes will demand a structured approach, based on outcome indicators, principles of good evidence and appropriate data collection tools. As well as impact on outcomes, performance management will also involve: assessing the quality of activity delivered; and monitoring progress in relation to the key performance measures. Through this process, Providers and the Council will work in partnership to ensure 'community early help' makes a real difference to vulnerable children and young people and their families.

4.2 To support effective mobilisation of services and address any early issues, there will be 'light-touch' partnership discussions between the Provider and the Council:

- within 1 month of award of funding by the Council's Cabinet;
- during the first month of the contract; and
- after three months of the contract for an initial review of performance.

These partnership discussions may or may not be required, at the discretion of the Council.

4.3 The main forum for performance conversations will be the regular monitoring meetings between the provider and SCC. A contract management plan will be drawn up and agreed between the provider and SCC that sets clear expectations in this regard. The frequency will be agreed post contract award and will be proportionate to the level of service commissioned. SCC or the Provider may request additional meetings where there are concerns about delivery against the contract or the quality of provision, or other issues that need to be addressed. An end of year review meeting will be held for each contract. Meetings will be administered by the Council (unless otherwise agreed) and will be attended by the designated representative from the organisation.

4.4 To ensure performance conversations are effective and add value, the Provider will need to keep appropriate records of their activity and key performance measures, feedback from their internal quality assurance and evidence of impact on outcomes for children, young people and families, and make information available to the Council at particular times. The main requirements are summarised in the following sections, although additional information may be requested during the Contract, as appropriate.

4.5 At these meetings the Provider will need to come prepared to demonstrate how their delivery has contributed to the outcomes set out in the service specification. In doing so the Provider will cover, but not necessarily be limited to, the following elements:

- an **overall performance narrative** describing delivery so far against the requirements of the contract and service specification;
- evidence of the **impact of their work on outcomes for children, young people and families**, based on data collection from an appropriate tool;
- evidence of how their offer has been **co-designed** with children, young people and families;
- a self-assessment of **quality of their delivery so far**, alongside assessment reports from any relevant external regulatory bodies; and
- evidence of how they have **secured and deployed social capital** to enhance their delivery.

4.6 Providers are required to submit quantitative data about their delivery on a bi-annual basis. A monitoring form template will be provided by the Council that requires the following information relating to families accessing their services: numbers of families supported; total number of children and young people supported; hours of provision accessed during the last bi-annual period; home postcode; ethnicity; outcomes targeted; and disability. Providers will also need to provide a summary of how they have been performing against the KPIs identified in section 3. The Council may also request the following additional information: application numbers; referral rates; unmet needs; waiting lists; cancellations; and non-attendances.

The first reporting period will be between September 2019 and March 2020. A report on this initial period will be required by 25 April 2020. Routine bi-annual reports will then be required by the following dates for 2020/21: Biannual 1 – 25 October 2020; Biannual 2 – 25 April 2021.

4.7— The Provider will be required to employ a robust process, as agreed with SCC, for monitoring the setting of goals and progress made by individual families, in relation to outcomes in the community early help outcomes framework. SCC will be entitled to access and review records of individual families, to quality assure the Provider’s implementation of this approach.

4.8— The Provider will be proactive in monitoring its own performance against the Contract and immediately report to SCC any areas where it is unable to fulfil its commitments. The Provider should propose to SCC the actions to be taken to rectify the situation.

4.9— For each monitoring period of the grant each Provider will be assessed against the profiled KPI performance levels that they set out in their Bidder Response, alongside any feedback on quality and collaboration. As a result of this process they will be categorised as in one of four performance zones — ‘Exceptional performance’, ‘On target’, ‘Under review’ and ‘At risk of decommissioning’.

Exceptional performance	<p>A Provider will achieve ‘exceptional performance’ when they are delivering more than their profiled target performance through strong use of social capital and the quality of their delivery is judged to be an example of best practice.</p>
On target	<p>A Provider will be performing ‘on target’ when: achieving an average of between 80% and 100% of its profiled quarterly performance for KPIs 1 and 2, with performance for neither below 70% of agreed delivery; provision is judged by SCC to be of sufficient quality to contribute to commission outcomes; and progress in performance for KPIs 3 is judged to be sufficient, subject to review at Partnership meetings.</p> <p>If at any point during the Agreement any of these criteria are not fulfilled, providers will be categorised as ‘under review’.</p>
Under review	<p>A provider who is ‘under review’ will be required to work in partnership with SCC to develop and agree an informal improvement plan, with agreed milestones for development and timescales. In some cases SCC may choose to issue a formal written ‘Notice to Improve’. During the next two quarters of reporting they will be required to show improvement in line with agreed milestones. If they are unable to do this or, at any stage, SCC judges that action taken by the Provider is insufficient to address underperformance they will become ‘at risk of decommissioning’.</p> <p>A ‘Notice to Improve’ or move to ‘at risk of decommissioning’ may be delayed where: there are reasonable extenuating circumstances, agreed with SCC, that have led to lower than expected performance; and/or the exceptional quality of activity is judged by SCC to be making a contribution that delivers the agreed outcome performance.</p>
At risk of decommissioning	<p>When a provider is ‘at risk of decommissioning’ the Council shall be entitled to terminate the Contract and/or require repayment of funding in accordance with the terms of the Contract.</p> <p>As above, the quality of provision that is being offered by the Provider to children and young people, and any extenuating circumstances, will be considered as part of any decision to end the Contract.</p>

Annex A: Funding Arrangements

Core SCC budget allocation for 2019/20:

North East: **£315,636**

South East: **£281,629**

Woking: **£192,149**

Surrey Heath/Runnymede: **£221,512**

Guildford: **£203,798**

Waverley: **£145,276**

Additional Social Worker capacity allocation:

Additional capacity has been agreed for Social Worker posts. The new posts will be allocated as follows:

North East: 3

South East: 4

Woking: 1

Surrey Heath/Runnymede: 2

Guildford: 1

Waverley: 1

Funding for 2019/20 will be pro rata depending on start date, full year funding will be included in the core budget 2020 onwards.

Student Social Worker Coordination allocation:

North East: £36K allocated for Student Social Worker Coordination.

Clinical Supervision:

From 2019/20 the budget for Clinical Supervision will be devolved to the D&B teams to commission services as required.

Suggested Allocation:

North East: £7,500

South East: £7,500

Guildford: £3,750

Waverley: £3,750

Woking: £3,750

Surrey Heath/Runnymede: £3,750

Total £30,000

District and Borough Contributions:

North East:

Epsom and Ewell: xxxxxx

Elmbridge: xxxxxxxx

Spelthorne: xxxxxxxx

South East:

*Reigate and Banstead:*xxxxxxx

Tandridge: xxxxxxxx :

Mole Valley: xxxxxxxx

Woking: xxxxxxxx

Surrey Heath/Runnymede:

Surrey Heath: xxxxxxxx

Runnymede: xxxxxxxx

Guildford: xxxxxxxx

Waverley: xxxxxxxx

Agreed FSP Team Capacity/Roles:

North East:

Team Managers:xxxxxxx

Senior Practitioners:xxxxxxx

Family Support Workers: xxxxxxxx

Social Workers: xxxxxxxx

Administration: xxxxxxxx

South East:

Team Managers: xxxxxxxx

Senior Practitioners: xxxxxxxx

Family Support Workers: xxxxxxxx

Social Workers: xxxxxxxx

Administration: xxxxxxxx

Woking:

Team Managers: xxxxxxxx

Senior Practitioners: xxxxxxxx

Family Support Workers: xxxxxxxx

Social Workers: xxxxxxxx

Administration: xxxxxxxx

Surrey Heath/Runnymede:

Team Managers: xxxxxxxx

Senior Practitioners: xxxxxxxx

Family Support Workers: xxxxxxxx

Social Workers: xxxxxxxx

Administration: xxxxxxxx

Guildford:

Team Managers: xxxxxxxx
Senior Practitioners: xxxxxxxx
Family Support Workers: xxxxxxxx
Social Workers: xxxxxxxx
Administration: xxxxxxxx

Waverley:

Team Managers: xxxxxxxx
Senior Practitioners: xxxxxxxx
Family Support Workers: xxxxxxxx
Social Workers: xxxxxxxx
Administration: xxxxxxxx

11. COMMUNITY DEVELOPMENT KEY PERFORMANCE/ACTIVITY INDICATORS – 2018/19 - RESULTS (COMMUNITY DEVELOPMENT – Chris Hunt)

Synopsis of report:

To advise Members of the performance of the Corporate KPI's for services under this Committee for 2018/19

Recommendation:

None. This report is for information.

1. Context of Report

1.1 The purpose of this report is to provide Members with the 2018/19 Key Performance/Activity results for the services under the remit of this Committee.

1.2 As part of the Performance Management Framework, quarterly performance reports are made to Corporate Management Committee on:-

- Financial Performance
- Corporate KPI Performance
- Projects Performance

2. Report

2.1 Within the Community Development Business Centre Plan, the following indicators are being monitored in 2018/19 and the actuals are also included where figures are collected quarterly.

Performance Indicator	Actual Full Year 2018/19	Target Full Year 2018/19
Numbers of young people attending Surrey Youth Games Training	267	350
Number of formal complaints related to the Business Centre/Team	7	0
Number of Community Alarm Users	1,478	1,550
Number of decisions investigated by the ombudsman requiring a remedy by the Council	0	0
Number of individual trips with the Community Transport service	55,000	54,719

Percentage of Careline calls answered within 60 seconds	99.93%	99%
Number of community meals delivered	39,700	38,786

- 2.2 The community meals and transport figures were slightly below target but there will be a focus on increasing the numbers for both these areas in 2019/20.
- 2.3 Members are asked to note that only one of the complaints recorded for 2018/19 was upheld. This was a Cemeteries matter where a relative was not happy about soil around a grave being prepared adjacent to an existing plot. This was resolved satisfactorily. All the other complaints related to matters beyond our control and/or remit or which were not our fault such as overhanging vegetation, unauthorised incursions, the location of a war memorial and Achieve Lifestyle. No matters were referred to the Ombudsman.
- 2.4 This item presents the opportunity for Members of the Committee to ask any questions relevant to the remit of this Committee. However, to ensure that Officers are able to give a full response, Members are reminded that advance written notice of any questions must be given to the Chairman, relevant departmental Corporate Head and Head of Strategy no less than 48 hours prior to the meeting.
- 2.5 Members are also asked to note that this report should be distinguished from committee specific reports and is a standard report submitted to all the service committees. The aim is to improve awareness of corporate performance and should be read in conjunction with this Committee's Business Centre Plan.

(For information)

Background Papers

None stated.

12. CHERTSEY MEADS MANAGEMENT LIAISON GROUP – MINUTES 26 FEBRUARY 2019 (LAW AND GOVERNANCE – Clare Pinnock)

Attached at Appendix 'E' are the Minutes of the meeting of the Management Committee held on 26 February 2019.

(For information)

Background Papers

None.

Runnymede Borough CouncilCHERTSEY MEADS MANAGEMENT LIAISON GROUP26 February 2019 at 7.30pmMembers of the
Group present:

Councillor D A Cotty	Runnymede Borough Council
Councillor M G Nuti	Runnymede Borough Council
Mr R Deacock	St George's College
Mr G Drake	Chertsey Society
Mrs K Drury	Chertsey Meads Residents' Representative
Mr H W Evans	Surrey Bird Club
Mr N Johnson	Chertsey Meads Residents' Representative
Mrs C Longman	Chertsey Meads Residents' Representative
Mr D Mead	Chertsey Agricultural Association
Mrs M Nichols	Chertsey Society
Mrs C Noakes	Hamm Court Residents' Representative
Mr J O'Gorman	Chertsey Meads Residents' Representative
Mr B Phillips	Surrey Botanical Society
Mrs S Ritchie	Dog Walkers Representative
Mrs T A Stevens	Chertsey Meads Residents' Representative
Mrs A Teasdale	Hamm Court Residents' Representative
Mr D Turner	Chertsey Agricultural Association

Members of the
Group absent:

Dr J Denton	Invertebrates Expert
Ms I Girvan	Surrey Wildlife Trust
Mrs F Harmer	Chertsey Meads Residents' Representative
Mrs J Hearne	Chertsey Meads Residents' Representative
Mr G James	Sustrans
Mrs H Lane	Surrey Wildlife Trust
Mr C J Norman	Chertsey Meads Residents' Representative

Advisory members of
the Group present:

Mr C Dulley	Open Space and Allotments Manager, Runnymede Borough Council
-------------	---

Advisory members of
the Group absent:

Mr P Winfield	Community Services Manager, Green Space Runnymede Borough Council
---------------	--

1. The Chairman read out the Fire Precautions which set out the procedures to be followed in the event of fire or other emergency.

2. MINUTES

The Minutes of the meeting of the group, held on 4 September 2018, were confirmed and signed as a correct record.

3. APOLOGIES FOR ABSENCE

Apologies were received from Ms F Harmer, Mrs J Hearne, Mrs H Lane, Mr C J Norman and Mr P Winfield.

4. MEMBERSHIP OF THE CHERTSEY MEADS MANAGEMENT LIAISON GROUP

Mrs Noakes was welcomed to the Group.

The vacancies for a representative for the Conservation Volunteers and the Environment Agency were noted.

5. ACTIONS FROM THE LAST MEETING

Commercial Dog Walkers

The group noted that following a presentation by the Horsell Common Preservation Society, Officers had concluded that the scale of the problem at Chertsey Meads was not sufficient to justify the amount of time it would take to draw up a scheme for licensing commercial dog walkers. Officers were also concerned about displacement so a licensing scheme would have to cover all the Council's parks and open spaces. There was also not enough capacity in Green Space for Officers to undertake the necessary work or to monitor the situation on a daily basis which is what would be needed. The group appreciated this point but asked if Officers could write to the commercial businesses warning them of the need to exercise better control otherwise licensing would be an option. It was reported that one of the dog bins near the bridge at Brackendene was not being emptied by the DSO often enough and it was suggested that another bin near the second car park could be re-sited to a safer location. Mr Dulley said he would look into both these matters. There was a discussion about safety generally and it was agreed that an additional notice in the vicinity of the height barrier advising motorists to beware of deer might be useful.

Mr Dulley

Reed Beds

After the last meeting, staff in the Council's Green Space team had looked at a series of aerial photographs of the Meads which confirmed that despite people perceiving otherwise, the reed beds had not encroached. However, the reed beds would be cut more tightly to ensure they did not spread any further. The Group was invited to look at the Council's 'Rmaps' which contained historical data.

Mown Paths

The Group was asked to advise staff in Green Space if any of the mown paths were becoming obscured over the summer months. The issue had been raised at Community Services Committee recently.

6. Management and Maintenance of the Meads

Action

COUNTRYSIDE STEWARDSHIP

The Group was pleased to learn that the Council's application to Natural England for a new 5 year countryside stewardship agreement had been successful and a copy was appended to the agenda. Funding of £6,870 per annum would be made up to the £10,200 received under the old agreement by the Council.

SUITABLE ALTERNATIVE NATURAL GREEN SPACE (SANG) STATUS

The group noted that the Council's Community Services Committee had now approved the Suitable Alternative Natural Green Space (SANG) Management Plan for Chertsey Meads and a copy was appended to the agenda for information. Members were advised that formal designation of the site would happen once the Council's Local Plan had been approved by the Planning Inspector. At this point, Officers could start implementing the management plan which contained a number of measures to attract visitors and make improvements to the Meads, subject to funding and in consultation with the Group. A query was raised with regard to point 32 of the SANG Management plan, where reference was made to a 'central pot' for the collection of SANG monies. There was some uncertainty as to whether this pot was ring-fenced for SANG related expenditure only or whether monies from it could be used for wider Council spending. [Since the meeting, Mr Dulley has confirmed that the pot is ring-fenced for SANG related works only.]

ANNUAL WORK PROGRAMME

A revised programme was presented and Members considered that outstanding work should be prioritised and costed so that funding could be applied for as soon as possible.

ESSO SOUTHAMPTON TO LONDON PIPELINE (SLP) PROPOSALS

The Group was advised that a site meeting had taken place in September, after which a preferred route and methodology had been submitted to ESSO which it was hoped would be implemented following the latest round of consultation. It was thought that the works would take between 3 and 6 months and would happen in 2020. Officers had re-iterated all the points raised at the site meeting to preserve and protect the more sensitive areas on the proposed route.

UK POWER NETWORKS (UKPN) UPGRADE OF POWER SUPPLY TO DUMSEY STUMP PROPOSALS

The Group was advised that a site meeting had taken place in November with UKPN to discuss the upgrade by means of an agreed route across the Meads as identified at the meeting. In mitigation, Officers had negotiated a route that would make it possible to have an electrical supply at the second car park which could facilitate security improvements at a later date. The Council could only give permission for works on Council land and residents were advised to contact UKPN if they had concerns about the route if it came near to their properties. A further site meeting would be arranged for to discuss some of the technical aspects and how the site should be 'made good' afterwards.

Mr Dulley/
Mr Phillips

Action

MOORINGS

Members were informed that the one remaining overstay moorer was being dealt with through the courts. The Group was also informed about a potential tri-borough Public Space Protection Order (PSPO) designed to deal with the problem of overstaying moorers more simply in the future. The Group supported the joint approach suggested and agreed that some signage deterring people from mooring their boats would be acceptable in order to assist Officers with enforcement. Various options for the wording on signs and suitable locations would be confirmed at a later date. The need to have them in place before the summer was noted. Mr Dulley was asked to check whether the Council was obliged to provide moorings at Chertsey Meads or not. The Environment Agency were pursuing some of the licensing issues that had been reported to them.

Mr Dulley

Resolved that signage on the banks of the River Thames prohibiting mooring be erected, the location and wording to be confirmed

7. **EVENTS**

Litter Pick

Members noted that the annual litter pick, under the umbrella of the Great British Spring Clean would take place on Sunday 7 April 2019 at 10am, meeting in the first car park on the Meads. Posters and social media were being used to advertise the event. A photograph of some recent fly tipping in the river Bourne was given to Mr Dulley to investigate and assess how it could be safely removed. Mrs Stevens offered the use of a canoe.

Mr Dulley

Annual Site Visit

Members noted that the annual site visit would take place on Tuesday 18 June 2019, meeting in the second car park at 7pm. The visit would assess the numbers of Downy-fruited Sedge, Greater Dodder and Common Adder's-tongue, the monitoring of which was part of the Work Programme. Mr Phillips would provide those attending with maps and ID sheets.

Mr Phillips

Chertsey Show

The Group noted 10 and 11 August 2019 for this year's Chertsey Show. Mr Turner advised that tickets would be distributed to the usual local accessible residential properties. He also said that this year's show would include camels.

8. **Any Other Business**

It was asked whether it would be possible to do another insect identification session. Dr Denton could be approached as he did the last event.

The Group discussed whether an improved toilet block should be pursued as there was an identified need for better facilities to encourage families to use the play area and for visitors to the Meads generally. Funding could potentially be secured if this fitted the SANGs

criteria and it was formally added to the SANG management plan. However, maintenance and vandalism would need to be considered. It was noted that although not well advertised, the toilets at the Bridge hotel were supposed to be available for use by the general public. However, the hotel was currently being re-furbished so were closed. The group commented on the lack of skylarks on the Meads and it was thought they might be being predated by the Red Kites and others. Mr Evans added that skylarks were under threat nationally and Meadow Pipits were reducing in number as well.

Action

9. **DATES OF FUTURE MEETINGS**

Members noted that the next two meetings were scheduled to take place on Tuesday 3 September 2019 and Tuesday 3 March 2020 (note change of date) both at 7.30pm, to be held at the Civic Centre in Addlestone.

Chairman

The meeting ended at 8.53 pm

13. EXCLUSION OF PRESS AND PUBLIC

OFFICERS' RECOMMENDATION that -

the press and public be excluded from the meeting during discussion of the following reports under Section 100A(4) of the Local Government Act 1972 on the grounds that the reports in question would be likely to involve disclosure of exempt information of the description specified in the relevant paragraphs 1 and 3 of Part 1 of Schedule 12A of the Act.

(To resolve)

PART II

Matters involving Exempt or Confidential Information in respect of which reports have not been made available for public inspection

a)	<u>Exempt Information</u>	Paras
14.	RENT GRANT AID APPLICATIONS – EGHAM HOLLOWEGIANS RUGBY CLUB AND RUNNYMEDE CHRISTIAN FELLOWSHIP	1 and 3
15.	URGENT ACTION – STANDING ORDER 42	1 and 3
16.	SEND TRANSPORT SERVICES IN PARTNERSHIP WITH SURREY COUNTY COUNCIL	3
17.	SOCIAL PRESCRIBING IN NORTH WEST SURREY	3
18.	SURREY HEATH PARTNERSHIP – UPDATE	1 and 3
b)	<u>Confidential Information</u> (No reports to be considered under this heading)	