

## WAVERLEY BOROUGH COUNCIL

### COMMUNITY OVERVIEW AND SCRUTINY COMMITTEE – 15TH JUNE 2009

#### REPORT TO THE COUNCIL MEETING – 21ST JULY 2009

**This report details the work undertaken by the Community Overview and Scrutiny Committee over the municipal year 2008/09.**

#### A. REVIEW OF ITEMS CONSIDERED BY THE COMMUNITY OVERVIEW AND SCRUTINY COMMITTEE 2008/09

A.1 Items considered by the Community Overview and Scrutiny Committee during the course of the municipal year 2008/09 (May 2008 to April 2009) are set out below:-

- Voids Monitoring Reports
- Rent Arrears Monitoring Reports
- Gas Servicing Monitoring Report
- Draft Housing Revenue Account Asset Management Strategy
- Developing a Housing Revenue Account Business Plan
- A Prevention of Homelessness Strategy for Waverley
- Waverley Borough Council Housing Strategy
- Draft Social Inclusion Strategy
- Performance Management Reports (Quarterly)
- Sustainable Communities Act
- Meeting the Decent Homes Standard in Ockford Ridge
- Presentation on the Review of Housing Finance (DCLG)
- Waverley's Community Alarm Service Review – Careline
- Status Survey Results Summary 2008/09
- Future Use of a Housing Revenue Account Property in Farnham
- Waverley Community Partnership – Applications for Revenue Funding 2009/10
- Financial Strategy 2009/10-2010/13
- Choice Based Lettings Review
- The Respect Standard for Housing Management
- Meeting the Decent Homes Standard in the Council's Housing Stock
- New Powers for Overview and Scrutiny Committees – An Overview
- Creation of the Homes and Communities Agency and Tenant Services Authority
- Audit Commission – Inspection of Landlord Services Autumn 2008
- Annual Report 2007/08

#### B. IN-DEPTH REVIEWS

The Committee undertook two major in-depth reviews during 2008/09.

##### B.1 Day Centres Review

The review Waverley's Day Centres addressed the following questions:

- I. How, if at all, should Waverley support 'day centre' services?
- II. What alternative approaches are there for supporting older people?
- III. What segment of the 'older people' market should Waverley be trying to serve?
- IV. Should Waverley support specialist day centres providing care for frail older people or target its resources on promoting good health and well-being amongst the growing populations of active older people?
- V. What opportunities, in conjunction with Surrey County Council, could there be for service provision within day centres for older people, or those designated as being in critical or substantial need?
- VI. What alternative approaches to providing community based services for older people have been successfully adopted by other authorities?
- VII. What is the condition of day centre premises, and are they fit for purpose?
- VIII. What are the views of the day centre committees on the future for day centre services?
- IX. Should Waverley have a strategy for the development of community based services for older people over the next 10 years?
- X. What conditions should be placed on Waverley's Sponsored Organisation Scheme grant to ensure the five day centres are part of that strategy and embrace the vision?

B.2 Much of the detailed work associated with this review was undertaken by a sub-committee comprising the following members: Cllr Mrs Cable, Cllr Duckett, Cllr Mrs Ellis, Cllr Mrs King and Cllr Wilson. Cllr Duckett was appointed Chairman of the sub-committee at its first meeting on 19 September 2007.

B.3 The sub-committee met three times and completed the following programme of work:

- Visit to The Vyne Community Centre in Woking on 14 September 2007
- Visits by Members to the five Waverley day centres in October 2007
- Meetings with the Chairmen, Treasurers and Managers of each day centre in Waverley in November 2007
- A focus group held with users and non-users of the day centres on 3 July 2008
- A meeting with the Surrey County Council Portfolio Holders for Adults and Community Care, Cllr Mrs Sally Anne Marks, and her

officer colleague, Mrs Anne Butler on 5 September 2008 to discuss the contribution made by the County Council towards the care of the frail elderly in Waverley.

B.4 The sub-committee reported its findings to the Community Overview and Scrutiny Committee on 8 September 2008 and the Committee resolved to make the following recommendations to the Executive:

- 1. The day centres in Waverley provided a very valuable service to older people in Waverley, and should continue to be supported by the Council in accordance with the Council's priority of "improving the quality of life for all, particularly the more vulnerable within our society."**
- 2. A more strategic approach needed to be developed with regard to sustaining the funding, support and development of the centres, in the light of the changing requirements of users.**
- 3. The centres should be encouraged and supported to widen the services they offer in ways that met the changing demands and needs of current and potential users. This would require them to adopt an increasingly outward approach to their communities to attract other users and customer groups.**
- 4. Centres should be encouraged to work more closely together across the Borough to develop opportunities together and share best practice, e.g. in attracting alternative sources of funding.**
- 5. The Council's officers should work with the day centres and Surrey County Council to understand the potential impact of "self-directed support" on day centre services.**
- 6. The Council should maintain its support for day centres through the Sponsored Organisation Scheme, or equivalent, and develop a more strategic approach to the funding and development of the day centres, possibly on the basis of a service level agreement with agreed outcomes.**
- 7. Officers should continue the dialogue with Surrey County Council, the PCT and day centres to determine:**
  - a) how individuals can be helped to continue living in good health in their own homes; and,**
  - b) how new sources of funding can be optimised to meet Government targets for supporting more vulnerable people in their homes, e.g. through the use of Telecare and other initiatives.**

B.5 At its meeting on 7 October 2008, the Executive congratulated the Community Overview and Scrutiny Committee for the excellent report and endorsed the Committee's recommendations.

C. *Fear of Crime and Anti-Social Behaviour Review*

C.1 The in-depth review of fear of crime and anti-social behaviour in Waverley addressed the following questions:

- I. What are the current crime figures in Waverley?
- II. What are the levels of fear of crime in Waverley?
- III. What is Waverley's role in relation to crime reduction?
- IV. What work is being undertaken by the Safer Waverley Partnership (SWP) to reduce the fear of crime?
- V. Why is there a gap between the perception of anti-social behaviour and statistical information on incidences of anti-social behaviour?
- VI. What is best practice with regard to reducing the fear of crime and what additional mechanisms might be implemented to reduce the incidence of crime and anti-social behaviour and the fear of crime in Waverley?
- VII. How and what will be the impact of the Councillor Call for Action?

C.2 The review commenced with a special meeting of the Community Overview and Scrutiny Committee on 9 June 2008 when evidence was received from Mary Orton (Chief Executive of Waverley and Chair of the then Safer Waverley Partnership), Dave Johnson (Local Area Director, Surrey County Council), Councillor Carole Cockburn (Portfolio Holder for Community Safety) and Natalie Williams (Communications Manager, Safer Hastings Partnership).

C.3 From the evidence presented to the special meeting, and the subsequent research carried out by officers, the Committee concluded that it was clear that at least some sections of the local community had still to accept that Waverley is indeed a safe place to live and that they should not be so fearful of crime and anti-social behaviour. There appeared to be a genuine disbelief of the statistical information provided by the Police, and some members of the public were clearly experiencing difficulty when trying to report a crime to the Police. While surveys of Waverley's residents seemed to indicate that there had been quite a marked reduction in levels of concern about anti-social behaviour, this was contradicted by anecdotal evidence.

C.4 **Against this background the Committee agreed that there needed to be more concerted efforts to communicate how safe Waverley was, in order to reduce the fear of crime to levels which reflected the real risk, and resolved to make the following observations to the Executive:**

- 1. The Committee notes that substance abuse is the causative factor in most crime, especially youth crime.**

2. **The Committee supports Waverley and the Safer Waverley Partnership using enhanced communications to underline the general safety of and low levels of crime in Waverley.**
3. **The Committee encourages greater clarity of communication about how to contact the police, both for emergencies and non-emergencies, including greater publicity for the Mount Browne Call Centre.**
4. **The Committee supports the approaches of the Safer Waverley Partnership and the Waverley Community Safety team to reducing the fear of crime and recommends its continuation.**
5. **The Committee supports the role of Police Community Support Officers in Waverley and encourages use of Council communications media to publicise their role and activities.**
6. **The Committee recommends that an in-depth analysis of the responses to the forthcoming Place Survey should be commissioned, with a view to identifying those sections of the community which are particularly fearful of crime and anti-social behaviour, so that resources can be targeted towards these groups.**

C.5 At its meeting on 7 October 2008, the Executive complimented the work of the Community Overview and Scrutiny Committee on this in-depth review and endorsed the Committee's recommendations.

D. CALL- IN

D.1 There were no items called-in for scrutiny in the municipal year 2007/08.

E. WORK PROGRAMME 2009/10

E.1 Members of the Committee had been invited to submit their suggestions for up to three in-depth reviews for possible inclusion on the Committee's work programme in the latter part of 2009/10 and which would be considered at the June 2009 meeting.

**Recommendation**

It is recommended that the work carried out by the Community Overview and Scrutiny Committee in 2008/09 be noted.

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Background Papers (CEX)

There are no background papers (as defined by Section 100D(5) of the Local Government Act 1972) relating to this report.