

Social Inclusion Strategy – Progress and future actions – October 2008

Waverley adopted a revised Social Inclusion Strategy in July 2008. The Strategy identified eight Objectives that Waverley’s services, together with our partners, help deliver to minimise Social Exclusion:

Objective 1 – Combating poverty and financial disadvantage

Objective 3 – Encourage stronger ‘cohesive’ communities and increasing capacity and leadership

Objective 5 – Ensure equal access to all our services

Objective 7 - Seek to provide people with skills and employment

Objective 2 – Helping people to remain in their own communities

Objective 4 – Tackle rural isolation

Objective 6 – Give a voice and support to marginalised groups

Objective 8 – Promote health, well-being and culture

This action plan details progress to date on the current actions that support these objectives and identifies work still to be done.

Action	SI Strategy Objectives	Owner	Target Date / Milestones	Measures of success	Key Partners	Progress October 08
“Don’t lose your home or business” Project in response to economic downturn and rising fuel costs. Dedicated advice and communication initiative focused on measures to prevent residents, community organisations and businesses moving to a position where more serious consequences could arise.	Objective 1 Objective 2	Ann Friel	Project launched October 2008. Medium term targets to work with and encourage neighbouring authorities to adopt similar policies. Longer term, Government will be lobbied to provide funding for the project as a nationally recognised and	Short term measurements include effects on rental accounts, eviction and repossession orders, need for alternative housing, quantities of summons, fuel poverty grant applications, take-up of benefits.	Business Link Surrey Waverley Business Forum Enterprise First CAB Community Organisations	Funding approved, project manager seconded and scheme launched October 2008. Publicity campaign on-going.

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			collective objective.			
<p>Combating fuel poverty:</p> <ul style="list-style-type: none"> ▪ Working in partnership with other Local Authorities (Surrey & Hants Improvement Partnership – SHIP) to target fuel poverty and energy efficiency. ▪ Increasing the capacity of Waverley’s front-line staff to offer advice to residents to improve energy efficiency. 	Objective 1 Objective 8	Martin Shorten / Victoria Buckroyd / Anne Sayer	<p>Funding agreed over 3 years. Project aims to improve 1,000 properties in SHIP area which will equate to approx. 140 dwellings in Waverley.</p> <p>Training sessions for front-line staff, from National Energy Action, to enable staff to advise on fuel poverty / energy efficiency issues rather than just provide information being held November 2008.</p>	<p>Fuel poverty measure one of new National Indicators – NI 187.</p> <p>Number of dwellings improved.</p>	<p>Surrey and Hampshire Improvement Partnership (SHIP).</p> <p>Regional Housing Board.</p> <p>Department of Health – promotional literature ‘Keep Warm, Keep Well’</p>	<p>Waverley participating in Fuel Poverty project as part of Surrey and Hampshire Improvement Partnership (SHIP) using combination of funding from LAs and external funding from Regional Housing Board – agreed by Executive October 2008.</p> <p>Awareness sessions for front-line staff held to promote available grants e.g. from Department of Health. Publicity campaign on website.</p> <p>Housing team issue ‘Top Ten Energy Saving Tips’ to cut fuel bills for new tenants and install energy saving light bulbs in void properties.</p>
Increasing up-take of IN2 Passport to Leisure Card through additional promotion and publicity and a re-launch of the	Objective 1 Objective 5 Objective 8	Kelvin Mills / Tamsin McLeod	Re-launch of scheme – December 2008	Up-take of cards measured as part of quarterly	DC Leisure now administrate scheme which will lead to better	Raising profile and priority of scheme within leisure centres has already increased up-take of cards. In quarter

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leaflets at Waverley offices and leisure centres.				performance report. Target for 2008/09 = 650 issued.	monitoring and usage data.	2 (July – Sept 08) 230 cards issued – above target.
<p>Introduction of face-to-face benefits appointments, both at The Burys and the Locality Offices, to assist customers to complete form to</p> <ul style="list-style-type: none"> ▪ decrease time taken to process claims – if all the information is provided the claim will be processed in 3 days ▪ Make it easier for people to apply for benefits 	Objective 1	Robert Fox / Nicky Harvey	<p>Introduced September 2008</p> <p>On-going service with regular reviews of ‘success rate’ of appointments.</p>	<p>Number of customers assisted.</p> <p>Speed of processing new claims as measured by National Indicator 181.</p>	CAB	<p>Service introduced September 2008.</p> <p>Dedicated officer to deal with appointments.</p> <p>By end of October 2008 149 customers had come in for appointments.</p>
Review our services to ensure equal access for all and attain Level 2 of the Equality and Diversity Standard for Local Government.	Objective 5	Mary Orton / Robert Saunders	<p>Robust Equality Impact Assessments (EqIAs) in place across all Services by end of November 2008.</p> <p>EqIAs subject to challenge by</p>	Level 2 of the Standard Achieved by March 2009.	Variety of statutory partners, community/ voluntary organisations and service users groups and forums to be involved in	<p>Analysis of actions needed to achieve Level 2 completed.</p> <p>Meetings with all Heads of Service to inform and challenge their EqIAs underway and will be completed November 2008.</p>

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			<p>external partners / community & voluntary groups and users forums (e.g. Disability Forum) by January 2009.</p> <p>Single Corporate Equality Scheme ready for consultation by January 2009.</p>		consultation and challenge.	
<p>Make best use of our Partnerships – particularly the Waverley Strategic Partnership (WaSP) – focus on achieving outcomes for the community in light of the current economic situation and feedback from residents.</p>	<p>All, particularly Objective 1</p>	<p>Mary Orton / Sarah McLaren</p>	<p>Report back to WaSP board from Health and Social Inclusion Sub-Group November 2008.</p> <p>SMART targets to be developed as part of WaSP action plan.</p> <p>Results of 'Place Survey' to be reported to WaSP January / February 2009. Will feed into</p>	<p>Joint action plan developed and delivered.</p> <p>Waverley Community Strategy refreshed in light of results from Place Survey.</p> <p>Achievement of Surrey Local Area</p>	<p>WaSP Board partners Health and Social Inclusion Sub-Group CAB</p>	<p>WaSP (merged Local Strategic Partnership and Safer Waverley Partnership) Terms of Reference and Structure – including sub-groups – agreed September 2008.</p> <p>Presentation from CAB to WaSP on impact of economic down-turn September 2008. Special meeting of Health and Social Inclusion Sub-Group held October 2008 and recommendations to be</p>

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			review of Waverley Community Strategy and Fear of Crime review undertaken by Waverley's Community O&S Committee.	Agreement (LAA) targets.		report to WaSP November 2008. Place Survey currently underway. Fear of Crime review outcomes – including recommendation to review results of Place Survey – reported to Community Overview & Scrutiny Committee and Executive September 2008.
'Be Active' Programme. Funding not secured to be able to continue programme in future, but extended funding obtained to sustain activities until March 2009.	Objective 4 Objective 8	Kelvin Mills / Christina Hales	'Be Active' activities in place until March 2009.	Activities delivered.		Extended funding obtained to fund coach for activities until March 2009.
Preparation of Youth Strategy that reflects needs of young people living in the Borough and increases "things to do and places to go".	Objective 6 Objective 8	Kelvin Mills / Katie Webb	Aim to have Youth Strategy adopted by end of 2009.	Three year Youth Strategy and action plan in place.	Multi-agency steering group.	

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<p>Market Town Initiatives. Publication of outcomes of 'Healthchecks' for Godalming, Haslemere and Cranleigh.</p> <p>Communication of results internally and externally to partners.</p>	Objective 3	Iain Lynch	<p>Godalming Healthcheck published December 2008.</p> <p>Cranleigh healthcheck published January 2009.</p> <p>Results of healthchecks to be presented to Waverley Strategic Partnership (WaSP).</p>	<p>Healthchecks published and communicated internally and externally to partners.</p> <p>Action plans in place.</p> <p>Consideration of the results, alongside the Place Survey Results, by WaSP in January / February 09.</p> <p>Use of the results as part of the evidence feeding into the Waverley Community Strategy.</p>	Town Partnerships, which include representatives from Surrey County Council, Waverley BC, Town Councils, the Business Community, Twinning Organisations and individuals from the communities.	<p>Haslemere healthcheck published October 2008.</p> <p>Godalming and Cranleigh healthchecks completed.</p>

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