

WAVERLEY BOROUGH COUNCIL

MINUTES OF THE OVERVIEW & SCRUTINY COMMITTEE - COMMUNITY WELLBEING  
- 20 NOVEMBER 2018

(To be read in conjunction with the Agenda for the Meeting)

**Present**

Cllr Andy MacLeod (Chairman)  
Cllr Liz Wheatley (Vice Chairman)  
Cllr David Else  
Cllr Val Henry

Cllr Mike Hodge  
Cllr Anna James  
Cllr Denis Leigh

Cllr Patricia Ellis (Substitute)

**Apologies**

Cllr Sam Pritchard and Cllr Ross Welland

**Also Present**

Councillor Jenny Else

24. MINUTES (Agenda item 1.)

The Minutes of the Meeting held on 11 September 2018 were confirmed as a correct record and signed.

25. APOLOGIES FOR ABSENCE AND SUBSTITUTES (Agenda item 2.)

Apologies for absence were received from Apologies for absence were received from Councillors Sam Pritchard and Ross Welland.

26. DECLARATIONS OF INTERESTS (Agenda item 3.)

There were no declarations of interests in connection with items on the agenda.

27. QUESTIONS FROM MEMBERS OF THE PUBLIC (Agenda item 4.)

There were none.

28. QUESTIONS FROM MEMBERS (Agenda item 5.)

There were none.

29. HEALTH INEQUALITIES ACTION PLAN - PROGRESS REPORT (Agenda item 6.)

The Committee was reminded about the Health Inequalities review which had been undertaken by Members from the Committee and completed in June 2018. The final report, and its recommendations, were endorsed by the Executive on 10 July 2018. As part of the review, an action plan was drawn up to take forward the recommendations. The Committee received a report outlining progress against the action plan.

The Committee noted how successful this unique review had been and that it had got a lot of attention from organisations within Surrey. The report had focused on those actions which were the responsibility for this council but were made aware that there were further actions for others. Members were advised that at the next meeting they possibly would receive a report on the revised NHS and Integrated Care Partnership arrangements and they would receive more information on developments.

The Committee thanked officers for the update on the Action Plan and noted the progress being made.

30. BRIEFING ON LONELINESS AND SOCIAL ISOLATION SEMINAR (Agenda item 7.)

The Committee received a report summarising some of the discussion from the seminar held on 24 October 2018 'Tackling isolation and loneliness in the UK: Improving wellbeing and social inclusion at all stages' by Public Policy Exchange attended by Cllr Liz Wheatley and Yasmine Makin, Policy Officer for Scrutiny. The Health Inequalities Scrutiny review highlighted loneliness as a factor affecting people's health and wellbeing. The report focused on the issue of Loneliness and how the Council could make best use of the organisations already available to residents and how the Council could support these organisations to recruit volunteers. Issues around loneliness in the borough included recruitment of volunteers, identification of those in need, referral pathways, transport and affordability.

The Committee received a presentation which started by highlighting the distinction between loneliness and isolation. Age UK defined 'isolation' as separation from social or familial contact, community involvement, or access to services, while 'loneliness' could be understood as an individual's personal, subjective sense of lacking these things. It was, therefore, possible to be isolated without being lonely, and to be lonely without being isolated.

The new resource on reducing social isolation highlighted several groups at increased risk of this issue, including new mothers, children and young people experiencing bullying, people with long-term conditions and disability, unemployed adults, carers and retired people. Members noted that helping to address loneliness through Service Level Agreements were 12 voluntary sector organisations:

Cranleigh Arts Centre – Men in Sheds Project (supporting older men)  
Farnham Assist – knit and natter, pie and pint club and Sunday lunches  
Hoppa Dial a Ride Service - enabled people to get out and about  
Community Meals Service – Freshly cooked meals – Monday to Friday  
Farnham Area Timebank - connecting people that give their time and receive support – gardening, taking people to the shops

It was also noted that the Borough Leisure Centres delivered a number of activities such as:

- Exercise referral from health professional – prescribing physical activity instead of medication – at all leisure centres

- Forever Active/Senior Sports clubs – multi-sport sessions and swimming for older people with a strong social element – at all leisure centres
- Fit for Life 60+ classes in the community (Haslemere, Godalming)
- Walks for Health in all four population centres
- Otago Falls Prevention classes and Escape Pain sessions in Haslemere and Farnham
- Cage cricket at Farnham Leisure Centre – indoor fully inclusive
- Memory Lane café – for people with dementia and their carers at Cranleigh LC

There were also a number of volunteering opportunities to help reduce loneliness and isolation.

Councillor Jenny Else – Portfolio Holder for Health and Wellbeing attended the meeting to listen to the Committee. She raised the importance of not just thinking of loneliness in old people as it could be a situation for anyone. The Council and other organisations were doing a lot all ready within current resources and it would be difficult to do much more.

A question was asked about if there was any issues for Hoppa who helped a lot of people and it was noted that there had been changes in legislation that could affect them. It was noted that Surrey County Council were saying could no longer tender for school contracts which was a problem as would have a knock on affect on their funding. It was suggested that a representative of Hoppa give a presentation at the next meeting so they could understand its issues and whether there was anything the Council could do to help.

A further question was asked about whether or not GP Surgery's were being made aware of the services the Council, leisure Centres and other voluntary service were on offer. Members were advised that there was a Health and Wellbeing manager in place who had written to them all but it had been difficult to get a response. Louise Norie and Kelvin Mills noted concerns and would take through to the Prevention Group to ask that there was more engagement.

Cllr David Else asked about what they could do for those that were not quite as identifiable who were lonely. Kelvin Mills responded that they had written to GPs and it was something that need to educate people to identify. NCT classes could perhaps be approached and hospitals. Louise Norie also suggested faith communities and the support that they could provide.

The Committee noted the report and thanked officers for the presentation.

31. LEISURE CENTRE MANAGEMENT CONTRACT REVIEW UPDATE (Agenda item 8.)

The Committee received a report on an update on the recommendations of the review of the Leisure Centre Contract. It also requested that Members noted and commented on the draft Leisure Centre Policy.

The Committee was reminded that a Sub-Committee was established in November 2016 to review the management of the Council's Leisure Centre contract with Places for People (PfP), to explore its effectiveness and to identify opportunities for

improvement including potential cost savings and lessons which might be applied to other major Council contracts. An Action Plan had been drawn up following the review and Members received an update on progress with the actions.

The Committee was pleased to note that nearly all the actions were now complete. In reviewing the Policy, Members suggested relooking at the policy statement and making it clear that although they were looking for income generation they were also working to improve the health and wellbeing of the Boroughs residents.

32. CORPORATE PERFORMANCE REPORT Q2 2018/2019 (JULY - SEPTEMBER 2018) (Agenda item 9.)

The Committee received the Corporate Performance report which provided an analysis of the Council's performance for the second quarter of 2018-19. This was the second report in the new format and following the previous meeting where comments had been received on the new report, presentational improvements had been made.

The Committee noted that overall the performance in areas under its remit were doing well. Leisure centre visits remained above target and the greater focus on health & wellbeing activities was welcomed by contractor and client. Careline numbers had remained steady with a good performance from the team. The officers were working on proposing a corporate target for number of clients which would be increasing by 5% per annum until 2020 in order to meet the Council's corporate objective. They would achieve this with more marketing of the service. Waverley Training Services learners had achieved positive outcomes above contractual targets.

The Committee thanked officers for the report and performance was noted.

33. COMMITTEE WORK PROGRAMME (Agenda item 10.)

It was agreed that the Leisure Centre Investment item be moved from the February meeting because they were still in negotiations. They would speak to the Hoppa service to see whether they could come to the next meeting to talk about the challenges they were facing. The Committee would also like an official visit to the Memorial Hall.

**The meeting commenced at Time Not Specified and concluded at Time Not Specified**

**Chairman**