WAVERLEY BOROUGH COUNCIL

MINUTES OF THE OVERVIEW & SCRUTINY COMMITTEE - COMMUNITY WELLBEING - 16 SEPTEMBER 2020

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

Present

Cllr Kevin Deanus (Chairman) Cllr Mary Foryszewski

Cllr Sally Dickson Cllr Val Henry
Cllr Jenny Else Cllr John Robini

Cllr Joan Heagin (Substitute) Cllr Jerry Hyman (Substitute)

Apologies

Cllr Kika Mirylees

Also Present

Councillor David Beaman and Councillor Liz Townsend

18. MINUTES (Agenda item 1.)

The Minutes of the Meeting held on 30 June 2020 were confirmed as a correct record.

19. <u>APOLOGIES FOR ABSENCE AND SUBSTITUTES</u> (Agenda item 2.)

Apologies for absence were received from Cllr Kika Mirylees and Cllr Jerry Hyman was present as a substitute. Cllr Joan Heagin was temporarily filling the vacancy for the Liberal Democrats.

Noted that since the last meeting, Cllr Cosser had resigned from the Committee and been replaced by Cllr Foryszewski.

20. DECLARATIONS OF INTERESTS (Agenda item 3.)

There were no declarations

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

There were no questions from members of the public.

22. QUESTIONS FROM MEMBERS (Agenda item 5.)

There were no questions from Members.

23. WORK PROGRAMME (Agenda item 6.)

Scrutiny Officer, Yasmine Makin, outlined the elements of the Committee's work programme and drew attention to the items scheduled for the November meeting including the annual scrutiny of the Safer Waverley Partnership, the final draft of the

revised Corporate Strategy, the Q2 Corporate Performance Report, and an update on the organisations funded through Service Level Agreements (SLAs).

The Committee agreed that Cllr Foryszewski would replace Cllr Cosser on the SLA Working Group.

In relation to the Safer Waverley Partnership, the Committee noted that there were issues around the recording of rural crime which were being discussed through the Joint Action Group. A new Borough Inspector had recently been appointed for Waverley, and there would be an opportunity to follow-up on this matter with her at the November Committee meeting.

24. DRAFT CORPORATE STRATEGY (Agenda item 7.)

Corporate Policy Manager, Louise Norie, introduced the draft revised Corporate Strategy which aimed to drive the direction of the council and what it wanted to achieve over the next four years. There had been two workshops for Members in the previous week, and the feedback received had informed work currently in progress on the next iteration of the draft Strategy, including putting more structure around the objectives and linking them more directly with the vision. There was now an opportunity for the Committee to look at the community wellbeing elements of the strategy in particular, and consider whether there were omissions or areas that needed strengthening.

The Committee noted that:

- care was needed to ensure that strategy and policy was brought forward in the proper way, rather than being communicated via social media;
- the Corporate Strategy needed to give a clear direction to the Chief Executive as to where and how resources should be deployed;
- the vision statement did not set out a 'vision' of what Waverley would look like at the end of the Strategy period, and whilst there was nothing to be disagreed with in the list of objectives, it was too long and too vague;
- the ambitions of the strategy in relation to planning, and particularly the Local Plan and Neighbourhood Plans, were in conflict with the National Planning Policy Framework and housing targets set by government;
- there was a great deal of uncertainty about the short and medium term future, with the threats of Covid-19, Brexit, and possible local government reorganisation all impacting on what Waverley might hope to achieve;
- there were significant omissions from the strategy in relation to mental health and suicide prevention, and also Waverley's own workforce.

The Committee agreed that the points noted should be considered as part of the next iteration of the Corporate Strategy, and that this should be circulated and available to Members prior to the formal scrutiny of the final draft in the November Overview & Scrutiny committee cycle.

25. RCT COMMUNITY RESILIENCE PROJECT (Agenda item 8.) (Pages 7 - 16)

The Community Services Manager, Katie Webb, gave a presentation on the Community Resilience Project, which had been initiated as part of the Council's Recovery, Change and Transformation Programme in response to the Covid-19

pandemic. The Community Resilience Project aimed to give a clear understanding of the impact of the pandemic on the voluntary, community and faith sector, record the responses that had been implemented, assess the outlook for the future and recommend long-term plans for community engagement and partnering.

In response to the presentation (slides attached to these Minutes), officers explained that 'Super Output Areas were area classifications used by the Office of National Statistics.

The Committee was particularly interested in the slide showing the impact of Covid on Waverly in terms of vulnerable population, health impact, and economic impact, where Farncombe featured in the top five impacted areas in Waverley in each category and four Waverley areas had been impacted more than the Surrey average. Committee Members noted that the research had been carried out by Surrey County Council, and asked for more detail behind this, and suggested that the relevant councillors should be informed if there were particular issues in their Ward.

Officers advised that they were engaging with Town and Parish councils to obtain feedback on the local impact on communities, and noted that Ward councillors were also a valuable source of information.

The Committee agreed that this would be a standing item on the Committee's agendas, to provide the opportunity to receive brief updates and identify any matters that the Committee might look at in more depth.

26. RCT ECONOMIC RECOVERY PROJECT (Agenda item 9.) (Pages 17 - 22)

The Economic Development Manager, Catherine Knight, gave an introduction to the Economic Recovery Project initiated as a response to the Covid-19 pandemic to understand the impact on the local economy, understand the Council's ability to support the local economy, and to establish any future actions required. The Project had eight key objectives, including developing an Action Plan for the next 12 months. In fact, many of the actions being set out in the Action Plan had commenced in March as the lockdown came into effect and were on-going. These included talking to key partners across the county and EM3 LEP area, engaging with local businesses and signposting them to sources of support (business grants, rate relief), and engaging with chambers of commerce. An online film map had been launched to support the visitor economy, showing the locations in Waverley used for filming popular films; and a fortnightly business newsletter had been launched.

In response to questions, it was noted that:

- With regard to engaging with village parishes rather than the larger towns, all
 of them were sent the business newsletter; vacancy rate surveys were
 carried out in villages with high streets, and they were contacted about
 accessing the Re-opening the High Street Fund, provided with posts, etc.
- There had been a very significant increase in the number of people in Waverley claiming Universal Credit, up from about 500 to about 4-5,000; and, huge uncertainty about the impact of the furlough scheme ending at the end of October.
- As part of the Council's contingency budget, £80k had been ring-fenced to contribute to the Covid-19 related costs incurred by Town and Parish councils. Whilst this would not cover all costs, neither did the government

grants compensate Waverley for all the costs incurred and income lost due to Covid.

The Committee agreed to note the work of the Economic Recovery Project to support businesses through this time of huge social and economic uncertainty.

27. <u>LEISURE CENTRE INVESTMENTS UPDATE</u> (Agenda item 10.)

The Leisure Services Manager, Tamsin McLeod, gave an update on the previously agreed investment programme for the Farnham and Godalming leisure centres. All leisure centres had been required by government to shut from 23 March as part of the Covid-19 restrictions and only been able to re-open very recently. The impact of the enforced closure, and the constraints on their current operating model, meant that Places Leisure and Waverley were no longer able to proceed with the investment plans for Farnham and Godalming. The only element of the Godalming project that was continuing was the disposal of the school land to create additional car parking. This was a lengthy process, and it was felt to be expedient to continue it now, in readiness for future investment opportunities.

With regards to the Cranleigh Leisure Centre, due to the age and vulnerability of the existing leisure centre, work was continuing on the developing the option for a new build replacement leisure centre for Cranleigh.

The Leisure Centres had all opened on 17 August, after a huge amount of work by Places Leisure to ensure the operating environment was safe for staff and customers. The response by users had been overwhelmingly positive, with feedback focussed on operations being safe, well-organised and people enjoying getting back to exercise.

In response to questions, officers reported:

- Average usage for the first two weeks of opening was about 50-70% of the new capacity based around pre-booked sessions to allow time for cleaning. The September usage figures would give a better idea of what the 'new normal' would look like.
- Haslemere LC was not referred to in the report because it was the last to have been improved under the previous cycle of investment.
- The closure of the crèche at the Farnham LC reflected the very low usage, which was likely due to members having alternative child care arrangements.
- For Cranleigh, 'do nothing' was not an option, due to the increasing maintenance costs of the current centre. The business case for the new centre would need to be revisited in the context of Covid-19 impacts.
- The Clip'n'Climb operator had withdrawn their interest in the Farnham LC, as they had felt that similar facilities in Alton and Fleet had satisfied the potential market. This had forced a revision to the investment plans for the Farnham LC, although these were now on hold.

The Committee was pleased to hear that the re-opening of the Leisure Centres had been positively received, and noted the status of the investment programme for Farnham, Godalming and Cranleigh leisure centres.

28. CORPORATE PERFORMANCE REPORT (Agenda item 11.)

The Committee received Corporate Performance Report for the first quarter of 2020/21, covering the period April- June 2020. The Council's operations during this period were greatly impacted by the Covid-19 lockdown initially, and then latterly preparing for easing of restrictions.

The Head of Commercial Services, Kelvin Mills, advised that many staff in his service were redeployed to help phone businesses to signpost them to the business grant schemes, and to phoning the isolated and vulnerable in the community. The Green Spaces Team had responded to the huge increase in visitors to parks and countryside areas, particularly Frensham Pond; and, Careline, Waverley Training Services, and Building Control had all adapted their normal ways of working to support their customers through the emergency period.

The Head of Housing Delivery and Communities, Andrew Smith outlined the work of the Communities Team during the lockdown period to establish a residents' helpline, join a cross-services team phoning shielded residents, support the day centres in expanding their community meal services, and working with Citizens' Advice Waverley. As reported to the Committee earlier in the meeting, the Community Resilience Project had been initiated to understand the impact of Covid on the local communities in Waverley and how best to support community organisations going forward.

There were no material comments from the Committee and the report was noted.

29. <u>CLOSING REMARKS</u> (Agenda item)

In closing the meeting, the Chairman expressed his gratitude to the Scrutiny Officer, Yasmine Makin, for her support to the Committee over the last two years. Yasmine was moving to a new role with Guildford Borough Council, and would be greatly missed by the Scrutiny Chairmen and Committee Members.

The meeting commenced at 7.00 pm and concluded at 9.12 pm

Chairman





Community Wellbeing Overview and Scrutiny

Community Resilience Project

16 September 2020

Katie Webb – Community Services Manager



Community Resilience Project

As part of the Recovery, Change and Transformation Programme initiated as a response to the COVID-19 pandemic, the Community Resilience Project has been implemented to give a clear understanding of the impact of the pandemic on the Voluntary, Community and Faith sector, record the responses that have been implemented, demonstrate the outlook for the future and recommend long term plans for community engagement and partnering.

Project Board

WBC Officers representing services across the Council Head of Voluntary Action South West Surrey
Surrey County Council including Adult Social Care
Farnham and North East Hants CCG
Surrey Community Action
Surrey Heartlands Integrated Care Partnership



Community Resilience Project

Project Objective

Create a plan to continue implementing the successful interventions in the short term

Data gathered so far to identify trends/cohorts and understand resident's needs in short, medium and long term

Evaluate and determine the development of initiatives with partners to provide services for residents impacted by COVID-19 in the recovery phase.

Develop a structure to support Waverley's voluntary organisations to provide services to residents to those still required to self-isolate and social distance following the lifting of lockdown restrictions.

Building a support structure with partners to help residents who are financially impacted due to covid-19 – this will include; supporting the establishment of hardship funds / community Stores and foodbanks



Community Resilience Project

Project Objective

Carry out a review and evaluation of the successes of the community involvement in the response.

Review the impact of COVID-19 on voluntary organisations across the borough and the long-term impact this will have on their resilience and how their services may change, in partnership with Voluntary Action South West Surrey.

Utilise the outcomes of research on the impact of COVID-19 on voluntary organisations across the borough to feed in to the Councils discretionary grant funding decisions

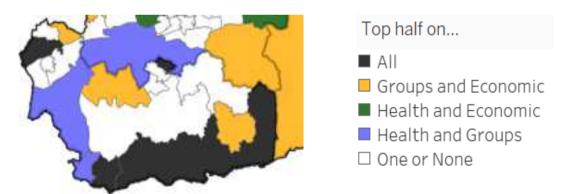




The Impact of Covid on Waverley – Post Survey's / Data Gath

Surrey County Council - Geographic Impact Assessment (GIA)

- Analysis of the impact of COVID-19 on local communities across health, economic and vulnerability dimensions. The analysis helps to identify which places in Surrey have been most affected by the pandemic and how.
- There are 21 Middle Layer Super Output Areas (MSOAs that have been impacted greater than the average across all three dimensions. These are in Spelthorne (5), Waverley (4), Mole Valley (3), Tandridge (3), Runnymede (2), Reigate & Banstead (2) and Elmbridge (2).



NB: Middle Layer Super Output Areas

Middle Layer Super Output Areas (MSOA) are a geographic hierarchy designed to improve the reporting of small area statistics in England and Wales. Middle Layer Super Output Areas are built from groups of contiguous Lower Layer Super Output Areas. The minimum population is 5000 and the mean is 7200.



The Impact of Covid on Waverley GIA – Top 5 MSOAs

Vulnerable Population <u>Dimension</u> ¹	Health Impact Dimension	Economic Impact <u>Dimension</u>	
Farncombe (ranked 1 in Surrey)	Haslemere West (ranked 4 in Surrey)	Farnham Weybourne & Badshot Lea	
Hindhead, Beacon Hill & Frensham	Hindhead, Beacon Hill & Frensham (ranked 5 in Surrey)	Farncombe	
Ewhurst & Chiddingfold	Wheelerstreet, Wormley & Hambledon	Haslemere East	
Elstead & Milford	Farnham Town	Farnham Upper Hal	
Farnham Town	Farncombe	Ewhurst & Chiddingfold	

NB:

- Vulnerable Population dimension considers where there is likely to have been disproportionate impact based on the prevalence of particular groups with pre-existing vulnerabilities, eg, people with disabilities, people with mental health conditions, older people who live alone and carers. It also considers people who have been impacted by lockdown in another way, for example people shielding and friends and families who have been bereaved from non-covid deaths
- **Health impacts dimension** looks at where there have been direct health impacts as a result of Covid-19, including where there have been deaths directly attributed to the virus and outbreaks within care homes.
- Economic impacts dimension looks at where there have been direct economic impacts as a result of lockdown, including where there have been increases in unemployment and where employees have been furloughed.

Post Covid

The vulnerable are more vulnerable and movement into vulnerability?

UK wide(Office of National Statistics).

- During lockdown anxiety levels in older people 70+ which are generally lower have increased. This increase is independent of whether one has a health condition or not.
- Older people (70+) feel uncomfortable about leaving home versus younger age group (16 - 69) (40% vs 26%)— tend to go out only for essentials. Less likely to go out to meet friends in public places or go to a restaurant.
- Therefore more difficult to engage in social / cultural activities etc which are key factors influencing well being.
- Finances of older people less impacted.
- Older people more likely to feel that local community would help them.





The Impact of Covid on Waverley /Surrey What we will find out

What we will find out		
Recovery progress index (RPI)	 a surveillance tool for monitoring how well Surrey is recovering from the pandemic looks at a range of indicators across five themes; Economy, Place, Health, Society and Infrastructure 	18 September
Temperature Check Survey	Survey of approximately 1,600 households from across Surrey to understand their experiences of the pandemic and lockdown.	28 September
Community rapid needs assessments	 10 in-depth assessments of how vulnerable communities have been affected during COVID-19 and the needs and priorities of these communities Data has been collected through interviews with community members, people working in local services and from existing data on health risks and outcomes. Provide nuanced insights into communities' experiences and recommendations for strategy and action. 	2 nd October
Place based ethnographic research	 Detailed ethnographic research into individual experiences of COVID-19 in communities that have been most impacted economically and socially. Interviews taking place I Hindhead, Beacon Hill & Frensham MSOA representative of rural community. 	7 th October
Waverley Town and Parish Groups Covid-19 Survey	 targeted to Covid-19 response groups, all town and parish councils. find out what they did during the pandemic, and understand what they believe they local community wanted/will want in the future 	October Waverle

Activity to date and Future Joint Initiatives

Dissemination of the Emergency Assistance Grant for Food and Essential utilising Community Organisation.

Digital inclusion – pilot with senior living schemes, starting in Cranleigh

Service Level Agreements – supporting organisations who delivered services through the 12 weeks of lock down

Surrey Heartlands Integrated Care Partnership – Services and Activity for Carers in Waverley

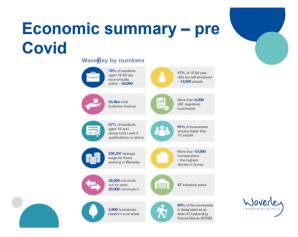
Falls Prevention – digital programme
Promoting and supporting initiatives to address social isolation

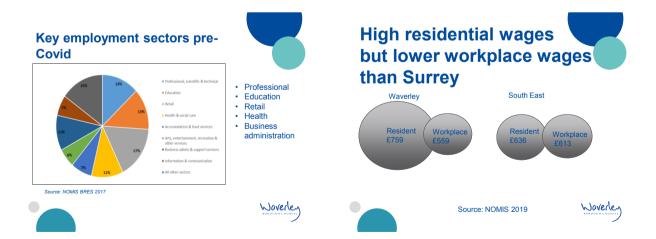
Supporting Waverley's centres for older people to re-open averley

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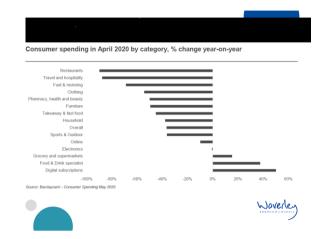
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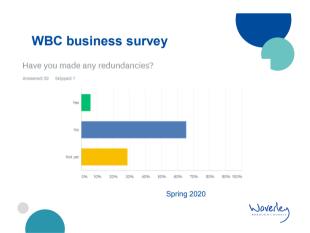
Intelligence - loss of income



Just a few examples:-

- Farnham Maltings loss £430,000
- Events company, Haslemere loss of £800,000 in eventbooking for 2020
- Haslemere Hall returned 3,000 tickets
- Cranleigh Lions £50,000 for local community
- Godalming TC £64,000 from events and hall hire
- Farnham food festival £250,000 for stall holders, not local businesses
- UCA loss of £500,000 in summer schools
- Family business Churt loss of £30,000 a week.







Wellbeing and the economy

People on Universal Credit in Waverley – June 2020 Not in employment - 3042 In employment - 1982 Total - 5024

...Before the pandemic was c500

Unemployment until March 2020 was 2% with the average in the SE 3.1% and the UK 3.9% (Nomis)



Economic development key performance indicators March- August 2020











Employment support



- Working with partners EM3 FUSE sevice/ DWP
- Farnham Job Club
- · New Rotary led Godalming Job Club
- · Apprentices through WTS
- New website for redundancy, skills and training information



Encourage people to start their own business



- Business support provider Enterprise South First remodelling free offer. Seminars online.
- · Advice online on "Starting your own business" book.
- Advise Farnham Maltings on creative network/
- · Promote flexible working space available



Business website

www.businesswaverley.co.uk



- •Covid hub
- Signposting
- •Events
- •Resource hub
- •Inward investment information
- •Greening up ideas
- •Free business directory
- •Towns and villages •Business case studies
- •Skills and training information
- •CSR support



Support the Visitor Economy

- · Online webinars on visitor management
- Work with partners such as Visit Surrey/ Surrey Hills Enterprises/ VisitBritain/ VisitEngland/ Farnham Visitors' Forum.
- Support Haslemere's Rail to Ramble initative
- Capture growth of dometic tourism, appreciating local offer and health benefits
- Support local supply chains and local business/ employment

Waverley







FARNHAM

WAVERLEY BOROUGH FILM & TV LOCATION MAP

Waverley, in South West Surrey, has been fortunate to have hosted a wealth of blockbuster films and TV shows over the years. This map showcases a selection of locations used for filming in the borough. Why not stay at home while doing a tour of Waverley, by film? Click the image boxes for a link to more information.

BOROUGH COUNCIL

Guildford



Batman Begins (2005) The Da Vinci Code (2006) Last Chance Harvey (2008) Nanny McPhee and the Big Bang (2010) The Theory of Everything (2014) London Has Fallen (2016)





















HASLEMERE









CRANLEIGH























routes. All these factors create an

exciting mix of businesses.

businesswaverley.co.uk

Things to see and do in Waverley

HASLEMERE



TOP 5 THINGS TO DO IN HASLEMERE;

- Stunning National Trust.
 Hindhead: Devils' Punch Bowl
- Entrance to the South Downs National Park
- Black Down Temple of the Winds walk
- Visit Grayswood Common
- Enjoy the range of independent shops and cafe options like Dylan's Ice-cream



Situated on the borders of Hampshire and West Sussex, Haslemere is a unique and

historic town, centred on an old market square. With its timbered and tile hung houses and cottages, wide high street, and superb choice of shops, restaurants and cafes, Haslemere is an attractive town with a vibrant atmosphere.

The refurbished and long-renowned museum has many fascinating exhibitions, while Haslemere Hall is the centre of cultural life with a wide variety of shows, opera productions, plays, films and other events. Wey Hill offers access to the leisure centre and a second business centre. Haslemere enjoys excellent standards of education within local state and public schools and is on the main railway line from London Waterloo to Portsmouth. The town also has easy access to and from Gatwick, Heathrow and Farnborough airports, plus good road links. It is no surprise that Haslemere is a popular place in which to live and work.



GODALMING



TOP 5 THINGS TO DO IN GODALMING;

- Farncombe Boat House on the River Wey
- Take a break at a local cafe -The Natter Cafe
- The Jack Phillips memorial trail
- Visit the Godalming Museum
- Beautiful Winkworth Arboretum



Godalming is a lovely historic market town with some 22,000 inhabitants.

Located four miles from Guildford and 30 miles from London, it is close to the A3 and served by two railway stations, which have regular services to and from London Waterloo.

Godalming has a long history and a built environment that reflects that heritage. There are five conservation areas in and around Godalming and more than 350 listed buildings. The town is still growing with twenty-first century development sitting comfortably beside older buildings. The High Street The retail environment is concentrated along Godalming's High Street, Wharf Street, Church Street and Bridge Street, which are pedestrian friendly.



Supporting Our Community

FARNHAM



TOP 5 THINGS TO DO IN FARNHAM;

- Farnham Castle keep and venue
- Craft Farnham Maltings art centre, Craft Study centre, Farnham Pottery, New Ashgate Gallery
- The Sculpture Park
- Waverley Abbey ruins English Heritage
- Frensham Ponds Great and Little



Waverley's largest urban settlement with a local population of almost 40,000, Farnham supports a buoyant economy and over 600 businesses in all sectors. The High Street in Farnham has a healthy mix of independent retailers and services. with a plethora of great places to eat and drink, to meet and to stay.

From the University for the Creative Arts (UCA) to a fine museum, exhibitions and specialist retail outlets as well as craft-related businesses, Farnham is home to both world renowned craft artists and to the next generation of emerging makers. The Farnham Maltings, a community arts venue, now attracts local, national and international visitors to the town.



CRANLEIGH



TOP 5 THINGS TO DO IN CRANLEIGH;

- Recreation Downs Link, Surrey Hills, and Wey & Arun Canal
- Entertainment Cranleigh Arts Centre
- Shopping Variety of independent and family shops
- Eating Diverse range of restaurants and cafes

Located at

the foot of

the renowned

Surrey Hills,

an area of

 History - historic listed buildings and extensive tree lined common



Wealden countryside.

outstanding
natural beauty, and equidistant
between Guildford and Horsham.
Cranleigh is a vibrant village with a
range of independent shops, cafes,
and restaurants. The Downs Link, from
Guildford to Shoreham by Sea, passes
through the centre of the village

providing access to the surrounding

Cranleigh's historic core and extensive conservation area includes the Anglican parish church of St Nicolas (built around 1170) which features a gargoyle of a smiling cat's face believed to be the inspiration for the grinning Cheshire Cat in Alice in Wonderland by Lewis Carroll.



Cranleigh Parish Council

FILMING IN WAVERLEY

Would you like to film in Waverley, then contact FilmWaverley, your one stop shop for film projects.



We have a number of sites suitable for filming and can work around your budget.

- Join our site database
- Join our local crew list
- Organise site visits with our rangers
- Find a specialist to help guide you through working on a special interest site
- Film at key local sites such as
 Frensham Great Pond, Farnham Park or
 Blackheath Common
- Just one hour from central London
- 25 miles from Shepperton Studios
- 35 miles from Pinewood Studios
- Part of the Surrey Hills AONBWe can put you in contact with other
- landowners

 Local accommodation which are keen
- to put your team upRoom for your base and filming needs
- Waverley BC have 9 Green Flags
 Award winning sites
- With a long history of working with film companies and scouts

For further details, contact us at www.waverley.gov.uk/filmwaverley or email filmwaverley@waverley.gov.uk





businesswaverley.co.uk