

WAVERLEY BOROUGH COUNCIL

MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE - SERVICES - 25 JUNE
2024

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

Present

Cllr Carole Cockburn (Chair)
Cllr Philip Townsend (Vice Chair)
Cllr Dave Busby
Cllr Jacquie Keen

Cllr Laura Cavaliere
Cllr John Robini
Cllr Jane Austin

Apologies

Cllr Peter Clark and Cllr George Hesse

Also Present

Cllr Graham White on Zoom

62 APOLOGIES FOR ABSENCE AND SUBSTITUTION (Agenda item 1)

Apologies were received from cllrs Peter Clark and George Hesse. No substitutes attended.

63 MINUTES (Agenda item 2)

The minutes of the meeting held on 26 March and 22 May 2024 were agreed as a correct record.

64 DECLARATIONS OF INTEREST (Agenda item 3)

There were no declarations of interest submitted for this meeting.

65 QUESTIONS FROM MEMBERS OF THE PUBLIC (Agenda item 4)

There were no questions from members of the public submitted for this meeting.

66 QUESTIONS FROM MEMBERS (Agenda item 5)

There were no questions from members submitted for this meeting.

67 COMMITTEE FORWARD WORK PROGRAMME (Agenda item 6)

James Dearling, Senior Democratic Services Officer (Scrutiny), Guildford, updated the members on the forward work programme.

Members asked if the Homeless Prevention Strategy had been launched successfully and if there had been any lessons learnt?

Julian Higson, Joint Strategic Director for Housing and Environment (Interim), agreed to provide an update to committee.

It was noted that the Committee were to consider the corporate antisocial behaviour policy at the September meeting and enquired what stage this was at? Officers advised it was currently in its first draft and would be going out to consultation soon.

68 CORPORATE PERFORMANCE REPORT Q4 (Agenda item 7)

Jenny Sturgess, Policy and Performance Officer, introduced the Corporate Performance Report for Q4 of 2023/24 advising the Committee that pages 22 introduced the Corporate Dashboard and the areas under this committees remit were from pages 54 onwards.

The Committee were advised that officers were looking at a new reporting template for 2024/25 and were encouraged to submit questions to officers in advance to allow them to collate answers for the meeting.

The Chair welcomed the report and the narratives outlining the hard work each service was doing.

Regeneration and Planning Policy

Officers were asked if the planning application for Loungers had been submitted yet and were advised that it was due soon.

Members welcomed the information on the Godalming mobile youth service as they were keen to launch a similar project in Haslemere.

Officers were asked when members could hope to have an update on the 'call for sites' and were advised a member briefing would be arrange in the near future.

Commercial Services

The Chair welcomed the update on Building Control and asked the members to note the revised title of Registered Building Inspectors (previously Building Control Surveyors).

Community Services

Sam Hutchison, Assistant Director for Communities gave a brief overview of the report for this service. She highlighted that the cost of living crisis was still having huge impacts to our residents and that Careline were having issues with accessing stocks of digital alarms which will be needed for the digital phonline switchover.

Members advised they were having calls from residents about residents' concerns regarding the digital phonline. Officers advised they were happy to speak to members offline.

Environmental Services

Members were pleased to note that targets around missed bins had been met in this service following a number of quarters of them been off target. It was highlighted that although the collections of commercial and residential waste was on target that collections of refuse on our green spaces and streets was lacking in areas with waste bins overflowing etc. The need for more dog waste bins was also highlighted by members.

Cllr Jane Austin advised that residents in Bramley were receiving an additional collection of plastic bottles due to the emergency they were currently experiencing. She highlighted this had taken some time as the instruction to the waste collection company was not passed across in a timely manner. Julian Higson, Joint Strategic Director reiterated the apology that this had not been carried out as quickly as possible.

Planning Development

The Chair advised members that she had attended the Dunsfold consultation and was pleased to announce that, after a number of years of uncertainty for this site, the team leading this seem to be keen to progress and a reserved matters application would be submitted this summer.

Members welcomed all the targets that had been met this quarter after a number of missed targets in previous years.

Officers were asked to quantify the target for percentage of enforcement actioned within 12 weeks. It was showing as good but it was felt this was not felt 'on the ground'. The Chair explained that, in her experience, sometimes it is the inspectorate who cause the delay in enforcement action when appeals are submitted. Officers were asked to clarify how the statistic was calculated?

Regulatory Services

Members noted the report highlighting that officers were working hard in all the teams.

Cllr Austin raised concern that the Bramley incident was not mentioned in the report as members needed regular updates. Richard Homewood, Assistant Director of Regulatory Services, advised he was chairing the recovery group and would ensure that members were updated.

69 HEALTH AND WELLBEING BOARD UPDATE (Agenda item 8) (Pages 7 - 24)

Sam Hutchison, Assistant Director of Community, attended with Katie Webb and Jane Todd to update the Committee on the Guildford and Waverley Health and Wellbeing Partnership Board (slides attached for information). She advised that the presentation would be honest and open about the failings in this provision.

Members were advised that the board consisted of a number of strategic partners as it was accepted that one unit cannot fix this issue alone, however, it should be noted that having multiple units has its own issues as each unit has its own agenda. It was established that partners had a desire for a more strategic and operational alliance but it was acknowledged that each have their own intentions.

Another challenge for the Board is that the area is covered by two integrated partnerships (Surrey Heartlands and Frimley) who both work in differing ways and have a very differing focus.

The four neighbourhood groups that were set up across Guildford and Waverley were outlined and it was explained that the focus was going to be to work alongside local people and communities.

Officers outlined the challenges that would need to be addressed which included language barriers, being people centres rather than clinical, the differing systems within the health services, lack of resources available and funding.

The purpose of the Partnership was outlined alongside the proposed structure, the key partners and the focus of the partnership.

Members were advised of the current self-harm and loneliness health data which showed that Guildford and Waverley had the highest statistics in the country. This showed it was not just a issue for the disadvantaged but the wealthy too.

Since 1st April 2024 Waverley have established three new mental health support projects which were outlined alongside the Mental Health Investment Fund which had received 26 expressions of interest, 15 shortlisted and 4 confirmed awards so far.

The Committee were advised of future plans with lots of projects beginning and moving forward. It was also outlined what is already in place that would be supported and a list of 23 organisations who had received grants from the Thriving Communities Commissioning Fund were circulated to members for information. It was emphasised that the voluntary sector were struggling due to the bureaucracy they have to go through when all they want to do is help those who need it.

The committee were reminded that the following priorities would be carried forward:

- To keep the focus on people not patients
- To ensure our corporate priorities are weaved into the whole system of health and wellbeing priorities
- Align our future TCCF objectives to whole system success
- To build resilience in our partner's ability to deliver projects and overcome challenges as a partnership

The Chair thanked the officers for the update and advised she would like to take away the information they had provided and send any questions through off-line.

Members felt this was a fantastic document and highlighted the number of 'hidden' residents in the Borough.

Cllr Robini asked if Surrey County Councillors were involved in the board as he felt they could then challenge when cases are highlighted as falling through the gap. Sam Hutchison advised that information about specific cases could not be disseminated due to GDRP but if a Surrey County Councillor wished to join the board and then raise generic issues that would be welcomed.

It was suggested that business be engaged with as many would be happy to get involved in reaching out to people in need.

The Chair thanked the officers again and invited them to return to the committee at a later date to give an update and highlight any areas they feel the committee could help with.

70 EXCLUSION OF PRESS AND PUBLIC (Agenda item 9)

There were no items to discuss in exempt session so the Chair closed the meeting.

The meeting commenced at 7.00 pm and concluded at 8.22 pm

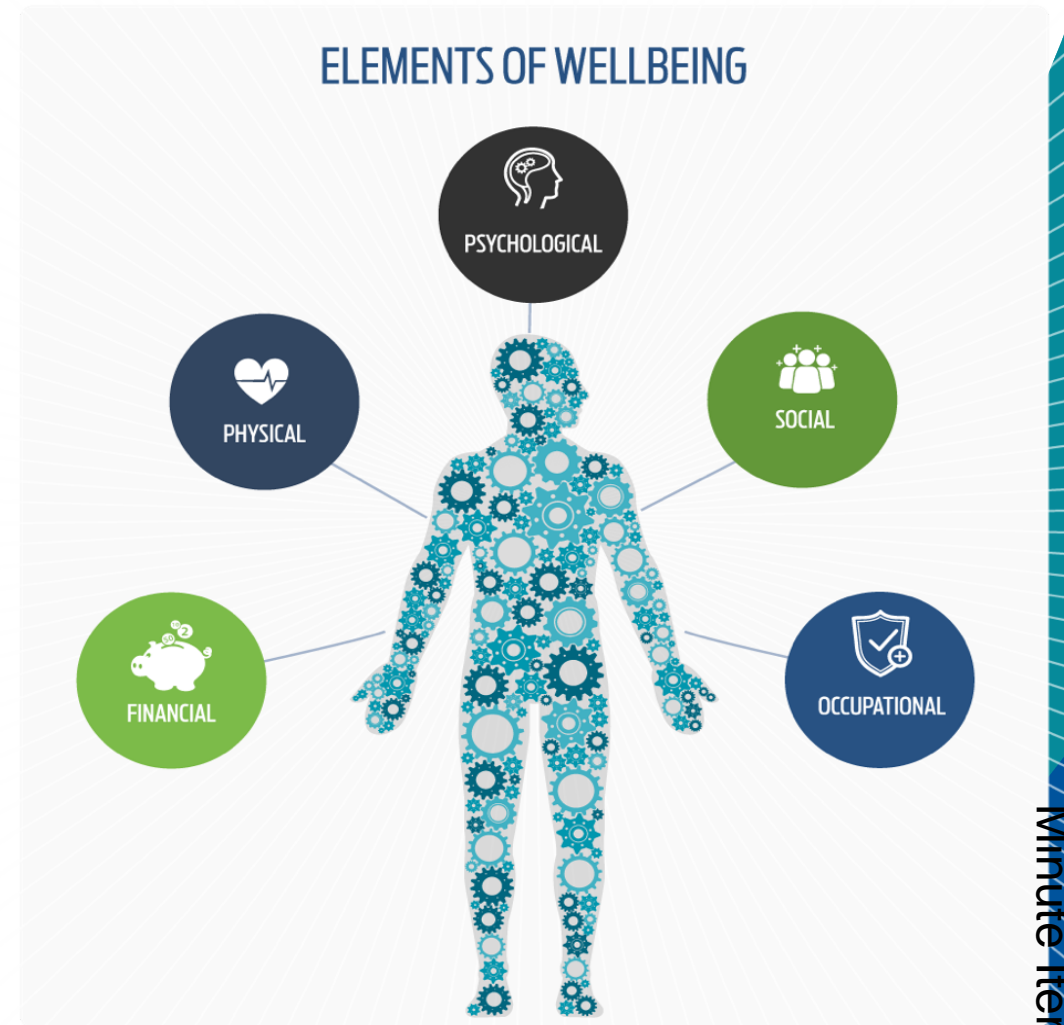
Chairman

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Overview and Scrutiny Committee Waverley Services

25th June 2024

Community Services: Health and Wellbeing



What do we need to do?



Work alongside local people and communities

- Individuals supported to stay and age well via prevention interventions
- Supported self-management
- Active social prescribing and signposting
- Communities supported to develop third sector volunteer opportunities.



Establish integrated neighbourhood teams specific to the local population

- Supporting improved continuity and access to preventative healthcare
- Availability of blended generalist and specialist workforce
- Focus on community engagement and outreach
- Proactively identify and target individuals who can benefit from interventions.



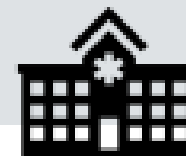
Create clear development plan to support the sustainability of Primary Care

- Focus on unwarranted variation in access, experience and outcomes
- Ensure understanding of current spending distribution
- Support Primary Care to work with other providers at scale
- Tackle gaps in provision.



Develop single, system-wide approach to managing integrated Urgent Care

- Guarantee same-day emergency care for patients and a more sustainable model for practices
- Care will be provided using digital and total triage approaches in local care settings where possible and in an acute setting when not.



Critical Five

- High Risk Care Management
- Safe and Effective Discharge
- Keeping people well
- Redesigning urgent care

Fuller Stocktake

- Complex and Chronic Management
- Prevention and Inequalities
- Urgent and Emergency Care

23/24 Planning

- Reduce Ambulance Handovers
- Self-Referral
- Reduce Bed occupancy
- Increase Day Case rate
- Increase Capacity

Four Neighbourhood Groups across Guildford and Waverley
that wrap services around our local communities and develop our new models of integration

As agreed by
Guildford and
Waverley Alliance
Board in June 2023

Focus of our work



Guildford and Waverley
Health and Care Alliance

*“Our Guildford and Waverley population will start well,
stay and live well, age well and die well “*

Working
together to
support
thriving
communities



Tackling
Inequalities in
outcome,
experience and
access



Advancing
Community
Services and
Integration



My Care, My
Way



Creating the right Environment for Growth and Sustainability



- Co design
- Community led
- Co-Produce
- Capacity

- High Risk Care reviews
- Creating new models of care

- Developing services
- Improving Access

- Population health
- Prevention
- Proactive



Different Culture of Health

- Language
- People Centred Vs Clinical
- Different systems within health
- Involvement of Frimley ICP

Resources and Delivery

Funding!!

Sovereignty of Guildford and Waverley

Thriving communities to be community led not health led

Our Challenges!

Guildford and Waverley Health and Wellbeing Partnership Board

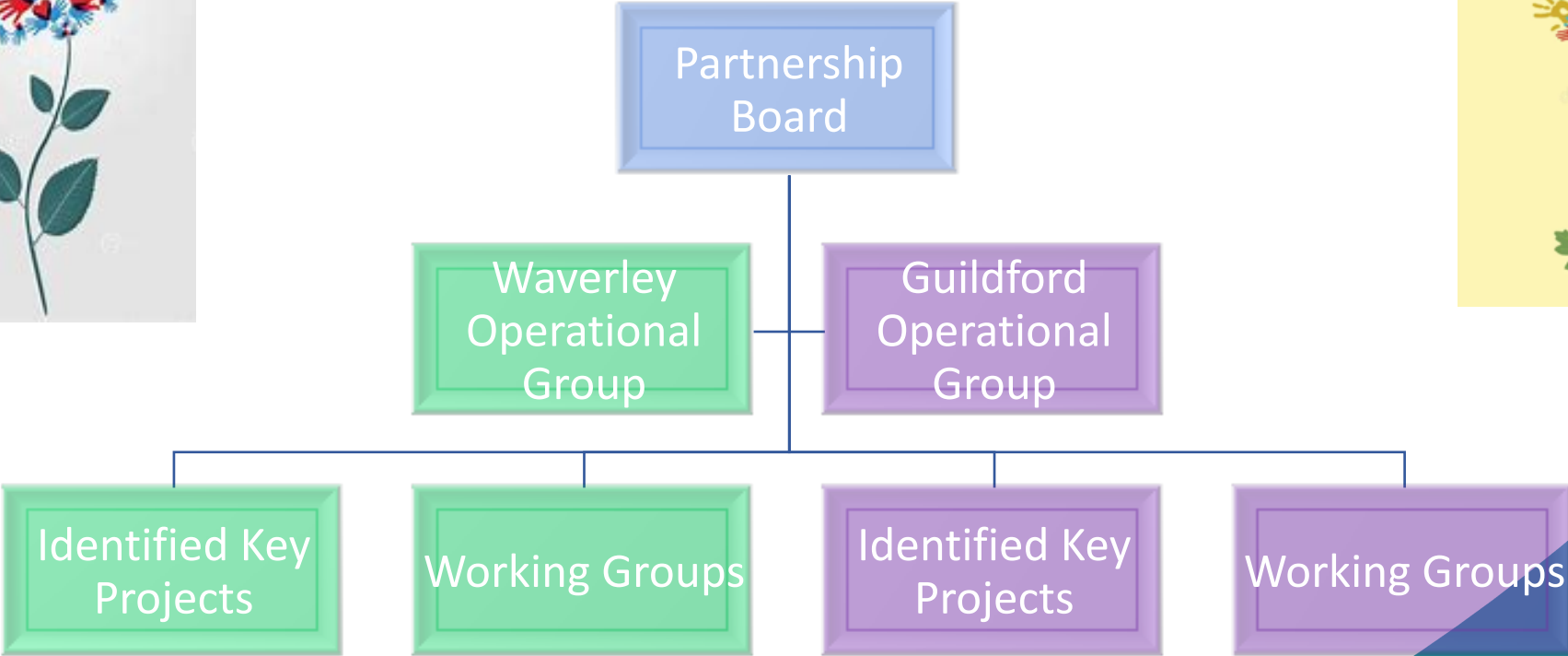


Purpose of the Partnership



- To help our communities thrive and live well for longer
- To work together to address the wider determinants of health and have a people centred holistic approach to health and wellbeing –focussing on people not patient
- To utilise all our data to ensure key community projects meet the needs of our residents
- To link in all our strategies and objectives in one place
- To ensure continuity across the place-based partnerships

Proposed Structure of meetings





Key Partners for Delivery

Partnership Board (Strategic)

- Local authority Chair (SH)
- Local authority Councillors
- Local authority leads on H/WB
- Chair of RSCH
- G/W Place lead
- NEHF Place lead
- Director of G/W social care
- Surrey Heath Place coordinator
- SCC Public Health and Communities
- VASWS CEO
- Active Surrey
- SW Citizen Advice CEO

Waverley Operational Group

- Community Services Chair (KW)
- Arts and Culture WBC
- Leisure WBC
- VASWS social prescribers
- Health PCN leads
- Waverley CAB lead
- Partnerships SCC
- Waverley ASC
- Children's Support SCC

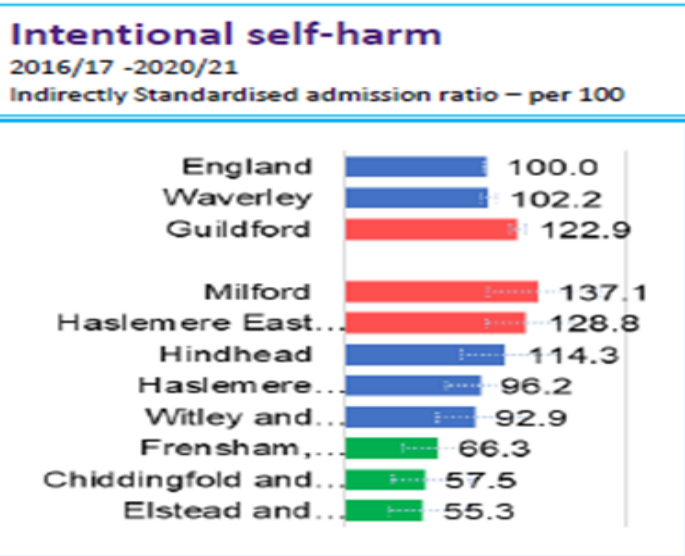


Why? Self Harm and Loneliness Health Data



West of Waverley

East Waverley

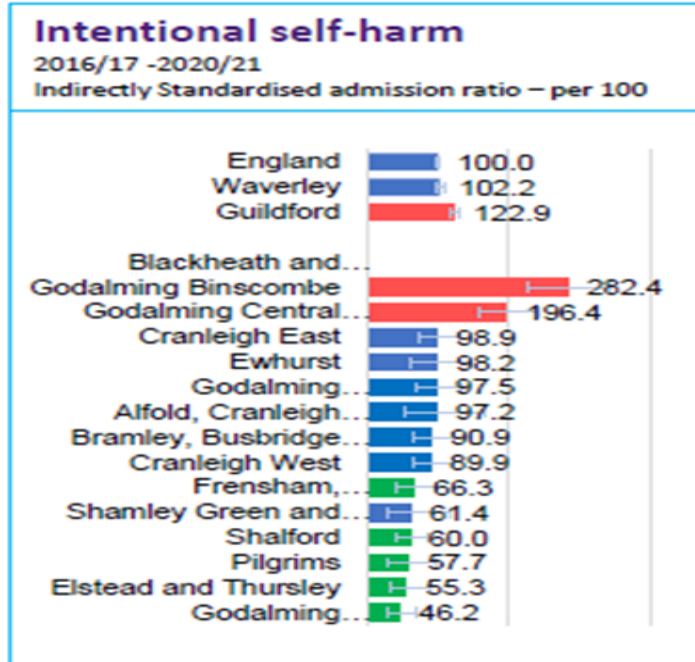


Key Points:

Waverley District – similar to England and a better rate ratio than Guildford District.

Milford has a significantly higher rate in comparison to England. 37.1%

Haslemere East and Grayswood has a 28.8% higher rate in comparison to England.



Key Points:

Waverley District – similar to England

Godalming Binscombe and Godalming Central and Ockford both have exceptionally higher rates in comparison to England – 182.4% higher and 96.4% higher, respectively.

Key point

- A score of 1.5 for West Waverley and 1.7 for East Waverley is a high indication of potential loneliness

Waverley have established these new mental health support projects as of 1st April 2024

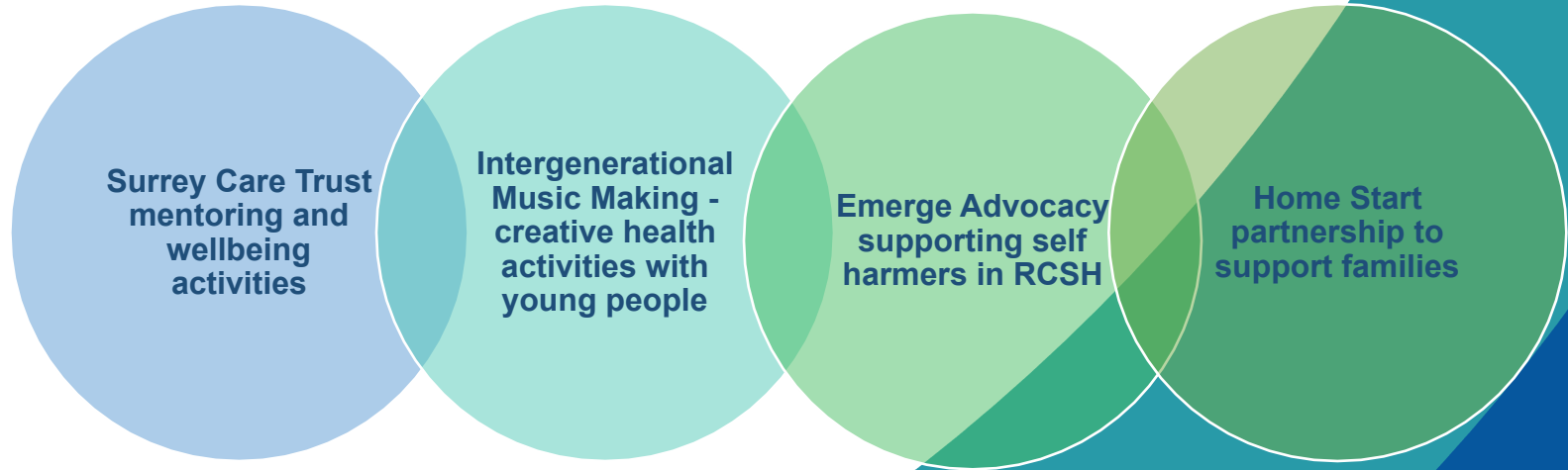
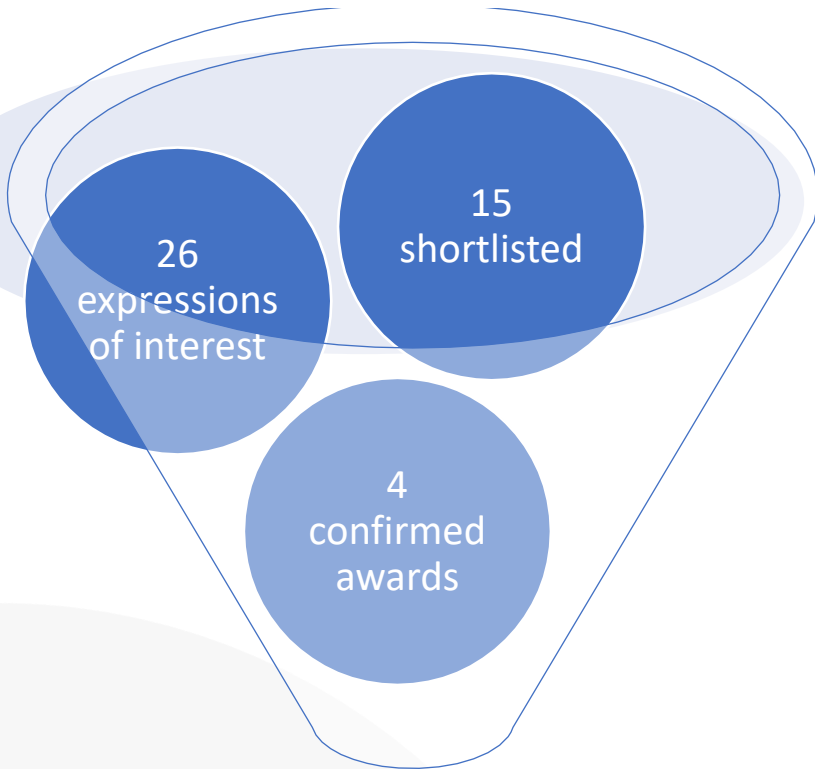


Organisation	Funding	Activity/Project
Creative Response	£2,500 (WBC)	To enable 5 care leavers to attend community art for wellbeing sessions at Creative Response
St Polycarps School and Farnham Maltings	£2,000 (WBC)	Collaboration to deliver an arts based project that supports the mental health and wellbeing of students, particularly EBSNA
Thrive Dance Company	£900 (WBC)	Weekly youth dance company sessions in the Summer term for young people experiencing challenging circumstances, are from low socioeconomic backgrounds and struggling with their mental health

What's Happening

Mental Health Investment Fund NHS Funding administered at Local Level

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Future Waverley Plan – to include Town and Parish Councils.



Develop creative arts projects

Craft and Cooking family sessions

Increase provision of affordable children's counselling

Establish a social group for older people in Farnham

Expand Active Surrey Project You

Establish a second Andy's Man Club

Promote Volunteering Opportunities

Hold Community Wellbeing Market Places

What we are bringing into the partnership space already!



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<p>Thriving Communities Commissioning Fund</p>	<p>Funding to 23 Amazing organisations Supporting health and wellbeing, loneliness and social isolation</p>
<p>WBC Cultural Projects</p>	<p>4 projects delivered to all ages Supporting mental health through arts and culture</p>
<p>WBC Leisure Projects</p>	<p>7 projects delivered in conjunction with sport and leisure partners Supporting improved physical activity</p>

To keep the focus on people not patients

To ensure our corporate priorities are weaved into the whole system of health and wellbeing priorities

Align our future TCCF objectives to whole system success

To build resilience in our partner's ability to deliver projects and overcome challenges as a partnership



Committee members thoughts, questions and feedback

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