



Social Care Services Board

7 September 2015

Family, Friends and Communities Programme Update

Purpose of the report: Scrutiny of Services

To update the Board on the progress and achievements of the Family, Friends and Community Programme.

Introduction:

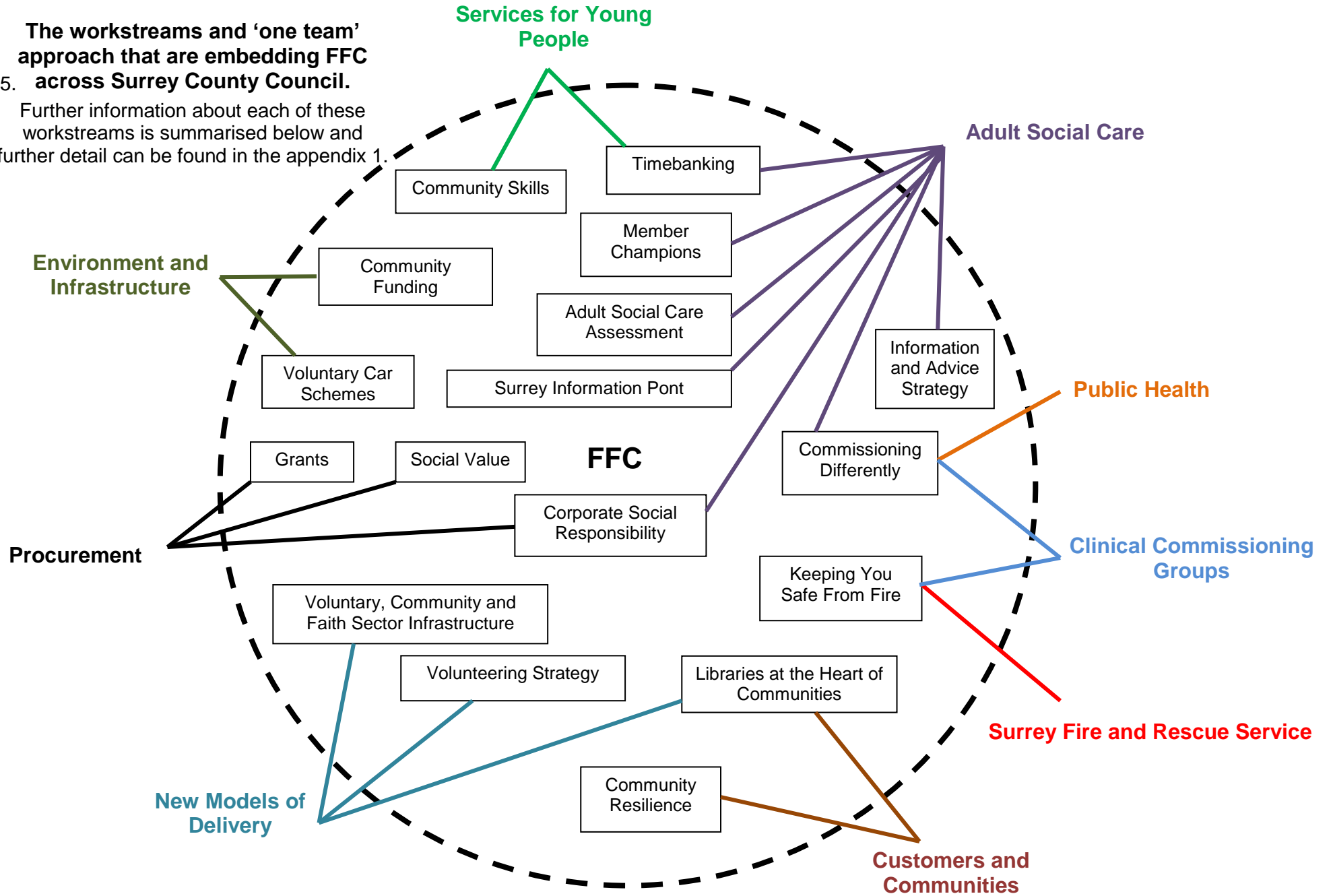
1. The Surrey County Council corporate strategy highlights that Surrey's population is both increasing and ageing - by 2020, it is estimated that older people will make up 20% of the population, increasing demand on health and social care services. Alongside this, changing birth rates and people moving into Surrey mean that 13,000 more school places are expected to be needed by 2020. In short, demand is increasing across the board, while financial resources are not keeping up.
2. Residents expect services to be easy to use, responsive and value for money. Corporately we aim to meet these challenges by continuing to work as one team with our residents and partners and investing in early support to ensure residents can lead more independent lives.
3. The Family, Friends and Communities (FFC) Programme has been embedding a one team approach across the Council and delivering improved value for money, in order to help manage demand on health and social care services and provide personalised care and support that promotes independence and provides better outcomes at less cost. The FFC Programme Board is made up of representatives from across the Council. Specifically, the FFC Programme is helping to achieve the following strategic corporate goals:
 - A. Wellbeing: Everyone in Surrey has a great start to life and can live and age well**
 - Help older and disabled people to live independently at home
 - Support a healthy living approach
 - B. Economic prosperity: Surrey's economy remains strong and sustainable**
 - Support young people to participate in education, training or employment
 - Ensure more than 50% of council spending is with Surrey businesses

C. Resident experience: Residents in Surrey experience public services that are easy to use, responsive and value for money

- Collaborate with partners to transform services for residents
 - Work with partners to tackle issues that make residents less safe
 - Use digital technology to improve services for residents
 - Deliver £62m savings
4. This report outlines how the FFC Programme is working across the whole of the Council and its partners to embed a one team approach that delivers on these objectives, with some specific examples of how the programme is achieving this.

The workstreams and 'one team' approach that are embedding FFC across Surrey County Council.

5. Further information about each of these workstreams is summarised below and further detail can be found in the appendix 1.



A. Wellbeing: Everyone in Surrey has a great start to life and can live and age well

6. Corporate Strategic Goals:

- Help older and disabled people to live independently at home
- Support a healthy living approach

7. Examples of how the Family, Friends and Communities Programme is delivering on these include:

A.1. Information and Advice Strategy – Adult Social Care

Adult Social Care (ASC) is delivering on an information and advice strategy with partners that aims to make information and advice about care and support a universal service, that is easy to find and available within local communities and at critical times.

A.2. Timebanking – Services for Young People, Adult Social Care

In collaboration, Services for Young People and ASC are supporting the development of a network of timebanks across Surrey that will embed the ethos of FFC within communities. Timebanks allow local residents and groups to share their time and skills with one another to increase community connections, improve people's support networks and remove barriers for people to take part in education, training or employment.

A.3. Voluntary Car Schemes – Environment and Infrastructure

Each year Surrey's voluntary car schemes help thousands of elderly and vulnerable people across the county. The demand for transport is growing but the number of volunteers has reduced over recent years. The Council's Travel & Transport Group is working with Surrey Community Action to recruit more volunteer drivers through the "Drive into Action" campaign.

B. Economic prosperity: Surrey's economy remains strong and sustainable

8. Corporate Strategic Goals:

- Support young people to participate in education, training or employment
- Ensure more than 50% of council spending is with Surrey businesses

9. Examples of how the FFC Programme is delivering on these include:

B.1. Community Skills – Services for Young People, Adult Social Care

Services for Young People, in collaboration with ASC, has started a Community Skills programme that offers training alongside employment to support some of our more vulnerable people to access training that can help them get ready for the work place, support them to set up social enterprises or help them to become self-employed.

B.2. Corporate Social Responsibility – Adult Social Care, Procurement

Adult Social Care has begun a project to increase the sharing of resources from the business sector. Two working groups made up of representatives from across Surrey are co-designing a support model for charities to help them identify how they could make use of corporate social responsibility and a brokerage model to connect businesses and charities that could share resources.

B.3. Social Value Pilot – Procurement

Social Value is essentially about getting more value for money from public sector spending under contracts. Procurement's ambition is to go beyond compliance with the Social Value Act to exemplify best practice. They aim to align Social Value to Corporate Social Responsibility and develop a framework to enable us to apply a consistent approach to securing, measuring and monitoring Social Value benefits and the many forms they can take.

B.4. Commissioning Differently – Adult Social Care, Clinical Commissioning Groups, Public Health

The Better Care Fund recommends a long term shift of resources away from the acute sector into preventative, community based services to ensure reductions in emergency hospital admissions and other pressures on the health and social care system. And this shift is echoed in ASC's personalised approach and the Care Act's focus on "wellbeing."

In order to support a local health and social care system focused more on prevention, where community-based services successfully respond to local people's needs for care and support before they require hospital based treatment, we are developing a set of joint commissioning principles, joint commissioning profiles and local voluntary, community and faith sector (VCFS) engagement groups. The local joint commissioning groups are effectively taking this work forward.

B.5. Volunteering Strategy – New Models of Delivery

The New Models of Delivery team (NMOD) are working on a project to drive up volunteering in Surrey, coordinating and building on the great work many of our services are already doing with volunteers.

B.6. Grants - Procurement

The new grants process has been agreed and training on this is now being rolled out across the County. The new process supports a fair and effective use of all Surrey grants to build up the sustainability and capacity of the voluntary sector. A new grants portal is being developed with an estimated launched date of April 2016, subject to on-going planning.

C. Resident Experience: Residents in Surrey experience public services that are easy to use, responsive and value for money
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10. Corporate Strategic Goals:

- Collaborate with partners to transform services for residents
- Work with partners to tackle issues that make residents less safe
- Use digital technology to improve services for residents
- Deliver £62m savings

11. Examples of how the FFC Programme is delivering on these include:

C.1. Family, Friends and Communities Member Champions – Adult Social Care

A Member from each district and borough area has come forward as the FFC Champion for that area. The Champions are a mix of County and Borough Councillors, who meet every six weeks to look at how they could support the delivery of the FFC objectives within their local area.

C.2. Surrey Information Point – Adult Social Care

Surrey Information Point (SIP) is a comprehensive online directory of services including informal support as well as regulated care provider details. It was re-launched in May 2015 with improved functionality including Google maps, automatic translation and better search capabilities. In March SIP had a peak number of visitors - 17,000 in one month - who were supported to find the care and support they need themselves. SIP now contains approximately 1000 different services available to local residents and on-going promotion continues to encourage more organisations to add themselves to the website.

C.3. Community Resilience – Customers and Communities

Customers and Communities have appointed a Community Resilience Officer, in order to support communities in becoming more resilient. Partnership mapping work has identified over 150 interested groups of all sizes and types across Surrey and there is ongoing work to develop community-led action plans and explore training and funding options.

C.4. Community Funding in Redhill West and Merstham – Environment and Infrastructure

The travel SMART Community Funding programme gave local community groups and organisations the opportunity to apply for money to develop projects that will help deliver the Travel SMART objectives.

C.5. Keeping You Safe from Fire – Surrey Fire and Rescue Service (SFRS)

The 'Keeping You Safe from Fire' project aims to raise awareness of fire safety amongst vulnerable people and their families and neighbours.

C.6. Libraries at the Heart of the Community – Customers and Communities

Collaborating with colleagues across the council the library service is proactively working with other services to look at how the libraries will provide community infrastructure that underpins the delivery of a whole range of community initiatives in line with the FFC agenda.

C.7. Adult Social Care Assessment – Adult Social Care

In line with ASC's new approaches the social care assessment form was revised to take an asset-based approach. It encourages aspirational conversations that focus on the individual's values and current support networks. In 2014-15 1,141 reassessments had been completed, with a full year savings effect of £4,338,988 (an average of £3,803 per case). We will also be promoting digital 'social networks' for those people we support who would benefit and evaluating the idea of including a digital assessment into the ASC assessment process.

C.8. Voluntary, Community and Faith Sector (VCFS) Infrastructure – New Models of Delivery

The New Models of Delivery team have worked some new objectives in to the Councils' for Voluntary Service grant agreements that will support the progress of the Family, Friends and Communities Programme.

Further details on all these workstreams can be found in Appendix 1.

Conclusions:

12. The FFC Programme has been reviewed. The action plan has been widened across the whole council to deliver a broad range of changes. The programme is expected to achieve its objectives for the 2015/16 period and the balanced score care of performance measures is being revised to provide evidence of these achievements.

Recommendations:

13. It is recommended that the Board:

- Note the progress of the FFC programme and continue to contribute local knowledge to the programme
- Consider ways to further support the programme. A FFC Member Champion supports each district and borough area and can help local members get involved in the programme in their area.

Next steps:

14. Directorates will continue in line with local work plans and progress and opportunities to work as one team will be pursued through the Family, Friends and Communities programme board.

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- Garath Symonds, Assistant Director for Young People, Children, Schools and Families - Garath.Symonds@surreycc.gov.uk, 01372 833543

Appendix 1:

Further information about each of the workstreams listed above is detailed here.

A. Wellbeing: Everyone in Surrey has a great start to life and can live and age well

Corporate Strategic Goals:

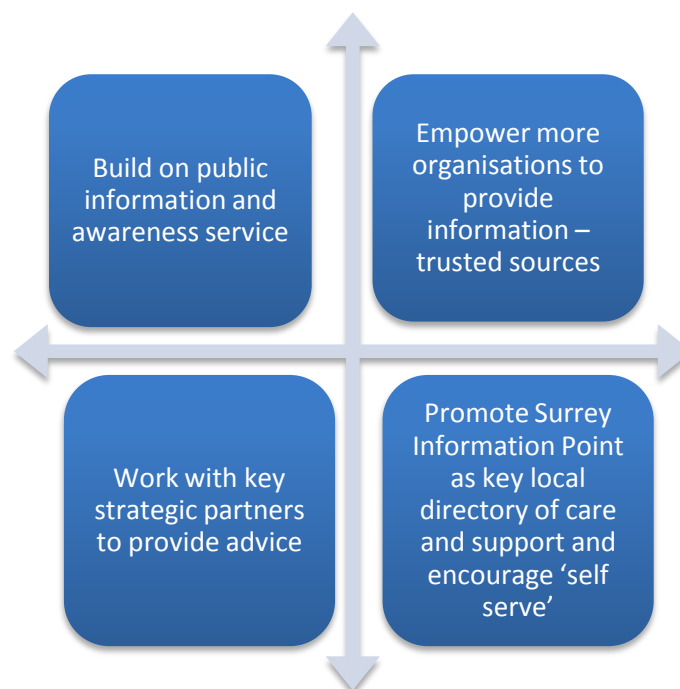
- Help older and disabled people to live independently at home
- Support a healthy living approach

Examples of how the Family, Friends and Communities Programme is delivering on these include:

A.1. Information and Advice Strategy – Adult Social Care

In line with Care Act duties, Adult Social Care (ASC) is delivering on an information and advice strategy with critical partners that aims to make information and advice about care and support a universal service, that is easy to find and available within local communities and at critical times. People need good information and support to enable them to get the personalised care they need, to make genuine choices and exercise control over their lives and remain independent and well.

There are four core components for the information and advice strategy. These are summarised in the model below:



To deliver this strategy, a range of activity has been undertaken, including:

- Surrey Information Summits

Two summits were hosted in February and March 2015 to provide a day's training for information and advice providers. These were delivered jointly by Adult Social Care, public health and health colleagues. They presented the "big picture" of health and social care and offered learning and training in the Care Act, public health prevention, five ways to wellbeing, motivational interviewing techniques and information and advice tools such as SIGN. More than 400 people attended the two events, and 100% of attendees found the

event “good” or “excellent”. Some of the most significant things delegates reported learning from the events include:

“The opportunities for multi-agency and integrated working to deliver services. We can do a lot more if we work together.”

“How willing people are to work in partnership and share information and the need to do this for the benefit of our communities”

“The importance of good communication and understanding what is in the community”

- Information and Advice Provider Training

A modular training programme aimed to up-skill and inform information and advice providers is being developed on Surrey Skills Academy. This programme will bring together learning around legislation, safeguarding procedures and the wider determinants of health, as well as training in motivational interviewing and “how to” guides for a number of our signposting tools such as SIGN, Surrey Information Point and One Stop Surrey.

- A Care Act compliance checklist

This has been developed for critical partners such as district and borough councils and health partners. A number of briefings have been delivered with more scheduled. An audit of websites of the local councils and clinical commissioning groups has been undertaken with recommendations made for the organisations to improve their information to residents, standardise language with better and more consistent signposting to support. One example of the recommendations being implemented can be found on Mole Valley Borough Council's website.

A.2. Timebanking – Services for Young People, Adult Social Care

In collaboration, Services for Young People and ASC are supporting the development of a network of timebanks across Surrey. Timebanks allow local residents and groups to share their time and skills with one another to increase community connections, improve people’s support networks and remove barriers for people to take part in education, training or employment. These factors significantly impact individuals’ wellbeing and so prevent and reduce the development of further support needs and promote independence. Timebanks promote a strengths-based approach – the idea that everyone has something to offer.

Surrey County Council has commissioned the national charity Timebanking UK to provide consultancy support and resources to help get the timebanks going, and initial set up grants of up to £700 are available for communities to draw on for initial promotional materials and equipment.

Working groups have been established in nine borough and district areas and in Woking, Reigate and Banstead and Epsom and Ewell the timebanks are preparing for launch. Further promotion is required in Runnymede and Mole Valley in order to identify interested individuals for working groups.

Conversations are ongoing with other SCC Directorates to identify areas of activity where timebanking could add value, or where services could support local timebanks.

For more information visit <http://new.surreycc.gov.uk/get-involved/be-a-volunteer/get-involved-with-your-community/timebanking-in-surrey>

A.3. Voluntary Car Schemes – Environment and Infrastructure

Each year Surrey's voluntary car schemes help thousands of elderly and vulnerable people across the county to access hospital appointments, collect prescriptions and to enjoy social events. Currently there are over a 100 car schemes operating across Surrey, using volunteers to provide lifts for those residents who may not have access to transport. These car schemes deliver an estimated £1.3m of social value in the form of the community contribution via the volunteers and provide a critical transport service for many residents, supporting them to live independently.

The demand for transport is growing – as Surrey's population ages – but the number of volunteers has reduced over recent years. There were some 4,000 volunteer drivers in Surrey around 10 years ago but this has fallen to below 3,000 now. In response to this, the council's Travel & Transport Group is working with Surrey Community Action to recruit more volunteer drivers through the "Drive into Action¹," campaign.

The campaign aims to raise awareness of the voluntary car schemes that exist across the county, whilst promoting the benefits that volunteering for a local scheme can bring to both those getting and those providing help with transport. Raising awareness takes time and we need to sustain efforts to do this. SCC is supporting Surrey Community Action in a series of events over the summer and autumn to help recruit more volunteers. The campaign started at the beginning of the summer with promotion of the campaign being visible at events such the County Show, Farnham Carnival and local supermarkets. A total of 70 volunteers have been referred to 25 different schemes across Surrey so far and it is hoped that these numbers will increase over the coming months and years.

B. Economic prosperity: Surrey's economy remains strong and sustainable

Corporate Strategic Goals:

- Support young people to participate in education, training or employment
- Ensure more than 50% of council spending is with Surrey businesses

B.1. Community Skills – Services for Young People, Adult Social Care

Services for Young People, in collaboration with ASC, has started a Community Skills programme that aims to support some of our more vulnerable people to access training that can help them get ready for the work place, support them to set up social enterprises or help them to become self-employed. This includes young people involved in risky behaviours, those not in education or employment, adults with learning or physical disabilities, those recovering from mental health, young carers and could include those who have experienced addictions or homelessness. The programme offers training alongside employment experience and is looking to develop a range of opportunities both with existing providers and through new social enterprises. By supporting these individuals to gain purposeful employment, their

¹ <http://www.surreyca.org.uk/2015/04/drive-into-action/>

wellbeing and opportunities will be improved, and we expect to see a reduction in their longer term support needs.

An example of the kind of opportunity this programme could offer is the Queen Elizabeth Foundation (QEF) Home and Garden pilot. QEF supports disabled people as their core business, and to support their reablement has begun running a landscape gardening social enterprise. This landscaping business wins local gardening contracts and draws on a pool of individuals who are, or have been trained in horticulture in order to fulfil the contract. The individuals who have or are completing their horticulture training, are also supported to become self-employed, so they can undertake individual work, alongside the QEF contracts. This project is open to a range of people including people with physical or learning disabilities and older people who may want to volunteer to support the individuals.

B.2. Corporate Social Responsibility – Adult Social Care, Procurement

In order to add resources and support to the voluntary, community and faith sector (VCFS) in Surrey, Adult Social Care has begun a project to increase the sharing of resources from the business sector.

There are some good examples of how businesses and charities are already working together across Surrey, and the corporate social responsibility project aims to build on these and develop further opportunities across the County.

Through a series of engagement events, two working groups made up of representatives from across Surrey are co-designing a support model for charities to help them identify how they could make use of corporate social responsibility and a brokerage model to connect businesses and charities that could share resources.

The specification and planning is due to be completed by September 2015, when development of the co-designed models will begin.

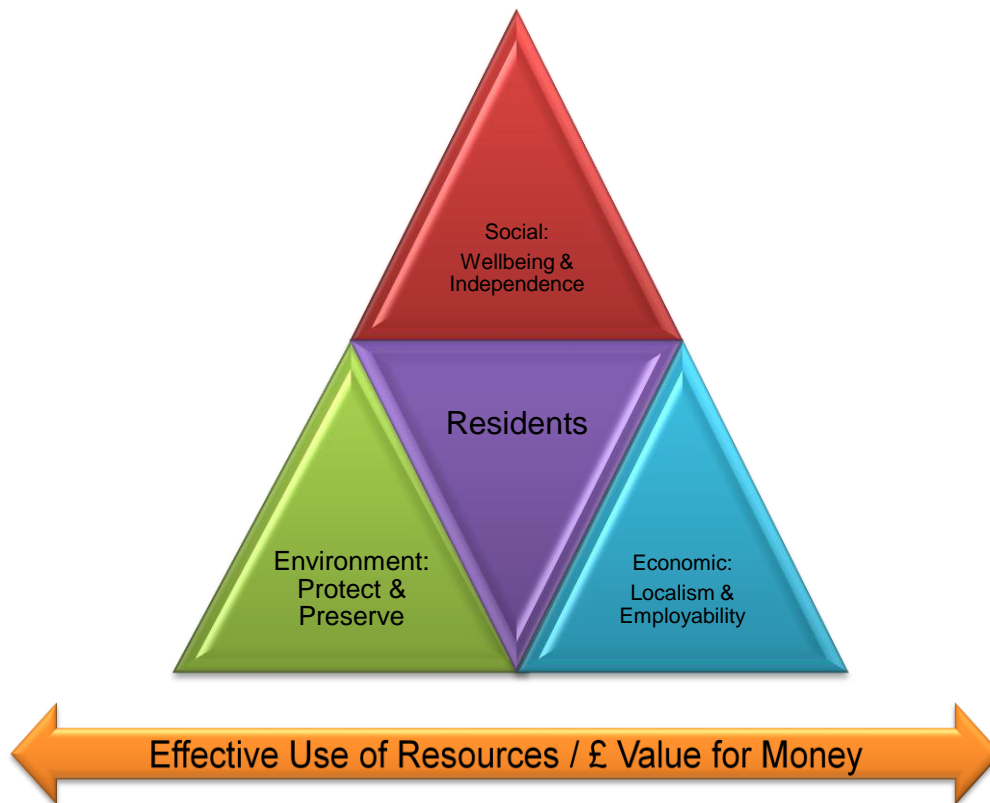
This work will support the sustainability and development of an increasingly robust voluntary, community and faith sector able to continue and expand their support of Surrey residents.

B.3. Social Value Pilot – Procurement

The Public Services (Social Value) Act 2012 became operational in January 2013 outlining that public authorities are required to consider the following at the pre-procurement stage:

- “how what is proposed to be procured might improve the economic, social and environmental well-being of the relevant area, and
- how, in conducting the process of procurement, it might act with a view to securing that improvement.”

Social Value is essentially about getting more value for money from public sector spending under contracts. The Social Value Act provides opportunities for public bodies to work closely with stakeholders and develop innovative ways to deliver Social Value within local areas. The diagram below outlines the three key themes within the Social Value Procurement Strategy which is aligned to corporate priorities putting our residents at centre of everything we do.



Procurements ambition is to align Social Value to Corporate / Business Social Responsibility and develop a framework to enable us to apply a consistent approach to securing, measuring and monitoring Social Value benefits and the many forms they can take e.g. Employment and Skills Plans, Community Benefits Plans and Environmental targets. Procurement will consider Social Value when planning tenders for all new contracts over £100k, whether it is goods, works or services. For existing contracts, Procurement aspire to leverage the relationship with strategic and critical suppliers to discuss and include Social Value benefits appropriate for the remaining term of the contract.

B.4. Commissioning Differently – Adult Social Care, Clinical Commissioning Groups, Public Health

The Better Care Fund recommends that a long term shift of resources away from the acute sector into preventative, community based services is required to ensure reductions in emergency hospital admissions and other pressures on the health and social care system.

The personalised approach and the Care Act’s focus on “wellbeing” require us to provide individuals with a broader range of services, including many provided in the community, by voluntary, community or faith sector (VCFS) groups. As we increasingly look to the VCFS to provide services, how we shape their provision and support them needs to be considered.

Though we have significant provider engagement activity and knowledge around the traditional care model, at present we have no clear mechanism by which to undertake this with the VCFS.

In order to support a local health and social care system focused more on prevention, where community-based services successfully respond to local people’s needs for care and support before they require hospital based treatment, we are:

1. Developing a set of joint commissioning principles

Agreed behaviours, approaches and standards of commissioning that will support joint working. These are being worked up as local adult social care and CCG teams integrate more closely. CCG and ASC leads are developing these locally.

2. Developing joint commissioning profiles

A dynamic profile of each CCG area which will underpin the local approach to commissioning. It will include an outline of the joint priorities for the area, listing the services (commissioned and otherwise) available to address them, and subsequently, what further activity is needed to deliver on the priority. These are being developed for all CCG areas.

3. Establishing local VCFS engagement groups

Forums by which to share with the VCFS the local priorities and needs, as identified in the commissioning profile, and shape the VCFS market to respond to them. These are being developed in each locality area and are linked into the Better Care Fund Local Joint Commissioning Groups and local Health and Wellbeing Boards.

B.5. Volunteering Strategy – New Models of Delivery

The New Models of Delivery team (NMOD) are working on a project to drive up volunteering in Surrey, coordinating and building on the great work many of our services are already doing with volunteers. Volunteers make an enormous contribution to Surrey and a new volunteering strategy has been developed which sets out the council's commitment to volunteering and our priorities for ensuring we are making best use of volunteers to meet local needs.

An independent research company, working with the corporate communications team, recently carried out a piece of research with residents and staff to understand motivations and barriers to volunteering. Of those surveyed, 92% of staff and 86% of residents agreed that volunteering is an important way of giving something back to society and 90% of staff and residents said they were strongly in favour of activities which strengthen their local communities. However the research also highlighted how for both staff and residents, lack of time can be a significant barrier to volunteering or taking on additional volunteering activities.

Initially the focus of the project is on embedding a culture of volunteering in Surrey County Council, by supporting our own staff (through the employee volunteering scheme) and those nearing retirement to volunteer their time, skills and expertise to support the voluntary, community and faith sector (VCFS). One example is the corporate communications team, who used their expert skills to support the VCFS by running some free communications and marketing workshops. They asked the VCFS what they were interested in learning, and in response delivered workshops on engaging with the media, using social media and delivering behavioural change and awareness campaigns. There were 34 people at the first workshop, and feedback has been very positive. We are in the process of exploring whether other teams such as Finance and HR&OD could offer similar events to share some of their professional skills.

Alongside this, the project will support services which are working with volunteers. We have established a Voluntary, Community and Faith Network to share learning between our services working with volunteers and to identify and find ways to

overcome any common barriers to volunteering. We are also developing a volunteering toolkit to support teams looking to build their use of volunteers.

Examples of where services are already using volunteers include:

- The Waste Development Team run a volunteering programme for residents who are passionate about the environment to help spread waste reduction and recycling messages. Volunteers are involved in activities such as running information stands at local community events, writing articles for local publications and giving talks to community groups and in schools to encourage people within their communities to reduce, reuse and recycle.
- The Countryside Access Team work closely with many different volunteer groups and individuals to maintain and improve Surrey's network of public paths. Apart from the obvious benefits of the path network being looked after to a better standard and more accessible as a result, it contributes significantly to the well being of all volunteers participating in this work. Groups from organisations such as the Surrey Ramblers carry out practical tasks, with participants getting out in the fresh air and carrying out physical work, with the health benefits that it brings. Many volunteers are elderly and the tasks provide a valuable social opportunity for participants. Groups gain a greater understanding in countryside access issues and the relationship between themselves as residents and the Council is improved. Volunteers from social care groups, many with learning difficulties gain valuable work experience and learn practical skills that improve their opportunities in the job market and at the same time supporting their own personal development. Over 200 individuals have signed up to our Volunteer Path Warden scheme and carry out small practical tasks in their local areas, giving them an increased understanding of their local area and satisfaction from helping others in their community.

A key driver for the project is ensuring we are supporting people to volunteer in areas of local need. Throughout the project we will be engaging with FFC Champions' and local partnership forums to develop an understanding of local needs so we can ensure we are encouraging people to volunteer in areas of need.

B.6. Grants - Procurement

The new grants process has been agreed and training on this is now being rolled out across the County. The new process supports fair, transparent and effective use of all Surrey grants to build up the sustainability and capacity of the voluntary sector. The process promotes principles of social value, community well-being and strong competitive local economy. We want to commission outcomes that can change people's lives for the better through the building of trust rooted in strong communities, regardless of the route taken to achieving this.

A new grants portal is also being developed with an estimated launched date of April 2016, subject to on-going planning.

In addition to this process work, cultural change around the use of grants is underway. The principles and objectives of FFC programme have been included in the guidance for both the Community Infrastructure Fund and the Member's Allocations.

The military Covenant also offers funding to communities where service personnel live and this is being more widely advertised to a more diverse range of organisations and communities to encourage new community initiatives.

C. Resident Experience: Residents in Surrey experience public services that are easy to use, responsive and value for money

- Collaborate with partners to transform services for residents
- Work with partners to tackle issues that make residents less safe
- Use digital technology to improve services for residents
- Deliver £62m savings

C.1. Family, Friends and Communities Member Champions – Adult Social Care

A Member from each district and borough area has come forward as the Family, Friends and Communities Champion for that area. The Champions are a mix of County and Borough Councillors, who meet every six weeks to look at how they could support the delivery of the FFC objectives within their local area. The Champions, all local committee members, are a conduit to keep local County and Borough/District Councillors up to date and included in the programme.

The Champions have been exploring their existing local influence and how they could use this influence to support or promote some of the objectives and workstreams detailed in this report. Examples of the kind of support the Champions are offering include:

- Supporting social care staff by being available to suggest or develop support for specific residents so that together we can build bespoke, community based support plans. Appropriate information governance is being set up to facilitate this closer working between social care teams and Members. (All Champions)
- Meeting with five local borough councillors to discuss how they could further build up their communities in Runnymede. (John Furey)
- Sharing the FFC approach and opportunities with the Parish Councils. (Michael Sydney)
- Connecting with local businesses to use their corporate social responsibility to support youth work in Leatherhead. (Tim Hall)
- Sharing some of the FFC opportunities with the Rotary Club. (Richard Walsh)
- Securing three apprenticeships at a local golf club and agreeing a discount on their fees for young carers. (Margaret Hicks)

C.2. Surrey Information Point – Adult Social Care

Surrey Information Point (SIP) is a comprehensive online directory of services including informal support as well as regulated care provider details. It was re-launched in May 2015 with improved functionality including Google maps, automatic translation and better search capabilities. There are now approximately 1000 services recorded on SIP and ongoing promotion is encouraging more organisations to record their details on the website. In March SIP had a peak number of visitors - 17000 in one month - who were supported to find the care and support they need themselves. Members could particularly support the work by encouraging small, local organisations within their divisions to enter their details on SIP.

This digital solution is being further enhanced to provide online brokerage services – this means people will be able to book care and support from domiciliary care agencies and residential care directly through SIP, which will show real time availability and costs information.

This brokerage service will be available for social care staff to use from August 2015, who will test the service. The aim will be to roll it out to the public at a later stage.

To support residents who are not able or confident to use a digital solution, information and advice providers have been trained to use SIP as part of their service, so residents can go to the Hub, library, service provider or a range of other venues and receive face to face information. A SIP kiosk has been installed in the new Staines Hub to help make the technology accessible to residents.

C.3. Community Resilience – Customers and Communities

Customers and Communities have appointed a Community Resilience Officer, in order to support communities in becoming more resilient.

Put simply a resilient community is aware, prepared, and supportive so they are strong in the face of adversity. As disasters are rare, the focus is about developing the community as a resource as well as to be resourceful. The project aims to build ongoing neighbourliness and wellbeing and informed, trusted community contacts and groups. These volunteer groups can then be trained to prepare and practice resilience plans for their communities. Local people are best placed to know local risks and circumstances – including resources to draw on and who may need extra support in the community. This will reduce reliance on the emergency services and responders, and improve local outcomes.

The Community Resilience Officer is working closely with internal and external partners such as Emergency Planning, Adult Social Care, Education, Youth Service, Highways, Community Partnership Team, Boroughs and Districts, SFRS, Environment Agency, utility providers (UK Power, SSE, Thames Water) and voluntary and community groups..

Directly from this partnership work, up to 3500 additional households across Surrey will now be potentially signed up to the benefits of the power distribution network Priority Register, which provides extra welfare measures to qualifying residents in case of a long term power outage (or any power cut for the most vulnerable). This is being rolled out as part of the SFRS fire safety check.

Partnership mapping work has identified over 150 interested groups of all sizes and types across Surrey and there is ongoing work to develop community-led action plans and explore training and funding options.

Having these informed community resilience volunteers in communities, especially those most at risk, such as from flooding, also provides a network of 'eyes and ears on the ground' to keep the agencies informed of local issues, which can also serve as an early warning or prevention system. In case of emergency it is also less frightening for vulnerable people, including older residents to be kept informed by trusted local people rather than solely by the emergency services. Feeling empowered rather than helpless is known to help support the mental health of individuals who experience a personal or community crisis such as a flood, fire or being cut off by extreme weather such as snow or gales.

C.4. Community Funding in Redhill West and Merstham – Environment and Infrastructure

The travel SMART Community Funding programme aimed to give local people more travel choices and help them cut carbon, calories and cost.

Local community groups and organisations working in the area were given the opportunity to apply for money to develop projects that will help deliver the Travel SMART objectives. By working together we were able to promote sustainable travel and/or improve access to jobs and employment skills

Special community events undertook participatory budgeting to directly involve local people and give them the opportunity to discuss spending priorities, make spending proposals and vote on potential projects.

This approach strengthens democracy and localism, builds stronger communities and empowers people, improves services and gets things happening. Local people know their area best and this puts them right at the heart of decision making.

Funding was available under the small grant scheme (for up to £3,000) or the large grant scheme (up to £10,000). Small grant applications were decided by a community panel made up of representatives from the local area including residents and Councillors. For large grant applications, local residents were able to decide which projects received funding at public voting days.

In total 295 local residents voted in the community events. The public awarded funding to 20 groups at the Redhill West events over 3 years (£169,373) and awarded funding to 18 groups in Merstham (£151,829).

	Redhill West	Merstham	Combined
Number of applications received in total	60	56	116
Number of applications funded in total	40 (67% funded)	42 (75% funded)	82 (71% funded)
Total funds available across the programme	£260,000	£260,000	£520,000
Number of skills projects funded*	25	27	52
Number of transport projects funded*	15	19	34

One example of a project funded is 'Bikes Revived, Earn a Bike,' who's goal is to encourage people to develop healthier lifestyles, personal empowerment and self reliance in the community. Bikes Revived has 'revived' hundreds of bikes and sent

them back into the community and has trained over a hundred people on bike maintenance through its various programs and courses.

The “Earn a bike” project was initiated by Bikes Revived at the beginning of their partnership with Travel SMART. Travel SMART provided essential funding from which benches, stands and bike racks were purchased.

The project offers unemployed and other marginalised groups/individuals in Merstham the opportunity to volunteer and learn basic bike maintenance skills and the opportunity to gain a certificate when completing a workbook on level 1 maintenance. It also provides the opportunity to earn a free bike when volunteers contribute by volunteering for a minimum of 8 hours fixing and repairing bikes.

The project provides affordable refurbished second hand bikes; fix your own bike sessions and cycle training - promoting cycling to the local community. So far, it has provided voluntary experience to around 100 people, of whom 70 earned a bike improving social inclusion and access to jobs.

C.5. Keeping You Safe from Fire – Surrey Fire and Rescue Service (SFRS)

Older people are over-represented in fire fatalities in Surrey. So as we seek to keeping people independent and at home for longer, it is important we also keep them safe from fire.

SFRS have started the ‘Keeping You Safe from Fire’ project aimed at raising awareness of fire safety amongst vulnerable people and their families and neighbours. They are using the NHS database to identify people who may be at higher risk, so they can target them preventatively.

The fire service also uses more than 150 volunteers, undertaking all kinds of roles, including the preventative work of approaching those at risk and discussing fire safety with them.

C.6. Libraries at the Heart of the Community – Customers and Communities

Libraries are a resource that could be more widely used by county council services, borough and districts other public services and community partners. Having more services located in or delivered locally in and by libraries could improve the experience of local Surrey residents and help reduce costs across the county.

Collaborating with colleagues across the council through the Prosperous Places Network the library service is working towards multifunctional buildings. The library service is proactively working with other services to look at options for co-location, co-delivery and commissioned work in as many places as possible by April 2016. In this way libraries will provide some community infrastructure that will underpin the delivery of a whole range of new community initiatives in line with the Family, Friends and Communities agenda.

The library service also uses 8000 volunteering hours. One example is using volunteers to record the titles and descriptions of books so that the visual impaired can use audio technology to find the books they want independently and make the library more accessible to them. The heritage service uses a further 11000 volunteering hours.

Surrey History Centre is collaborating with Mind to support reminiscence activities for people with mental ill-health. Supporting positive outcomes for users, the work was

recognised by the LGA. (http://www.local.gov.uk/libraries-archives-and-heritage/-/journal_content/56/10180/6678926/ARTICLE)

C.7. Adult Social Care Assessment – Adult Social Care

In line with ASC's new approaches the social care assessment form was revised to take an asset-based approach. It encourages aspirational conversations that focus on the individual's values and current support networks.

The assessment form² now specifically asks the individual who is currently helping them, what matters most to them and what they would you like to achieve. This new form is supporting our social care staff to have a different conversation with people who require support, so that we build on their existing support networks, increase their independence, encourage their connection and contribution to their community and achieve better outcomes.

A robust programme of reassessment is also underway to provide better outcomes at less cost.

To 31st July 2015, 1,141 reassessments had been completed, with a full year savings effect of £4,338,988 (an average of £3,803 per case). Further reassessments are planned between 2015 and 2018, delivering a projected further saving of £15m. Further savings are expected to be achieved from providing better outcomes at lower cost on new packages of care, and by reclaiming direct payment under spends. The projected total is £29m of savings, as outlined in the table below.

Remaining FFC savings in MTFP

Savings stream	2015/16 £m	2016/17 £m	2017/18 £m	Total £m
Reassessments & new packages	10	10	5	25
DP reclaims	4	0	0	4
Total projected savings	14	10	5	29

C.8. Voluntary, Community and Faith Sector (VCFS) Infrastructure – New Models of Delivery

The New Models of Delivery Team are responsible for the grant agreement with the Councils' for Voluntary Service (CVS). The CVSs are infrastructure organisations that support the wider VCFS. There are 8 locally based CVSs (some covering more than one area) and one county wide CVS. Their core responsibility is to build the capacity of the VCFS, enabling them to be robust and thrive so they are able to work with the Council to deliver services to the residents of Surrey. The team have worked some new objectives in to the CVS grant agreements that will support the progress of the Family, Friends and Communities Programme. For example, the grant agreement now specifically asks the CVSs to support the FFC local partnership networks and to help develop local community resilience. The CVSs have started facilitating key activities integral to the FFC agenda, such as relevant networking meetings, developing befriending schemes, social prescribing, supporting with Timebank development etc. Activity against these objectives will be monitored through the CVS scorecard and review meetings.

The countywide CVS, Surrey Community Action, has been an integral member of the FFC Programme Board bringing the voice of the sector to the table, acting as a key

² Available at
<http://snet.surreycc.gov.uk/snet/snetpublications.nsf/docidLookupFileResourcesByUNID/docid548902DF40584C3E80257E070042DFCA?openDocument>

conduit and supporting with delivery of relevant events. For example, in July Surrey Community Action worked with the ASC team to jointly lead an event which to develop a strategy to drive up corporate social responsibility in Surrey.

The success of the FFC programme rests heavily on developing the social capital in Surrey and particularly the use of volunteers. Over 2014-15, the local CVSs placed a total of 2,095 volunteers through their Volunteer Centres. This was augmented by another 1,545 volunteers who participated in either volunteering or corporate events. A significant number of volunteers with disabilities were placed, driving wider benefits and outcomes for the volunteers.

The annual survey of the wider VCFS also took place in September 2014. Key findings demonstrated the scale and value of VCFS activities. More than 700 voluntary groups and organisations responded to the survey, revealing that last year alone they achieved over 1.5 million volunteering hours and generated over £8 million in additional income to invest in services for Surrey residents. The response to the survey represents 12% of the VCFS in Surrey so we can say with confidence there is a strong VCFS in Surrey, who is already engaged in the FFCS agenda and we will continue to work with the CVSs to drive this further, focusing on key activities relating to the FFC programme.