Social Affairs Portfolio

Current Projects Within the Portfolio

The service area under the social portfolio provides a wide range of discretionary services delivered through the largest frontline division within the Council. The extensive range of Support Services include 7 Centres for the Community, Meal Services, Dementia Support Services, Community Transport, information provision, support to the voluntary sector and leading on engagement with respect to health consultations/partnership working opportunities. We work very closely with key partners, Surrey Downs and North-West Surrey CCG, Adult Social Care and voluntary sector partners.

Each service is quite distinctively different and requires specialist knowledge for example our Community Alarm and Telecare service have developed and launched a range of new technology enabling care opportunities this year and are undertaking Surrey wide installation project to support national research project focused on early diagnosis of Dementia. This service has developed a considerable amount of knowledge and respect, hence the development of products and a strong partnership working agenda.

Centres for the Community

7 Centres for the Community are provided across Elmbridge at Walton, Weybridge, Hersham, Cobham, Molesey, Claygate and Thames Ditton. They provide an extensive range of services, facilities and an events programme which reflect the needs of the community. A large number of hirers use these facilities both inside and outside core operating hours. Since October there has been an Overview and Scrutiny member task and finish group considering usage of our 7 Centres for the community with developments of terms of reference. Task group meetings have been complimented by visits to our 7 Centres for the Community.

We welcome the opportunity to raise awareness of the services provided by our 7 Centres and although the same core offer is provided, they are all very different reflecting communities, their buildings and localised need. The Centres currently have over 400 volunteers and over 50 staff, who with the exception of the Managers and two Deputy Managers in 2 of our Centres, all work on a part time basis. Open days take place throughout the year.

We have undertaken a major refurbishment programme at Hersham Centre and during the closure relocated Hersham Centre members and then had a recent open day to promote the facilities at the Centre. We opened up a Rest Centre for the Weybridge fire, supporting health colleagues all day with a business base before services could be re-located. We have had to move forward with the challenge of a significant loss of Surrey County Council funding and how best we review and look at each service accordingly.
Meal Services

We provide a 7 day a week Meals on Wheels service, tea time and breakfast service which operates across 6 of our 7 Centres, Walton, Weybridge, Hersham, Cobham, Molesey and Claygate. We rely on over 200 volunteers a week to support the service but do use paid delivery drivers for the West of the Borough at weekends. In addition, we provide a service into Mole Valley covering Ashtead, Bookham, Leatherhead and Fetcham. The daily charge for Mole Valley is a higher rate for Elmbridge and we have secured some additional funding to ensure the service is self-sustaining. The daily check is a vital element of this service.

Relief Care Services/Dementia Services

For over 20 years we have been providing a comprehensive range of services to support people with memory loss, Dementia and Alzheimer's disease as well as a sitting service that provides some support for a wider range of residents. Our focus going forward will be on initial assessments, specialist day care groups, support groups, Dementia café and training. Our service has had to be reviewed and adapted due to the loss of Surrey income. There is a team of 20 staff supported by a Dementia Services Manager working 4 days a week and a Dementia Services/Relief Care Officer working 5 days a week. A review of current Relief Care staff requirements is currently being undertaken.

Community Alarm, Telecare and TEC Services

We have 1,664 customers who all have Community Alarms and in the majority of cases additional Telecare equipment. We are now providing a range of technology enabled care services. We have been undertaking installations for a large-scale Surrey wide. The lead agency being Surrey and Borders Partnership Trust working with the University of Surrey where we have been undertaking installations across Surrey. This project comes to a close in March, but we are currently working with project leads and NHS England to look at an extension of the project.

This is a project that is looking to bring technology into people’s homes who have an early stage of Dementia considering how best technology can best support them to maintain their independence and safety. A wide range of technology products are being used to test their suitability for this client group. We are undertaking these installations along with Mole Valley District Council.

We have launched 3 new technology products in the last year; a GPS Watch, a Memory Diary and a Homebased monitoring system. We continue to look at technology opportunities as they arise, currently testing a lone worker monitoring system and looking at other products such as tracking devices in inner soles etc. The Community Alarm service contributes towards the core Council’s costs.
Community Transport, Dial A Ride, Hire A Bus and Community Cab Service

We offer a range of Community Support Services with 15 vehicles on the fleet with 11 in use daily undertaking trips to our 7 Centres, shopping trips, specialist groups for Dementia, Stroke, Parkinson’s and supporting clubs as well as a range of other activities.

We have a Patient Transport contract supported by 1 vehicle and a driver which commenced from April this year. We will be undertaking transport for Walton, Weybridge and Hersham residents going either to a health hub in Woking on Ashford.

We undertake a Cobham Shuttle Service for the CCG operating outside our Centre/Churchfield House taking people up to Cobham health centre. In the last year we have considerable increased the activity we are doing to support health transport.

Information Services

Part of the range of Officers’ time is focused on the provision of information. We produce a Directory of Services and distribute 10,000 copies. In addition, we have a comprehensive marketing and engagement strategy which includes production of leaflets, flyers, banners with regular twits, press releases, articles in resident’s magazines, community events, open days at Centres to best reach residents, Carers and families.

Voluntary Sector support and Volunteering

We currently financially support over 40 voluntary organisations. 9 receive core funding and the others receive annual grants. Through successful partnership with Walton Charity we have operated a partnership fund for the last two years. This year partnership funding supported core funded organisations to make them more sustainable in more challenging financial times.

In July 2016 the new voluntary Sector Hub in the Mole Room was opened. This provides a shop window for Voluntary Action Elmbridge, ETHOS and Rentstart who provide support to residents ranging from finding accommodation and employment to volunteer recruitment.

We have 420 volunteers. We have successfully recruited 43 volunteers this year.

Health and Community Consultation

We have a strong partnership agenda with our health providers and health commissioners across Surrey working closely with Surrey Downs and North-West Surrey Clinical Commissioning Groups (CCG’s) and Central Surrey Health as well as looking to explore joint opportunities with the newly formed North-West Surrey Alliance.

We actively lead on 3 community forums; our Elmbridge Older Persons Advisory Body, their annual review report is coming to Overview and Scrutiny in March as well as the Elmbridge’s Equality and Diversity Forum and an annual voluntary sector forum, delivered in partnership with Voluntary Action Elmbridge.
Key achievements

• **Maintaining a high level of diverse services**, meeting the increased demands of an increasingly frail and ageing population reliant on a high level of staff good will to ensure delivery.

• **7 Centres** have evolved services and facilities meeting identified needs.

• In the last financial year 2815 Community Discount cards were issued and increase of 340 on the previous years, so far in the first 6 months of this year we have issued 2066. One of the aspects that we would welcome coming out of the task group review is to work with members to identify more local businesses that might consider becoming a community discount card member. We currently have over 30 local businesses supporting the scheme offering a discount, but the scheme importantly allows us to hold basic information on our visitors, which is helpful and gives us some key contact information.

• 14,795 wellbeing appointments with 2669 appointments in the 6 months of this year. This has been a decrease of 1300 this year, however in the first six months of this year Hersham was closed for nine weeks and Cobham for one week.

• We have offered 37,457 high need places in the last full year which is up by 4.6% and 18,734 up by 380 in the first six months of this year. This is reflective of the increasing needs and support that people to access all Centre facilities. Sadly, this is against a background of Surrey County Council reducing our grant which was principally to support our Centre Assistants by 50%. However, we have continued to support customers who need assistance.

• For over a year we have run a new Centre structure that has two Senior Centre Managers supporting our other Centres and we have a Centre Support and Policy Manager also supporting. Having said that seeking to ensure we can cover across our 7 Centres covering for leave and sickness can be quite a challenge!

• **Meal services** including Meals on Wheels, tea time and breakfast service delivered 7 days a week, supported weekly by 220 volunteers. 54,423 meals delivered in the last full year up by 4.9%. We have delivered 25,888 this includes a 26% increase in our supper services/tea time service. This enables people where they have a hot meal at lunch time we take a sandwich for tea ensuring that our meal service can see them through the day effectively. We have an increased number of people with key safes where we have to let ourselves in to best support a large number of very frail customers.
• Our **Relief Carers Scheme/provision of Dementia Services** continues to be in high demand, supporting 174 families, with 39 new referrals in the first six months of this year and 99 new referrals for last year.

• In January we launched our 12th specialist group and for our last year our direct specialist group provided 4,283 places, an increase of 48 to the previous year. We are not now focusing on our sitting service as we recognise there are other organisations undertaking a similar service. We are now principally sitting for people who are already known to us and continuing to support existing customers but not promoting the service for new customers. It is also due to Surrey’s grant reductions and we have reviewed to focus our resources on day care activity. In the last year we provided 1,625.5 hours.

• We have successfully recruited **43 new volunteers** this year (with 15 others in the pipeline) Although our numbers are slightly down on previous year, we have successfully recruited to some specialist volunteer areas. In addition, we have put a new system in place where we are focusing much more strongly on ensuring that each new volunteer is actively supported, trained and mentored so that once the volunteer for us they become actively involved. We realise that in the past although we had a higher figure of new volunteers we had a significant number who were effectively inactive. We are maintaining all our core services but do acknowledge that some of our volunteers are now doing longer sessions to support these services.

• Over the last six years we have been working with Surrey County Council around the scale up of a universal **Telecare service** but sadly this year Surrey’s withdrawal from Telecare has impacted on Community Alarm activity. However, our figures for last year were very strong at 504 new installations for Community Alarms. An increase of 23 on the previous year.

• We undertook 1610 routine and emergency visits, 209 demonstrations with 404 alarms returned, principally where people have died, gone into hospital or full- time care. For the majority of people having a Community Alarm allows them to remain safely at home.

• This year SCC total withdrawal of supporting a Telecare Service has had an impact on our Community Alarm activity so in the first six months we have installed 184 units, a reduction of 56 from last year. We are looking to work very actively with health colleagues in enhance the knowledge through health services and are engaging in a very active publicity campaign. We now have just under 1,664 customers.
• **Marketing activity** we run a successful Winter Wellbeing campaign and have been working closely with CCG partners.

• We have a very robust **marketing and engagement** strategy across all of our services with identified areas of activity during each quarter. In the last year we have continued to scale up information points across GP surgeries, sheltered housing schemes, hospitals etc.

• We have produced banners for outside our 7 Centres to promote specific events, we are currently working on refreshing our pops up displays, have produced a flyer to promote Citizens Advice sessions taking place in our Centres and have just produced a leaflet for Lower Green residents highlighting the range of activities taking place at local Centres and leaflet drop to 600 homes. We all focus on ensuring we are regularly tweeting services.

• We seek to ensure we have a press release most weeks and featured on 3 Surrey Television Programmes.

• There were successful open days at Hersham, Weybridge and Cobham in the last year.

• We have launched a **Social Prescribing** service and have now been supporting **patient transport** since April of this year.

• We have secured income of £88k this year from the Patient Transport Contract and Cobham Shuttle Bus Service for South Downs and North West Surrey CCG’s and will be starting further Patient Transport Service in January.

**Key challenges**

• Our overall key challenge is to maintain a **diverse range of services against an ageing population** where residents are needing support and assistance to stay **independent** in their own homes and this is against budget reductions from SCC.

• **Managing SCC £198k budget reductions** across Centres, Meals on Wheels, Dementia Services and completely withdrew our Carers grant. This was supporting our Dementia Services and Surrey. In addition, Surrey have completely de-commissioned a universal Telecare service and we have only received 1 referral from Surrey in 6 months. It has been stated that they would individually fund anyone they feel would need Telecare, but we have not received more than a couple of referrals in the first six months of this year.

• **PPP funding** finally finished on the 31st March 2017 after a 5-year programme. We were aware of this, however for the last 5 years we have had £180k to help and scale up and support preventive services.
• We are continuing to implement an integrated database and scheduling system called **Flexiroute** for our Community Transport service. It continues to be challenging but we are seeking to integrate it currently with other systems.

• We continue to face **staff recruitment** challenges, particularly with our part time work force and are reliant on good will. We have seen a noticeable reduction in the number of applicants we are receiving for front line positions.

• We recognise how key it is to continue recruit **new volunteers** to support particularly our Centres and Meals on Wheels services.

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| • The significant impact of **SCC budget reductions** and the need to **re-model a number of our services**, continues to present real challenges with a loss of £198k this year. The Council have agreed to pick up some of the shortfall to mitigate the impact on residents.  
  
• We are needing to increase the charges of our subsidised Relief Care groups as SCC is no longer providing funding. Although the Council have funded a slower **increase in charges**.  
  
• We have now produced a **Telecare leaflet** which has an individual weekly cost for each piece of equipment to make it self-sustaining. However, we recognise that this has had a major impact on reduced activity. We are focusing on our core community alarm service with increased activity across the health economy.  
  
• We have been very successfully installing equipment for a **Technology Integrated Health Management** system, a large-scale NHS project based at the university of Surrey, led by Surrey and Borders partnership trust and they are putting in a range of technology equipment to people at the early stage of Dementia, seeking to maintain their independence and safety within their home setting. We are currently in negotiation with NHS England around the potential continuation of this project, along with the key partners.  
  
• We have now successfully launched 3 **new technology services**, a GPS Watch, Memory Diary and a Home Monitoring system and will be continuing to promote them over the next year.  
  
• We launched the **Patient transport contract** providing a driver and a vehicle from April 2017 working for the South-Central Ambulance Service recognising that contracts for health transport provision is a really important mechanism of sustaining our service in the future. |
- We launched a **Cobham Shuttle service** from outside Churchfield House to outside Cobham health centre earlier in the year and this is proving to be successful, although the numbers are resulting in a review of irregularity of this service. We are currently reviewing whether demand of the service means there will be a slight reduction over the next year focusing on those trips with the highest numbers.
- We had had a **major refurbishment programme at Hersham** and the Centre closed for 9 weeks with £200k in refurbishment and the Centre is now benefitted from re-furbished toilets, re-decoration and there was a very successful open day in November. The closure impacted on lunch time meals and we are actively engaging in promotional opportunities/reviewing activities with the enhanced facility.
- We are continuing with a refurbishment programme across our Centres, currently introducing a **Community Café at Thames Ditton** and we are planning to introduce a **Dementia Suite** into our Telecare Suite at Cobham.
- Capital Bids will be put forward to the February Cabinet for the 2018/2019 Capital Programme.
- We are developing a **Social Prescribing Scheme across** GP practices.
- The **Cobham Link** project has recruited 9 new visitors over the year securing an additional £21k in income. We are constantly looking to promote the service working closely with the learning disability boards. It has been disappointing that we have now received any referrals from Surrey County Council or Surrey Choices. However, this service continues to be highly successful, highly valued and we have had successful open days in the last year.

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<th>Forward planning and next projects etc.</th>
<th>The key element around <strong>Centre refurbishment</strong> as highlighted above.</th>
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<td>We needed to be working with SCC to consider <strong>implications with respect to certain budget areas,</strong> Carers grant, Telecare services and our Dementia Services more generally.</td>
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<td>We are <strong>reviewing the way we have recruited volunteers</strong> to ensure they can best support our services in the future and review processes and activity as a result.</td>
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<td>We continue to recognise the importance of <strong>promoting our Services Borough wide</strong> through literature, local Community engagement, posters and we welcome working with members to assist us in promoting services.</td>
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• The Head of Community Support Services has produced the refreshed **Council Equalities Plan** which is now being consulted on and an action plan agreed.

• CSS continue to lead with an **Equality and Diversity Forum**, an **Older Person’s Advisory Forum** and **Voluntary Sector forum** which are important Community resources for engaging with residents around our services, needs, opportunities and how we can best work together in partnership.

• We plan to introduce a new Bereavement Cage Services in partnership with Princess Alice Hospice.

• We have secured funding from the British Heart Foundation to introduce a Defibrillator at Cobham Centre and will be seeking funding to provide defibrillators in all our Centres.

• We are looking to implement a **chip and pin** across our 7 Centres for the Community. This will provide great benefits across all our Centres and allows us to take care payments for Centre activities including hiring.

• We are also looking to implement from April 2018 a new **integrated Community Alarm database**, with Mole Valley District Council and Epsom and Ewell District Council.

• We are also exploring the viability of launching a **higher need Dementia Service** reflecting needs identified in the community. A full business plan is currently being developed.

• We are hoping to hear by March if the bid to continue to implement technology products for the **Surrey wide early Dementia project with NHS England** has been successful.

• We will be **providing transport for the Ashford and Woking Hub** following the Weybridge Fire in partnership with Runnymede Borough Council and Woking Bustler from the 8th January.

• We are just concluding an overview and scrutiny task member group on use of Centres. I wait with interest the draft report and working with members to agree key recommendations coming out of this review.