

# Public Document Pack

Overview and Scrutiny Committee 17 September 2018

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MINUTES  
OF A MEETING OF THE  
**OVERVIEW AND SCRUTINY COMMITTEE**

held on 17 September 2018

Present:

Cllr Mrs H J Addison	Cllr K Howard
Cllr G G Chrystie	Cllr D E Hughes
Cllr S Hussain	Cllr M I Raja
Cllr R Mohammed	Cllr J E Bond

Also Present: Jacqueline Hutton (Solicitor), Jade Buckingham, Julie Meme and Ian Lelliott.

Absent: Councillors C Rana and I Johnson

## 1. MINUTES

### Outstanding Actions

Jacqueline Hutton, Solicitor, referred to the Bi-annual Overview of Complaints report considered at the last meeting. At the meeting, Councillor Bond had expressed concern over the increase in complaints received by New Vision Homes (NVH) and Jacqueline explained that NVH had changed the way in which it recorded complaints as a result of which the number of representations classed as complaints had increased significantly. Until year on year comparisons could be shown for the new complaints system, it would not be possible to meaningfully compare the figures. The figures would be reported every six months to the Committee to enable Members to identify any patterns in the number of complaints.

The Chairman requested an update on the progress of the introduction of Universal Credit. Ray Morgan, Chief Executive, undertook to provide an update at the next meeting of the Overview and Scrutiny Committee, following a discussion with the Department of Works and Pensions.

RESOLVED

That the minutes of the meeting of the Committee held on Monday, 16 July 2018 be approved and signed as a true and correct record.

## 2. URGENT BUSINESS

There were no items of urgent business to discuss.

## 3. DECLARATIONS OF INTEREST

No declarations of interest were received under this item.

**6. UPDATE ON RAYNES CLOSE**

Ian Lelliott of Thamesway Limited, provided an update in respect of the eco homes in Raynes Close, including a summary of the Committee's previous discussions on the various complaints received from the residents on the service agreement with Thamesway and the effectiveness of the eco-equipment. Since the last time the Committee had considered the issue, Thamesway had enlisted a surveyor to check the condition of the eco-equipment, in particular the rainwater harvesting system and the heat recovery system.

The surveyor had made repair and improvement recommendations to Thamesway including the installation of additional filters to the rainwater harvesting equipment to prevent blockages. Once the works had been completed, the residents had been given the option of opting out of the service agreement, having the equipment gifted to them and taking on responsibility for maintenance. Alternatively, the residents could choose to continue to pay Thamesway a service charge to maintain the equipment. To-date, three residents had opted to take on the responsibility of the maintenance of the equipment, and Thamesway engineers had taken the opportunity to run through the key maintenance duties. The leases for the properties would be updated accordingly. Ian confirmed that the residents did not have pay the service charge whilst the repair works had been carried out.

Ian confirmed that some parts of the equipment were still under guarantee and that Thamesway would offer residential support where required. He also assured the Committee that the water filters were easy to maintain and could be replaced easily, with parts commonly available.

The Chairman thanked Ian for his time and the update he had provided.

**4. WORK PROGRAMME OSC18-003**

The Committee reviewed the Work Programme, noting the updates to the schedule of items.

Councillor Chrystie referred to the programmed review of play areas and suggested that a schedule of the maintenance programmes should be drawn up for the existing play areas, with a view to ensuring that regular maintenance was undertaken to avoid the need to replace costly equipment. Ray Morgan informed the Committee that there was a programme for the upgrade of play areas which relied to an extent on the contributions from local developments. Routine maintenance was undertaken but it was acknowledged that some equipment was old and in need of replacing. Councillor Chrystie understood that the issue of play areas was due to be discussed at a forthcoming meeting of the Woking Joint Committee (26 September 2018) and suggested that consideration could be given at the meeting to identifying extra funding.

RESOLVED

That the Work Programme be noted.

**5. BASINGSTOKE CANAL PROPOSAL UPDATE**

Ray Morgan provided a brief background to the project noting the four main areas of the proposal which were:

- Town centre quay along the side of the WWF building, which would be operational imminently.
- Tow path link bridge from the east to west, going under and over Cobham Road.
- Boat basin at Brook House common
- Possibility of a new gallery attached to the Lightbox through a canal barge on the bank of the canal which had received interest from the Heritage Lottery Fund.

In regards to the tow path link bridge, it was noted that the planning consent had been granted. However due to some technical issues with a gas main, the works were not likely to be completed before March 2020.

The Council had received an expression of interest in building a hotel and leisure facility on the land at Brook House Common, the income from which would fund the boat basin works and improved access to Horsell Common. The terms of contract were being negotiated, with the proposal and planning application expected by Spring 2019.

The proposals and aspirations for the Canal were welcomed by the Councillors, noting the benefit they would bring for residents and visitors to the Borough.

## **8. DEMENTIA AWARENESS PRESENTATION**

The Chairman welcomed Julie Mémé, Home Independence Manager, and Jade Buckingham, Ageing Well Co-Ordinator, who gave a presentation on the work being undertaken by the Borough Council on ensuring that the Woking became a Dementia Friendly Community. The presentation set out the work that had been done so far and the future plans for the Borough.

Julie Mémé gave a number of examples of recent achievements in the work being undertaken, including the creation of 27 Dementia Action Alliances within Woking which encouraged and supported local businesses and organisations to identify changes they could make to become more dementia-friendly. Other achievements included the establishment of Dementia Friends sessions which had been attended by over one hundred members of the public, 70% of Woking Borough Council staff and 35 local organisations.

It was noted that a Dementia Friendly awareness session had been arranged for all Members of Woking Borough Council on 6 November 2018 to provide them with guidance. The session would seek to raise awareness for those suffering with dementia, explore how local businesses could be supported, and outline the importance of carers and their roles.

The Chairman and Members thanked Julie Mémé and Jade Buckingham for their presentation.

## **7. PERFORMANCE AND FINANCIAL MONITORING INFORMATION**

The Committee received the Performance and Financial Monitoring (the 'Green Book') for July 2018. Councillor Bond noted that the number of affordable homes delivered had been lower than the agreed targets and asked why reference had not been included in the exceptions report. Furthermore, it was noted that performance indicator IM3 (page 8 of the Green Book) in respect of the average days properties were recorded as void was significantly higher than the annual target.

The points raised would be reviewed by Officers. In respect of the period of time properties were recorded as void, it was explained that this had been a result of the Council requesting extra works to be done to the properties before they could be let to tenants. A note would be added to the forthcoming Green Book. The Chairman noted that the Council's Empty Homes Strategy was due to be reviewed by the Housing Task Group at its meeting in November.

RESOLVED

That the Green Book be noted.

**9. BRIEFING PAPER NO. 4 - OVERVIEW AND SCRUTINY TOOLKIT OSC18-001**

The Committee received a Briefing Paper which set out for the benefit of the Members of the Overview and Scrutiny Committee, and the Members on the Council as a whole, the Council's toolkit for scrutiny. The document included details of the Council's procedures for the successful scrutiny of a topic and would in future be reviewed annually by the Committee.

It was emphasised that the document was a guide to scrutiny and the techniques Councillors could use. The details of the Council's 'call-in' arrangements, and other responsibilities of the Committee, were set out in detail in the Constitution. On a point of clarity, it was agreed that the toolkit would be amended to include reference to who could request a decision of the Executive to be 'called-in'.

RESOLVED

That the Briefing Paper be noted.

**10. TASK GROUP UPDATE OSC18-002**

The Committee received an update on the work of the Housing Task Group.

RESOLVED

That the Housing Task Group Update be noted.

The meeting commenced at 7.00 pm  
and ended at 8.50 pm

Chairman: \_\_\_\_\_

Date: \_\_\_\_\_

# Working Towards Being a Dementia Friendly Community

Presenting - Julie Meme, Home Independence Manager

Supporting - Jade Buckingham, Living & Ageing Well Coordinator



## Context...

- Service plan objective for Woking to become a Dementia Friendly Community
- Health & Wellbeing task group priority -  
‘Supporting good quality of life for people with dementia and their carers’
- 17,000 people living with dementia in Surrey and thousands of families and friends acting as primary carers for them
- Dementia has taken over cancer as the primary cause of death nationally

## Dementia Friendly Communities

- DFC – A town where people with dementia are understood, respected, supported and confident they can contribute to community life. In a DFC, people will be aware of and understand dementia and people with dementia will feel included and involved, and have choice and control over their day to day lives.
- The borough of Woking applied to register as a DFC in August 2018

## The Journey...

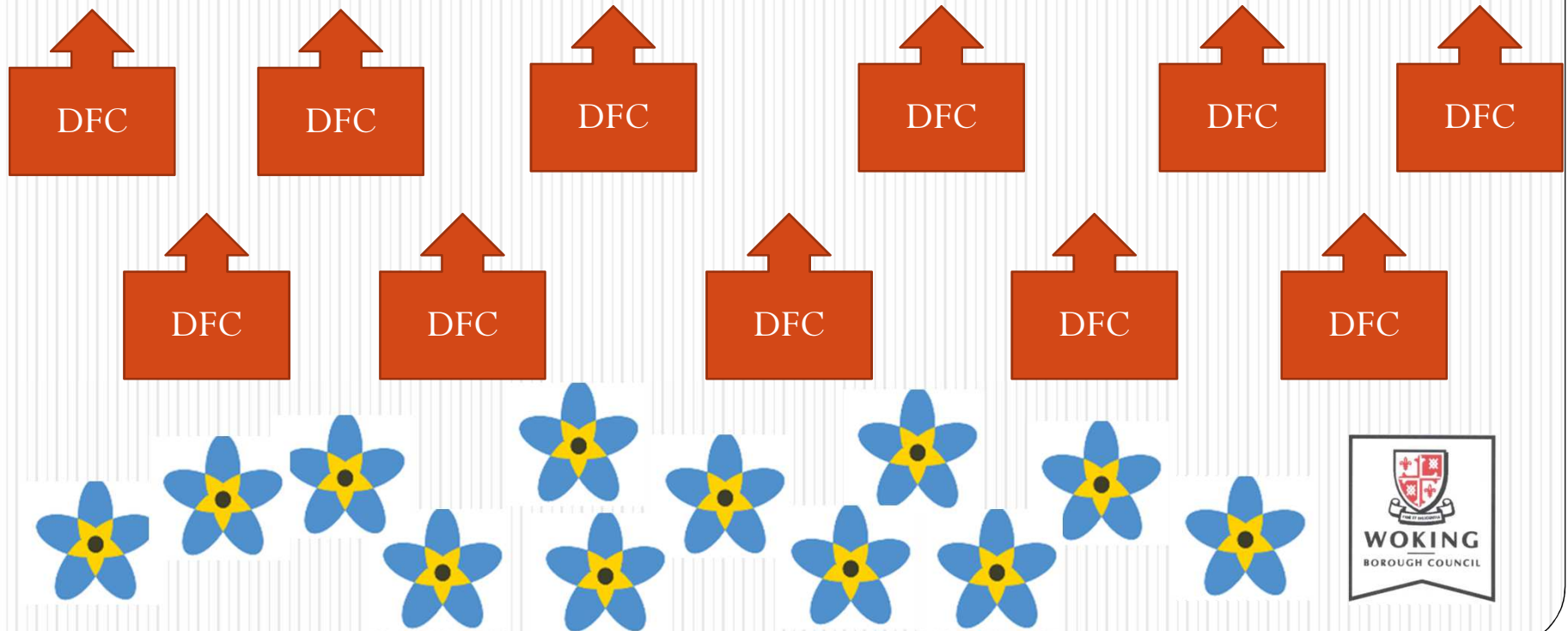
- Established internal Officer Local Dementia Action Alliance Steering Group
- Registered Woking Borough Council as a Local Dementia Action Alliance.
- Woking Borough LDAA Inaugural meeting October 2017
- Goldsworth Park LDAA launched December 2017
- Woking Borough LDAA steering group formed March 2018



## What is the Dementia Action Alliance?

- It is a movement with one simple aim: to bring about a society-wide response to dementia, and reduce the risk of costly crisis intervention.
- The Dementia Action Alliance (DAA) was launched in 2012 as part of the Prime Minister's Challenge on Dementia. It is a national network with local coordinators who help local businesses and organisations to identify changes they can make to become more dementia-friendly. It encourages members to support communities to take practical actions to enable people to live well with dementia.
- All members commit to making 3 actions per quarter which benefit people with dementia, and very often the wider local community.

## Woking Local Dementia Action Alliance



## Become a Dementia Friend

- Dementia Friends - Developed by the Alzheimer's Society. Aims to transform the way the nation thinks, acts and talks about dementia and change people's perceptions of dementia.
- Throughout the year, WBC organised four Dementia Friend Awareness sessions.
- Specifically organised DF session taking place on 6th November for elected members. This will also include information on the importance of carers and the role they play.

## What Woking has been doing...

- Dementia Action Week, May 2018
  - Woking FC physical activity session and tour of the club
  - Dementia Friendly Cinema screenings launched
  - Picnic in the Park at West Hall
  - Step Inside the Shoes of someone with Dementia
- 27 Dementia Action Alliance's created
- 70% of WBC staff attended a Dementia Friends session
- Over 100 members of the public have attended one of our Dementia Friends sessions
- Colleagues from over 35 local organisations have attended one of our Dementia Friends sessions
- Senior managers encouraged to include DF attendance in all staff PDR's
- Bright leaflet produced

## How do our services effect residents living with dementia?

- All public facing services
- Standard letters
- Flexibility in processes
- Language and signage

## What next?

- Implement internal Health & Wellbeing audit recommendations
- Create a Borough wide directory of dementia services
- Herbert Protocol
- Surrey Heartlands Partnership Dementia strategy
- Victoria Place and car park redevelopment
- To increase the number of LDAAs across the borough
- To increase the number of Dementia Friends internally and externally and encourage others to be Dementia Champions.

# Any Questions?



