



## DEMOCRATIC SERVICES

Dealt with by: Democratic Services      Switchboard:                      01895 837200  
Your Ref:    Fax:  
My Ref:    e-mail:  
Date:                      09 October 2015                      Direct Line:

Dear Councillor

## CHILTERN AND SOUTH BUCKS STRATEGIC PARTNERSHIP

The next meeting of the Chiltern and South Bucks Strategic Partnership will be held as follows:

DATE:      **MONDAY, 19<sup>TH</sup> OCTOBER, 2015**  
TIME:      **4.00PM**  
VENUE:    **COUNCIL CHAMBER, CAPSWOOD, OXFORD ROAD,  
DENHAM**

Yours faithfully

J.A. BURNES

## DIRECTOR OF RESOURCES

To:    **Members of the Chiltern and South Bucks Strategic Partnership**

### **Audio/Visual Recording of Meetings**

Please note: This meeting might be filmed, photographed, audio-recorded or reported by a party other than South Bucks District Council for subsequent broadcast or publication. If you intend to film, photograph or audio record the proceedings or if you have any questions please contact Democratic Services.





# Chiltern & South Bucks Strategic Partnership

Monday, 19th October, 2015 at 4.00 pm

Council Chamber, South Bucks District Council, Capswood, Oxford Road,  
Denham, UB9 4LH

## A G E N D A

- 1 Welcome and Introductions by Councillor Ralph Bagge, Leader of South Bucks District Council
- 2 Notes and matters arising from the JSP meeting on 23 October 2014  
(Pages 3 - 32)  
*Notes of previous meetings are attached.*
- 3 Nicola Lester (CCG) and Korrine Leney (BCC) joint presentation
- 4 Richard Corbett - head facilitator introduces the workshops
- 5 Workshops
- 6 Feedback from each group facilitator
- 7 Opportunity for groups to put up additional subjects (using post-its)
- 8 Head facilitator sums up/next steps
- 9 Cllr Ralph Bagge, Leader SBDC, closes the meeting
- 10 Opportunity to network and browse the market stalls

**Membership: Chiltern & South Bucks Strategic Partnership**

### **Declarations of Interest**

Any Member of the Partnership attending the meeting is reminded of the requirement to declare if he/she has a personal interest in any item of business, as defined in the Code of Conduct. If that interest is a prejudicial interest as defined in the Code the Member should also withdraw from the meeting.

**CHILTERN DISTRICT COUNCIL**

**MINUTES** of the Meeting of the  
**CHILTERN & SOUTH BUCKS STRATEGIC PARTNERSHIP**  
held on **23 OCTOBER 2014**

**1 WELCOME AND APOLOGIES**

Isobel Darby (Chairman)	Chiltern DC
Roger Reed (for Cllr Busby),	South Bucks DC/ Bucks CC
Mimi Harker	Chiltern DC
Jonathan Rush	Chiltern DC
Anita Cranmer	South Bucks DC
Nick Naylor	South Bucks DC
Jennifer Woolveridge	South Bucks DC
Mary Buckman	Latimer and Ley Hill Parish Council
Chris Brown	Gerrards Cross Parish Council
Marilyn Heath	Denham Parish Council
Ruth Juett	Chesham Town Council
Linda Smith	Chalfont St Peters Parish Council
Bill Youel	Farnham Royal Parish Council

**Voluntary/ Community Sector**

Davida Allen	Chiltern Revitalisation Groups
Martin Farrow	Bucks Care
Graham Tomlin	Credit Union
Marion Seneshall	South Bucks Citizen Advice Bureau

**Thames Valley Police and Bucks Fire and Rescue Service**

Steve Hockin	Thames Valley Police
Steve Wells	Bucks Fire and Rescue Service

**Business and Learning Sector**

Ruper Waters	Bucks Business First
Alison Hadden	Paradigm Housing
Aisling Mylrea	London & Quadrant Housing Trust

**Officers****South Bucks and Chiltern District Council**

Alan Goodrum	Chief Executive
Jim Burness	Director of Resources
Bob Smith	Director of Services
Rachel Prance	Principal Officer for Policy, Performance & Communications
Michael Veryard	Housing Manager

**Chiltern District Council**

Aisha Bi	Assistant Policy and Improvement Officer
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**Buckinghamshire County Council**

Jackie Wesley	Localities & Communities Manager
Rebecca Carley	Locality Services Manager

**Apologies for Absence:-**

Adrian Busby, Tim Butcher, Dev Dhillon, David Martin, Gillian Quinton, Mark Shaw, David Schofield, Earl of Stockton, Alan Walters, and Ruth Vigor-Hedderly

Amersham Town, Ashley Green, Chalfont St Giles, Chartridge, Chenies, Chesham Bois, Chesham Town, Cholesbury-Cum-st-Leonard, Coleshill, Great Missenden, Little Chalfont, Little Missenden, Penn, Seer Green, The Lee, Beaconsfield, Burnham, Dorney, Fulmer, Hedgerley, Iver, Stoke Poges, Taplow and Wrexham.

**Faith Community**

Rev Bill Jackson Faith representative (St Peter's Church, Burnham)  
Parvinder Matheru Faith Representative

**NHS Clinical Commissioning Group**

Nicola Lester NHS Clinical Commissioning Group

**Business and Learning Sector**

Rodney Mallinson Federation of Small Businesses  
Alastair Pike Thames Valley Chamber of Commerce (South Bucks)

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Alison Hadden  
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Paradigm Housing  
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Bois, Chesham Town, Cholesbury-Cum-st-Leonard, Coleshill, Great Missenden,  
Little Chalfont, Little Missenden, Penn, Seer Green, The Lee, Beaconsfield,  
Burnham, Dorney, Fulmer, Hedgerley, Iver, Stoke Poges, Taplow and Wrexham.

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**3 NOTES AND MATTERS ARISING FROM THE MEETING ON 24 APRIL 2014**

The minutes of the Chiltern and South Bucks Joint Strategic Partnership meeting held on 24<sup>th</sup> April 2014 were received, copies of which had been previously circulated.

**RESOLVED** that:-

The minutes were approved and accepted by Councillor I Darby as a correct record.

#### **4 M FOR MONEY CREDIT UNION -**

Graham Tomlin thanked the partnership for the opportunity to present to them.

The South Buckinghamshire Community Bank is part of an already existing credit union called M for Money. M for Money Credit Union has 57,000 credit unions worldwide in 103 different counties with 200 million customers.

The South Buckinghamshire Credit Union covers the following areas: Chiltern, South Bucks, Wycombe, Slough, Splethorne, London Borough of Harrow and London Borough of Hillingdon. A new business plan has been developed for the community bank which includes measures to the increase of demand to the service.

The work of the credit union bank is supported by two volunteers one for Wycombe and one from Chiltern. At the next AGM we hope to have a third volunteer from South Bucks.

Chiltern District Council, South Bucks District Councils, Chiltern Clinical Commissioning Group, Wycombe District Council, Slough Council, Uxbridge College and Harrow Council. The Credit Union currently has 92 members only 16 members are from the SL postcode area. £37,532 was saved in the last ten months. There are currently 638,000 loans outstanding.

The scheme has received support from MPs Steve Baker, Cheryl Gillan and Dominic Grieve who have all joined. There currently are 648 adult members and 173 junior members. The Credit Union continues to grow quickly for the fourth year running and giving dividends to members. Paying dividends to member's increases confidence and encouraging them to save.

The Credit Union aims to help support people with poor credit history, or those who find managing their finances difficult, to prevent them falling prey to loan sharks and high-interest loan companies. The Credit Union has also recently launched a new child benefit service. The service aims to help individuals who may not have any money to save to allow them to borrow. It allows for the child benefit to be redirected to credit union so it can be split between paying back the loan and a savings account. The service was launched in June 2014.

Buckinghamshire Community Foundation has helped fund the recruitment of a Community Development officer who is working to promote Credit Union to local communities.

The Credit Union also offers PayPoint cards which act as prepaid debit cards for those who want to stay away from banks. The Credit Union in the future will also offer a basic bank account which will set the Credit Union apart from competition. Deposits will be FCS protected. The Credit Union is continually looking for new and innovative products. Information points have been set up to allow people to have face to face



support. A possible future project being developed would be an app to allow smartphone users to have easy access.

The following points were noted in the discussion:

- There is no minimum allowance required to set up an account. The maximum is no more than £10,000.
- The Child Benefit scheme is not restricted to just child benefit; parents allowance would be acceptable. Parents are able to act as a guarantor.
- Elderly people may have trouble joining as some may have mobility issues, no access to internet and may miss the opportunity to join the credit union. The Credit Union has worked with Prestwood Church and leafleted surrounding areas to raise awareness. Also offer the service to help people sign up over the phone or face to face at information points.

### **5 BUCKINGHAMSHIRE CARE -**

The Partnership received a presentation from Martin Farrow Managing Director for Buckinghamshire Care. The presentation gave an overview of Buckinghamshire Care and what they did.

In discussions after the presentation the following points were noted:

- Buckinghamshire Care is the trading arm of Bucks County Council (BCC).
- The vast majority of cases referred to Buckinghamshire Care are through BCC. The cases are assessed by BCC and funded appropriately before being referred.
- There are a limited number of self-funded individuals.
- Individuals are able to self-fund to use the services offered by Buckinghamshire Care.
- Buckinghamshire Care have now taken over the Centre on Nightingale Road, Denham. The day centre will be rebranded.
- Martin Farrow can be contacted with any further queries ([marfarrow@buckinghamshirecare.co.uk](mailto:marfarrow@buckinghamshirecare.co.uk))

The Chairman thanked Martin Farrow for his informative presentation.

### **6 PEER REVIEW -**

The Partnership received an update on the Peer Review from Alan Goodrum, Chief Executive for Chiltern and South Bucks District Councils. The presentation gave an update on the shared agenda for Chiltern and South Bucks District Councils.

The main points from the discussion were:

- The public have not noticed that a number of services across Chiltern and South Bucks are now shared services.
- The Councils are halfway through an austerity project which aims to create savings, ensure services are more resilient and improve service quality.
- A systematic process is in place for service reviews and shared service implementation.

- The Peer Review is tailored for authorities in shared services. The peer review team will be looking at the whole shared service agenda and write a report outlining the findings. The peer review will take place from 17 – 20 November.
- The peer review is not an inspection but more of a critical friend outlining what we have done well and what we can improve.
- The report from the peer review team will be published on Thursday 20th November.
- The peer review will also be conducting interviewing with partner organisations from police, health, voluntary sector and town and parish councils.
- A final draft of the Councils position statement has been circulated to all participants
- The impact of shared services on staff and the pressure on our budgets has resulted in a move to core staff with a small number of temporary or contract staff to support them. There have been a very small number of redundancies.

The Chairman thanked Alan Goodrum for his presentation. The chairman also thanked all members of staff for being so cooperative and supportive while going through shared services which had been a stressful and uncertain time for them.

## **7 SHARED HOUSING SERVICE UPDATE/ NEXT STEPS -**

The Partnership received a presentation on the shared housing service from Michael Veryard the Housing Manager for Chiltern and South Bucks District Councils. The presentation covered issues of housing across Chiltern and South Bucks, what the housing service was, and the timetable for the shared service implementation.

The main points noted from the presentation were:

- The new shared service is not a merger. It is a single service serving two masters. Chiltern and South Bucks are still two separate districts.
- The shared team serves two sets of members, two sets of policies and two different sets of residents.
- 18 months into the service review there is still a lot to do. The housing service is currently being at the implementation phase.
- Resilience has increased; there is no housing officer based at South Bucks. Customer Services at South Bucks will be fully trained to be able to provide more detailed advice to residents.
- SBDC have adopted Bucks Home Choice which is software (already used by CDC) which assess applicants and informs them of what size property they are eligible for. Applicants can complete the assessment form themselves without assistance from a housing officer. A housing officer would then be available to assist once the client's eligibility had been confirmed.
- Bucks Home Choice holds a list of all available vacancies and allow people to change their preference.
- There are differences between Chiltern and South Bucks. Chiltern has specialised temporary accommodation; whereas South Bucks use L&Q/ TVP properties, and B&Bs.
- Whilst undergoing the service review the housing team also prepared for the implementation of Universal Credit.

- The shared housing team continues to pool ideas and resources across both districts to ensure that there are as many options as possible available to the service users.

The Chairman thanked Michael Veryard for his presentation. The chairman also thanked all members of the housing team who do a tremendous job.

### **8 CHILTERN AND SOUTH BUCKS ECONOMY SUB-GROUP UPDATE -**

The Partnership received an update from Alan Goodrum Chief Executive for Chiltern and South Bucks District Councils. A main theme identified by the economy sub group was the skills shortage. A group met in September to discuss the topic further and any possible programmes the Partnership could be involved in to help with the skills shortage and to improve uptake of apprenticeships in the districts.

Professor Ruth Farwell the lead on the LEP Skills Board will be pulling together a short project plan/aim of what we would want to achieve. The project plan will incorporate the group with the ideas that were discussed such as a speed dating event between young people and business maybe hosted at Pinewood studios. This would be targeting the very niche creative industry.

The next economy group meeting is due to take place on 1<sup>st</sup> December 2014. Topics to be covered at the next meeting include regenerating the local high street, economic report on Chiltern and South Bucks, public sector procurement reforms and planning help for small businesses.

The main points noted from the discussion were:

- The possibility of including a young person on the partnership to allow them to have their voices heard.
- The group were informed of an event being held on 22 November, by the Aylesbury Marines and Sea Cadets asking employers to share what they want of young people.

### **9 FORWARD PLAN**

The Chairman drew the meeting's attention to the proposed forward plan, which was noted. Should any Partner wish to put forward items for the forward plan, please contact Aisha Bi ([abi@chiltern.gov.uk](mailto:abi@chiltern.gov.uk)). Current items on the forward plan include:

July 2015

- Families First
- CAB Update
- Welfare Reform
- Housing Strategy
- Review of Partnership

November 2015

- Public Health
- Health and Wellbeing Board

Topics that still need to be allocated to the forward plan:

- HS2 – petitioning, hybrid Bill, construction
- Planning development

## **10 ANY OTHER BUSINESS**

Members noted that future meetings of the Chiltern and South Bucks Strategic Partnership would be held as follows, commencing at 6.00p.m, but may be subject to change: -

- July 2015, South Bucks District Council Chamber

**The meeting ended at 7.56 pm**



*Chiltern and South Bucks  
Strategic Partnership  
meeting*

*23rd October 2014*



*About Buckinghamshire  
Care.....*





About Buckinghamshire Care.....

Set up in October 2013, Buckinghamshire Care is a trading company of Buckinghamshire County Council, delivering a range of social care services countywide.



What we do...



*“create opportunities which positively impact every person and community...*



*...through a sustainable organisation which provides innovative, safe, integrated services delivered by skilled and passionate people’.*



### A local provider...



### A local employer...

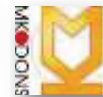




## A local partner...



- Currently working with:



- Supported employment programmes
- Opportunities Centre partners
- Reablement services / laundry



## Our approach...



- **Inform and educate** – promote independence, healthy living, choice and well-being.
- **Support social inclusion** – practical and personal care, learning, training and advice.
- **Provide vocational opportunities** – for those wishing to access, maintain or return to employment.
- **Work to create integrated models** – of service provision through closer working with between health and social care.
- **Form local partnerships** – with statutory, voluntary and or private organisations to enhance service provision co designed with those we support and those in the community to provide a wide range of services.





## Buckinghamshire Care at a glance...



A range of services, a range of settings



## At Home Services...



Services delivered in peoples homes:

- Laundry
- Reablement services



## Community Services...

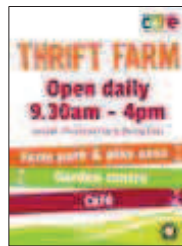


Opportunities Centres:

- Buckingham
- Aylesbury
- Burnham
- High Wycombe
- Chesham
- Wing / Steeple Claydon
- Denham
- Seeleys respite



## Specialist and employment...



Vocational centres:

- Thrift Farm
- Missenden Garden Centre
- Food for Thought, New County Offices, Aylesbury



## Our clients...



- Adults with learning disabilities
- Those requiring mental health and well-being support
- Adults with autism
- Older people, including those with dementia



## What we do...



Strawberry picking



Art project



Trip to Southend



Natasha Baker opens Thrift Farm



## What we do...



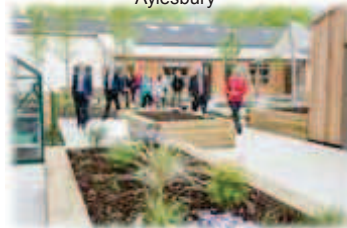
Art project and entrance,  
Aylesbury Opportunities Centre



Garden competition - Burnham



Music therapy and garden,  
Aylesbury



## Opportunities for engagement and fun...



- Hydrotherapy
- Sensory room sessions
- Music therapy
- Occupational therapy and physiotherapy sessions
- Tai chi and Zumba
- Cooking classes



## Opportunities for community impact...



This includes:

- Health checks
- Working with music therapists
- Pharmacy drop-in advice
- Aids to daily living equipment and talks
- Physiotherapy
- Hairdressing
- Outdoor activities
- Dementia talks and presentations
- Use of our hydrotherapy pool
- Introducing a luncheon club, widening the centre's appeal
- Offering 'taster days' to new potential clients



## What our clients tell us...



*"This is the place where people smile."*

*"The care, companionship and feeling of wellbeing has quite literally enabled mum to stay independent – I cannot speak highly enough of the activities, food and encouragement mum receives each week."*



What our clients tell us...



*"What I am certain of is that mum  
LOVES spending time at the centre –  
please accept my deepest thanks."*



*Martin Farrow  
Managing Director  
Buckinghamshire Care*

*[www.buckinghamshirecare.co.uk](http://www.buckinghamshirecare.co.uk)  
[marfarrow@buckinghamshirecare.co.uk](mailto:marfarrow@buckinghamshirecare.co.uk)*





## Chiltern and South Bucks District Councils: Shared Agenda

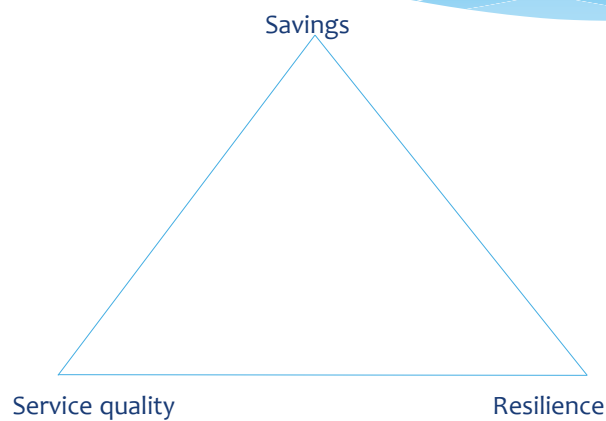
Presentation to Chiltern and South Bucks Partnership  
23 October 2014  
at Chiltern District Council



- 1) How we measure success
- 2) Progress so far
- 3) Corporate Peer Challenge

## Success of our joint project will be measured by

- ✓ Save money for local taxpayer
- ✓ Possibilities for further savings
- ✓ Maintain front line resilience
- ✓ Better services to the public
- ✓ Rationalisation of office space and assets
- ✓ More efficient procurement
- ✓ If viable, move towards a single service delivery unit





## Progress so far

- \* Phase 1 combined senior management team £660k savings
- \* Phase 2:
  - 10 service reviews complete, £600k savings
  - staff becoming more familiar with the approach
  - 8 service reviews in process or about to start
  - learning lessons from implementations
  - increasing sharing of ICT and core applications
  - joint bids to Govt Transformation Challenge Fund

## Shared Service Programme

Service	Business Case	Joint Service Started	Location
Licensing	✓	✓	Amersham
Community Safety	✓	✓	Capswood
Housing	✓	✓	Amersham
Building Control	✓	✓	Capswood
Finance	✓	✓	Amersham
Parking	✓	Nov 2015	Amersham
Legal Services	✓	Jan 2015	Capswood
Community & Leisure	✓	Dec 2014	Amersham
Plan Policy	✓	Jan 2015	Both
Prop & Facilities	✓	April 2015	Amersham

## Shared Services Programme

Service	In Progress	Joint Cmm Report	To Start
Personnel	✓	Feb 2015	
Policy & Comms	✓	Feb 2015	
Business Support	✓	Feb 2015	
Customer Services	✓	March 2015	
Env Health	✓	March 2015	
Revs & Benefits	✓	March 2015	
Waste Client			Jan 2015
Planning			May 2015

## Aligning policies and procurement

- Banking Services
- Audit services
- FOI workflow
- Website application & Intranet
- Joint Financial & Contract Procedure Rules
- Phased introduction of harmonised terms and conditions
- Business Planning
- Better use of accommodation

\* But: separate financial strategies, but common features

- ✓ Zero Council Tax increase 2014-15
- ✓ Thorough review of budgets
- ✓ More savings required in future years
- ✓ Need to fund change and transformation

	Chiltern	South Bucks
Net Budget	£9,702k	£8,569k
Savings Target 16/17	£184k	£566k

## Corporate Peer Challenge

- \* 17-20 November – on site
- \* Critical friend
- \* NOT an inspection
- \* LGA initiative tailored at shared management councils
- \* An opportunity to take stock and think through the next steps
- \* Learning experience

**Peer Team:**

Stephen Baker:	CEX Suffolk Coastal and Waveney Districts
Cllr Philip Sanders:	Leader, West Devon (partnership with South Hams)
Dave Barnett:	Strategic Director, Christchurch and East Dorset Districts
Richard King:	Strategic Director, Lichfield District
Susan Nelson-Wehrmeyer:	LGA
Ellen Care:	NGPD
Andrew Winfield:	Peer Challenge Manager

**Link Officers:**

Rachel Prance  
 Viv Saunders  
 Kate Murray

**Areas of Focus**

- \* Effectiveness of the shared arrangements/next steps
- \* Is the partnership fit for purpose?
- \* What is the direction of work with external partners?
  
- \* Governance structures for priorities
- \* Skills, CAPACITY, expertise
- \* The right strategies? Well delivered?

## The Approach

- \* Position Statement and links to key documents
- \* Interviews, discussion groups
- \* Members – staff – partners
- \* Feedback: Thursday 20 November
- \* Written report: New Year

## Questions and Discussion





## SHARED HOUSING SERVICE

Michael Veryard  
Housing Manager

### **What is the Housing Service?**

- **Housing Standards**

Adaptations, Grants and Enforcement (poor housing conditions)

- **Housing Options**

Allocations (Bucks Home Choice), Homelessness and Housing Advice

- **Housing Enabling**

Strategy and affordable housing delivery

# **NOT A MERGER!!!!**

## **TIMETABLE**

- **April to October 2013**  
Service review of housing in CDC and SBDC
- **November 2013 to March 2014**  
Consultation and Recruitment
- **April 2014 to Date**  
Implementation



## **Progress**

- Single Team on harmonised terms
- Service based at CDC offices
- Customer Services and twice weekly surgeries at SBDC office
- New housing options software for SBDC
- Shared IT databases under development
- Work underway on shared processes

## **Next Steps – The Challenges (1)**

- Delivering the service for two authorities
- Homelessness prevention and the impact of welfare reforms
- Shortage of temporary accommodation
- Limited new affordable housing construction

## **Next Steps – The Challenges (2)**

- Poor house conditions and future grant funds
- Access to wider range of housing options (e.g. private renting, home ownership etc.)
- Future staffing

**Thank You**