



## South West Chilterns Community Board minutes

Minutes of the meeting of the South West Chilterns Community Board held on Tuesday 24 November 2020 in Via MS Teams, commencing at 6.30 pm and concluding at 8.29 pm.

### Members present

Councillor D Barnes, Councillor D Watson, Councillor J Adey, Councillor M Appleyard, Councillor S Brown, Councillor A Collingwood, Fawley Meeting, Hambleden Parish Council, Councillor M Harris, Councillor D Johncock, Lane End Parish Council, Councillor J Langley, Councillor T Lee, Little Marlow Parish Council, Marlow Town Council, Councillor N Marshall, Medmenham Parish Council and Councillor R Scott

### Others in attendance

Sgt R Hughes, T Evans, L Sokolowksi, J Ryans, S Taylor, M Devlin and L Jeffries and S Taylor

### Agenda Item

#### **1 Apologies for Absence**

[The apologies were not read out at the start of the meeting; however, apologies had been received from Councillor Chris Whitehead, Wooburn and Bourne End Parish Council, Councillor Roger Wilson, Councillor Ian McEnnis and Councillor Richard Scott (Ibstone Parish Council)].

#### **2 Welcome/Introduction**

The Chairman, Councillor Dominic Barnes, introduced himself and welcomed everyone to the meeting and advised that the aim of the Community Board (CB) was to work in partnership with the community to make a difference using funding to support community projects and initiatives. The action plan, included in the agenda pack, was a fluid document and the majority of the 'business' was carried out by the working groups. Everyone, including members of the public, was welcome to ask questions during the meeting. The Chairman stated he was looking forward to the CB membership growing as promotion continued across the area and he welcomed Mr Lloyd Jeffries, the Service Director Champion of the South West Chilterns CB.

#### **3 Declarations of interest**

There were no declarations of interest.

#### **4 Notes of the last meeting**

Councillor Tony Lee proposed that the minutes of the last meeting were an accurate record; Councillor David Johncock seconded the proposal.

**RESOLVED: The minutes of the meeting held on 14 September 2020 were AGREED as an accurate record.**

**5 Speaker - Service Director Champion for South West Chilterns Community Board**

Lloyd Jeffries, Service Director, Business Operations, Buckinghamshire Council (BC), stated that there were 405 full time equivalent staff in Business Operations who provided a number of services across BC. The Customer Service Centres and Council Access Points (CAPs) were the front door to the Council for residents and Lloyd emphasised that he was always keen to receive feedback on how services could be improved. From the end of November the Council would supplement the national test and trace scheme; when the national service was unable to contact someone their details would be passed to the Local Contract Tracing Service who would operate seven days a week for as long as was needed.

During the October half term the Customer Service Centre provided a 'helping hand' and stepped in to support families whose children usually received free school meals and were struggling to feed them. In total, 27 families were supported and it was a great example of cross team working involving customer services, local emergency support, the localities team and libraries and a testament to how solutions could be put in place extremely quickly.

The Council was supporting the clinically extremely vulnerable (CEV) residents over the winter period; there were approximately 20,000 CEV people living in Buckinghamshire and the Contact Centre staff would be involved in making contact to find out their needs.

The following points were raised in discussion:

- In response to a query on whether the refurbished Marlow Library would be a CAP; Lloyd confirmed that it would be a CAP but it would be run by the Library Service. Lloyd was responsible for the following CAPs:
  - Amersham King George V (CAP+)
  - Aylesbury The Gateway (CAP+)
  - Aylesbury Walton Street (CAP+)
  - Denham Oxford Rd, Capswood (CAP+) - currently closed.
  - Wycombe, Queen Victoria Road (CAP+)
- A CB member commented that there were a number of community libraries and asked if the volunteers would receive training. Lloyd explained that if the community library was a dedicated CAP they would have had training pre-vesting day. Training could be provided virtually if the software was in place. [A slide deck was provided after the meeting, which included a list of all the CAPs, and had been appended to the minutes].
- In response to being asked whether it was hoped that Parish Councils (PCs) would help advertise the services available; Lloyd agreed it would be helpful

and that it would be beneficial to obtain information from the PCs to ensure services were tailored to the residents' needs and to improve services in the future.

- A councillor asked what the main issues were in the area. Lloyd explained that on 1 April 2020 five councils had joined to form Buckinghamshire Council. The existing service centres were in place with a multitude of systems and telephone numbers which were being combined to provide a consistent level of service across the county to form a better service for residents. It had been challenging but the services had been managing well during the two lockdowns.

In response to being asked when BC would be able to provide enhanced support for businesses and local councillors; Lloyd advised that there was a Member Reference Group which focussed on building the future strategy and that he would provide an update at future CB meetings if it would be useful.

## **6 Covid-19 Update**

The Chairman referred to the slides, appended to the minutes, and stated it was not possible to provide analysis on the SW Chilterns CB area; however, the data, as of 18 November, on the number of cases was broken down by the legacy district council areas. There were local testing sites at The Gateway in Aylesbury and Bucks New University in High Wycombe. There were also a number of mobile testing units which could be booked online.

## **7 Thames Valley Police - Neighbourhood Policing**

Sgt Robin Hughes, Thames Valley Police (TVP), provided a presentation, appended to the minutes. Sgt Hughes advised he had been in the police force for over 20 years; he had spent 12 years in the Criminal Investigation Department in High Wycombe but was now the Engagement Neighbourhood Sergeant for the area. There were four departments; engagement, problem solving, safeguarding and stronghold (the proactive arm). The Engagement Department was the only operation based in Marlow; the others were based in High Wycombe. Sgt Hughes stated he had a small, but effective team, which covered from 8 am to 10 pm, seven days a week. There were some gaps in the cover due to the size of the team; however, Sgt Hughes hoped to increase the number of staff during 2021. The team were involved in a range of work and events in the community; including covid engagement in the form of explanation and enforcement. Contact details were provided for Sgt Hughes, TVP and/or the neighbourhood team.

The following points were raised in discussion:

- In response to being asked why the team was under-resourced; Sgt Hughes explained that three months training school time had been lost due to the pandemic. There was also more officers retiring or moving to new jobs than the 20,000 newly recruited officers. However, Sgt Hughes hoped that there would be more recruits in 2021.
- Sgt Hughes confirmed that the amount of police officers assigned to an area was worked out through a complicated algorithm which contained the

population number so he expected an increase in the number of officers due to the new housing being built. Two Police Community Support Officers (PCSOs) were due to start soon and he was due one more police officer.

- In response to being asked which crime was currently the most time consuming; Sgt Hughes stated that low level drug use was time consuming and there had been an increase in domestic violence and neighbour issues, due to residents spending long periods of time at home.

The Chairman thanked Sgt Hughes for attending the meeting. He also thanked TVP and Sgt Hughes on behalf of the CB for their hard work in recent months.

## **8 The British Red Cross - Across Our Area**

The Chairman welcomed Lorna Sokolowski, Emergency Response Officer, Thames Valley and Juliette Ryans from the Community Education Team. Lorna and Juliette provided a presentation which had been appended to the minutes and advised that there were a number of services which operated regionally and met the Red Cross Strategy to support the most vulnerable. Lorna highlighted that one of the national services was the Covid Response Service which provided a national support line and a hardship fund. The British Red Cross also co-chaired the national Voluntary and Community Sector Emergency Partnership which linked from grassroots to the government to provide support and identify gaps.

Within Buckinghamshire, over 3,080 people had been supported since January 2020 in business as usual activities such as asylum support, taking to appointments, legal help etc. Lorna highlighted the work of a few of the teams/services in the area:

- The Independent Living Team at Wexham Park and Stoke Mandeville Hospitals had adapted and reached out to its most vulnerable users during the pandemic and often led to befriending calls. The service had reduced their in-home support but was still offering telephone support and connecting people to local organisations and community groups.
- The Mobility Aid Service provided low cost mobility aids; all income was re-invested into the service enabling aid to be provided free to those who were unable to pay.
- The Refugee Support and Family Links Team covered a range of activities; the cases in the Thames Valley were often complex and the service partnered with other agencies to provide holistic support.
- Business as usual for the Crisis Response Team was to provide rest centres and mutual aid after a largescale event such as flooding or fire. However, during the pandemic the team had provided direct provision for food, medication delivery etc. following contact through the national support line which linked into the local teams.
- The Red Cross had a hardship fund which targeted those who had not found support from other sources. Contact details could be provided to establish the CB as a partner to make referrals.

Juliette Ryans, Product Manager, Youth Community Education, advised that she

managed all the Red Cross products for the under 18s. Covid-19 had affected everyone and increased loneliness for a large number of people and was likely to worsen over the winter. The Red Cross was supporting people to reduce loneliness and build connections and personal and community resilience through a suite of digital resources. All the resources had been created in collaboration with people who had experienced loneliness. Juliette highlighted some of the products available:

- A podcast entitled 'The Kind Place' where strangers had discussed their shared uplifting messages.
- Two online wellbeing packs; one for adults and one for young people which provided education on topics such as coping, connecting, wellbeing, kindness and first aid.
- Resources on dealing with conflict, disasters, emergencies, first aid, migration etc.
- Calendars, for December and January, online and in hard copy; one for adults and one for children which promoted acts of kindness and wellbeing during the winter and the importance of having connections and friends.
- A digital classroom which ran sessions of approximately 60-90 minutes, delivered online, and aimed to enable people to feel comfortable talking about feeling lonely and isolated and to recognise when someone needed support.

Juliette stressed that the Red Cross was keen that resources reached those in need as loneliness was impacting many people.

The following points were raised in discussion:

- In response to being asked whether the Red Cross had contact with social care as they were also running programmes to tackle loneliness; Juliette stated that the concept was to partner with grassroots organisations to maximise the good work. Lorna emphasised that the Red Cross had close links with organisations locally and the person involved would be supported by the most appropriate organisation according to need.
- A Member asked how it was possible to approach, and make a difference, with people who did not understand kindness. Juliette explained that the winter calendar encouraged small acts of kindness which would help; most people were fundamentally kind and it could just be by speaking to someone on the telephone and acknowledging that kindness stretched to looking after a person's own wellbeing too.

The Chairman thanked Lorna and Juliette on behalf of the CB and added that loneliness would clearly be an issue as a result of Covid.

## **9 Budget Overview**

The Chairman presented a slide on the budget overview which had been appended to the minutes. Councillor Barnes explained that a process had to be followed and the budget was broken down into two streams; the Community Area Priorities Fund

(£89,130.00 plus £8,000 that was taken for the Councillor Discretionary Fund (CDF)) and the Health and Wellbeing Fund (£24,003 plus £8,000 that was taken for the CDF). As voted on at the last meeting, the £16,000 taken for the CDF needed to be deployed by 31 December 2020 and had to comply with the rules laid down by BC; if it was not used it would be returned to the pot. The Chairman advised that other organisations, as well as the PCs, could be approached to provide match funding for projects. Funding had been provided to a wide range of organisations/projects in the area; however, the Chairman emphasised that the funding was to be spent on projects that would not normally be carried out by the Council. The CB had deployed funds from the Health and Wellbeing Fund to a number of organisations during the pandemic.

The following points were raised during discussion:

- It was noted that process guidance on the CDF had previously been circulated but Makyla agreed to re-send the information to the members.  
**ACTION: Makyla Devlin**
- In response to a query on how the funding requests (£8,000 for Seed 1) were managed; the Chairman advised that the requests had been processed by the sub-group. Councillor Collingwood added that information was received on the number of fresh fruit and vegetable boxes required; 90-95 each week for vulnerable children.

Councillor David Johncock highlighted that the parking proposals listed in the paper covered Wooburn Green as well as Bourne End. Two proposals for projects in Lane End would be discussed at the sub-group meeting and raised at a future CB meeting.

#### **10 Working Group - Covid-19 Recovery Group**

Councillor Suzanne Brown highlighted that Seed 1 had received funding during the first wave and had received a further £4,000 in the second wave to last until Christmas. 95 fruit and vegetable boxes were delivered per week to primary and secondary schools for distribution, in line with the General Data Protection Regulations, to the children in receipt of free school meal vouchers.

**Lane End Players** – Councillor Brown advised that the detailed cost breakdown had been received to hold an outdoor nativity play to increase community spirit. £1350 had been requested; it was proposed that the CB would fund half the cost with the view that Lane End Parish Council would match fund. Councillor Neil Marshall declared a family interest in the Lane End Players.

**Lane End Football Club** had requested funding of £930.34 for a men's football team to support mental health and isolation.

Councillor Tim Nolan, Lane End PC, advised that the PC was supportive of both applications but had not yet agreed to the match funding as the PC had also received other requests for funding.

The working group was happy with both proposals and requested ratification from

the CB. This was seconded by Councillor David Johncock.

**Jam Theatre** (Councillor Alex Collingwood declared an interest) – the proposal had been withdrawn due to the uncertainty over the covid tier situation. However, it might be possible to fund livestreaming an event into care homes from the Councillor Crisis Fund.

**RESOLVED: The Community Board AGREED to fund the proposal from The Lane End Players and Lane End Football Club subject to match funding from Lane End PC or another source.**

**11 Working Group - Transport, Infrastructure, Reopening of High Streets and Regeneration**

**Transport**

Councillor Alex Collingwood stated that the Transport, Infrastructure, Reopening of High Streets and Regeneration (TIRR) working group been looking at active travel; more people were walking and cycling due to covid-19 and Government funds were available towards temporary schemes such as the proposed scheme in Trinity Road, Marlow. Councillor Collingwood explained that if the CB approved the request for the temporary closure of Trinity Road; a public consultation would be carried out between 24 November and 24 December 2020. It would be a temporary scheme, from 1 January to 30 June 2021 to enable walking and cycling on Trinity Road; residents would not be affected as their access would remain. A 'road closed' sign would be erected and planters would be placed in the road. There would be no cost to the CB as it would be funded by the Government's Active Travel Scheme. The consultation would be promoted via the press, social media and communicated to local schools.

Councillor Collingwood also highlighted the Marlow to Marlow Bottom to High Wycombe and Marlow to Bourne End cycle routes but these would take much longer to implement. Following a comment from a member that any cycle path would have to be separate to the road; Councillor Collingwood clarified that the Government funding would only be granted if the cycle path was clearly segregated from the road and would be the choice of route for residents. Councillor Collingwood also confirmed that the aim of the cycle paths was to improve health and wellbeing; the proposed route had been suggested to avoid use of the C100 road and Handy Cross roundabout as the TIFP was investigating the options of a proposed Cycle path which may require a feasibility study.

**RESOLVED: The Community Board AGREED that the consultation be carried out on the temporary road closure of Trinity Road, Marlow.**

Councillor Collingwood provided the following updates:

- The funding for the bike racks in Marlow had been approved; confirmation of the exact cost was awaited before discussion with Marlow Town Council to agree the match funding. Costs and locations were also being prepared for

bike racks in Wooburn Green and Bourne End.

- Match funding had been received for the bollards in Pound Lane, Marlow; timescales to be confirmed.
- Additional requests for Traffic Regulations Orders (TRO) had been received and assessed by the officers and would be put forward to the CB in January 2021.
- Other, new, applications/requirements would be processed and were likely to take until June 2021 due to the length of the process and purdah; it was key to receive the transport applications by the deadline in order to obtain officers' approval for allocation of the funding as the process was lengthy.

The following points were raised in discussion:

- Following a question on whether all council/councillor's requests for a TRO had to be approved by the CB; Councillor Collingwood confirmed that better use was made of financial resources if a number of TRO schemes were combined; all requests would be considered/processed by the working group and put forward to the relevant officers. Any required match funding would need to be sourced by the CB. The Chairman emphasised that the PC or a local councillor could bring a proposal to the CB if the working group had disagreed/refused an application. It was agreed that Makyla Devlin would clarify the process in writing.

**ACTION: Makyla Devlin**

- Councillor Collingwood confirmed that the TIRR working group would consider an application for electrical charging points.

### **Infrastructure**

- New signage on Marlow Bridge would be erected in January 2021; the bollards would be installed during half term in February 2021 and work was progressing on the ANPR instruments.
- The work on the Westhorpe junction of the A404 would start in January 2021.
- Swish Fibre – work was being carried out on the footways in Marlow to lay a new superfast cable; the defects in the paving slabs in Spittal Street would be repaired.
- The British Gas issue on the A4155 had not been resolved.

### **Rural Broadband**

Councillor Mark Turner reported that the working group would focus on finding out where rural connectivity was poor e.g. Bockmer End and monitor whether suppliers could improve the connection. Local knowledge would be beneficial to determine which rural areas had poor broadband speed and Councillor Turner offered to attend the Lane End parish council meeting to discuss the issue. The Chairman advised that the rural broadband problem had been identified during lockdown and agreed it was essential that improvements were made.

### **Regeneration**

- Councillor Collingwood stated that support would be provided from the

Councillor Crisis Fund to residents who had been made redundant.

- Electric charging points were key for a green economy and would need to be installed en masse.

### **Reopening of high streets**

Outdoor events would be required for the next 6-9 months due to the ongoing pandemic. It was suggested that the CB purchase a number of gazebos, possibly CB branded with the website and email address, and provide them free of charge to villages to hold outdoor events; costings would be provided at the meeting in February 2021.

### **12 SW Chilterns Community Board Action Plan**

The South West Chilterns Community Board action plan was included for information.

### **13 Any Other Business**

'Meals from Marlow' had been awarded a Pride of Bucks certificate.

The Chairman thanked everyone for their contributions and asked everyone to spread the word about the work of the Community Board; any suggestions or requests to join a sub-group should be emailed to Makyla Devlin (Makyla.Devlin@buckinghamshire.gov.uk).

### **14 Dates of the next meetings**

Tuesday 23 February 2021  
Wednesday 23 June 2021  
Wednesday 22 September 2021  
Wednesday 24 November 2021

All starting at 6.30 p.m.

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# Service Director Business Operations Lloyd Jeffries



- Service Director Business Operations - Lloyd Jeffries
- [Lloyd.Jeffries@buckinghamshire.gov.uk](mailto:Lloyd.Jeffries@buckinghamshire.gov.uk)
- (01296 383323) (07944 574076)
- Service area covers: Customer Service, Council Access Points, Corporate Business Support, Customer Improvement, Traded services business development and Resilience Forum/ Emergency Planning/Business Continuity.

## Business Operations

There are **405 FTE** in Business Operations, spread across the following services / teams

- Customer Service (inc Customer Service Centres).
- Contact Tracing.
- Websites.
- Council Access Points.
- Corporate Business Support.
- Executive Assistants service.
- Business Development.
- Schools IT Management Service & Financial Management Support services.
- School Education appeals service.
- Blue Badge Service.
- Welfare Benefits Service.
- Healthy Communities Technical support.
- Civil contingencies.
- Customer Improvement.
- Customer insight and customer analysts.

***The existing services within Business Operations deliver high quality cost effective business enablement services with a focused approach to customer experience, access channels and service delivery.***

## Customer Services

- The Customer Service Centre is the front door for our residents. They deal with a wide variety of subjects coming in by telephone, online forms, webchat and social media.
- We develop and deliver digital solutions across the Council.
- Deliver expert advice and guidance on the design and implementation of customer improvement projects.
- Responsible for teams of expert Customer Service agents, digital content editors and agile project managers.

## Council Access Points

- Access to information, advice and support from a wide range of services through face to face contact and self-service internet-based transactions.
- Ensuring that there is 'no wrong door', resolving straight forward enquiries and signposting for more complex to correct resolution team.
- Customer self-service devices in all Council Access points, to access online services across the new Council.
- Provide support with self-serve in all Council Access points.

## **Corporate Business Support**

- Provide bespoke business support services to all of our Council services.
- Offering a wide range of services including Executive Support to Tier 1-4, administrative support to statutory functions, project support, Welfare benefits, School education appeals, Blue Badge enforcement, business improvement and system application support. We also provide a one stop shop for training, consultancy, provision and support of hardware and software, and a popular Bursar and Admin Service through the SIMS, FMS and the Schools Technical Team.

## **Civil Contingencies**

- Supporting the development of robust business continuity management arrangements. Offering training, consultancy, provision and support for Emergency management.

## **Business Development**

- Manage and develop relationships with our external customers.  
Provide e-commerce systems to buy and sell new and existing products and services online.  
Provide support to acquire new customers and support to retain existing Customer base.  
Customer management of 400+ external customers.  
Co-ordination of customer engagement events and workshops e.g. School forums, new bursar training workshops.



# Local Contact Tracing

- Business Operations have been preparing for the launch of the Local Contact Tracing Service for Buckinghamshire Council. The LCT team will operate under the management of the Customer Service Centre and launch at the end of November.
- This local scheme supplements the National Test and Trace scheme and when the NTAT has been unable to get in touch with someone who has tested positive for Covid-19 within 24 hours of the test, their details will be passed to us to telephone them.
- Experience shows people are happier to talk to someone calling from a local number, boosting the effectiveness of contact tracing.
- The service we provide operates 7 days a week and will continue for as long as it needs to.

# Helping Hand

- During the October half term the customer service centre stepped in to support anyone who would usually receive free school meals for their child and were struggling to feed them. In total we dealt with 27 families, 3 were sent a food box, 6 were given vouchers and the remainder guided to access assistance in the local community.
- Although the numbers needing assistance were low this was a great example of cross team working involving customer services, local emergency support, the localities team and libraries and a testament to how solutions can be put in place at pace.
- The decision to offer support was made on Monday and by Tuesday morning the support was live including vouchers at key Council access points in readiness for distribution. Customer services staff briefed with a new script and capture form for enquiries built and live in our Customer Relationship management system.
- We have now started to plan for the provision of support over the winter period – with more details to follow.

# Clinically Extremely Vulnerable support

- There are approximately 20,000 Clinically Extremely Vulnerable (CEV) people living in Buckinghamshire.
- Since the start of November Buckinghamshire Council has been contacting all new CEV residents that have joined the CEV list since August and those that were still receiving direct support from the Council in August (Wave 1).
- Over 1000 calls made to new CEV residents.
- 304 calls made to existing residents who received support at the end of the first lockdown.
- Types of support provided include:
  - Help setting up a priority supermarket slot.
  - Help with prescription / medication delivery services.
  - Keeping in touch calls.
  - Signposting and setting up financial support.
- We are provided with updated lists of individuals from NHS Digital weekly. On Wednesday 4 November the National Shielding Service System (NSSS) went live online [www.gov.uk/coronavirus-shielding-support](http://www.gov.uk/coronavirus-shielding-support) and will enable individuals to indicate they need support and to be provided with a priority supermarket delivery slot. We are provided with data from this system daily.
- Community Boards will be the first point of contact for local community groups & local councils in order to provide a key link between community groups, community leaders & the support hub service. Community Board Coordinators will actively support the support hub staff to seek creative practical solutions for residents and gather 'on the ground' intelligence.
- Bucks Online Directory - It is important to ensure that details of local groups are included on the Bucks Online Directory so that residents, and our Customer Service Centre (CSC) call handlers in the CSC can access the support they provide.



## Customer focused:

- We must have a strong customer focus with services that are easy for everyone to access.
- We want our residents to have a choice of how they engage with the council, including in places local to them. Some people will like to 'self-serve' online but others will still value talking to us face to face.



# Buckinghamshire Council Customer Service Centre – digital, telephone and Face to Face

- The Front door for ‘**all**’ Council services across all Customer Access Channels including Telephone, Website, Online Forms, Webchat, Social Media and Face to Face, ensuring ‘**no wrong door**’.
- Delivering more at the ‘**first point of contact**’.
- Show the Council as a **single organisation** with a sense of common purpose.
- Adopting a more flexible approach to service delivery, focusing on **end-to-end delivery** and not a siloed approach. Understanding the journey of both internal and external customers to identify and help design customer focused services.
- Using **customer insight**, reflect user needs back to the organisation to ensure content and services are designed with customers/users in mind.
- Customers can **easily contact** the council at a time and location to suit them.
- Customers can access and apply for all relevant services and gain information about **their local area** online or via any device.
- Customers can be confident that their personal details and information are managed **securely** and shared responsibly.
- Motivated teams with a ‘**can do**’ mind-set who are highly skilled, supportive of service needs and helping to deliver the right outcomes for our external and internal customers.
- **Deliver more** demand via lower-cost, digital channels. Transactional services to be provided through our online channels & artificial intelligence, and our skilled advisors supporting our complex services and more vulnerable customers.
- Create a **resilient, flexible** customer service workforce that will underpin our digital transformation goals.

# A Good Customer Experience



Achieve and maintain a good and consistent customer experience across all customer access channels.



Involve Members and customers in service design and decision making.



Develop a better view of our customers and use insight to truly understand their needs and deliver improved outcomes.



Proactively engaging our customers.



Customers can access and apply for all relevant services and gain information about their local area.



Deliver solutions which ensure service continuity throughout customer Improvement.



Ensure our customers' data is protected and secure.



Provide Value for Money.



Faster, easier and intuitive



# Buckinghamshire Council Access Points – face to face and digital



Welcome to Walton Street  
**Council Access Point Plus**

-  We will provide information on all council services and answer basic enquiries
-  We will support you to access services online
-  We will support you with more complex enquiries

Report a pothole • Find out about planning applications • Apply for a school place  
Renew your Blue Badge • Order a replacement bin • Get information about care and support for adults • Make a payment • Apply for housing and council tax benefits



- Access to information and on-site support with self-serve in all Council Access points.
- Resolving straight forward enquiries and signposting for more complex to correct resolution team.
- Customer self-service devices in all Council Access points, to access existing online services across the new Council.

**The following buildings have been identified as Council Access Points:**

- Amersham King George V (CAP+)
- Aylesbury The Gateway (CAP+)
- Aylesbury Walton Street (CAP+)
- Beacon Villages Library
- Beaconsfield Library
- Buckingham Library
- Burnham Community Library
- Chesham Library
- Denham Oxford Rd, Capswood (CAP+) - currently closed.
- Great Missenden Library
- Haddenham Community Library
- Wycombe, Queen Victoria Road (CAP+)
- Iver Parish Council
- Marlow Library
- Princes Risborough Library
- Wendover Library
- Winslow Library



# South West Chilterns Community Board Meeting

Chair Cllr Dominic Barnes

24 November 2020





# Agenda

Apologies for Absence	18:30
Welcome and Introduction	
Declarations of Interest	
Minutes of Last Meeting	
Speaker – Mr Lloyd Jeffries – Service Director Champion for South West Chilterns Community Board	18:40
Covid19 update – Cllr Dominic Barnes	18:45
Presentation – Sgt Robin Hughes, Thames Valley Police – Neighbourhood Policing	18:50
Presentation – Lorna Sokolowski and Juliette Ryans - British Red Cross – Across Our Area	19:00
Budget Overview – Cllr Dominic Barnes	19:10
Working Group – Covid19 Recovery – Cllr Suzanne Brown	19:15
Working Group – Transport, Infrastructure, Reopening of High Streets and Regeneration (TIRR) – Cllr Alex Collingwood inc Broadband workstream – Cllr Mark Turner	19:30
Any Other Business – Cllr Dominic Barnes	
Date of the next meeting – Tuesday 23 February 2021 @ 1830h	





# Speaker

Mr Lloyd Jeffries – Service Director Champion for the South West Chilterns Community Board





# COVID19 update

Chair Cllr Dominic Barnes



# Summary

COVID-19 Cases in Buckinghamshire	Number of cases across pandemic (up to 14 <sup>th</sup> November)	Rate of cases per 100,000 population across pandemic (up to 14 <sup>th</sup> November)	Number of cases in last 7 days (8 to 14 Nov)	7 day rate per 100,000 population (8 to 14 Nov)	% positivity last 7 days (7 Nov 13 Nov)
Buckinghamshire	6135	1023.8	879	161.6	7.3%
Aylesbury Vale	2197	1005.3	272	133.8	6.6%
Chiltern	960	984.9	119	123.9	5.6%
South Bucks	1015	1257.8	151	214.4	8.7%
Wycombe	1963	972.6	337	193.4	8.3%
South East Region		1174.1	17,223	187.6	6.9%
England		2131.1	153,214	272.2	9.6%

Data known as of 18<sup>th</sup> November 2020

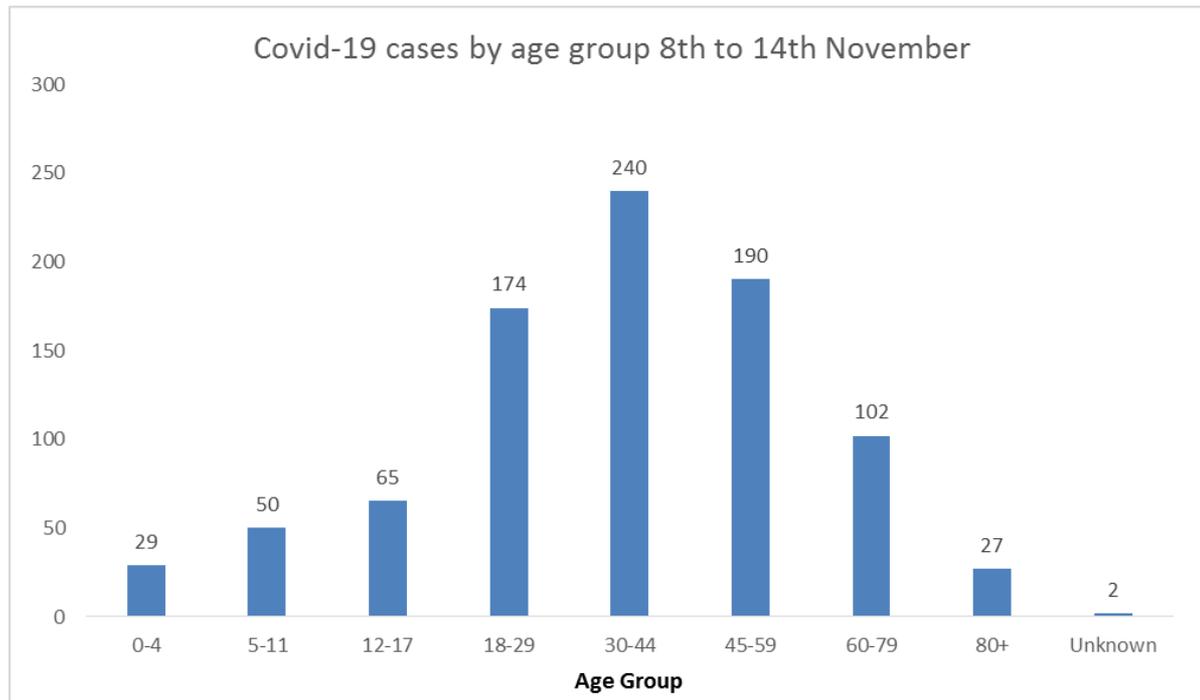
# COVID-19 Admissions and Bed Occupancy for Area Hospitals

	3 weeks before	2 weeks before	1 week before	Most Recent
<b>New COVID Admissions</b>	<b>12 to 18 October</b>	<b>19 to 25 October</b>	<b>26 October to 1 November</b>	<b>2 to 8 November</b>
Buckinghamshire Healthcare Trust	7	6	17	13
Frimley Health (inc Wexham Park)	56	59	41	48
Milton Keynes	3	7	15	24
<b>Total</b>	<b>63</b>	<b>72</b>	<b>73</b>	<b>85</b>
<b>Inpatients with COVID-19 (# of these in ICU)</b>	<b>On 20 October</b>	<b>On 27 October</b>	<b>On 3 November</b>	<b>On 10 November</b>
Buckinghamshire Healthcare Trust BHT	4 (0)	6 (1)	13 (1)	14 (1)
Frimley Health (inc Wexham Park)	62 (3)	88 (3)	77 (6)	71 (8)
Milton Keynes	5 (0)	9 (0)	17 (0)	26 (1)
<b>Total</b>	<b>71 (3)</b>	<b>103 (4)</b>	<b>107 (7)</b>	<b>111 (10)</b>

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**NB: Not all cases who are included above reside in Buckinghamshire. These data are publicly available data.**

# Age of Buckinghamshire COVID-19 Cases



Data as known on 18-11-20

# Local Testing Sites (LTS)

- **Aylesbury** (Buckinghamshire Council, The Gateway Car Park)



- **High Wycombe** (Bucks New Uni, Queen Alexandra Road)



Fixed pedestrian COVID-19 testing sites, staffed 7 days a week, currently for bookings only (through the national booking website or by calling 119)

## Mobile Testing Units (MTUs)

Large deployable testing units intended for both drive-thru and pedestrian access (booking only).

### MTU sites currently in use:

- Buckingham Rugby Club
- Princes Risborough School
- High Wycombe Park & Ride
- Marlow Rugby Club
- Gerrards Cross



The Council are working closely with the regional MTU coordinator to identify and review new possible sites.



# THANK YOU

for doing your bit

 Stay safe, protect Bucks



Wash your hands



Stay 2 metres apart



Wear a face covering

 [buckinghamshire.gov.uk/coronavirus](https://www.buckinghamshire.gov.uk/coronavirus)

**Worrying**  
about something  
or just need  
to **talk?**



 [internal.buckinghamshire.gov.uk/supporting-you](https://internal.buckinghamshire.gov.uk/supporting-you)

# Deputy Chief Executives COVID-19 response during national restrictions - Support Hubs *week one (5-12 November)*

**584** residents have registered online to receive support

**329** of those residents requested a priority supermarket slot (*dealt with at national level*)

**85** requested a call back from us, the need has been:

- **27** 'keeping in touch' calls
- **10** requests for financial support info
- **4** prescription pick-ups
- **2** requests for help with food



# Neighbourhood Policing

Sgt Robin Hughes

Thames Valley Police



# Introduction – Neighbourhood Policing

## Sergeant Robin Hughes

I have been a police officer for 20 years, starting my career in Amersham, then 12 years as a detective in Wycombe and the last 5 years back in uniform as the engagement neighbourhood Sergeant for Marlow, Bourne End, The Wooburns, Hedsor, Lane End and Stokenchurch.

## Role & Focus of Neighbourhoods

There are four departments under Neighbourhood policing:

- Engagement (traditional community style visible policing)
- Problem Solving (specialist officers focused on longer term more complex issues)
- Safeguarding (protecting the vulnerable in our communities, young and old)
- Stronghold (pro-active team targeting criminal activity)

## **The Marlow and SW Rural Neighbourhood Engagement Team:**

**There is one police base for the team located at Dean Street in Marlow, resourced 0800-2200hrs, 7 days a week. There is no public counter at Marlow (nearest High Wycombe)**

Team Supervisor: PS615 Robin Hughes

### The Marlow Team:

PC Darren King  
PCSO Sophie Parfitt  
PCSO Lucy Ash

### The Bourne End, Wooburns and Hedsor Team:

PC Chris Pomery  
PCSO Agata Cydzik

### The SW Rural Team (Lane End, Stokenchurch and The rural villages)

PC Danny O'Driscoll  
PCSO Penny Ling

## **Our roles and focus:**

Responding to reports from the public, partners, business and pub watch, and our community forums. Examples of the different types of work can be anything from neighbourly boundary disputes to parking, speeding, ASB, fraud, protecting the vulnerable (adults and children), supporting other departments with warrants and holding bespoke operations (both locally and as Force priorities).

## **Recent Community Events/Incidents:**

- COVID-19 Engagement & Enforcement, including reopening and closing of Night-time Economy
- Knife Crime reduction initiatives.
- Community Cop cards in our Primary Schools.
- Managing the influx of Traveller incursions.
- County Drugs Lines enforcement weeks.
- Road safety week, including Marlow Bridge weight enforcement.

## **How to contact the Police and/or your Neighbourhood team:**

**999:** Crime taking place at that time or an immediate fear for yourself or another.

**101 or submit a webform at [www.thamesvalley.police.uk](http://www.thamesvalley.police.uk):** Crime has occurred, or you believe it has occurred, or you need to pass information.

**For NHPT Marlow ,Bourne End, The Wooburns:** [MarlowNHPT2@thamesvalley.pnn.police.uk](mailto:MarlowNHPT2@thamesvalley.pnn.police.uk)

**For Marlow SW Rural:** [MarlowSouthWestRuralNHPT@thamesvalley.pnn.police.uk](mailto:MarlowSouthWestRuralNHPT@thamesvalley.pnn.police.uk)

**Sergeant Robin Hughes:** [robin.hughes@thamesvalley.pnn.police.uk](mailto:robin.hughes@thamesvalley.pnn.police.uk)

## **Any Questions?**



# Across Our Area

British Red Cross

Lorna Sokolowski and Juliette Ryans



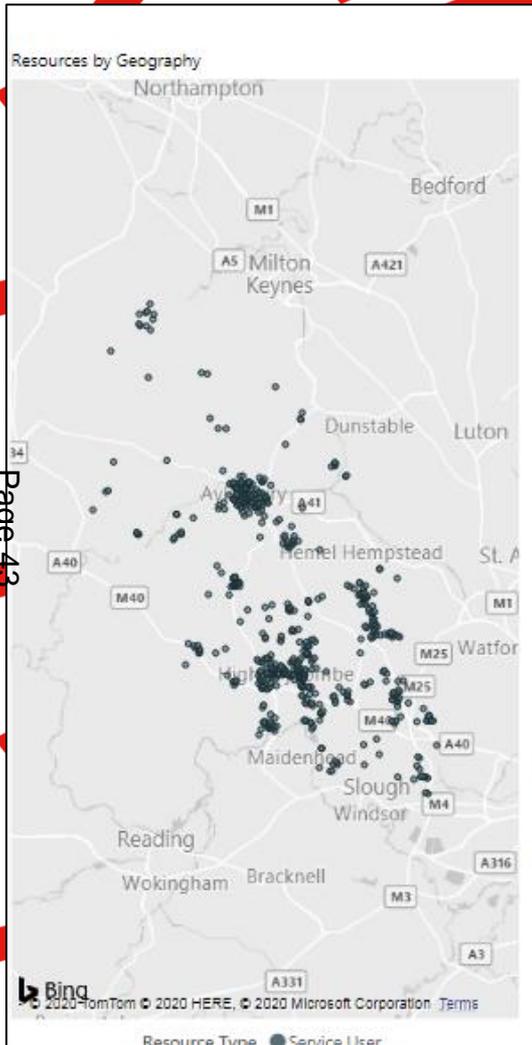
# Our Services

## **Regionally:**

- Independent Living and Crisis Response
- Mobility Aids Service
- Refugee Support and Restoring Family Links

## **Nationally:**

- Ambulance Support
- Community Education
- Covid Response; National Support Line, Hardship Fund
- Insight and Development: Community Resilience & Vulnerability Index
- VCS EP



## BRC Activity in Bucks

- **Over 3,080 people** supported in the region since January across business-as-usual services.
- **1,254 hours of support activities** recorded and **over 4,400 service user** activities reported.

# Independent Living

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2 main services: Transport and Settlement and Support at Home

- Transport and Settlement: assisted discharge service
- Support at Home is support to regain independence with 6 weeks welfare, befriending and shopping support
- Operate from Wexham Park Hospital and Stoke Mandeville Hospital

Covid Weekend service operating as well



**"Mobility Aids performs a key service for the British Red Cross that helps to address health inequalities and ensures that people don't fall through the gaps in the system."**

**Tony Azubike, programme manager**

# **Mobility Aids Service**

# Refugee Support & Restoring Family Links

- Helps refugees, asylum seekers and vulnerable migrants become familiar with their local area and access essential services.
- Free, impartial and confidential service including practical help, advice, information and emotional support.
- Partners include Sanctuary Hosting (providing emergency bed spaces within host's homes) and Citizens Advice (who provide accurate legal advice and representation)





# Crisis Response



# Community Education

## Tackling Loneliness Digitally



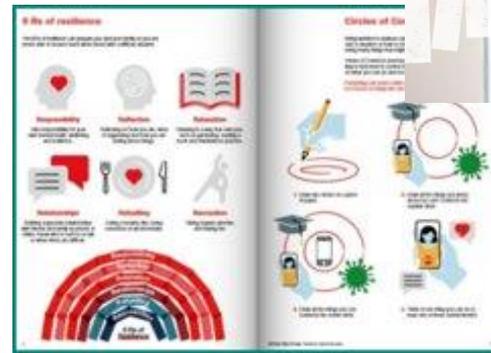
# Online resources

- Online resources
- The Kind Place podcast
- Short films and animated videos
- Spotify playlist
- Loneliness blog
- Session plans for teachers
- Wellbeing educational activity packs

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[redcross.org.uk/loneliness-resources](https://www.redcross.org.uk/loneliness-resources)

20+  
Online  
activities  
and  
resources



Tackling  
Loneliness  
Digitally

# Winter Calendars

- Snowman and Snowdog Kindness Calendar (ages 5-11)
- Winter Wellbeing Calendar

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## Winter Wellbeing Calendar

December

A winter months calendar with suggestions to help you improve your wellbeing and to encourage making connections with others. You can fill in the blanks yourself, with your own thoughts and ideas.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
If you are a parent, grandparent or have a young child, download the Snowman and Snowdog calendar	1 Catch up with a friend, neighbour or family member you haven't spoken to for a while	2 Do for a caring walk in a park or wood or remember a walk you did in the past	3 Join our free Tai, Lomi and Connect (TLG) online session on 3 ways to show kindness to your bones? for ideas for a healthy lifestyle	4 Learn how to look after yourself and others by downloading our First Aid app from our website	5 Reflect on which ways you like to connect up the most	6 Listen to and enjoy the Kindness podcast, on our website or YouTube channel. Who can you catch up with today?	7 Our creative by drawing, writing, meditating, or trying a craft
7 Plan your routine for the coming week. What three things are you most looking forward to?	8 Set your week up by leaving to your favourite music, and pass on your recommendations to someone else	9 Have a big smile, from your toes to the tips of your fingers. Think up three nice things that you like about yourself!	10 Download or read online a Wellbeing and Resilience pack full of handy advice and activities	11 Our musical: you could sing around your home, try a virtual instrument jam a virtual choir, or enjoy an online lecture class	12 Think of these activities that you want to do next week. How can you make sure that you do them?	13 What can you recycle, upgrade or pass on as a kind act for others?	14 Listen to Odey story about how he keeps in touch with his friends and family on our 'Staying well with changing relationships' page
15 Light a candle for those you would like to think about and to light the way for 2021	16 If someone you know is anxious, let them know about the Coping with anxiety resource on our website	17 Update your First Aid knowledge of Burns. Use our Apps to learn and test yourself	18 Tackling Loneliness Digitally	19 Department for Digital, Culture, Media & Sport	20	21	22

In partnership with BritishRedCross

## FRIENDSHIP SNOWFLAKE

Snowflakes are known for their individuality. They are a bit like us humans: they are made from similar stuff but no two are ever the same. They are all special in different ways.

Use this snowflake template to record what makes your friend or family member special to you. Think about the things you really like about them.

**The Snowman AND THE SNOWDOG**

20 mins

Pen, paper and a pencil to help cut things out

You will learn that everyone is different, but we are all special

When you've finished colour me in

In partnership with BritishRedCross

## The Snowman AND THE SNOWDOG KINDNESS CALENDAR

Use the kindness calendar throughout December to record your kind acts and see the positive impact your kindness makes to yourself and those around you. When you have completed a kind act you can tick or colour in the snowflake for that day.

There are some suggested acts of kindness in the pack to help get you started.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

**CONGRATULATIONS!**

Being kind sends a powerful message about our connections to each other and the world around us

In partnership with BritishRedCross

**Tackling Loneliness Digitally**

# Digital Classrooms

Book by emailing

[RedCrossEducation@RedCross.org.uk](mailto:RedCrossEducation@RedCross.org.uk)

or calling 07545 926 568

- Online session for adults
- Online session for young people
- Piloting a telephone session for digitally isolated

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**"It is not always easy to see who is lonely - if we all take a little extra time to listen - we can make a big difference to tackling the problem..."**

*- Digital classroom participant*



**Tackling  
Loneliness  
Digitally**



# Questions?

**Tackling  
Loneliness  
Digitally**





# Budget Overview

Cllr Dominic Barnes





## South West Chilterns Community Board Budget – 24 November 2020

### Community Area Priorities Fund

Budget: £89,130.00 (+£8,000.00 that was taken from this budget for Councillor discretion within funding guidelines to be used by 31 December 2020 or returned to fund)

Project Name	Total Project Cost	Board Funding	Match Funding	Type
Bollards, Pound Lane, Marlow	£7,007.37	£3,503.68	£3,503.69	Bollards, Pound Lane, Marlow
Traffic Calming, Bourne End	£3,836.71	£1,918.36	£1,918.36	Traffic Calming Bourne End
Various Parking Restrictions, Bourne End	£16,865.64	£8,432.82	£8,432.82	Various Parking Restrictions, Bourne End
Total Budget Spend £13,854.87		Total Budget Remaining £75,275.13 (+£8,000.00)		

### Health and Wellbeing Fund

Budget: £24,003.00 (+£8,000.00 that was taken from this budget for Councillor discretion within funding guidelines to be used by 31 December 2020 or returned to fund)

Prct Name	Total Project Cost	Board Funding	Match Funding	Type
Mojeels for Marlow	£2,000.00	£2,000.00	-	Cllr Crisis Fund
Age Concern	£2,000.00	£2,000.00	-	Cllr Crisis Fund
One Can Trust	£2,000.00	£2,000.00	-	Cllr Crisis Fund
Seed1	£,2000.00	£2,000.00	-	Cllr Crisis Fund
Seed1	£2,000.00	£2,000.00	-	Cllr Crisis Fund
Marlow Lighthouse	£500.00	£500.00	-	Cllr Crisis Fund
Marlow FM	£1,500.00	£1,500.00	-	Cllr Crisis Fund
One Can Trust	£1151.00	£575.50	£575.50	H&WB
Lane End Youth Club	£240.00	£240.00	-	H&WB
Seed1	£4,000.00	£4,000.00	-	Cllr Crisis Fund
Total Budget Spend £16,815.50		Total Budget Remaining £7,187.50 (+ £8,000.00)		





# COVID19 Recovery Working Group

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Including Young/Older People, Environment and Anti-Social  
Behaviour

Chairman Cllr Suzanne Brown





# Applications

- Seed1 – Councillor Crisis Fund
- Lane End Players
- Lane End Men's Football Team
- The Jam Theatre





# TIRR Working Group

Transport, Infrastructure, Reopening of High Streets and  
Regeneration including Broadband Workstream

Chairman Cllr Alex Collingwood





# Active Travel

- Temporary cycle paths schemes – Trinity Road Marlow
- Permanent cycle paths - Marlow-Marlow Bottom-High Wycombe and Marlow to Bourne End
- Bike racks – Marlow, Bourne End and Wooburn Green





# Transport Schemes

- Approved schemes – match funded
- Marlow and Wooburn Green Traffic Regulation Orders (TRO's)
- New Schemes – for delivery June 2021





# Infrastructure

- Marlow Bridge – signage, bollards and statutory instrument
- A404 junction works
- Swish Fibre, footway, Cadent, British Gas road works
- Rural broadband – Cllr Mark Turner





# Regeneration

- Providing support to residents – Cllr David Watson
- Local grant scheme – self-employed and Small Medium Enterprises.
- Green economy – electric charging points, Government grants.





# Reopening of High Streets

- Community events
- Successful open air market
- Make it a Marlow Christmas, Marlow Hamper





# Any Other Business

Including any pre submitted questions





# Dates of Next Meeting

The South West Chiltern Community Board next Meetings will be on:

Tuesday 23 February 2021 at 1830h

Wednesday 23 June 2021 at 1830h

Wednesday 22 September 2021 at 1830h

Wednesday 24 November 2021 at 1830h

