

**NOTES OF A JOINT MEETING WITH TOWN AND PARISH COUNCILS
HELD IN THE COUNCIL CHAMBER, WAVERLEY BOROUGH COUNCIL
ON MONDAY 14 SEPTEMBER 2009 AT 7.00 P.M.**

Present:

Waverley Borough Council

Cllr Richard Gates (Leader of the Council)
Cllr Mike Band (Deputy Leader of the Council)
Cllr Robert Knowles (Executive member)

Mary Orton (Chief Executive)
Robin Ellks (Head of Environmental Services)
Iain Lynch (Head of Economic Development & Partnerships)
Robin Pellow (Head of Democratic & Legal Services)
Robert Saunders, Head of Projects
Fiona Cameron, Business Support Officer

Visitors

Ms Helèna Reeve (Programme Director, Surrey NHS)
Ms Jill King (Director of Communications, Surrey NHS)
Mr Steve Forward
(General Manager, Surrey Community Transport)

Representing Town and Parish Councils

Alfold Parish Council, Cllr Mrs Betty Ames
Alfold, Dunsfold & Hascombe Parish Councils, Mrs Lynne Enticknap
Busbridge Parish Council, Cllr Mrs Maxine Long
Chiddingfold Parish Council, Ms Sue Frossard
Churt Parish Council, Cllr Derek Sibley, Chairman
Cranleigh Parish Council, Cllr Brian Ellis
Cranleigh Parish Council, Pauline Whitehead
Dunsfold Parish Council, Cllr Alan Ground, Chairman
Farnham Town Council, Mr Roland Potter
Farnham Town Council, Ms Wendy Coulter
Godalming Town Council, Miss Louise Goodfellow
Godalming Town Council, Cllr Mrs Joy Poulter, Mayor
Hambleton Parish Council, Ms Jane Woolley
Haslemere Town Council, Cllr William King
Haslemere Town Council, Cllr Peter Isherwood
Wonersh Parish Council, Cllr Michael Harding
Wonersh Parish Council, Cllr Chris Howard (Vice Chairman)

1. INTRODUCTION

The Leader of the Council, Councillor Richard Gates, welcomed representatives of Town and Parish Councils to the meeting.

2. APOLOGIES FOR ABSENCE

Apologies for absence were received from Cllr Peter Wadham and Parish Clerk Rachel Hill from Bramley Parish Council, Cllr Stephen Cosser from Godalming Town Council and also from Cllr Bryn Morgan of Waverley Borough Council.

3. MINUTES

The minutes of the Joint Meeting of the Town and Parish Councils held on 6th July 2009 were confirmed.

4. PRESENTATION BY NHS SURREY PRIMARY CARE TRUST

A presentation on the future plans for rehabilitation care in Waverley was given as a part of a consultation programme being undertaken by NHS Surrey. Ms Heléna Reeve, Programme Director and Ms Jill King, Director of Communications at NHS Surrey made the presentation.

The presentation was supported by the document 'Right team, right time: Proposals for rehabilitation care in Guildford and Waverley'. Copies are attached at Annexe A.

The proposals in the presentation were the result of clinically led work undertaken locally which the National Clinical Advisory Team (NCAT) have reviewed. The proposals concern rehabilitation care for stroke patients, emergency orthopaedic patients and older people with complex needs in relation to their short-term and long-term care. There are national guidelines for stroke patients to which the proposals adhere.

All government Gateway process recommendations have been completed.

The NHS Surrey Board had agreed the following recommendations:

1. To adopt the model as proposed.
2. To establish a specialist rehabilitation community unit under the jurisdiction of Frimley Park Hospital to be based at Farnham Hospital.
3. To establish a specialist rehabilitation community unit under the jurisdiction of Royal Surrey County Hospital (RSCH) to be based at a refurbished Milford Hospital.
4. To establish a consultant-led outreach rehabilitation centre in Cranleigh.
5. To consult upon commissioning 6-8 beds for the Cranleigh area along with permanent closure of the current 14 Cranleigh hospital beds.

The duration of the consultation process was 14 weeks and it will continue until 10th November 2009

The Chairman advised that this meeting may not be the appropriate forum to debate on the consultation, but asked members to take the details of the presentation back to their towns and parishes for discussion, and send any feedback directly to NHS Surrey.

Questions raised were as follows:

Haslemere Town Council asked if there would be any changes planned for services at Haslemere Hospital and especially regarding end of life care.

There will be no change in rehabilitation services provided by Haslemere Hospital. End of life care in Haslemere and in Surrey in general is subject to a separate performance study. There are no proposals within this rehabilitation consultation that would affect the number of beds that are currently allocated for end of life care in Haslemere.

Cranleigh Parish Council asked how general services for older people would change and also if the proposed 6-8 beds quoted would be sufficient to cover the intended usage.

The service model as proposed would be in place for older people with complex needs. It has been difficult and time consuming to obtain community data. It is proposed that general services in place for older people will continue as currently provided, but be better managed. The Continuing Care Team estimated that, including dementia, the need in Cranleigh is 0-4 beds. These figures reflect the demographics and include planning for a future increase in demand.

Wonersh Parish Council asked about proposed audiology services and also when would the new rehabilitation services actually arrive? How long would it take until Milford is up and running as rehabilitation centre? The current transport difficulty for carers and visitors in getting to Haslemere Hospital was raised.

Milford Hospital work would need to go out to tender. The hope was to have the work done quickly in to respond to care provision needs and the availability of the capital budget. In terms of such services as audiology, there would be a transition period of moving specialists out from the RSCH and also the administration involved in rescheduling appointment bookings from Haslemere and Guildford. It was hoped that all work would be undertaken as soon as possible.

Dunstable Parish Council asked how the options for Cranleigh have been evaluated? Do both options meet the same objectives?

There is a 5-part business case that the NHS Surrey must produce for any capital development, which must demonstrate best value for money and service provision for patients. The headings of the business case could be made available to the meeting at a later date if required.

Alfold Parish Council praised the proposal to refurbish Milford Hospital, but asked about format of the questionnaire contained within the consultation document 'Right team, right time: Proposals for rehabilitation care in Guildford and Waverley'. It was felt that the questions within did not fully cover the recommendations made by the NHS Surrey Board.

The NSH Surrey Board had accepted the recommendations representing the clinical model of care and it is the implications of this model upon which the

consultation is based. It is also intended to undertake consultation on the planning aspects of the proposals following on in November 2009. 'Right team, right time: Proposals for rehabilitation care in Guildford and Waverley' is an interim document. The business case for change is available on the Surrey NHS website.

The Chairman thanked Ms Reeve and Ms King for their presentation, and encouraged Town and Parish Councils to respond to the consultation. [The Waverley Borough Council report to its Executive meeting on 29th September is available on the Waverley website].

The slides from the presentation are available at [Annexe B](#)

5. ITEMS REQUESTED BY TOWN AND PARISH COUNCILS

- i. Cranleigh Parish Council asked for a discussion on the attendance levels at Town and Parishes meeting.

The Chairman addressed the question by saying that the number of parishes represented at the meeting had been fairly consistent at around 13, although the number of representatives from those parishes fluctuated. He went on to say that Waverley Borough Council views the Town and Parish Council meetings as an excellent forum for sharing information. Issues for the agenda from parishes were always very welcome.

Ms Pauline Whitehead acknowledged the excellent relationship existing between Cranleigh and the Waverley officers. She went on to point out that the meeting is held at some financial cost to the Borough and that perhaps more parishes should attend to take advantage of the opportunities and expertise provided. The Chair accepted that there did seem to be a permanent absence of some parish councils and suggested some research should be undertaken to ascertain why the meeting is not appealing to all parishes. It was resolved that Waverley Borough Council will investigate why some parishes do not attend and encourage them to do so in future.

- ii. Godalming Town Council had requested a discussion on funding for the Waverley Community Transport Hospital Hoppa travelling between Waverley and the Royal Surrey County Hospital.

Mr Steve Forward, General Manager of the Waverley Hoppa Community Transport (WHCT) addressed the meeting. A paper detailing profit and loss account and Hoppa trips is attached at [Annexe C](#). [It was explained that the information detailing Hospital Hoppa trips reflects Primary Care Trust and not Waverley Borough boundaries]

A brief background to the service was given. The Hospital Hoppa service is a dedicated service running 10 hours a day 5 days per week to provide non-emergency public transport. Services run to all hospitals between the Royal Surrey and Haslemere Hospital. Initially,

in 2002, public service bus money was available which enabled the purchase of 6 vehicles, premises acquisition and the creation of an operational infrastructure. Since then the fleet has expanded to 18 vehicles and 24 employees. Originally 100% grant funded, this has reduced over time to just 34% grant funded, with the balance received from Hoppa earned income.

Start-up funding came from the Community Partnership fund, Godalming Town Council, Haslemere Town Council and Waverley Voluntary Grants Panel. This funding had fallen away over time and expenditure has risen. 'Care in Haslemere' had made donations as have Farnham Town Council. Godalming Town Council had provided continuous support. Hoppa was now the biggest sponsor of the Hospital Hoppa service. Conditions attached to the Godalming Town Council grant is that is WHCT must approach other parishes to support this service. Discussions were taking place between Surrey County Council and the Primary Care Trust regarding the end of the current non-emergency hospital transport contract held by GSL (in 2011). Hoppa could tender for this work. But for the short and medium term the funding situation is unsustainable. Mr Forward asked the parishes at the meeting who were benefiting from the service, but not currently funding it for help.

Cllr Gates explained that Waverley Borough Council currently contributed £100,000 to Hoppa per annum.

Cllr Isherwood said that the funding of the Hospital Hoppa would be on the grant budget agenda for next year and expressed Haslemere Town Council's support for the Hospital Hoppa. In the meantime, Haslemere Town Council will explore other ways of making a grant donation this year. Mr Isherwood also pointed out the value in speaking with East Hampshire District Council regarding a contribution since there is a Primary Care Trust boundary overlap.

Cllr Gates pointed out that Bramley has a successful service called 'Bramley Wheels' which reduces their need for the Hospital Hoppa service

Ms Jane Woolley suggested better publicity about the service would be a good idea. She suggested Mr Forward produce some information that could be forwarded to parish councils for discussion. The Chair concurred. Mr Forward said that he would be prepared to attend any future parish meeting to give a presentation.

Ms Betty Ames said that it was her understanding that the ambulance service would be tendering the hospital transport GLS contract in 2011 and that the scope of the contract would be substantial. Mr Forward replied that it was his understanding that the nature of the contract would be redrawn on renewal, which might provide opportunities for local suppliers such as Hoppa.

Cllr Ellis said that 'Cranleigh Village Care' provides hospital transport in his parish and that a similar service exists in Ewhurst. Therefore, he felt it would be difficult to persuade the parish to contribute to the Hospital Hoppa service.

The Chairman expressed the view of the meeting that even though in some areas the service was lightly used, it would be a great loss to the Waverley community as a whole if the service were not able to continue. He went on to stress to those parishes absent from the meeting to take this matter on board. Waverley officers will help Mr Forward to communicate with parishes if required.

Iain Lynch advised that the Primary Care Trust and Surrey County Council are looking at ways to streamline patient appointments and transport arrangements for the future that would benefit Hoppa and the patients, carers and visitors using the service.

The Chairman thanked Mr Forward for attending the meeting

- iii Public Speaking at Planning Meetings (extra item to Agenda)
The chair advised that Waverley Borough Council is considering offering town and parish councils the automatic right to speak at planning meetings. Currently public speaking is only triggered if there are more than 5 letters of objection or 5 of support. The Chairman asked for feedback. In general the meeting felt this to be a good idea. Waverley Borough Council would advise parishes of its decision.

6. CLEAN NEIGHBOURHOODS AND ENVIRONMENT ACT 2005

Mr Robin Ellks presented the report that had been circulated with the agenda at Appendix B. The Act consolidates several pieces of legislation into one and provides local authorities with the powers necessary to maintain a clean and safe environment. It was explained that the Act empowers local councils to act and address activity and behaviour, which is detrimental to the environment and/or is deemed anti-social. The rights to issue fixed penalty notices had been extended and are summarised under Annexe 1. The entire Act is available to view on the DEFRA website.

Although keeping all options open, for the time being, Waverley has resolved to delegate the relevant officers to enforce the act, rather than to create a dedicated enforcement officer post. Waverley also has the power to authorise parish or town council officers to act on their behalf at parishes' request.

The Chairman advised parishes to discuss the information provided and to contact Waverley officers should any questions arise.

7. BT RED PHONE BOXES

Mr Iain Lynch provided a verbal update following last year's consultation process on the proposal to remove a number of phone boxes from the Borough. BT did not challenge the veto, but has proposed a scheme by which communities can adopt red phone boxes for £1. Once adopted, the telephony service would then be removed. The Borough is being asked to support or object to this proposal and this has triggered a further consultation process.

Ms Fiona Cameron tabled a document attached at Annexe D which had previously been sent to all parish clerks and which set out the phone boxes subject to the current consultation. Of the 46 phone boxes listed, some are new to any consultation process. BT claim that all are under performing. Demand and usage of the boxes can be difficult to gauge if they are out of order. Officers asked parish councils to report on the current working status of their phone boxes. This needs to be done on regular basis. It was suggested that parishes might nominate someone to monitor their local phone box. A number of parishes had replied to Waverley on the matter of adoption, but not all and officers have requested a response. The consultation deadline is the end of September.

BT had been advised where communities had no objection to their phone boxes being removed.

8. BUDGET CONSULTATION

Mr Robert Saunders provided a verbal update on the budget consultation exercise presented by Mr Graeme Clark at the previous meeting.

Waverley is committed to providing quality services and value for money. However, because of tight budget constraints there would be some difficult decisions to be made regarding future service range and service levels. For this reason Waverley is undertaking a consultation budgeting exercise within the Borough to ascertain to what extent it would be acceptable to reduce one service level in order to increase or retain another. The SIMALTO model is being used to undertake this exercise, which uses real world costs converted into a points system. Each point has a numeric value of £20,000. The model has been widely used and produces valuable, in-depth information. The exercise will be undertaken by the market research company 'Research for Today'. Interviews will be undertaken with a cross-section of the public, door to door in the Borough and will commence during September 2009. A sample of the 'Waverley Grid' was tabled. This paper illustrated the choices which interviewees will be given. This process will provide details of interviewee's preferences and priorities.

The Borough would also wish to have one response each from each parish and town council. Councils can respond either on paper or via a dedicated website. It is estimated that completing the questionnaire will take about 30-40 minutes. The request was made for town and parishes to have completed a response by the end of October 2009.

Cllr Gates emphasised that this consultation is not a cost-cutting exercise and respondents could opt to remain with current service levels.

Ms Chris Howard of Womersley asked how the members of her council and also members of the public were qualified to make a decision on such matters.

The Chair replied that the process was intended to ascertain preferences, but any changes in service levels would not be based on this consultation alone. Mr Mike Band said that it was an opportunity for everyone to have their say.

Information arising from the consultation will be fed back to the parishes.

Mr Saunders will be contacting town and parish councils soon with further information and details of the dedicated website.

The slides from the presentation are available at [Annexe E](#)

10. DATE OF NEXT MEETING

Monday 7 December 2009 at 7.00 pm in the Council Chamber, The Burys, Godalming.

(Towns and Parishes are requested to submit any issues they wish to raise at that meeting by Monday 16 November 2009).

The meeting ended at 9.10 p.m.

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