

ANNEXE 1

Social Inclusion Strategy – Progress and future actions – September 2009

Waverley adopted a revised Social Inclusion Strategy in July 2008. The Strategy identified eight Objectives that Waverley's services, together with our partners, help deliver to minimise Social Exclusion:

Objective 1 – Combating poverty and financial disadvantage

Objective 3 – Encourage stronger 'cohesive' communities and increasing capacity and leadership

Objective 5 – Ensure equal access to all our services

Objective 7 - Seek to provide people with skills and employment

Objective 2 – Helping people to remain in their own communities

Objective 4 – Tackle rural isolation

Objective 6 – Give a voice and support to marginalised groups

Objective 8 – Promote health, well-being and culture

This action plan details progress to date on the current actions that support these objectives and identifies work still to be done.

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"Don't lose your home or business" Project in response to economic downturn and rising fuel costs. Dedicated advice and communication initiative focused on measures to prevent residents, community organisations and businesses moving to a position where more serious consequences could arise.	Objective 1 Objective 2	Robert Fox / Michaela Wicks	Project launched October 2008. Medium term targets to work with and encourage neighbouring authorities to adopt similar policies. Longer term, Government will be lobbied to provide funding for the project as a nationally recognised and collective objective.	Short term measurements include effects on rental accounts, eviction and repossession orders, need for alternative housing, quantities of summons, fuel poverty grant applications, take-up of benefits, enquiries, referrals and outcomes – including from businesses.	Business Link Surrey Waverley Business Forum Enterprise First CAB Community Organisations	Funding approved, project manager seconded and scheme launched October 2008. Publicity on-going through Making Waves, website and public meetings. At end August 2009: <ul style="list-style-type: none"> • 563 closed enquiries, of which 59 from businesses. 31 new cases in September. • Over £91,000 additional benefits payments from claims made as a result of the DLYH help to the end of March09. Between April and August 2009 new DLYH clients have claimed a further £66,000. • 55 repossessions / evictions prevented

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<p>Combating fuel poverty:</p> <ul style="list-style-type: none"> ▪ Working in partnership with other Local Authorities (Surrey & Hants Improvement Partnership – SHIP) to target fuel poverty and energy efficiency. ▪ Increasing the capacity of Waverley’s front-line staff to offer advice to residents to improve energy efficiency. 	<p>Objective 1 Objective 8</p>	<p>Martin Shorten / Victoria Buckroyd / Simon Brisk</p> <p>Andrew Booker</p>	<p>Funding agreed over 3 years. Project aims to improve 1,000 properties in SHIP area which will equate to approx. 140 dwellings in Waverley.</p> <p>Training sessions for front-line staff, from National Energy Action, to enable staff to advise on fuel poverty / energy efficiency issues rather than just provide information being held November 2008.</p>	<p>Fuel poverty measure one of new National Indicators – NI 187 - % of people receiving income based benefits living in homes with a low energy efficiency rating. 2008/09 result = 10.1% National comparisons due July 2009.</p> <p>Number of dwellings improved.</p>	<p>Surrey and Hampshire Improvement Partnership (SHIP).</p> <p>Regional Housing Board.</p> <p>Department of Health – promotional literature ‘Keep Warm, Keep Well’</p>	<p>Waverley participating in Fuel Poverty project as part of Surrey and Hampshire Improvement Partnership (SHIP) agreed by Executive October 2008.</p> <p>The 'Warmth 1000' scheme went live in April and Waverley had, by mid-September, made 164 referrals for works under the scheme to 'Climate Energy' who have been appointed by the consortium to manage the scheme.</p> <p>Awareness sessions for front-line staff held to promote available grants e.g. from Department of Health. Publicity campaign on website.</p> <p>The Housing service team:</p> <ul style="list-style-type: none"> ▪ Provide a ‘Top Ten Energy Saving Tips’ leaflet to cut fuel bills for new tenants ▪ Install energy saving light bulbs to void properties. ▪ Promoted free to borrow energy monitors from libraries to assess energy consumption in the home in Waverley Homes and People (May issue) ▪ 95% of lofts have at least 150mm of insulation

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						<ul style="list-style-type: none"> ▪ 80% of the Council stock has been double-glazed. ▪ 48% of the gas central heating properties have upgraded condensing boilers reducing typical running costs by £61 a year.
Increasing up-take of IN2 Passport to Leisure Card through additional promotion and publicity and a re-launch of the leaflets at Waverley offices and leisure centres.	Objective 1 Objective 5 Objective 8	Kelvin Mills / Tamsin McLeod	Re-launch of scheme – December 2008	Up-take of cards measured as part of quarterly performance report. Target for 2008/09 = 650 issued. 815 actually issued in 2008/09.	DC Leisure now administrate scheme which will lead to better monitoring and usage data.	<p>Raising profile and priority of scheme within leisure centres has already increased up-take of cards. 815 cards issued in 2008/09 – well above target. 225 cards issued April – June 2009. Article in Waverley Homes and People promoting scheme in January 2009.</p> <p>Complimentary access scheme, as part of contract with DC Leisure, gives free access to looked after children and carers.</p> <p>Currently investigating possibility to extend scheme to cover the armed forces from April 2010.</p>
Introduction of face-to-face benefits appointments, both at The Burys and the Locality Offices, to assist customers to	Objective 1	Robert Fox / Nicky Harvey	Introduced September 2008 On-going service with regular reviews of 'success rate' of	Number of customers assisted. Speed of processing new	CAB	Service introduced September 2008. Dedicated officer to deal with appointments. Appointments offered at all Waverley localities and are extremely popular.

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<p>complete form to</p> <ul style="list-style-type: none"> ▪ Decrease time taken to process new claims – if all the information is provided the claim will be processed in 5 days ▪ Make it easier for people to apply for benefits 			<p>appointments.</p>	<p>claims as measured by National Indicator 181. 2008/09 estimated figure = 15.4 days – just over target.</p>		<p>There were over 900 appointments up to the end of March 2009. There have been a further 869 appointments between April and September 2009.</p> <p>Overall benefits caseload passed 7,000 live cases in June 2009, compared with 5,500 in April 2009.</p> <p>Successful service with high demand. Particularly useful for assisting inexperienced claimants (e.g. DLYH referrals) with the process.</p> <p>5 day ‘payment promise’ for new claims with all necessary information provided introduced in June 2009.</p>
<p>Review our services to ensure equal access for all and attain Level 2 of the Equality and Diversity Standard for Local Government.</p> <p>Standard replaced by Equality Framework from April 2009. Target is now to reach Level of “Achieving” by March 2010.</p>	<p>Objective 5 Objective 6</p>	<p>Mary Orton / Louise Norie</p>	<p>Robust Equality Impact Assessments (EqIAs) in place across all Services by end of November 2008.</p> <p>EqIAs subject to challenge by external partners / community & voluntary groups and users forums (e.g. Disability Forum) by January</p>	<p>Level 2 of the Standard Achieved by March 2009 - complete.</p> <p>“Achieving” under the new Framework by March 2010.</p>	<p>Variety of statutory partners, community/ voluntary organisations and service users groups and forums are involved in consultation and challenge.</p>	<p>Corporate Equality scheme adopted, following consultation, and Level 2 of the E&D standard achieved March 2009. Self assessment verified by Deloitte and Touche.</p> <p>Equality Impact Assessments completed and published on website. Revised EQIAs now implemented.</p> <p>Certificate in Equality and Diversity being rolled out to all staff. 40 certificates completed, 150 more signed up.</p>

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			<p>2009.</p> <p>Single Corporate Equality Scheme ready adopted March 2009.</p>			<p>Waverley Faith Forum introduced – inaugural meeting held March 09 and Terms of Reference agreed. Disability Forum meets every quarter. Top Youth Council meets each Month. Waverley also participates in South West Surrey 50+ reference group.</p> <p>Equality mapping being undertaken with help from Waverley Councillors. Member equality training being held 4th December.</p>
<p>Make best use of our Partnerships – particularly the Waverley Strategic Partnership (WaSP) – focus on achieving outcomes for the community in light of the current economic situation and feedback from residents.</p>	<p>All, particularly Objective 1</p>	<p>Mary Orton / Sarah McLaren</p>	<p>Report back to WaSP board from Health and Social Inclusion Sub-Group November 2008.</p> <p>SMART targets to be developed as part of WaSP action plan. Results of 'Place Survey' to be reported to WaSP January / February 2009. Will feed into review of Waverley Community Strategy and Fear of Crime review undertaken by Waverley's Community O&S Committee.</p>	<p>Joint action plan developed and delivered.</p> <p>Waverley Community Strategy refreshed Achievement of Surrey Local Area Agreement (LAA) targets.</p>	<p>WaSP Board partners Health and Social Inclusion Sub-Group CAB Surrey Strategic Partnership – Stronger Communities Board</p>	<p>Waverley Strategic Partnership (WaSP) agreed action plans, linked to LAA indicators, at its meeting in April 2009, including one from its 'Communities, Health and Social Inclusion' sub-group. Plans will continue to be monitored by the sub-groups and WaSP.</p> <p>Update from partners and sharing of information about supporting communities through recession standing item on WaSP agenda.</p> <p>Place Survey results considered by Executive March 09 and WaSP April 09 and were incorporated into Community Safety Strategic Assessment. National Place Survey results published June & September 2009.</p>

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<p>'Be Active' Programme. Funding not secured to be able to continue programme in future, but extended funding obtained to sustain activities until March 2009.</p>	<p>Objective 4 Objective 8</p>	<p>Kelvin Mills / Christina Hales</p>	<p>'Be Active' activities in place until March 2009.</p>	<p>Activities delivered.</p>	<p>PCT DC Leisure Surrey County Council</p>	<p>Extended funding obtained to fund coach for activities until March 2009.</p> <p>Free swimming introduced for 16 and under and over 60s April 2009, and well attended</p> <p>'Active People' campaign promoted across Borough.</p> <p>Exercise and Mobility programme retained in 2009/10</p> <p>Mult-Use Games Area (MUGA) officially launched September 2009 in Farncombe – developed in partnership with Youth Council, Police and Safer Waverley Partnership.</p>
<p>Preparation of Youth Strategy that reflects needs of young people living in the Borough and increases "things to do and places to go".</p>	<p>Objective 6 Objective 8</p>	<p>Kelvin Mills / Katie Webb</p>	<p>Aim to have Youth Strategy adopted by end of 2009.</p>	<p>Three year Youth Strategy and action plan in place.</p>	<p>Multi-agency steering group.</p>	<p>Cultural Strategy and Action Plan approved by Council April 2009 and includes a theme and actions to "Increase opportunities for Young People". Cultural Strategy to be reviewed December 2009, and successes promoted.</p> <p>Consultation with key partners and public to inform Youth Strategy to take place November 2009. Adoption of Strategy January 2010.</p> <p>Top Youth Council meets on a monthly basis.</p>

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<p>Market Town Initiatives. Publication of outcomes of 'Healthchecks' for Godalming, Haslemere and Cranleigh.</p> <p>Communication of results internally and externally to partners.</p> <p>Development of Parish Plans.</p>	Objective 3	Iain Lynch	<p>Godalming Healthcheck published December 2008. Cranleigh healthcheck published January 2009.</p> <p>Results of healthchecks to be presented to WaSP.</p>	<p>Healthchecks published and communicated internally and externally to partners. Action plans in place.</p> <p>Consideration of the results by WaSP and use of the results as part of the evidence feeding into the WaSP Action Plans</p>	<p>Town Partnerships, which include representatives from Surrey County Council, Waverley BC, Town Councils (Cranleigh, Farnham, Godalming & Haslemere), the Business Community, Twinning Organisations and individuals from the communities.</p>	<p>Haslemere healthcheck published October 2008. Godalming and Cranleigh healthchecks completed.Meeting October 2009 with view to launching Community Interest Company for Godalming. Godalming Town Council approved funding for co-ordinator and have approached Waverley for funding. Subject to action plan potential for SEEDA Market Town funding.</p> <p>New Cranleigh co-ordinator in place January 2009. List of priority areas for Cranleigh taken to Annual Parish Meeting May 2009.</p> <p>Cranleigh and Haslemere Healthchecks published and now focused on continuing to involve volunteers and wider community in series of events to improve vitality of community – economic, social and environmental projects.</p> <p>Healthchecks on forward programme for WaSP.</p>
Supporting our Housing tenants and encouraging strong communities through:	Objective 1 Objective 3 Objective 6	John Swanton / Clare Jones / Annalisa	Approach to financial inclusion developed October 2009. Regular progress reports to	Financial sustainability of tenants can be monitored through rents performance	Tenants – e.g. Tenants Panel. CAB Housing Benefit	Report on progress against Housing Inspection Recommendations to Community O&S November 2009. Financial Inclusion Approach also reported as part of Social Inclusion

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<p>Developing an approach to financial inclusion (recommendation from Housing Inspection)</p> <p>Putting in place 'Neighbourhood Agreements' with partners and residents.</p> <p>Consultation with Ockford Ridge residents (Council tenants and private sector residents) on their views of the area and priorities for improvement.</p> <p>Piloting free DIY Training sessions being held for tenants to learn how to do simple repairs.</p> <p>Repairs Days in local community areas.</p> <p>Investing in council housing stock through</p>		<p>Howson / Chris Rudkin / Andrew Booker</p>	<p>Community O&S Committee.</p> <p>Chantrys agreement in place June 09. Other agreements to be considered follow Chantrys' pilot.</p> <p>Feedback results to tenants / residents June 2009. Report to Community O&S November 2009.</p> <p>Approximately 650 boilers to be installed in 2009/10.</p>	<p>indicators – collection rates / arrears / Notices Seeking Possession. Reported quarterly to Members.</p> <p>Neighbourhood Agreements in place.</p> <p>Tenant Satisfaction monitored through National Indicator 160 – through bi-ennial tenants survey. Tenant feedback.</p> <p>Number of boilers installed in Council stock.</p>	<p>Services Delivery partners such as Glendale and Surrey County Council. EPS</p>	<p>Strategy Update.</p> <p>Chantrys Neighbourhood agreement has been developed with partners and residents. The agreement has been finalised and agreed and is being launched and distributed to all residents in October 2009. The next potential location for a Neighbourhood Agreement is Roman Way, Farnham. A survey has been sent to all residents in September 2009 to gauge their priorities for the community. Ockford Ridge Consultation visits completed to all Council tenants and private sector residents. Executive approved programme of double-glazing at Ockford Ridge September 2009.</p> <p>DIY Training sessions arranged. Interested tenants contacted. Successful pilot held in Farnham in July 2009.</p> <p>Repair days trialled in Sheltered schemes – due to be completed October/November, then rolling out to general needs housing in local areas. Will be piloting linking repair days with DIY advice and using IT solutions to instantly report jobs raised at the events.</p>

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boiler replacement programme – More efficient boilers reduce costs of heating and fuel poverty.						419 boilers installed in Council Houses in 2008/09. 324 boilers / distribution systems installed to date in 2009/10, and 154 properties rewired.
Supporting rural transport and access to services by supporting the Waverley Voluntary Transport Forum including: <ul style="list-style-type: none"> - Hoppa Service - Voluntary Car sharing schemes 	Objective 4 Objective 5	Iain Lynch / Paul Wenham	Waverley Voluntary Transport Forum held twice a year. £100,000 grant to Hoppa for 2009/10. Continue to support Hoppa Board to deliver cost effective, demand responsive service.	Forum held. Number of journeys provided by Hoppa Service.	Hoppa Car Sharing Groups across Borough Surrey County Council Voluntary Association South West Surrey	Forum meeting held June 2009. Next meeting due Autumn 2009. Discussions being held with Surrey County Council regarding one-stop 'phone number for anyone needing hospital transport to direct to applicable services. £100,000 grant awarded to Hoppa in 2009/10. Hoppa attended All Towns and Parishes Meeting September 2009.

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<p>Continue to support access to employment through the work of Waverley Training Services (WTS), through re-bidding for Learning and Skills Council contracts.</p> <p>Deliver Waverley Training Services business Plan 2008-13.</p>	Objective 7	Iain Lynch / Pat Pryke	<p>Review service delivery in light of national change in support for NVQs and apprenticeships with more focus on 16 – 18s. Re-bid for Learning and Skills Council contracts - to begin August 2009.</p> <p>Improve relationships with local businesses to maintain the number of people placed into employment, despite economic climate.</p>	<p>New contracts in place from August 2009.</p> <p>Achievement rates of 'Entry to Employment' programme.</p> <p>Number of businesses offering placements / employment.</p>	Learning and Skills Council Local Schools Surrey County Council Local Businesses Connexions.	<p>Waverley Training Services had been providing services from the Pump House, Farnham for 25 years in 2008.</p> <p>Business Plan 2008-13 endorsed by Executive December 2008.</p> <p>New contracts in place from August 2009.</p> <p>Joint working with Guildford College to support local learners following closure of work-based learning section at Godalming college.</p>
Support vulnerable people to live in their own homes through provision of Careline Service.	Objective 2 Objective 8	Iain Lynch	Self financing service in place by March 2010.	Individuals with access to 24 hour service. Service self-financing.	Guildford Borough Council Tunstall Telecom	<p>Approximately 2,000 individuals currently have access to the 24 hour service. Successful merger of housing and private-sector team in 2009.</p> <p>On target to achieve self-financing.</p>
Introduction of cash payment facilities across the Borough – including rural areas e.g. for Council Tax / Rent payments –	Objective 4 Objective 5	Graeme Clark	New facilities to be phased in from July 2009 and in use across the Borough from 30/10/2009.	Over 50 payment facilities in place across the Borough from 30/10/2009 including post	Allpay	<p>Executive approved report in October 2008, following review of cash collection by Corporate Overview and Scrutiny Committee.</p> <p>All current cash-payers issued with</p>

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following review of Waverley's cash collection.				offices to improve choice and convenience for customers.		<p>bar-coded bills and payment cards Summer 2009. Roadshows / support surgeries held at existing counters September/October 2009.</p> <p>Awareness leaflets distributed to all staff.</p> <p>Existing Waverley cash counters to close from 1 November 2009.</p>
Feasibility study for a Credit Union for the benefit of Waverley residents.	Objective 1	Paul Wenham / Iain Lynch	Feasibility study into 'Surrey Save' credit union for the benefits of Waverley residents by 31 March 2010.	Feasibility study completed and way forward agreed.	Co-operative Fund Guildford Borough Council Woking Borough Council Mole Valley Housing Association Surrey County Council	<p>Feasibility project to consider creating a credit union for the benefit of Waverley residents supported by Executive March 2009 and £15,000 agreed as part of 2009/10 budget.</p> <p>Surrey Saves website and leaflet seeking pledges of support launched.</p> <p>Plan to apply for FSA accreditation under new regulations in Spring 2010.</p>