

EAST GRINSTEAD TOWN COUNCIL

Council Offices, East Court. College Lane, East Grinstead, RH19 3LT.
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29th February 2024

A meeting of the **PUBLIC SERVICES COMMITTEE** is to be held in the **THE COUNCIL CHAMBER, EAST COURT** on **THURSDAY 7TH MARCH** at 7pm.

Representations or Questions may be submitted at the beginning of the meeting during public participation. The public are welcome to attend in person at East Court or via Zoom.

A request for the zoom link should be sent via email to towncouncil@eastgrinstead.gov.uk before 12 noon on the day of the meeting.

ORDER OF MEETING

The public are welcome to attend the meeting virtually or in person and may speak just before the start of the full agenda. Up to 15 minutes is allowed but if there are no questions the Chair will move along to the agenda at which time public participation will have ended.

AGENDA

1. To commence not later than 7.15pm – apologies for absence.
2. To receive Minutes of the meetings held 30th November 2023 and 22nd January 2024.
3. Chairman's Update (information item)
4. To receive Members Declarations of Interest.
5. Police Matters
6. QVH strategy development milestone roadmap
James Lowell CEO from the Queen Victoria Hospital is attending
7. MSDC contract for green spaces and landscaping
An update from the contractor as to the new MSDC contract to advise on the work patterns and schedules that are expected from the contract which began in January 2024.
8. Health update
An update on any matters to be reported on including GP Surgeries, and the modality CQC report
9. Community Team report
To hear from the Community team as to current projects and work streams including a report on supporting youth activity.

10. Dementia Action Alliance
To advise the committee as to the arrangements for Dementia Action Awareness week 13-19 May 2024.
11. Multi-Agency signposting to tackle cost of living
A report back from the recent meeting to set up a cross agency group and how the Town Council can support this new network for signposting.

The next full meeting of the Committee will be held on **THURSDAY 1st JUNE** at 7pm

Agenda item 5: Police Matters

Purpose of Report: This is an update on police liaison and matters currently affecting the town:

As stats are not provided, Councillors are asked to access http://www.ukcrimestats.com/Police_Force/Sussex_Police and view their ward for updated crime statistics and comparisons.

Contacts:

Contact numbers are: emergency 999, non-emergency 101 but also the dedicated neighbourhood policing number for Mid Sussex 01273 404937 – a response is guaranteed within 72 hours so it is more for intelligence and reporting concerns rather than specific incidents that need response. The Confidential anti-terrorism line is 0800789321.

Current Issues

Police Matters

ASB continues to be an issue anti-social driving remains an issue of motor scooters on East Court and in the Ashplats Woods along with “boy racers” at night through the town. Where incidents are reported to the Town Council officers urge the reporting on to the Police for evidence and case building.

Inspector David Derrick will be in attendance and can give further updates for any policing matters in the town.

Officers Recommendation: This report is for noting

Environmental Implications: none

Financial Implications: None

Community safety implications: The liaison with the police assists the town council with helping to promote residents safety and perception of the prevalence of crime and response to this in the town.

Agenda Item 6: QVH Update

Chief Executive James Lowell will attend the meeting to update the committee on the emerging strategy of the trust.

Agenda Item 8: Health Update:

Further to our recent meetings and the concerns as to the access to the GP surgeries. The following update has been received from Karen Sallis

The team at Modality Mid Sussex continue to engage with us at the ICB and update us on the progress they are making. Their recruitment drive has been successful with a variety of clinical and non-clinical staff joining them. This includes a GP who joined them in January and another 4 GPs (2.2 whole time equivalents) who will be joining them over the next couple of months. This will allow them to gradually shift from locum sessions to regular staff which improves continuity for patients and helps share the administrative workload to free up the partners for more patient facing time. The number of appointments available with a clinician has gone up from approximately

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9000 per month in May 2023 to in the region of 15000 per month now. They are continuing to recruit for senior practice nurses and are training their existing nurse workforce to increase their skills. The reception team have maintained an average 5-6 minute waiting time to get through on the phone and are aiming to reduce this further to 4 minutes.

Group consultations have been introduced for patients with diabetes and pre-diabetes and are proving to be very popular with patients. The intention is to hold group sessions on women's health and other long-term conditions. This March/April the practice will review their appointment structure so that it reflects their current staff mix and maximises the access offered to patients. They are exploring digital tools to enable patients to make their own appointments and support a triage system for on the day access. Modality will be engaging with their patients over these proposed changes and are planning a drop-in session in East Grinstead and Burgess Hill in March/ April. This session will be in partnership with other local organisations such as Age UK and will address issues such as digital exclusion.

The ICB recently held a meeting with both practices in East Grinstead and Queen Victoria Hospital to begin exploring access to health care across the town. We recognise that there is pressure on all parts of the system and not just Modality. Over the last 12 months Moatfield has seen an increase in their registered list size of 3.8% which we know they are concerned about.

CQC have indicated that they will re visit Modality Mid Sussex during quarter one of 2024/25 to see what progress they have made and so we are looking forward to the outcome of that.

This is for noting that the CQC inspections and support has shown improvement in the services and it is hoped that further improvements will also be delivered. An update following the quarter one inspection will be shared once received.

Agenda Item 9: Community Services Update

Purpose of Report: To see the work of the Community Team in the past quarter. The Community and Tourism Team report jointly to this committee and the Amenities and Tourism Committee, Town Events are reported to A&T.

Youth

1. There are no or very limited youth (11 plus) provision in East Grinstead. Since the collapse of Sussex Clubs for Young People last summer that were running a weekly 2 hour youth session we have been looking for youth workers to be able to restart this as the council have acknowledge this is a need and have put money aside in the budget to pay for a youth worker. We now have a youth worker ready to commit and about 8 adults / parents interested in supporting a youth club on a Thursday evening at Sunnyside Barn.
2. There are various options as to how to proceed to make this happen to ensure that legalities and safeguarding etc are properly addressed. We could take the approach of Worth Council and look at employing a youth services manager to set this up and run it. We could go to the interested adults to see if they would be interested in setting up an unincorporated association. Councillors could put their names forward to sit on this.
3. There is money in the 24/25 budget to pay for a youth worker for 3 hours a week however he has requested he is employed rather than contracted. Being employed will entitle the person to annual leave and sick pay and pension contributions, the Council will also

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therefore be the responsible employer regarding the person. Along with this there are set up processes and ongoing monitoring that require support which could be another 10 hours per week set up for three months, followed by approx, 5 hours per week ongoing. The current staff have no experience in youth work and this needs to be a regulated and dedicated position due to the nature of working with young people. This would therefore be an additional 2 staff members on part time basis. This is manageable in the 2024/25 budget, but would use the ear marked reserves and would require an increase from £3,340 to a minimum of £8,000 in 2025/26 budget. If the council would wish for activities for youth to continue in that year and equipment is needed for the youth club then this budget would be more likely to be needed at £10,000.

4. Another consideration is whether the council would agree to Sunnyside Barn being used at no charge for the youth club? If the Council are employing the youth workers then it will be wholly appropriate that there is no charge for the hire of the building, however a nominal charge to attend (£2- 2.50 per week per young person) the youth club would be an offset of the overall council costs. If Council wish to make it a free to attend event and provide snacks and equipment this would affect the budget further for 2025/26 and possibly overspend the budget in 2024/25.

Recommendation: Council are asked to :

1. Confirm that they wish the setting up of a Youth Club at Sunnyside Barn.
2. Confirm that they are willing for the youth worker and co-ordinator would be employed by the Council
3. Confirm that a nominal charge to attend the youth group would be made
4. Recommend to Finance and General purposes committee for the increase in the 2025/26 budget to accommodate the costs of the youth club and other October half term youth activities.

Feb half term activity day

1. Further to the successful October half term session the Community and Tourism team arranged to work with Actively Safe again to deliver two personal safety and self-defence workshops for 11 -13 and 14–17-year-olds. These were very successful with 52 attendees and lots of positive feedback.
2. MSDC ran an indoor play day at Jubilee Community Centre. It was a very successful afternoon with a record number of 375 people in total, of which 183 were under 8's, 49 over 8's and 143 adults. Of the 112 families that attended 79 were from EG.

SID update

As the Committee are aware, EGTC SIDs are too heavy to be allowed on Enerveo lampposts. WSCC have approved 6 locations that the SIDs can go however they are not allowing blank poles to be installed but instead they require that retention sockets are used and the poles are inserted when the SID is to go to that location. Quotes for this are currently being obtained, the cost has been agreed to be met from the Environment and Sustainable travel committee. Officers will look to purchase a smaller SID when funds allow in order to once again have the roving SID which can be requested by Councillors and residents to be placed on Enerveo lamp posts, this smaller one will be a reminder but will not collate any data.

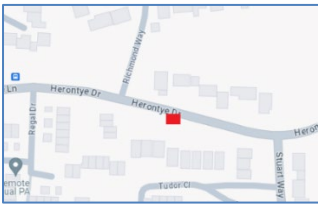
The locations approved by WSCC, and previously to this committee are –

- Herontye Drive – location near Sandringham Close going uphill was declined and a location further down the road between Stuart Way and Richmond Way (in front of

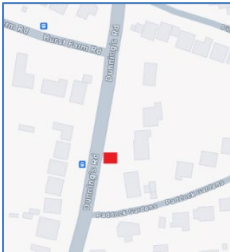
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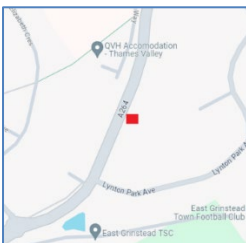
lamppost 19 so as not to be blocked by the trees) towards Hermitage Lane on WSCC verge has been agreed.



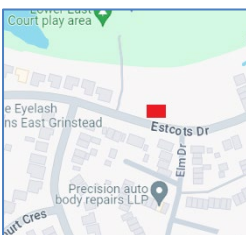
- Dunning's Road – location going downhill on the WSCC verge before Paddock Gardens, in front of the telegraph pole.



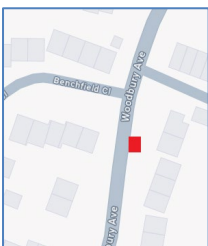
- Holtye road A264 - numerous locations along this road looked at. Location agreed is southside WSCC verge before Lytton Park Avenue.



- Estcots Drive – on the side of East Court, between Bourg-De-Peage Ave and Elm Drive, on the footpath in line with the lamp posts.



- Woodbury Ave - east side WSCC verge near Benchfield Close.



Sunnyside Barn

1. Sunnyside Barn bookings are looking positive with eight regular hirers Monday to Friday and another four hirers who are considering booking from April onwards. To date, weekend bookings have been a little slower with mainly ad hoc (birthday party) bookings. We have experienced some difficulties with wi-fi connectivity which has prompted the home working group to have to delay their starting date.

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2. The team has undergone quite a steep learning curve with the on-line room booking system Rialtas. This has proved quite time consuming in the early stages, but good progress is being made.
3. Information on Sunnyside Barn together with prices and booking form can be found on the East Grinstead Town Council website and a dedicated email address has been created; sunnysidebookings@eastgrinstead.gov.uk

Farmers Market

We currently have a few new stalls at the market. These are a falafel stall, a honey stall and a dog food stall. Along with a regular fish, cheese, coffee and bakery.

Community and Tourism team updates

1. Learning how to use Rialtas and working on content for Visit East Grinstead has taken up most of 2024 so far.
2. We have a new 2024 town events leaflet available at the library, East Court and the train station.

Community Volunteer Thank you event

This was mentioned at the last committee, but MSVA have advised that this is no longer to go ahead due to lack of funding, and wish to move in a different direction.

Community and Tourism Desk Enquiries

The Team have responded to approximately 100 Community enquiries since last report. This is due mainly to being the quieter winter months and a period when the staff worked from East Court due the library being closed for a week for electrical works. The main information requests include 'what's on' group and club information, travel enquiries and event information. The team are still waiting for WSCC to advise of the date of the move to their new area in the Library.

Other than the recommendations regarding Youth Services on page 3, the remainder of the report is for noting.

Environmental Implications: none

Financial Implications: Youth Budget as per report, can be met in existing budget for 2024/25

Community safety implications: By providing a regular youth club, some examples of anti-social behaviour may be reduced.

Agenda Item 10: Dementia Action Alliance

Dementia Action Awareness week is approaching (13-19 May 2024). The East Grinstead Dementia Alliance is chaired by the Town Council (Cllr Belsey). The following is planned:

- Age UK will run the "Blue Trail" again through the town with retailers involved. The Blue Trail provides a fun scavenger hunt to collect the letters to spell out an appropriate phrase while enjoying the window displays.
- There will be various dementia café mornings in the cafes around the town welcoming those living with dementia along with their carers during the week.
- There will be an awareness day in Carlos Lounge on the Saturday preceding the week to help heighten awareness of dementia.
- The Town Council are grateful to Sackville college who have generously allowed their sloping lawn to be used to display the large knitted forget me nots for the week.

Agenda Item 11: Multi-Agency signposting to tackle cost of living

Following from the last meeting when EG Foodbank attended the meeting, a large group representing many groups in the town came together to discuss possible ways of signposting and assisting those who were struggling in the cost of living crises. Groups represented were:

Being Neighbourly
Rotary
Churches Together
Trinity Welcome Café
Hope Job Club
EG Lions
Refugees Welcome Crawley
Moatfield Surgery
EG Town Council
Quarry Cafe
Citizens' Advice
Christians Against Poverty
EG Foodbank

In a short general discussion on what could be done, the following were discussed:

- A list/flyer of the various key sources of help for homelessness (Turning Tides/Street Link), Isolation, Job seeking, food etc could be produced and circulated/displayed in prominent places.
- A smaller card specifically for Homelessness, referring people to the principal agencies could be carried by volunteers and handed to those seen locally in need.
- Sharing information and volunteer requests amongst the volunteers of our various groups might be beneficial. Also passing these notes to Mid Sussex Voluntary Action
- Winter/homeless packs should be put together (gender specific) and then made available and publicised to the various contact points. Suggestion to involve Turning Tides Outreach workers to advise on suitable content.
- Vouchers for meals (including evenings) at local café's / eateries, funded by the charities.
- EGFB shared the idea of the Credit Union / Boom Bank coming to the area, ideally with cheap bank accounts and ideally interest-free loans

The group are seeking a name and will look to continue meeting, in order to determine what can be done and how each organisation can help.

The chairman will be able to update further as he was present. Going forward the Clerk and the Chair of this committee are invited to attend.

Officers Report Ends