



MINUTES OF THE 11th ANNUAL FLEET TOWN COUNCIL RESIDENTS' MEETING
Tuesday 21st March 2023 at 7.00pm
The Harlington, Fleet

Attendees:

Council Members – 12 (plus 2 apologies)

Residents – 142

1. WELCOME AND INTRODUCTION

The Chairman of the Council, Councillor Bob Schofield, welcomed everyone to the eleventh Annual Residents' meeting. Residents were also made aware that the meeting was being recorded, for publication on the Council's website.

Presentations will be made by the local doctors' practices, Frimley Park Hospital, the local Police, Citizens Advice and Hart District Council Elections Officer as well as an update by Fleet Town Council and notice of the Coronation Plans for Fleet.

2. MINUTES OF THE PREVIOUS MEETING

The minutes of the 10th Annual Residents' Meeting held on Tuesday 22nd March 2022 were adopted as a correct record. The Chairman signed the minutes as a true record of the meeting.

3. COMMUNITY UPDATES

Presentation by Local GPs

Dr Sinclair and Dr Durasamy completed their presentation and covered the following:

- Population growth of 5,100 people in the catchment area for the surgeries.
- Merger between Fleet Medical Centre and Branksomewood Road Surgery comes into effect on 1st April 2023 and will be one practice operating over two sites. Branksomewood will cover urgent care while Fleet Medical Centre will deal with routine appointments.
- New websites for both surgeries for consistency across practices.
- Additional clinical staff changes taking place.
- COVID vaccinations scaled back but a spring programme starting soon for over 75s.
- Administered just under 100k vaccinations out of The Harlington.
- Funding equates to £150 per patient. Funding is weighted and so they only get 85% of funding compared to other less affluent areas. Means a lot of patient care (15%) is not funded.
- Ways of delivering care have changed and bring benefits, for example e-consult, being open for longer hours, phone triage system and multi-disciplinary teams.
- Patients will be seen face-face if needed or can have an appointment by phone.
- Setting up a new Patient Participation Group for the merged surgery – information to be available on website soon.
- It is a stressful time for the practice and the public need to be kind to GP staff in order to retain them to provide services. The team will work to make the merger as smooth as possible for patients.
- Contact details given for Hart Health Partnership – the new name for the merged practices - 01252 619000 www.harthealth.nhs.uk

Questions for the GPs

Wilma, GU52

Q - Regarding practice population increase, to understand the pressures, what is the population of combined practices?

Answer – 28.5k patients combined.

Cathy, GU51

Q – the terms GP associate and GP assistant - what are their remits and differences?

Answer - GP Assistant is a new role and training needed but will be a PA support function for the GPs. A Physician Associate has medical degree and may do hospital work but has received less medical training than doctor so will have a limited remit.

GU52 7

Q - The difference between various practitioners should be clearly defined on the GPs website, to aid understanding by patients.

Answer – GPs are medical, senior nurses may become practitioners after extra training, specialist practitioners deliver treatment prescribed by doctors.

Presentation by Fleet Phoenix

Apologies were given from Charlotte Tickner (managing Director, Fleet Phoenix) who was unable to attend due to urgent case work but presentation slides will be made available on the FTC website covering:

- Organisation background – youth charity working with 8-25 year olds in Hart
- Services they offer – *‘offer exciting range of activities for young people giving them opportunities to explore their identity, know their place in the community and challenge their understanding of those around them. Over the last 12 months ran an average of 9 Open Sessions every week, which total around 4,301 hours of face-to-face youth work’.*
- Organised Christmas concert and SCAM Jam event. Donated 750 items of school uniform to struggling families, 753 toy parcels and 110 food parcels.
- They are supported through Qualified, Trained and Experienced Youth Workers, Dedicated Trustees, Volunteers, local businesses and supporting agencies

Any questions can be asked via the Council.

Presentation by Frimley Park Hospital, Nicky Sargent Associate Director of Community Services and Older People’s Medicine

- Frimley Park Hospital, the new Heatherwood Hospital in Ascot and Wexham Park Hospital in Slough are all part of the Frimley Health trust.
- A typical day at the hospital sees between 600 – 800 seen in A&E.
- National picture in NHS outlined including pressures, such as 47k nursing vacancies nationally, funding issues and challenges around waiting list. Also, an over £10bn maintenance backlog.
- COVID has had huge impact on service delivery.
- Electronic patient record system rolled out to enable global sharing of records within the Frimley Health Trust.
- The Trust know that people are having to wait longer for treatment but working to improve waiting times, with additional consultants and reviewing processes to improve care delivery.
- Looking at improving the quality of care delivered, with new discharge lounge to improve patient experience, the issuing of medication and improving safety for patients whilst in the hospital.
- New diagnostic facility at Frimley Park and other refurbishments.

- Community care very important to the Trust and implementing virtual wards to deliver treatments and testing at home.

Questions for Frimley Park Hospital

GU51 3, Ruth

Q - Local emergency care centres where wait times are shorter than A&E, nearest one is Bracknell which is not that close especially for those who can't drive, can one be opened locally?

Answer – This is a question for the commissioner on how funding is spent and allocated. Frimley would like to work on this.

GU51

Q - Electronic records - how far back do these records go? Controversy about confidentiality of records also need to be addressed.

Answer – All records have been uploaded for all patients. The system is very secure and meets all government requirements to ensure it is fit for purpose.

Presentation from Local Police

PSCO Sam Page, Hart Police and Acting Police Sergeant McWade:

- Apologies for Hart Inspector Andy Mooge as he was unable to attend.
- 5 PCs and 2 PSCOs and 3 voluntary special constables cover the Fleet area.
- Force wide resources depend on demand but the team are based at the Hart DC offices. Response Officers work out of Aldershot station.
- Responsible for local issues – ASB, night time economy, repeat missing persons, domestic violence and hate crimes. Also, can react to live events if needed.
- The custody suite is in Basingstoke Police station.
- Hart North doing community investigation work.
- Online crime report is good way to report non-emergency crime.
- The team works closely with community groups and the Community Safety Team in Hart.
- Hart has the lowest crime statistically in the country. Although ASB has increased in the area since COVID.
- Need residents to report incidents to help with deployment of resources and create an imprint of the crime on the system.
- HDC has a dedicated ASB reporting form on their website.
- Incidents can be phoned through to Crimestoppers anonymously.
- Current priorities - Vehicle crime, shop lifting and drug related issues
- Visit the Hampshire Police website for details of the Fleet team, community engagement events and crime statistics by postcode.

Questions for the Police

There were no questions asked.

Presentation by Citizens Advice - Sam Mabbott

- Main role is in resolving issues such as debt, benefits, housing, employment, consumer and family matters by providing free advice and information.
- See 3,000 clients with 8,000 issues dealt with per year.
- 660 clients with 2,880 issues in the Fleet Town area from Jan 22 – Feb 23.
- Service delivered by trained volunteers.
- Around 36% of clients from Fleet, mainly aged 65+.
- Cost of living main issues in the Fleet area – energy, personal independence payments, debt and poverty, charitable support and food bank referrals.

- Mental health problems often interlinked with physical problems such as those suffering long term health conditions or a disability, debts, housing issues or benefits.
- Also undertake projects – in addition to core advice service Citizens Advice run and support.
- Outreach Project being planned – not everyone can get to the Fleet branch for help and advice.
- Energy Advice Programme - additional targeted advice and support covering all types of energy related issues.
- Advice First Aid (AFA) – providing Citizens Advice training to frontline workers in other local partner organisations to become ‘Advice First Aiders’. This free training will give these individuals and groups the skills they need to triage for advice, deliver initial guidance and refer on to Citizens Advice when needed.
- Healthwatch Hampshire - providing information and signposting to clients about local health and care services, how to improve these services.
- Solicitors services - working with Neale Turk solicitors in Fleet, to improve the access to legal services to all, regardless of social background or wealth.
- Macmillan - holistic advice service for people affected by cancer.
- They do have face to face appointments available to book.
- Keen to get involved in the community and looking for feedback on their services.
- Contact details given - Email: ceo@citizensadvicehart.org.uk Tel: 01252 227198
www.citizensadvicehart.org.uk

Questions

There were no questions asked.

Presentation slide by Starburst

Starburst unable to attend but sent a slide highlighting some examples of the support they have given to disabled children and their families through the money they raise.

4. ANNUAL REVIEW AND FUTURE WORK FROM THE TOWN COUNCIL

Cllr Schofield presented a review of the past year and plans for the coming year:

- **COVID** – successful vaccination programme delivered from The Harlington by the local GPs.
- **Grants** – support community groups across a broad range via cash payments, by free rents or free accommodation.
- **Community support** - through The Harlington with groups using The Harlington as their base.
- Supporting the **High Street** – flowers, Christmas lights and annual action day.
- **Platinum Jubilee** – Council helped facilitate a 4 day programme of events, the largest around the area.
- **Parks and Open Spaces** – quality of environment demonstrated by the South & South East in Bloom awards won. Oakley Park has new trim trail. The Views has a new sensory garden. A new path has been installed on Leawood Road and the cemetery was extended. Next upcoming installation is a new green gym on Ancells Farm Park.
- **Financial Projections** – use of limited reserves to cover operating costs. Continue to collect for The Harlington project. Precept equates to around 62% of the operating costs of the Council, the rest is made up from income from shows/hires and open spaces.
- **Future** – future Council tax rate outlined. Confirmed that the future Harlington fund remains ringfenced for the future redevelopment.
- **Council Tax** for the coming year – explained how full Council tax bill is made up from the different services i.e. HDC/HCC/Parish/Fire/Police.

- Discussed the impact of the precept increase in real terms of £9.65 per year for a Band D property.
- FTC precept level was compared in monetary terms to other services charged via the Council Tax bill.
- Over last 5 years precept increase has been £17.16 in total for a Band D property.
- In the previous 4 years FTC hasn't increased its precept to cover and increase in costs and not in line with inflation.
- **2023/24 Budget** – maintaining services and continue to collect and ringfence funds for The Harlington project. Supporting and continuing to deliver essential services, with no reduction in services.
- Will still need to draw on reserves to cover costs.
- Have not had the benefit of long-standing reserves since the Council was formed without reserves in 2010.
- **The Harlington project** – advanced negotiations regarding a long-term lease for the building with HDC. HDC working with HCC owners of the area formerly occupied by the coffee shop. The project aims to bring the building up to modern building and environmental standards. The redevelopment is now the only feasible option, which is achievable with the reserves built up and the money collected from the precept to fund the loan.
- Examples of other theatres owned by councils or doing redevelopment works also given as well as showing examples of possible ideas for an improved Auditorium.
- **Climate Change** - working group set up to address climate change issues for FTC's own operations and by working in partnership with District/County Council, tenants and suppliers.
- Adoption of climate change policy.
- A climate change competition for schools is currently being rolled out.
- Help community in delivering lower carbon emissions through public awareness and via the national Greening Campaign.
- **Strategic Vision** – four year vision to underpin longer term financial planning through a strategic document, which embodies the council's values and projects. Allow further dialogue with the community to evaluate which projects the community would like to see.
- 1st April is the 1 year celebratory event for the re-launched **Fleet Market**.

Questions for FTC

Andrew, GU51 3

Q - How will the plans link with Citizens Advice as sad to see how many people are in trouble and what can the Council do to support residents?

Answer – This is within the remit of HDC as they can waive council tax to support residents financially. Residents in Band A and B rated properties often receive Council Tax relief. Limited to what FTC can do to alleviate financial difficulties.

Sue, GU51 3

Q - Money for Harlington Development taken for a number of years, has it been invested to get a return?

Answer – Yes. Investments have not been fruitful up until now but starting to see a better rate of return due to the currently higher interest rates. The £2.2m fund are in stable investments.

Tim Smart, GU51 4

Q - Since taking £412k every year and now receiving significant interest how is the money justified during this time?

Answer - Looking to the future and delivering a facility that the town can be proud of and will also encourage investment in the High Street. Restaurants and pubs are busy on show nights so the development will have a beneficial impact on the local economy. FTC believes 19p per week is an affordable amount on a Band D property and that those at the lower end of the tax scale are less likely to be affected by this increase due to Council Tax relief.

GU51 3

Q - Encouraging to hear views of development of the centre and good to take the initiative but how long will it take?

Answer – Once the lease agreement has been finalised, then it's likely to be approximately 1 ½ years planning and design and 18 months construction time.

5. HIS MAJESTY THE KING'S CORONATION – PLANS FOR FLEET

CLlr Sue Tilley gave a short presentation on the Coronation plans:

- Fleet celebrations on 7th May 2023 on the High Street, Calthorpe Park and on the Basingstoke Canal.
- Programme for the day:
 - Car Procession
 - Parade
 - Community entertainment including various activities, giant inflatable assault courses, dog show and live music on stage
 - Food/drink stalls or bring a picnic
 - Boat rally and BBQ on Canal
 - Voluntary Groups invited to have stalls in Calthorpe Park
 - Free Firework Finale in the evening.
- Sponsors of event outlined – Fleet Town Council, Hampshire County Council, Church Crookham Council, Elvetham Heath Council. Berkley Homes and Fleet BID. Awaiting decision from Hart District Council, Kirk Rice and Crookham Village Council
- Details of how to volunteer as part of the marshalling team given – a few hours during 11am – 10.30pm – contact Janet Stanton or Sue Tilley.
- Asked residents to share details of the event on social media / with neighbours/friends.
- Facebook - fleetcoronationcelebrations Instagram – fleetcoronationcelebrations
- fleetcoronationcelebrations.org

Questions

There were no questions asked.

6. VOTER ID UPDATE FROM HART DISTRICT COUNCIL

Vicci Pepper – Electoral Services Manager at HDC:

- Ran through election details for 4th May elections including wards, polling stations and timetable for deadlines.
- Covered electoral registration and how to apply for postal votes.
- New Voter ID explained:
 - As of this year's elections everyone will need photo ID in order to vote at a polling station.
 - ID can be out of date as long as there is still a likeness.
 - Can get free of charge Voter Authority Certificate if do not have suitable photo ID.
 - Can apply for Voter ID Cert online [Apply for photo ID to vote \(called a 'Voter Authority Certificate'\) - GOV.UK \(www.gov.uk\)](https://www.gov.uk) or at HDC – will need to provide name, address, DOB, NI no. and a photo. Certificate is valid for 10 years and moves with elector.
- Proxy vote deadline and emergency proxy votes explained.
- Assistance for disabled voters outlined.
- Election Office Contacts given –

- Vicci Pepper, Electoral Services Manager Email: vicci.pepper@hart.gov.uk Tel: 01252 774144 Elections Office: Email: elections@hart.gov.uk Tel: 01252 77 4044
- Website: www.hart.gov.uk/elections

Questions

There were no questions asked.

7. GENERAL PUBLIC Q & A SESSION

Questions

No other questions were asked.

Cllr Richmond stated that if anyone was unable to ask their question (i.e. guest speakers that were unable to stay until end) these could be written on a form and the Council would seek an answer for them on their behalf and respond back to them.

Cllr Schofield thanked fellow Councillors, officers, guest speakers and all the residents who had attended and contributed to the event.

The meeting closed at around 9.20pm.

The presentations from the meeting along with a recording of the meeting can be found linked on our website here >> [Fleet Town Council - Annual Residents Meeting 2023 - presentations \(fleet-tc.gov.uk\)](http://Fleet Town Council - Annual Residents Meeting 2023 - presentations (fleet-tc.gov.uk))