

**Community Covenant Workshops**  
**Report for Surrey Heath Borough Council**  
**14 December 2012**



## Executive Summary

### Background

In August 2012 Surrey Heath Borough Council (SHBC) commissioned Pink Zebra Business Coaching and Mentoring to run a series of three community development workshops and to report on the findings and recommendations. The aim of the programme was to identify how to develop the military and civilian communities for the benefit of all within Surrey Heath. Three levels of recommendations were sought:

- Community Level – what can be done without help, to improve community life
- Local Level – What specific action can be taken by SHBC and local military authorities to support the community
- Regional/National Level – What supporting actions can be taken by County Council, MOD or National Government

### Workshop Details and objectives

The first workshop was held on 21 Sep 12 at Deepcut, the second at Camberley Leisure Centre on 19 Oct 12 and the third at Deepcut on 16 Nov 12. The objective of the first two workshops was:

- To examine existing perceptions of both the military and civilian communities and assess their validity
- To identify those issues that concern individuals, giving each issue a relative value
- To identify the ideal mixed military and civilian community from a blank sheet
- To identify actions that can be taken locally to improve the community and supporting actions from local and regional authorities, both military and civilian.

The third workshop sought to assess the findings of the first two workshops. The principal goal was to develop the recommendations into achievable actions using the SMART model (Specific, Measurable, Achievable, Realistic and Time-scaled).

### Attendance

The desired number of attendees was 20 per workshop and in all cases this figure was either reached or exceeded. Representation was from across the military and civilian communities and included military dependents, community police, councillors, military welfare staff, interested citizens, youth leader and serving military personnel. Unfortunately there were no attendees from the 18-25 age group and this may be something to consider if similar events are held in the future.

## Findings

- **Perceptions**- The military view was of a busy civilian population that was ill informed and did not understand the difficulties associated with service life. Particular concerns were identified over “school churn” for service children and civilian lack of interest in the military. The civilian view was that the military were insular and hidden behind both physical and psychological barriers although there was community pride in having a military presence in the Borough.
- **Concerns** - Transport and Infrastructure scored the highest with communication, local amenities, schools, employment and youth services all identified as areas of concern.
- **The ideal Community** - Low crime, good transport links, good employment opportunities and plenty of cross community social activities were the key features identified from these exercises.
- **Recommendations** - A total of 28 community level recommendations, 12 local authority/local military authority recommendations and 7 regional /national/MOD recommendations were identified.

## Development of Recommendations

The final workshop focused on examining the recommendations made by the first two and categorising them into those that could and should be developed into action plans (Cat.1) those that could remain aspirations until resources and time allows (Cat. 2) and those that should not be taken further (Cat. 3).

- **Deepcut Community** - The key action was to establish by 31 January 2013 a military/civilian committee consisting largely of those present at the workshop and monitor the implementation of the 9 Cat. 1 recommendations.
- **RMAS/Camberley Community** - Central to implementation of the 7 category 1 recommendations was establishing regular communications between the RMAS Support Unit Second in Command and the SHBC Community Liaison Officer. The target date for the first meeting was by 31 January 2013.
- **SHBC/Local Military Authorities** - 15 category 1 actions were identified and a plan for their implementation was developed. A key target was 31 April 2013 by which time a more developed communication structure is to be achieved.

## **Conclusions**

Surrey Heath Military Communities are quite distinct with the RMAS enjoying a positive worldwide reputation and enjoying a fairly certain future. Deepcut is very different. The barracks will close in the next few years but service housing will remain and Deepcut will host a legacy military population. The community action plans reflect these differences. There was a high level of commitment to putting the plans into action and the role of SHBC and the local military authorities will be essential in making this work. The workshops created a momentum that should be capitalised on if progress is not to be stalled.

## Table of Contents

<b>Executive Summary</b> .....	<b>2</b>
<b>Table of Contents</b> .....	<b>5</b>
<b>Background</b> .....	<b>7</b>
Surrey Heath Military Communities .....	7
Deepcut .....	7
Royal Military Academy Sandhurst.....	7
Aim of the workshops .....	8
Methodology .....	8
<b>WORKSHOP ONE – DEEPCUT 21 SEP 2012</b> .....	<b>9</b>
Session 1 – Perceptions. ....	9
Military perceptions of the civilian community .....	9
Civilian perceptions of the military community.....	10
Comments .....	10
Session Two – The Scorecard.....	11
Session Three – Rich Pictures.....	12
Comments .....	12
Session Four – Actions .....	12
Actions for Community (Deepcut).....	13
Actions for Local Council and Military Authorities.....	13
Actions for Regional - County Council, MOD and National.....	14
Workshop feedback from those attending .....	15
<b>WORKSHOP TWO – CAMBERLEY 19 OCT 2012</b> .....	<b>16</b>
Session 1 – Perceptions. ....	16
Military perceptions of the civilian community .....	16
Civilian perceptions of the military community.....	17
Comments .....	17
Session Two – The Scorecard.....	17
Gurkhas .....	18
Session Three – Rich Pictures.....	18
Session Four – Actions .....	19

Actions for Community (RMAS/Camberley) .....	19
Actions for Local Council and Military Authorities.....	20
Actions for Regional - County Council, MOD and National .....	20
Feedback.....	21
<b>WORKSHOP THREE – DEEPCUT 16 NOV 2012 .....</b>	<b>22</b>
Session One – Introductions and aim.....	22
Session Two – Review of the Scorecard (Main Issues from Previous Workshops).....	22
Session Three – Assessment of Recommendations.....	22
Session Four – Action Plans .....	23
Deepcut Community Action Plan .....	23
RMAS/Camberley Action Plan .....	24
SHBC/Military Authorities Action Plan .....	25
County/Regional Level Action Plan.....	26
Comments .....	26
Workshop 3 Feedback .....	27
<b>Conclusions.....</b>	<b>28</b>

**Annex A    Community Covenant Grant Application**

**Annex B    Recommendations from Workshops 1 and 2**

## **Background**

In May 2012 Surrey Heath Borough Council obtained Community Covenant funding to run three workshops to examine ways of improving life for the military dependant and civilian communities within Surrey Heath. Pink Zebra Business Coaching and Mentoring was chosen to deliver the workshops and to produce this report. A copy of the original bid is at Annex A.

### **Surrey Heath Military Communities**

There are three Military Communities in Surrey Heath; Deepcut, Sandhurst and Mytchett. The military community at Keogh Barracks, Mytchett, chose not to sign the Community Covenant with Surrey Heath Borough Council and was not therefore included in this project.

### **Deepcut**

Deepcut is the largest military community in Surrey Heath. It contains the Princess Royal Barracks, the home of the Defence College of Logistics and Personnel and its major subordinate units, the Defence School of Logistics and Supply and 25 Training Regiment. It is also the Regimental Home of the Royal Logistic Corps and its Museum. There are approximately 300 MOD houses for Service Families located to the North and East of Dettingen Park, Deepcut. Current MOD plans are for the barracks to close in 2015 and for all units contained within it to relocate to Worthy Down near Winchester. The barracks will be sold off and redeveloped into 1,200 new houses and supporting infrastructure. There are no plans to sell off the MOD houses and they will be used for housing those serving within the wider Aldershot Garrison. The MOD training land and ranges will also remain under MOD ownership. Deepcut will, therefore, have a legacy military population living in 300 houses. This equates to approximately 900 servicemen and women and their dependents.

### **Royal Military Academy Sandhurst**

RMA Sandhurst is only partially located in Surrey Heath with a large section of the land and much of the military housing in Bracknell Forest, Berkshire. There are no plans to alter the principal role of RMA Sandhurst, which is to train and develop young men and women to serve as officers in the British Army. The site is well established, well maintained, and enjoys a worldwide reputation for leadership excellence. It has a more certain future than Deepcut. The Military Families accommodation in Surrey Heath is 167 houses. This equates to approximately 500 servicemen and women and their dependents. In addition, many of those living in Berkshire use the facilities in Camberley, the closest main town.

### **Aim of the workshops**

The aim of the workshops was to identify how to develop the military and civilian communities for the benefit of all within Surrey Heath. Three levels of recommendations were sought:

- **Community Level** - what can be done without help, to improve community life
- **Local Level** - What specific action can be taken by SHBC and local military authorities to support the community
- **Regional/National Level** - What support actions can be taken by County Council, MOD or National Government

### **Methodology**

The first two workshops focused on Deepcut and Sandhurst respectively. The programme was identical for both and comprised four sessions of approximately one hour each:

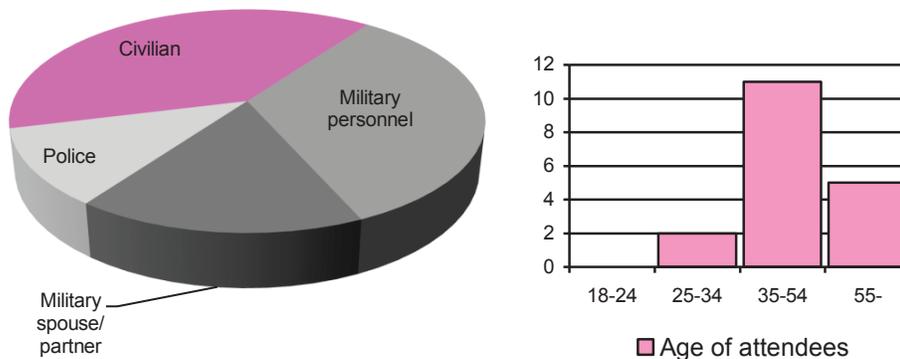
- Session One – Perceptions. To examine existing perceptions of both the military and civilian communities and assess their validity
- Session Two – Scorecard. To identify those issues that concern individuals, giving each issue a relative value
- Session Three – Rich Pictures. To identify the ideal mixed military and civilian community from a blank sheet
- Session Four – Actions. To identify actions that can be taken locally to improve the community and supporting actions from local and regional authorities, both military and civilian.

The third workshop sought to consolidate the findings from the first two and review their recommendations and establish a way forward. It was also designed in four sessions of approximately one hour:

- Session One - Introductions and Review. Discussion of recommendations and perceptions from previous workshops. Establish desired outcomes for the day
- Session Two – Scorecards. Assessment of the results of the scorecard exercise from the first two workshops and confirm the validity of the findings
- Session Three – Assessment of Recommendations. Examining recommendations and categorising them and adding additional recommendations.
- Session Four – Actions. Identifying how recommendations can be taken forward with a clear implementation/action plan using the SMART (Specific, Measurable, Achievable, Realistic and Time-scaled) method. Agree the way forward and identify any additional considerations and observations.

## WORKSHOP ONE – DEEPCUT 21 SEP 2012

The workshop took place in the Deepcut Village Centre. Twenty people took part. Councillor Moira Gibson, Leader of Surrey Heath Borough Council, opened the event, thanked those attending and confirmed the aim of the event. This was followed by individual introductions and mixing the five groups of four to ensure that each group had a balance of military and civilian attendees.



**Workshop 1 Attendance Profile**

### Session 1 – Perceptions.

The workshop was invited to discuss and list current perceptions of the military community from a civilian point of view and vice versa. The outputs are listed below.

#### Military perceptions of the civilian community

- Civilians have no understanding of military culture and the life of servicemen and women and their dependents
- Lack of appreciation of the school “churn” that children from military families go through
- The local civilian population is elderly
- There is too much stereo typing of military personnel
- Civilian youngsters are unruly and ill disciplined
- There is no invitation to join in civilian social activities

- g. Civilians are busy, stressed and have no interest in the military community
- h. There is no common ground between the military and civilian communities and a “no man’s” land exists between the military and civilian housing estates
- i. There is a feeling that civilians regard the military presence in Deepcut as an “inconvenience” and a burden on local resources

### **Civilian perceptions of the military community**

- a. There is considerable pride in having a military presence in Deepcut.
- b. Army “patch” life is very insular and difficult to engage with
- c. The military housing area is scruffy, poorly maintained and litter strewn – in stark contrast to Dettingen Park
- d. The local training areas is badly maintained and full of military litter
- e. As the military population is transient there is no interest in community engagement
- f. Everyone in living in the Deepcut military housing works in Deepcut Barracks
- g. The Army is too focused on internal team building and not on wider community integration
- h. The Civilian Community in Deepcut love having a military presence
- i. Military personnel are professional and helpful, although sometimes “a little cheeky”.
- j. There is no access to military facilities (gymnasiums, sports facilities, messes etc) and this adds to a divided community
- k. The military pay no rent for their housing and pay no council tax
- l. The Army is very self sufficient and has considerable resources to look after its own
- m. There is poor community spirit
- n. There is little or no understanding of the Gurkha/Nepalese community in Deepcut

### **Comments**

The idea behind this session was to set the scene and tone for the workshop and examine how different parts of the community regarded each other now. It worked well and provoked some detailed and positive discussion. Many of (although by no means all) the perceptions were negative and several methods of negating poor perceptions and endorsing the positive were put forward. Participants were invited to consider recommendations for the final session of the day when actions would be identified and discussed. The principal failing at this stage was the lack of Gurkha/Nepalese representation.

## **Session Two – The Scorecard**

The workshop was invited by group to discuss and identify those key issues related to local services that they considered (as a group) to be of most significance to them. Following the discussion they were invited to complete a scorecard listing each issue that was of most concern to them personally, and give a rating score of between 1 and 5 with the higher figure showing the greater degree of concern. These scores were used to produce a weighted percentage of respondents on each issue, which is shown in brackets for each issue below.

### Transport and Infrastructure (95%)

- lack of public transport
- road congestion with new housing
- rail links
- traffic during construction
- extent of the planned residential development.

### Local Services (45%)

- access to doctors and dentists
- access to and quality of shops available.

### Integration of communities (45%)

#### Schools (45%)

- more community liaison required
- help with enrolling
- teachers to have a better understanding/awareness of military issues.

#### Communication (40%)

- generally with residents
- the army to be more forthcoming about their plans
- between Army and civilian communities.

#### Employment (30%)

- in general, and for military dependents and ex-military.

#### Recreational amenities (25%)

- lack of socialising opportunities and recreational facilities

#### Youth services (25%)

- provision of youth services across both communities.

#### Lack of village hub and community focal point (25%)

- pub or village green

Appearance of housing in non-home owner areas (20%)

- Particularly in the military areas where there is litter and glass

### **Comments**

While the main trend areas of concern were fairly clear, it should be noted that the sample of individuals at the workshops contains certain possible sources of bias, including:

- A lack of representation of younger people
- The fact that the number of police officers and members of a charity representing disabled people was out of proportion to the population at large.

A wider sample of the communities would produce more statistically significant results.

### **Session Three – Rich Pictures**

This session followed lunch. Its aim was to encourage the workshop to consider what a perfect military/civilian community should look like. Each group was invited to describe the features of the perfect community using pictures rather than words and to use as much colour and symbolism as they could. It was the shortest session of the day and produced lively discussion and some imaginative drawings. The consistent features of the perfect community that emerged from the group pictures were:

- A central hub – “heart of the community” with a community centre, pub, post office, farm shop and youth centre
- Plenty of positive community activity
- Good transport links and a safe road infrastructure
- A rural/village feel with good access to local countryside
- Business support/employment services
- Schools and playgroups
- Local Council/military information services
- Low crime rate and a happy and safe community

### **Comments**

The exercise proved useful in generating ideas for the final session. The natural inclination is to compare what a community could be with what the community actually is. It was light hearted and served its purpose well.

### **Session Four – Actions**

Each group was invited to discuss and list what actions could be taken to improve Deepcut for the benefit of all and make it as close to the ideal military/civilian community that had

been designed in the previous session. They were invited to list the actions in three categories:

- Those that could be achieved locally between the residents of Deepcut
- Those that could be achieved with the help of the local council or the local military authorities
- Those that could be achieved with the help of the County Council, MOD or national Government

### **Actions for Community (Deepcut)**

- a. Organise an annual community day.
- b. Have a combined military/civilian youth camp using the green space in Deepcut.
- c. Encourage local youth work experience with the Army and with local civilian businesses.
- d. Run a series of joint activities using the local rural area (cycling, canal walks, picnics).
- e. Regular community social events.
- f. Raise a local memorial to celebrate the military history of Deepcut.
- g. Have a joint military/civilian residents committee.
- h. Design a local trim trail and/or cycle track around Deepcut for the benefit of all.
- i. Provide local military briefs to schools to explain the life of a service child.
- j. Encourage better military/civilian integration at a local level.
- k. Introduce a community based HIVE accessible to both military and civilian.
- l. Have joint control of both the military and civilian community centres to gain maximum efficiency and use.
- m. Start a military/civilian wives choir.
- n. Run film afternoons for children.
- o. Have a joint Community Newsletter.
- p. Establish a civilian/military mentoring scheme. Local Civ agree to show newly arrived military families local amenities and act as local helper.

### **Actions for Local Council and Military Authorities**

- a. Develop better communications infrastructure (websites, publications).
- b. Better youth provision.
- c. Improve transport links to Camberley and Guildford.

- d. More celebration of military presence now as well as the history and not just Sandhurst focused.
- e. Develop closer ties with Aldershot Garrison with better access to the military facilities.
- f. More local involvement of the Army Welfare Services to encourage closer community engagement.
- g. Army Families Federation taking a more leading role in community development working in partnership with local councillors.

**Actions for Regional - County Council, MOD and National**

- a. Introduce US style school buses (a possible pilot scheme).
- b. Address road safety issues (Red Road bends).
- c. Stop school inset days in September – have them during the school holiday.
- d. Have military representation on school boards of governors.
- e. Support of local MP, MOD for local activities to give events a higher profile.

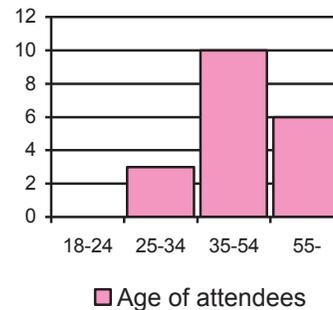
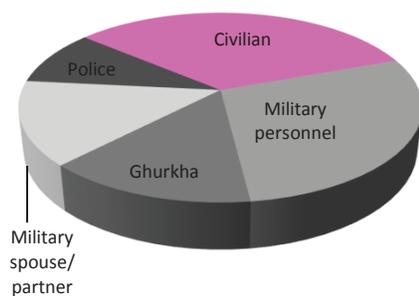
## Workshop feedback from those attending

The following feedback was given on forms provided to the attendees

<p>1. What attracted to you to attend this event?</p> <p><i>Responses suggested three key motivations:</i></p> <ul style="list-style-type: none"> <li>- <i>To participate in and help shape the future integration of the military and civilian communities</i></li> <li>- <i>To improve community life in the Deepcut area</i></li> <li>- <i>To improve communication</i></li> </ul>				
	Not at all	Moderately	Highly	Very highly
2. To what extent did the workshop meet its objective of "Exploring what can be done to improve the lives of military and civilian citizens of the Deepcut area"?	0%	0%	72%	28%
3. To what extent did the event challenge your perceptions of military and civilian life in Deepcut?	0%	39%	33%	28%
4. How relaxed and supportive was the atmosphere?	0%	0%	22%	78%
5. How useful was the event?	0%	6%	39%	56%
6. How would you rate the presenters and the organisation of the workshop?	0%	0%	44%	56%
7. How would you rate the venue, facilities and catering?	0%	0%	33%	67%
<p>8. How might you use what you have found out today?</p> <p><i>The overall views are represented by the following comments:</i></p> <p><i>"To inform my work"</i></p> <p><i>"To network and make contact with others interested in military and civilian integration"</i></p> <p><i>"To pass on information to others"</i></p> <p><i>"To aid the understanding in the community of the issues faced by military families, particularly the children"</i></p>				
<p>9. Please give us any other comments and suggestions.</p> <p><i>A very positive response – "a great event", "a very good event", "very worthwhile".</i></p> <p><i>One comment that a greater representation of civilians would have been useful.</i></p>				

## WORKSHOP TWO – CAMBERLEY 19 OCT 2012

The workshop took place in the function room of the Camberley Arena Leisure Centre. This is located a short distance from the Staff College Gate entrance to the Royal Military Academy, Sandhurst (RMAS). The event was full with the maximum attendance target of twenty being reached and including four people from the Gurkha/Nepalese community. It was opened with an explanation of the project, its aims and an explanation of the programme for the day.



**Workshop 2 Attendance Profile**

### Session 1 – Perceptions.

The workshop was invited to discuss and list current perceptions of the military community from a civilian point of view and vice versa. The outputs are listed in the table below.

#### Military perceptions of the civilian community

- a. Lack of understanding of what civilians were up to.
- b. Always want the military to do the work in military/civilian community events – All one way!
- c. Hard to access civilian community groups
- d. Local people in Camberley are very supportive
- e. Lack of respect, particularly among the young. Older generation much more supportive.
- f. Lack of understanding what the military is all about
- g. Unsympathetic to the challenges of military life

## **Civilian perceptions of the military community**

- a. All too posh!
- b. Very high calibre. Very proud of RMAS and its reputation
- c. RMAS is a big local employer
- d. Camberley was built around the RMAS
- e. Lack of information about Military events that community could get involved in (Fireworks display)
- f. Married quarters areas are self-sufficient and are a community within themselves with little/no integration with the civilian community.
- g. Security is always tight and is a psychological as well as a physical barrier to community engagement
- h. There is a lack of communication between the MOD Police and the civilian community.
- i. Cadets provide positive role models for the youth of Surrey Heath.
- j. Military communities in Surrey Heath very different. RMAS well looked after within the grounds. Deepcut Military families isolated and less well supported.

## **Comments**

The session worked well and those attending engaged fully. The perceptions followed a similar pattern to the first workshop with many of the perceptions being the same.

## **Session Two – The Scorecard**

The workshop was invited by group to discuss and identify those key issues related to local services that they considered (as a group) to be of most significance to them. Following the discussion they were invited to complete an individual scorecard listing each issue that they felt was of most concern and giving a rating score of between 1 and 5. These scores were used to produce a weighted percentage of respondents on each issue, which is shown in brackets for each issue below.

### **Local Services (94%)**

- access to dentists, doctors and hospital
- social care
- access to SHBC
- SHBC effectiveness
- disabled parking.

Transport and Infrastructure (52%)

- congestion, local and M25
- poor train services to London and airports.

Employment (52%)

- in general, and for military dependents.

Integration of communities (47%)

- joint community events.

Schools (41%)

Recreational amenities (41%)

- social and leisure facilities
- green space and parks.

Youth services (36%)

Communication (29%)

- information sharing between the Army and civilians

Crime (29%)

Speeding (17%)

**Gurkhas**

Some issues were identified specifically relating to the Nepalese/Gurkha community:

- Lack of knowledge on resources, education, benefits, public transport, councils and their function
- Employment opportunities
- Communication generally
- Cultural differences.

**Session Three – Rich Pictures**

Its aim was to encourage the workshop to consider what a perfect military/civilian community should look like. Each group was invited to describe the features of the perfect community using pictures rather than words and to use as much colour and symbolism as they could. The consistent features of the perfect community that emerged from the group pictures were:

- a. A crime free environment

- b. Good town access with plenty of parking
- c. Access to training, education and employment opportunities
- d. Good transport links and a safe road infrastructure – Particularly rail links
- e. Plenty of green space in the town/community for recreation and dog walking
- f. Effective communications
- g. A good mix of local amenities – cinema, leisure centre, restaurants and pubs.
- h. Schools and playgroups
- i. Local Council/military information services
- j. A happy and safe community

#### **Session Four – Actions**

Each group was invited to discuss and list what actions could be taken to improve Surrey Heath for the benefit of all and make it as close to the ideal military/civilian community that had been designed in the previous session. They were invited to list the actions in three categories:

- Those that could be achieved locally between the residents of Camberley/Surrey Heath
- Those that could be achieved with the help of the local council or the local military authorities
- Those that could be achieved with the help of the County Council, MOD or national Government

The outputs are listed below.

#### **Actions for Community (RMAS/Camberley)**

- a. Identify a single point of contact for military/civilian activities issues
- b. Increase joint agency working
- c. Raise children's awareness of the military – Visits to local schools
- d. Increase public access to some parts of RMAS land
- e. RMAS Cadets do a march through Camberley
- f. Early schools engagement with military families and local schools
- g. Active campaign with local employers to guard against discrimination against service dependents

- h. Community Fun day for Military and civilian community
- i. Hold multi-cultural event to promote awareness of Gurkha/Nepalese community
- j. Hold a training and employment workshop for dependents
- k. Develop a standard Mil/Civ Distribution List for general information of mutual interest
- l. PCSO and RMAS Welfare to meet with SHBC Community development Officer and improve communications

#### **Actions for Local Council and Military Authorities**

- a. Improve rail/bus links to London and Heathrow
- b. Have more military/civilian information on SHBC Website – Web Page Steering Group
- c. Improved access for social housing for service leavers
- d. Local Authority link to the Army for Service Leavers planning to settle in SHBC
- e. Surrey Heath Military Residents Association

#### **Actions for Regional - County Council, MOD and National**

- a. Clearer guidance to schools on management of service children
- b. Consider policy on direct support to dependents for childcare when soldiers deployed on operations

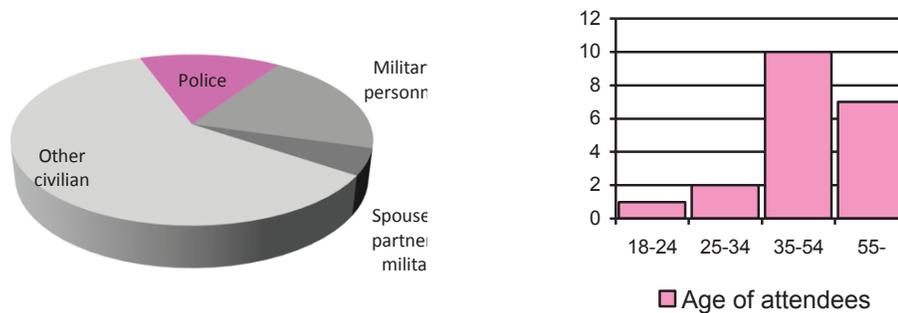
## Feedback

The following feedback was given on forms provided to the attendees

<p>What attracted to you to attend this event?</p> <p><i>Responses were broadly based around the following:</i></p> <ul style="list-style-type: none"> <li>- <i>Interest in military and civilian community development</i></li> <li>- <i>Interest in the ex-Gurkhas community</i></li> <li>- <i>To give views and ideas of life in Surrey Heath</i></li> </ul>				
	Not at all	Moderately	Highly	Very highly
To what extent did the workshop meet its objective of "Exploring what can be done to improve the lives of military and civilian citizens of the Deepcut area"?	0%	5%	69%	26%
To what extent did the event challenge your perceptions of military and civilian life in Deepcut?	0%	42%	37%	21%
How relaxed and supportive was the atmosphere?	0%	0%	37%	63%
How useful was the event?	0%	10%	48%	42%
How would you rate the presenters and the organisation of the workshop?	0%	0%	47%	53%
How would you rate the venue, facilities and catering?	5%	42%	48%	5%
<p>How might you use what you have found out today?</p> <p><i>Comment included:</i></p> <p><i>"To network and communicate with others"</i></p> <p><i>"To pass on information about both communities"</i></p> <p><i>"Gained useful information to aid decision making"</i></p>				
<p>Please give us any other comments and suggestions.</p> <p><i>Comments were again very positive – "excellent session", "very useful".</i></p> <p><i>There were a couple of comments about the fact that a larger number of attendees would have been useful.</i></p>				

## WORKSHOP THREE – DEEPCUT 16 NOV 2012

The workshop took place in the Deepcut Village Centre. Twenty four people took part. Councillor Vivienne Chapman, Surrey Heath Borough Council lead for the Community Development Portfolio, opened the event, thanked those attending and confirmed the aim of the event – to develop earlier recommendations into actions and build a better community for all.



### Session One – Introductions and aim

More time was allocated to this session than in previous workshops. There were more present and it was considered important to make clear what the desired outputs from the day were and what was expected from each individual. Although longer than planned it did achieve its aim and a friendly, positive and committed atmosphere was set.

### Session Two – Review of the Scorecard (Main Issues from Previous Workshops)

This session comprised a presentation reviewing the outputs from the previous two workshops. These outputs were as previously described on pages 11 and 17 of this report.

### Session Three – Assessment of Recommendations

Groups were formed to assess the recommendations made from the previous workshops. There were four sections:

- Deepcut Community level recommendations
- Camberley/RMAS Community level recommendations
- SHBC/Local Military level recommendations

- County/Regional level recommendations

Each recommendation was one of three categories:

- Category 1 – Good recommendation, clear and achievable, must do
- Category 2 – Has some value and if time and resources permit should be done
- Category 3 – Less valuable and a lower priority. Either “nice to do” or disregarded.

In addition groups were asked to identify any other recommendations that they considered appropriate.

The results of this session are shown in Annex B.

#### **Session Four – Action Plans**

The workshop was divided into three groups (by negotiation) to review the category 1 recommendations and develop action plans. Groups were encouraged to use the SMART (Specific, Measurable, Achievable, Realistic, Time-scaled) approach. Given the low categorisation score of the county level recommendations one group combined both local and regional issues. The details below show the emerging action plans by group. *Not all category 1 recommendations have a plan as in some instances the right individuals to take responsibility were not known or available. These remain category 1 recommendations and require further development work.*

The results of the session:

#### **Deepcut Community Action Plan**

Create a joint military/civilian residents committee. **To be established by 31 January 2013** and consisting of a core membership of those present at Workshop 3 and as part of (a subcommittee) the newly established Deepcut Neighbourhood Forum. **By 29 March 2013 the committee is to produce a draft strategic plan for the delivery of:**

- An annual Community Day
- A combined military/civilian youth camp on Deepcut Green space
- A number of activities using the local rural area (canal, forests, cycle routes)
- A series of community social events
- A plan to investigate the provision of a local trim trail and cycle track
- Plans to improve military civilian integration by any other means.

- Establish ways in which the Deepcut Civilian Community can make the HIVE accessible to both military and civilians
- Investigate and propose how joint control of both military and civilian community centres can be established to gain maximum efficiency
- Have proposals for establishing a civilian/military mentoring scheme where local civilians agree to show newly arrived military families local facilities and act as a local helper/guide.

### **RMAS/Camberley Action Plan**

**By 31 Jan 2013** the SHBC Community Liaison Officer and the Second in Command of the RMAS Support Unit will establish regular communications on a monthly basis. Confirmation of this agreement will be achieved by e-mail. This meeting will measure the progress of other actions and look for fresh ideas that will benefit the community. Issues to be monitored:

- Increase joint agency working – contact Borough and County Councillors arrange meetings and establish which agencies to involve. Ongoing action. Check progress after first meeting and advise on future plans.
- RMAS Cadets to march in Camberley - RMAS, SHBC and Police to be involved. This could be lead by the Adjutant of RMAS and the Community Liaison Officer. Target date for agreement is April 13.
- Early engagement with military families and local schools - Old Dean school to provide brochures to the RMAS and offer regular talks to new families or for those with children approaching school age.
- Community Fun Day – Invite RMAS to become more involved in the Old Dean Fun Day in July. Also invite St Michael's councillors and advertise the event in King's Ride.
- Hold a multi-cultural event to promote awareness of the Gurkha/Nepalese community in Surrey Heath – Possible venue at the Ian Goodchild Centre. The event could include food, followed by traditional dancing, films and talks at the Camberley Theatre. Nominal fee of £5 to cover the venue costs. Plans to be in place by April 2013.
- Develop a standard Military/Civilian Distribution list for general information and areas of mutual interest – To be agreed between RMAS and the Community Liaison Officer but could include wider distribution of "Heath Scene", production of DVD or hand book and appropriate information being placed on specific notice boards.
- PCSO and RMAS Welfare Officer to meet regularly with SHBC Community Development Officer – Agreed. They will meet every three months at alternate RMAS and Camberley venues.

## **SHBC/Military Authorities Action Plan**

The following actions were agreed:

Develop Better Communications Infrastructure (website, publications) – Assess the current information and communication flow and agree who wants to know what. **By April 2013 introduce the following:**

- A military page in Heath Scene
- A military page on the SHBC and SCC websites
- A Deepcut Community page on both (above)
- Website details of SHBC and SCC websites on military community newsletters

Better Youth Provision – A number of related actions were identified:

- ATR Pirbright Unit Welfare Officer to join the stakeholder group for Surrey Heath Youth Council – Immediate
- Arrange joint sports matches with local uniformed services (Police, Fire services and Army) – Spring 2013
- Produce a community profile for Youth Provision Needs using existing military profile and with consultation with youths of both military and civilian backgrounds (via youth clubs).
- Link existing military youth workers with other youth service providers across Surrey Heath.

Improve access to social housing for service leavers – Two actions (no time scale identified):

- Review scoring (in consultation with Clive Jinman) and, if appropriate, award higher points on SHR for military applicants.
- Assess existing Project Housing Pack and clarify the timescales, assess how it is being distributed and check if it is available on line.

Local Authority link to the Army for Service Leavers planning to settle in Surrey Heath – Two actions to be taken by March 2013:

- Promote the role of the Community Development Officer (Jo Hardy) and provide contact details to the military community via military contacts network, the welfare services intranet and the contacts box on the SHBC website.
- Identify a councillor champion for military service leavers settling in Surrey Heath

Establish a Surrey Heath Military Residents Association – Lead is SHBC Community Development Officer (Jo Hardy) and by March 2013 connect local residents associations (Camberley and Deepcut) with military authorities and create JOINT associations. Recommended military representatives on residents associations are military welfare services from Deepcut and RMAS.

Include civilian representation on RMAS military residents meetings – Station Staff Officer at RMAS to be approached to assess feasibility and to help identify a suitable civilian representative

### **County/Regional Level Action Plan**

No action plan has been produced for this as there were no Level 1 recommendations.

### **Comments**

There was strong commitment from those attending to put the recommendations into action and when asked all those agreed to participate further in the process. Some expressed concern that unless the momentum created by the workshop was not encouraged to continue, a significant opportunity would be lost.

### Workshop 3 Feedback

The following feedback was given on forms provided to the attendees.

	Not at all	Moderately	Highly	Very highly
1. To what extent did the workshop meet its objective of "Exploring what can be done to improve the lives of military and civilian citizens of the Deepcut area"?	0%	0%	65%	35%
2. How relaxed and supportive was the atmosphere?	0%	0%	60%	40%
3. How useful was the event?	0%	0%	35%	65%
4. How would you rate the presenters and the organisation of the workshop?	0%	0%	45%	55%
5. How would you rate the venue, facilities and catering?	0%	0%	50%	50%
<p>6. How might you use what you have found out today?</p> <p><i>Comments included:</i></p> <p><i>"To become involved in the formation of a Deepcut future planning committee"</i></p> <p><i>"To take action on agreed plans and ideas"</i></p> <p><i>"To develop good contacts made during session"</i></p> <p><i>"To carry ideas back to SHBC"</i></p> <p><i>"To join committee to push objectives forward"</i></p>				
<p>7. Please give us any other comments and suggestions.</p> <p><i>Again positive comments and suggestions as reflected below:</i></p> <p><i>"need to move forward now with ideas and initiatives"</i></p> <p><i>"really useful workshop"</i></p> <p><i>"useful to have contact details of others attending in order to follow up"</i></p> <p><i>"a more rigorous inclusion of all parts of the community"</i></p>				

## Conclusions

The programme of workshops set out to identify how the community in Deepcut could be improved for the benefit of both the military and civilian communities within it. Sensible actions were identified that could help to achieve this aim. There was a high level of commitment shown by those attending who all agreed to assist in taking them forward. Other conclusions are:

- The Gurkha community was under represented, in spite of attempts to engage, and only 4 serving Gurkha officers/soldiers attended. There were no dependents or Nepalese civilians. More should be done to identify their concerns and aspirations. This may need to be addressed separately.
- The youth of both military and civilian communities in Surrey Heath were under represented and their views were not included in any credible way. This could be the subject of further work.
- Communications across the Borough need to be improved. There is considerable positive activity that goes on that goes unnoticed. The comprehensive communications plans at both local council/military authority level and at community level should address this if it is fully implemented.
- The project achieved its aim but ongoing monitoring and engagement are required if the outputs are to be achieved.