NEIGHBOURHOOD
Area Committee
North Tandridge

MAKE IT HAPPEN

# North Tandridge Neighbourhood Area Committee (NAC)

30th September 2025, 3:00 pm to 5:00 pm – Meeting Notes



# North Tandridge Neighbourhood Area Committee (NAC) 30th September Meeting Notes

## Chair:

Samantha AungThin – Voluntary Action Surrey East

## Vice Chair:

Jeremy Webster – Surrey County Council

## Attendees:

| Name | Organisation |
|---|---|
| Cllr Jeremy Webster | Surrey County Council |
| Cllr KP | Tandridge District Council |
| Cllr Deborah Sherry | Tandridge District Council |
| Cllr Jan Moore | Chelsham & Farleigh Parish Council |
| Cllr Jeremy Pursehouse | Warlingham Parish Council |
| SMG | Caterham BID |
| Sarah Henke-Monti | Citizens Advice Tandridge |
| Sam Aung-Thin | Voluntary Action Surrey East (VASE) |
| Robin Gwynn | Caterham & District Foodbank |
| Andy Buchan | Access to Tandridge |
| Mary Marsden | Westway |
| MS | North Tandridge Primary Care Network, Clinical Lead |
| Mohsin Asharia | North Tandridge Primary Care Network & Growing Health Together |
| Stewart Strachan | Warlingham School |
| WS | Surrey Police |

## Apologies:

| Name | Organisation |
|---|---|
| Lyndsey Whatley | Surrey Police |
| Lidia Fincham | Barnados - Tandridge Family Centre |
| Cllr Robin Spencer | Tandridge District Council |
| Cllr Robin Clements | Caterham Hill Parish Council |

| 1. Terms of Reference: | |
|---|---|
| Discussions | - Responsibilities of NAC members in the next 2 meetings prior to the pilot evaluation.<br>- Is the Terms of Reference (ToR) document specifically for the pilot or for the longer term of NACs? ToR is for the pilot, but it is also a template for the longer term.<br>- Clear review point in December. Aspiration of longevity. |
| Vote | Consensus reached on the proposed Terms of Reference |

| 2. Feedback from first group activity: | |
|---|---|
| Aim: Reflections on how best NAC members can collaborate across the different organisations/roles. | |
| Table 1 | What helps:<br>• Face to face contact important – to find what others are about and what they do.<br>• Important to understand other people's roles, what they can do and limitations<br>• Knowing people makes more likely to liaise and speak between meetings for more informal engagement<br>• Having a shared goal that keep returning to, to remind why doing what doing<br>• Having right people in the room that have influence<br><br>Barriers:<br>• Data sharing challenges<br>• Falling off of engagement / attendance<br>• Ability to engage / resources from Voluntary, Community, and Social Enterprise (VCSE) sector<br>• Keeping up to date with plethora of schemes / pilots etc.<br>• VCSE picking up slack in system but not recognised<br>• "everyone is trying to help me but no one actually is helping me" – being passed around.<br>• Funding<br><br>One thing:<br>• Understand our local assets and how these can positively help address needs. |
| Table 2 | • Creation of a contact list with short bios to help members understand who's who and what each person's role is before NAC meetings.<br>• Establish a shared platform for data and resource sharing, ensuring everyone has access to the same information and can contribute easily. |

| | |
|---|---|
| Table 3 | What helps you work well with others from different organisations?<br><br>• Many people around the table already know each other, and trust has been established.<br>• Individuals can act as connectors, helping build bridges between organisations. |

| | |
|---|---|
| | • Key question: How can we increase representation and ensure diverse voices are included?<br><br>Barriers:<br>• Data sharing: data is crucial, but we need to improve how it's communicated across different groups.<br>• How can we make data more accessible and meaningful?<br>• How do we develop joint communications that engage effectively?<br>• Communication between NAC meetings: There's a need for better ongoing dialogue among members.<br><br>What would make this group work well:<br>• Shared data intelligence: A collective understanding of the bigger picture, with contributions from all members.<br>• Individual stories: Lived experiences and insights from residents shared by members.<br>• Personal priorities: Understanding what matters most to each individual around the table.<br>• Clear shared goals: Clarity on what we can realistically achieve together. |
| Other considerations | • Impact of General Data Protection Regulation (GDPR) and awareness of how data protection regulations affect information sharing. |

| 3. Discussion and considerations: How should we communicate as a group? | |
|---|---|
| Clarifying purpose and communication during the Pilot | - How the group communicates depends on what we want to achieve during the pilot. With only two meetings left before the evaluation, we need to be clear about our goals and what progress we want to make in the meantime.<br>- A key question raised: What are the group's objectives?<br>▪ What do we want to achieve by the end of December?<br>▪ How will we know if we have been successful?<br>- Suggested methods: virtual meetings, emails, and Microsoft Teams.<br>▪ Consideration: Does everyone have access to a shared Teams channel?<br>- Communication needs discipline:<br>▪ Avoid excessive emails, unnecessary copying others to emails, and "reply all."<br>▪ Be mindful of people's time and capacity.<br>- Emails are currently the only reliable way to share reports and documents.<br>Virtual meetings raise questions about availability and scheduling. |
| Defining objectives and measuring success | - A key question was raised: What are the group's objectives?<br>▪ Without clarity on what we are trying to achieve, it is difficult to know what to communicate or how to measure success.<br>▪ By December, the group should aim to have a clear, meaningful outcome; something with substance and impact. |
| Projects, priorities, and realistic ambitions | - Table 2 discussions highlighted the need to identify priorities and potential projects.<br>▪ Do we have the tools and resources to deliver these?<br>- The NAC must avoid overpromising. While some partners want to define key issues and priorities, we need to balance making recommendations with taking realistic local action.<br>- The group has the potential to be more ambitious and proactive, but must remain grounded in what is achievable. |

| | |
|---|---|
| Understanding the group's role | - There is a need to clarify whether the group's role is to:<br>▪ Feed community insights into a new authority, and/or<br>▪ Deliver tangible outcomes locally.<br>- Concerns were raised about the group's ability to deliver projects due to limited funding and authority.<br>▪ However, the group may still be able to identify key issues and help bridge gaps, especially as the district council transitions.<br>- Our collective strength lies in being in the same room. While individuals may lack authority to act alone, together we can decide what is possible and communicate effectively. |
| Learning from other community boards | - Across the country, community boards have successfully delivered projects in various ways.<br>▪ We have a wide range of organisations in the room that could collaborate within their means to address gaps identified by this group.<br>▪ There are viable outcomes we can work toward. |
| Opportunity to influence the new Unitary Authority | - Concerns were raised about Local Government Reorganisation (LGR) and the NAC's role in the transition.<br>▪ However, what matters most is that different sectors are working together for the benefit of residents.<br>▪ The group needs clarity on its purpose and direction.<br>- As a pilot, we have a unique opportunity to shape what we can achieve and influence the new unitary authority.<br>▪ The new authority will have commissioning budgets, so we must advocate for localised approaches and influence.<br>▪ What works in one area may not work in North Tandridge, and commissioners need to understand and reflect that. |

| 4. Feedback on Data & Insights and Priorities activity: | |
|---|---|
| Table 1 | - Headline information seems broadly right<br>- Race and race relations seems missing presenting challenges of integration.<br>- Youth services – indication most Anti-Social Behaviour (ASB) related to Young People<br>- Proposed lens of poverty could help focus work and pick up in a cross-cutting way various elements<br>▪ Integration – sanctuary seekers<br>▪ Youth unemployment<br>▪ Housing<br>▪ Access to health and social care |
| Table 2 | - The group discussed concerns around youth disengagement and its potential consequences on health and socio-economic issues.<br>- There was agreement that engaging children and young people in these conversations is essential to better understand and address the issues. |
| Table 3 | - Housing was identified as a key issue. The group emphasised the importance of maintaining focus and exploring what can realistically be done in partnership with others.<br>- Priority Areas Identified:<br>1. Economy:<br>▪ Recognised as a broad and complex area.<br>▪ The group expressed a need for more detailed data, particularly around:<br>○ Local economic trends<br>○ Skills gaps<br>○ Empty commercial units<br>2. Health:<br>▪ The main health concerns in North Tandridge were identified as obesity and depression.<br>▪ These need to be broken down further into:<br>○ Physical activity levels among older residents and young people<br>○ Mental health challenges faced by young people<br>3. Voluntary Sector Contribution:<br>▪ The group discussed how the voluntary and community sector can support efforts in both economic and health-related areas. |

## 5. Next steps and Date of Next Meeting:

Chair outlined next steps and approach to next meeting with officers working to get more detailed information and invite subject matter experts to enable a more informed discussion on possible short, medium term and long term recommendations

A provisional date of 5th November was discussed with a poll to follow to establish best time to suit availability that would include an option later in the afternoon.