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Contact:

James Dearling

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3 September 2021

Dear Councillor,

Your attendance is requested at a meeting of the **OVERVIEW AND SCRUTINY COMMITTEE** to be held on **TUESDAY, 14 SEPTEMBER 2021 at 7.00 pm**. This meeting will be held online via MS Teams.

Yours faithfully,

James Whiteman
Managing Director

MEMBERS OF THE OVERVIEW AND SCRUTINY COMMITTEE

Chairman: Councillor Paul Spooner
Vice-Chairman: Councillor James Walsh

Councillor Chris Blow
Councillor Guida Esteves
Councillor Graham Eyre
Councillor Angela Goodwin
Councillor George Potter

Councillor Maddy Redpath
Councillor Tony Rooth
Councillor Will Salmon
Councillor Deborah Seabrook
Councillor Fiona White

Authorised Substitute Members

For the Overview and Scrutiny Committee, there is no limit on the number of substitute members for each political group on the Council.

QUORUM: 4

WEBCASTING NOTICE

This meeting will be recorded for live and/or subsequent broadcast on the Council's website in accordance with the Council's capacity in performing a task in the public interest and in line with the Openness of Local Government Bodies Regulations 2014. The whole of the meeting will be recorded, except where there are confidential or exempt items, and the footage will be on the website for six months.

If you have any queries regarding webcasting of meetings, please contact Committee Services.

THE COUNCIL'S STRATEGIC FRAMEWORK

Vision – for the borough

For Guildford to be a town and rural borough that is the most desirable place to live, work and visit in South East England. A centre for education, healthcare, innovative cutting-edge businesses, high quality retail and wellbeing. A county town set in a vibrant rural environment, which balances the needs of urban and rural communities alike. Known for our outstanding urban planning and design, and with infrastructure that will properly cope with our needs.

Three fundamental themes and nine strategic priorities that support our vision:

- | | |
|---------------------|--|
| Place-making | Delivering the Guildford Borough Local Plan and providing the range of housing that people need, particularly affordable homes |
| | Making travel in Guildford and across the borough easier |
| | Regenerating and improving Guildford town centre and other urban areas |
| Community | Supporting older, more vulnerable and less advantaged people in our community |
| | Protecting our environment |
| | Enhancing sporting, cultural, community, and recreational facilities |
| Innovation | Encouraging sustainable and proportionate economic growth to help provide the prosperity and employment that people need |
| | Creating smart places infrastructure across Guildford |
| | Using innovation, technology and new ways of working to improve value for money and efficiency in Council services |

Values for our residents

- We will strive to be the best Council.
- We will deliver quality and value for money services.
- We will help the vulnerable members of our community.
- We will be open and accountable.
- We will deliver improvements and enable change across the borough.

AGENDA

ITEM NO.

1 **APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTE MEMBERS**

2 **LOCAL CODE OF CONDUCT AND DECLARATION OF DISCLOSABLE PECUNIARY INTERESTS**

In accordance with the local Code of Conduct, a councillor is required to disclose at the meeting any Disclosable Pecuniary Interest (DPI) that they may have in respect of any matter for consideration on this agenda. Any councillor with a DPI must not participate in any discussion or vote regarding that matter and they must withdraw from the meeting immediately before consideration of the matter.

If that DPI has not been registered, the councillor must notify the Monitoring Officer of the details of the DPI within 28 days of the date of the meeting.

Councillors are further invited to disclose any non-pecuniary interest which may be relevant to any matter on this agenda, in the interests of transparency, and to confirm that it will not affect their objectivity in relation to that matter.

3 **MINUTES** (Pages 5 - 10)

To confirm the minutes of the Committee meeting held on 13 July 2021.

4 **RESPONSE TO COVID-19 – UPDATE**

5 **LEAD COUNCILLOR QUESTION SESSION**

A question session with the Lead Councillor for Environment. Councillor Steel's areas of responsibility:

- Waste
- Licensing (including Health and Safety regulation)
- Parking
- Parks and Leisure
- Arts and Tourism
- Bereavement
- Environmental Health and Protection

6 **SAFER GUILDFORD PARTNERSHIP ANNUAL REPORT** (Pages 11 - 44)

Including a short presentation.

7 **OVERVIEW AND SCRUTINY WORK PROGRAMME** (Pages 45 - 54)

To agree the draft Overview and Scrutiny work programme.

Please contact us to request this document in an alternative format

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OVERVIEW AND SCRUTINY COMMITTEE

13 July 2021

- * Councillor Paul Spooner (Chairman)
- * Councillor James Walsh (Vice-Chairman)

- | | |
|-----------------------------|-------------------------------|
| * Councillor Chris Blow | * Councillor Tony Rooth |
| * Councillor Guida Esteves | Councillor Will Salmon |
| * Councillor Graham Eyre | * Councillor Deborah Seabrook |
| * Councillor Angela Goodwin | * Councillor Fiona White |
| * Councillor George Potter | |

*Present

Councillors Tim Anderson (Lead Councillor for Resources), Joss Bigmore (Leader of the Council and Lead Councillor for Service Delivery), John Redpath (Lead Councillor for Economy), Maddy Redpath, and John Rigg (Lead Councillor for Regeneration) were also in attendance.

OS17 APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTE MEMBERS

An apology was submitted on behalf of Councillor Will Salmon.

[Councillor Colin Cross resigned membership of the Committee on 6 July 2021.]

OS18 LOCAL CODE OF CONDUCT AND DECLARATION OF DISCLOSABLE PECUNIARY INTERESTS

There were no declarations of Disclosable Pecuniary Interests.

OS19 MINUTES

The minutes of the Overview and Scrutiny Committee meeting held on 29 June 2021 were approved.

OS20 RESPONSE TO COVID-19 – UPDATE

The Leader of the Council and Lead Councillor for Service Delivery introduced the item. He referred to the relaxation of COVID restrictions after 19 July and the responsibility of individuals to protect themselves and others. He stated that the link between hospitalisations and deaths remained and that hospitalisations were increasing.

The Managing Director gave a presentation on the current COVID-19 situation and the Council's response, beginning with an update on local cases. The Committee was advised that the COVID-19 infection rate in Surrey was 188 per 100,000, lower than the national rate of 267.1 per 100,000 and the South East rate of 199.9 per 100,000, while Guildford's rate was 158.4 per 100,000. The Managing Director advised that in the previous week there had been 2,250 new cases in Surrey, of which 236 were in Guildford. The meeting was informed that as at 11 July there were 2,921 registered COVID-related deaths in Surrey, with 247 in Guildford.

The Managing Director advised the meeting of three key COVID-19 issues: the Government Roadmap; vaccination; and Council offices. The meeting was advised that most legal restrictions to control Covid 19 will be lifted when England enters Step 4 of the roadmap on 19 July. The Managing Director indicated that although there would be a greater emphasis on personal responsibility, cautious guidance would remain. He indicated that in September

the Government would undertake a review into whether to continue or strengthen public and business guidance, including on face coverings, and would review remaining regulations. The Managing Director advised that the Council would continue to work with the Surrey Multi-Information Group to coordinate and share public health messages after 19 July, including government advice and guidance.

The Committee was informed that the reasons for an area of lower vaccine take-up in Guildford town centre were unclear. The meeting was advised that Clinical Commissioning Groups (CCGs) were leading on communications for low take-up of vaccinations. In addition, the Managing Director informed the Committee that to ensure no interruption in the vaccination programme, between the closure of the G Live hub and the opening of the Artington Park and Ride site, George Abbot school might be used.

The Managing Director stated that the Council offices would be opening back up from 19 July. He indicated that all residents should access services online where possible and register for the MyGuildford area of the Council's website

In reply to a suggestion that those involved in the pandemic response locally be thanked at an appropriate time, the Leader of the Council referred to the Mayor's Awards for COVID heroes and the difficulty of timing such events before the pandemic had ended.

In response to a question from a member of the Committee, the Managing Director indicated that residents would not be turned away if they went to the reception at the Council offices at Millmead after 19 July.

RESOLVED: That an update on the response to COVID-19 be submitted to the Committee's next meeting.

OS21 QUESTION SESSION WITH LEADER OF THE COUNCIL

The Chair reminded the meeting of the areas of responsibility of the Leader of the Council and Lead Councillor for Service Delivery, including Customer Service; Future Guildford; Governance including corporate Health and Safety; Human Resources; Partnerships; Web Services; Corporate Strategy; and Communications.

Members asked questions relating to poor customer service experienced by residents contacting the Council, including long delays in answering phone calls and emails. In addition, the Leader of the Council and Lead Councillor for Service Delivery stated that the recent level of customer service and performance from the Council's call centre was below expected standards. He suggested that the situation had been caused by a combination of the amount of planning applications, issues with bin collections, hardware issues, and difficulties recruiting to the customer service centre and delays in training staff. The Leader of the Council and Lead Councillor for Service Delivery advised the meeting that use of Salesforce and MyGuildford would improve efficiency as more queries would then be dealt with online rather than through phone calls. The meeting was advised that matters relating to the Council's customer services were advertised through methods including press release, social media, and email. The Leader of the Council and Lead Councillor for Service Delivery indicated that the desired level of customer service would not be achieved before early autumn. He stated that customer services issues were common to other local authorities at the current time. The Leader of the Council and Lead Councillor for Service Delivery indicated that temporary agency staff had been hired to help address the backlog of planning applications.

The Leader of the Council and Lead Councillor for Service Delivery welcomed a suggestion for the Council's website to be used to highlight that customer service phone lines are busier than usual and advise residents of the actions being taken to address the situation.

With reference to the Council's customer service call centre, a member of the Committee asked for details of call abandon rates and average wait times and advocated the establishment of a baseline to measure progress. In response, the Leader of the Council and Lead Councillor for Service Delivery indicated that suitable performance indicators for customer services were in the process of being finalised. He suggested that using current levels as a baseline would not be useful.

A member of the Committee suggested the value in a mailshot to all residents to advise of MyGuildford and the Council's move to online services. The Leader of the Council and Lead Councillor for Service Delivery indicated that the take-up of MyGuildford would be monitored and a mailshot then considered if necessary.

In reply to questions, the Leader of the Council and Lead Councillor for Service Delivery indicated the difficulties of identifying the indirect impact of the pandemic on customer service at the Council. He advised that consolidating customer service in one team was always likely to encounter staff training issues.

Members asked about the reduction in the opening hours of the Council's customer service call centre to 10am till 4pm. In response, the Leader of the Council and Lead Councillor for Service Delivery informed the meeting that the reduced hours were to facilitate training of call centre staff.

In reply to a question, the Leader of the Council and Lead Councillor for Service Delivery advised the Committee that while the Council's collaboration with Waverley Borough Council would improve the future resilience of both organisations, both councils were currently experiencing similar issues.

A member of the Committee questioned the user-friendliness for residents of the transfer of existing queries into the new MyGuildford system. The Leader of the Council and Lead Councillor for Service Delivery indicated that he would discuss the matter with the Head of Customer, Case and Parking.

The Head of Customer, Case and Parking introduced himself to the Committee and advised of progress with the Council's customer service.

In response to a question on the Council's Future Guildford transformation programme, the Leader of the Council and Lead Councillor for Service Delivery praised the programme. He indicated that embedding the change in working culture envisaged as part of Future Guildford had been delayed by the pandemic. The Leader of the Council and Lead Councillor for Service Delivery indicated that the success of Future Guildford would be more apparent at the end of the year. He advised the Committee that staff and councillors needed to embrace the new culture and ways of working of Future Guildford and that staff returning to spend half their time in the office was important to help change the culture of the organisation.

In light of the comments from the Leader of the Council and Lead Councillor for Service Delivery, the Chair advised that the scheduling of an update on the implementation of Future Guildford, currently set for consideration by the Committee in September 2021, would be re-visited.

In reply to a question, the Leader of the Council and Lead Councillor for Service Delivery indicated that community governance reviews for unparished areas had not been considered as part of the discussions around increased collaboration with Waverley Borough Council. He indicated he had no view at this stage on the creation of a town council for Guildford.

The Chair requested that an update on the collaboration between the Council and Waverley Borough Council be provided to each meeting of the Committee.

The Chair thanked the Leader of the Council and Lead Councillor for Service Delivery for attending and answering questions.

OS22 LEAD COUNCILLOR QUESTION SESSION

The Chair welcomed the Lead Councillor for Regeneration and reminded the meeting of Councillor Rigg's areas of responsibility: Town Centre MasterPlan; Infrastructure; Major Projects; and Strategic Asset Management.

In reply to a question about the Council's policy relating to 5G masts and balancing the needs of connectivity and amenity, the Lead Councillor for Regeneration advised the Committee of the relevant policy (Guildford Borough Local Plan: Strategy and Sites (LPSS) D1) and the likely future classification of 5G masts by the government as permitted development. He informed the meeting that question fell within the portfolio of the Deputy Leader of the Council and Lead Councillor for Climate Change.

In response to a question about the delay to the planning application for Weyside Urban Village, the Lead Councillor for Regeneration indicated that the Council was waiting replies from statutory consultees.

In response to a question from a Committee member, the Lead Councillor for Regeneration advised the meeting on future steps for the Guildford Economic Regeneration (GER) Programme.

In reply to another request, the Lead Councillor for Regeneration updated the meeting on the progress of the North Street development. He indicated that Councillors would soon receive an informal presentation on the scheme and that the developer hoped to submit a planning application later this year. Another member of the Committee questioned the amount of affordable housing on the site and the value of public consultation by developers. The Lead Councillor for Regeneration noted that the developer of the St Mary's Wharf site was under no obligation to provide extra information to Councillors or to undertake extra stages of public consultation.

The Lead Councillor for Regeneration advised the meeting that the Walnut Bridge project had been delayed. He undertook to provide a completion date and informed the meeting he believed the project was on budget.

The Chair thanked the Lead Councillor for Regeneration for attending.

OS23 UPDATE REPORT: SPEND ON CONSULTANTS AND AGENCY WORKERS

The Lead Councillor for Resources introduced the report submitted to the Committee. He drew attention to the off contract spend on agency staff, the reduction in expenditure on consultants (excluding consultancy spend on corporate projects), and the definition of consultancy expenditure used within the Council and the report.

The Director of Resources indicated that the report submitted to the Committee provided an update on matters considered by the Committee in October 2020. She confirmed the

implementation of more robust governance arrangements for projects and programmes and tighter procurement rules. The Committee was advised of difficulties recruiting staff and a reliance on agency staff to fill posts.

The Director of Resources advised that the reported increased figures on expenditure for consultants were due to a number of capital projects entering the implementation stage and miscoding of construction costs and professional fees. She suggested improvements to future reports to the Committee could include a tighter definition of consultancy costs and separate reporting of major project costs.

In reply to a question about the public's likely perception of the Council's spending on capital projects and its reduced spending on Council services, the Lead Councillor for Resources referred to the need to balance the revenue budget and the Council's ability to fund capital projects by borrowing or through grants.

A member of the Committee asked about the increase in revenue spending on agency staff and the Director of Resources advised of difficulties recruiting permanent staff.

A member queried the Council's shortage of planning services staff. In response, the Director of Service Delivery advised that additional agency staff had been recruited to improve the situation. He confirmed that such issues were common in local authorities due to an increase in planning applications.

In reply to a question about the value for money of the Corporate Temporary Staffing contract with Comensura, the Director for Resources advised that Comensura had been commissioned following a procurement process that included a benchmarking of agency fees.

A member of the Committee proposed that future reporting of the Council's spend on consultants should include the outcomes expected and those actually delivered. The Director of Resources suggested that the purpose of the report to the Committee might be to identify the use of consultancy and agency staff for roles where permanent Council staff should be used.

Members discussed a leaflet produced by a political party and distributed within the Borough which highlighted the increased total spend on consultants by the Council. Members of the Committee and the Lead Councillor for Resources discussed the merit in the Committee noting any misrepresentations in such a publication. At the request of the Chair, to avoid a perceived conflict of interest the Vice-Chair chaired the conclusion of the Committee's discussion about the claims within the leaflet concerning Council spending. During this discussion, the Director of Resources drew attention to section 3.2 of the report submitted to the Committee and the headline increases in agency workers spend and consultants spend compared to the previous year. With reference to the total spend on consultants, members of the Committee noted that the amalgamation of revenue and capital spending, such as occurred within section 3.2 of the report submitted to the Committee, was misleading and could lead to misinterpretations.

RESOLVED: (I) That the Senior Specialist Procurement and her team be commended for the improvements achieved.

(II) That the 2020/21 spend position and the update on the recommendations which have been implemented since be noted.

(III) That the next report to the Committee on progress with agency workers spend and consultant spend be scheduled for the next financial year.

Agenda item number: 3

At the conclusion of the item, the Chair resumed chairing the meeting.

OS24 OVERVIEW AND SCRUTINY ANNUAL REPORT, 2020-21

The Chair introduced the item. Councillors had no comments on the report.

RESOLVED: (I) That the report submitted to the Committee be commended to Full Council as the Overview and Scrutiny Annual Report, 2020-21.

(II) That the current rules relating to call in or urgency provisions remain unchanged.

The meeting finished at 10.00 pm

Signed

Date

Chairman

Overview and Scrutiny Committee Report

Ward(s) affected: All

Report of Director of Strategic Services, Dawn Hudd

Author: Jo James, Senior Policy Officer, Strategy and Communications

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Lead Councillor responsible: Julia McShane

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Email: Julia.mcshane@guildford.gov.uk

Date: 14 September 2021

Safer Guildford Partnership Annual Report

Executive Summary

This report sets out the annual activities and achievements of the Safer Guildford Partnership (SGP) 2020-21 and the draft SGP Plan 2021-24.

The purpose of this report is to provide the Committee with the opportunity to examine the activities of the SGP 2020-21 in the context of the statutory role of the SGP, and to advise and comment on the appropriateness of the draft SGP Plan 2021-24.

The report provides the background for the existence of, and the role and responsibilities of the SGP in the context of the statutory duties set out in the Crime and Disorder Act 1998, as amended by the Police Reform Act 2002 and the Police and Justice Act 2006.

The activities, achievements, and challenges of the SGP are summarised through the report with more detailed tracking of targets, commentary of operational groups activity and a case study of a funded project provided through **Appendix 1, 2 and 3** respectively.

The report ends by setting out the draft SGP Plan 2021-24 **Appendix 4**, which has been developed in line with the priorities of partner agencies. The draft priorities and associated action plan (**Appendix 5**) will be considered and approved by the SGP Executive in September.

Recommendation to Committee

- (I) That the Committee is invited to review the activities and achievements of the Safer Guildford Partnership 2020-21 as set in section 4 of this annual report.
- (II) That the Committee is invited to comment on the appropriateness of the draft Safer Guildford Partnership Plan 2021-24 as set out in section 5 of this annual report.

Reason(s) for Recommendation:

To inform the Committee of the recent activities and draft future priorities of the SGP.

The Crime and Disorder Act 1998, as amended by the Police Reform Act 2002 and the Police and Justice Act 2006, requires responsible authorities to work together alongside the community and voluntary sector to develop and implement strategies for reducing crime and disorder in their area.

The Police and Justice Act 2006, Crime & Disorder Act 1998, and The Local Government Act 2000, requires responsible authorities to have a scrutiny committee for crime and disorder, which is fulfilled by the Council's Overview and Scrutiny Committee. The Committee is required to examine the work of the Partnership and advise on crime and disorder matters of local concern.

Is the report (or part of it) exempt from publication?

No

1. Purpose of Report

- 1.1 The purpose of this report is to provide information for the Overview and Scrutiny Committee to examine the annual actions and achievements of the SGP for the period of September 2020 to August 2021.
- 1.2 The report presents the Committee with the opportunity to advise and comment on the appropriateness of the draft SGP Plan for 2021-24.

2. Strategic Priorities

- 2.1 The SGP develops and implements strategies for reducing crime and disorder, which contribute to the Council's strategic vision to be 'a town and rural borough that is the most desirable place to live, work and visit in South East England'.
- 2.2 The Partnership helps deliver the Council's 'Community' theme by designing interventions to address and reduce harm caused by crime and anti-social behaviour, to the most vulnerable people in our community. The Partnership contributes to the protection of our environment through planned interventions to reduce the impact of crime and anti-social behaviour on specific locations within the borough.

3. Background

Statutory responsibilities and role of the SGP

- 3.1 The Crime and Disorder Act 1998, as amended by the Police Reform Act 2002 and the Police and Justice Act 2006, requires responsible authorities to work together alongside the community and voluntary sector to develop and implement strategies for reducing crime and disorder in their area.

- 3.2 In a two-tier authority area such as Surrey, there is a requirement for a county level community safety strategy group (within the remit of the Surrey Health and Wellbeing Board), which is supported by local community safety partnerships.
- 3.3 The SGP is the local community safety partnership which, brings together both statutory and non-statutory strategic partners. Membership of the Partnership can be found on the [Council's web pages](#). The statutory role of the SGP is:
- to facilitate information sharing
 - identify local priorities
 - coordinate a planned response to the prevention of crime, disorder, anti-social behaviour, and reoffending, at a borough level
 - undertake Domestic Homicide Reviews (DHR)
- 3.4 The range of problems and behaviours under the context of community safety is incredibly varied and complex. This requires strong multi agency partnership working, effective communication and often complex problem-solving approaches. The impact of which can be a slow process.
- 3.5 The SGP 3-year Plan sets the framework for the SGP. The priorities of the Partnership are reviewed annually through an assessment of current and possible future crime, disorder, and anti-social behaviour (ASB) issues. Sources which inform the annual priorities include but are not limited to:
- partner agency leads views
 - Surrey Community Safety Agreement
 - Office of the Police and Crime Commissioner Surrey
 - Surrey Police Safer Neighbourhood Team and Anti-Social Behaviour Unit
- 3.6 The role and responsibilities of the SGP do not override the priorities and day to day operation of each individual agency. It is intended that the SGP provides added value in joint working between partners to address shared local priorities.
- 3.7 The SGP priorities are delivered through the following mechanisms:
- commitment of partners to work together
 - multi agency problem solving through operational delivery groups and Community Trigger panels
 - selecting and effectively using Anti-Social Behaviour (ASB) tools to address local issues
 - funding targeted intervention projects and events in response to local issues
 - SGP communications plan
 - coordinating the delivery of training
 - effective information sharing

- 3.8 The majority of activity and intervention across the Partnership is undertaken through the operational delivery groups:
- Joint Action Group (JAG)
 - Serious Organised Crime JAG (SOC JAG)
 - Community Harm and Risk Management Meeting (CHaRMM)
 - Community Trigger Panels
- 3.9 SGP operational groups bring together frontline professionals to share information and problem solve solutions to community safety concerns. Each group has a specific focus on either vulnerable individuals or geographic cases, although there is some cross over between groups in managing victims and perpetrators.
- 3.10 Risk management and information sharing is facilitated by ECINS, a secure case management platform.
- 3.11 The successful outcomes achieved by these groups are a direct result of the commitment of all agencies to work together to reduce crime, disorder, and anti-social behaviour.

Partnership priorities 2020-21

- 3.12 The SGP priorities set the framework for directing partnership resources effectively, to where they are most needed:
- where the SGP have established what the 'problem' is and what the impact is on our communities
 - where joint working is the best solution to the address the problem
- 3.13 The SGP priorities are set out below. Further explanation of each priority and delivery targets against each priority are set out in the SGP action plan summary 2020-21 which can be found in **Appendix 1** of this report.
- Priority 1: Coronavirus (Covid 19) recovery
Priority 2: Domestic Abuse
Priority 3: Public Spaces Protection Order's
Priority 4: Junior Citizens
Priority 5: 3 Year Plan
Priority 6: Communications
Priority 7: Business as Usual
- 3.14 Actions are coordinated by relevant partners and delivered through multi agency resources or funds allocated through the SGP. The core functions of the SGP are embedded in the work of the operational groups. These functions are set out in the action plan 2020-21 as 'business as usual' (BAU) (priority 7).

4. SGP Action Plan 2020-21 outcomes

4.1 **Appendix 1** provides a highlight tracking summary of the delivery targets in the 2020-21 SGP action plan.

4.2 The following paragraphs provide a summary commentary on the action plan targets 2020-21.

4.3 The Partnership recognises that we can make a significant contribution to reducing the impact of crime and ASB and effectively target our resources, by planning our communications to:

- reassure the public and engage, advise, support and impact positively on communities
- support victims by producing advice and signposting to support services
- increase public resilience and enable them to access the right help and support at the right time

4.4 To emphasise the importance of joint communications across the Partnership, we have developed a communications Pledge. The Partnership pledge sets out four commitments from partners:

- i. raising awareness of the SGP, its aims, and key areas of work through their website, intranet, and social media channels
- ii. incorporating the community safety campaign schedule into their communications schedule where possible
- iii. monitoring and sharing posts of other SGP members and all SGP joint communications
- iv. using the #saferguildfordpartnership on all joint communications.

4.5 The Partnership Communications Plan and campaign schedule is supported by the Council to coordinate delivery. In 2021, we started to measure our outputs through the Council's media channels. Between September 2020 and August 2021:

- 285 Domestic Abuse social media posts with a total reach of 219,603 residents
- Community Safety social media posts- total reach of 134,105 residents
- 9 press releases
- Community Safety webpage views 136
- PSPO webpage views 158

4.6 We have had higher attendance and engagement of partners across all our operational groups in the last year and during the pandemic, despite the demands from frontline resources. Partners have committed increased resources

- to support multi agency problem solving. The Partnership will need to consider how to maintain this engagement and the benefits of online meetings against any risks.
- 4.7 In response to the anticipated impact of the pandemic, the Partnership has scoped, planned, and resourced a range of training for delivery in autumn 2021. Multi agency partnership training will raise the awareness and ability of staff to recognise and respond to domestic abuse and suicide. Prevent (counter terrorism) training will be added to the programme in 2021-22.
- 4.8 The Partnership has responded to the risks, and the long-term effects of those experiencing domestic abuse through the launch of a Guildford Domestic Abuse Pledge. The four commitments to the pledge are:
- i. Commit to raising awareness of domestic abuse with residents, workforce, and students (aged 16 or over) to help them understand what domestic abuse is and how to respond if someone they know discloses domestic abuse.
 - ii. Make information about national and local domestic abuse support services available on your website and in other appropriate places so that they are easily accessible for residents, workforce, and students (aged 16 or over).
 - iii. Put in place a HR policy, or amend an existing policy, to support members of staff who may be experiencing domestic abuse.
 - iv. Appoint a champion at a senior level in your organisation to own the activity you are doing to support people experiencing domestic abuse.
- 4.9 Seven partners have pledged to deliver these through 2021-22, demonstrating a strong commitment to supporting people experiencing domestic abuse. The Pledge will be delivered throughout 2021-22.
- 4.10 Guildford and Waverley Community Safety Partnerships are working together with South West Surrey Domestic Abuse Outreach Service to plan a series of public webinars for residents, business owners and community leaders in South West Surrey. The Ask Me About Domestic Abuse webinars, supported by a social media campaign, will help break the silence on domestic abuse and raise awareness of how to recognise domestic abuse, support victims and access local support services. This work will continue in 2021-22.
- 4.11 Referrals received by the outreach service between August 2020 and July 2021 totalled 585, which is an increase of 59 per cent from the previous year.
- 4.12 A key target for the Partnership this year, was to undertake a comprehensive review of Public Spaces Protection Orders (PSPOs) within the town centre. The Council are responsible for PSPOs and are therefore coordinating the review under the legislation and statutory guidance set out for PSPOs. The review requires commitment from across the SGP to provide a robust data and evidence base. PSPOs also require a partnership approach to deliver the enforcement plan.

- 4.13 The primary aim of the PSPO review is to understand and address behaviours that, 'cause harm, alarm, or distress to residents and visitors, impacting on feelings of safety and the visitor and business economy'. And to reduce the impact on resources of the Police and Partners to respond without effective enforcement powers.
- 4.14 In October 2020, we completed the extension of the expiring PSPO for the town centre restricting alcohol consumption. This provided continuous enforcement capability within the existing remit of the PSPO.
- 4.15 In January 2021, we began a comprehensive review of the PSPO to consider extending both the behaviours and locations of the existing order.
- 4.16 The statutory process for reviewing or introducing PSPOs must be evidence-based, involve consultation, requires consideration of alternative tools for tackling ASB and a robust and realistic enforcement strategy.
- 4.17 The process and subsequent orders must be robust to challenge. New PSPOs must meet the legal tests and any associated risk to the Council must be managed.
- 4.18 Full details of the PSPO review were presented in a [report](#) to the Council's Strategy and Resources Executive Advisory Board in August 2021.
- 4.19 The PSPO review is anticipated to conclude later in 2021 following a full assessment of all data and evidence provided, to determine the behaviours and the suitability of a revised or additional PSPO.
- 4.20 A final order would be adopted through the Council's Executive.

Operational delivery groups (BAU)

- 4.21 As a result of partnership intervention, the following anti-social behaviour tools have been used successfully between August 2020 to July 2021:
 - 4 Criminal Behaviour Orders (2019-20 was 3)
 - 4 full closure orders (2019-20 was 2)
 - 9 partial closures (2019-20 was 5)
 - 0 Community Protection Notices (2019-20 was 1)
 - 11 Dispersal Orders (2019-20 was 8)
- 4.22 **Appendix 2** provides a summary of activity in the operational delivery groups over the last year:
 - CHaRMM (Community Harm and Risk Management Meeting)

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- JAG (Joint Action Group)
- SOC JAG (Serious Organised Crime Joint Action Group)
- Community Triggers

4.23 A safe and functional case management system is critical to effective working across the Partnership. The SGP has embraced the countywide introduction of the online, secure case management system ECINS and continue to work with ECINS Support to increase access, usability, and confidence of partners to use the system. ECINS support delivered a training programme for all partners through January and February 2021.

Funded projects

4.24 The SGP provided a second year of funding for the Needle Exchange Project delivered by Guildford Action and Surrey County Council Public Health. **Appendix 3** provides further information.

Key Challenges

4.25 SGP partners have continued to be at the forefront of the changing restrictions, increases in vulnerabilities and response to the Coronavirus pandemic and have demonstrated a commitment to frontline services. As a result of this, resources have been heavily focussed on a reactive response.

4.26 Partners have made a significant contribution and commitment to 'business as usual' activity in the action plan, delivering the core business of the Partnership.

4.27 The Partnership training plan has been developed but delivery in autumn 2021 is later than anticipated due to other priorities for both staff delivering and potential staff attending training. Much of the training available has been adapted to online to enable delivery to restart.

4.28 The Partnership acknowledges the challenges of displacement of behaviours associated with ASB and continues to consider this through problem solving.

4.29 The pandemic had an impact on the court system during 2021. Most notably, the delay for Housing Associations and private landlords seeking possession of their properties following a Closure Order or Notice of Seeking Possession (NOSP).

4.30 The Junior Citizens scheme review led by Surrey County Council Community Safety Team has been delayed to reflect and be able to respond to the changes in school curriculum delivery because of Covid 19. The review will continue in 2021-22 with a revised delivery plan expected in 2022.

Domestic Homicide Reviews

4.31 Domestic Homicide Reviews (DHRs) were established on a statutory basis under the Domestic Violence, Crime and Victims Act 2004.

- 4.32 When a domestic homicide occurs, the relevant police force informs the local Community Safety Partnership. SGP has a statutory duty to establish whether the criteria for a DHR is met and that a review should be conducted.
- 4.33 DHRs are conducted under the Home Office 'Multi-Agency Statutory Guidance for the Conduct of Domestic Homicide Reviews' (December 2016).
- 4.34 The SGP established one DHR in 2020-21.

**5. Draft SGP Plan priorities 2021-24
(Subject to SGP Executive approval in September 2021)**

- 5.1 The Partnership has a statutory duty to produce a 3-year Community Safety Partnership Plan, which sets out the Partnership's response to address and reduce crime, disorder, and anti-social behaviour.
- 5.2 The SGP have identified five key strategic priorities for 2021-2024 having considered the needs assessments highlighted in paragraph 3.5 above:
 - 1. Continued response to the impact of Covid 19 on people's safety
 - 2. Responding to Domestic abuse
 - 3. Protecting our communities from ASB
 - 4. Protecting our communities from serious harm
 - 5. Encouraging our communities to help themselves
- 5.3 The SGP Plan 2021-24 and Year 1 Action Plan have been drafted in response to these priorities and are included in Appendices 4 and 5 of this report. The SGP Executive will approve the final Plan and action plan in September 2021.
- 5.4 The SGP will continue to support the countywide vision set out in the [Surrey Community Safety Agreement 2021-25](#):
 - Protecting our most vulnerable
 - Protect our communities from harm
 - Empowering our communities to feel safe

6. Consultation

- 6.1 The SGP Executive is responsible for developing and agreeing the annual priorities for the Partnership's plan.
- 6.2 Ward councillors are invited to attend operational delivery groups in relation to referrals received for their ward.
- 6.3 Project specific consultation is undertaken under statutory guidance. An example of this is the PSPO consultation detailed in the [recent report](#) to the Strategy and Resources Executive Advisory Board.

7. Key Risks

- 7.1 The resources to deliver interventions aligned to the priorities of the SGP are additional to the day-to-day functions of each partner agency. The capacity to deliver these interventions is determined by multi agency partnership working which may be impacted by individual agency contributions.
- 7.2 The ongoing impact of the Coronavirus (Covid 19) pandemic continues to be uncertain, and the priorities set out by the SGP will require agility to respond appropriately to the changing needs of the community.

8. Financial Implications

- 8.1 The actions and interventions delivered by the SGP are contained within the existing revenue budget for the Partnership.

9. Legal Implications

- 9.1 The Crime and Disorder Act 1998, as amended by the Police Reform Act 2002 and the Police and Justice Act 2006, requires responsible authorities to work together alongside the community and voluntary sector to develop and implement strategies for reducing crime and disorder in their area.
- 9.2 The content of this report sets out the work undertaken to meet this statutory duty.
- 9.3 In accordance with Section 19 of the Police and Justice Act 2006 the Committee has the power to review and scrutinise decisions made, and actions taken in connection with the discharge of the Council's crime and disorder functions and may make reports and recommendations with respect to the discharge of those functions.

10. Human Resource Implications

- 10.1 The SGP is made of representatives from 'responsible authorities' as set out in the legislation:
 - Police
 - local authorities
 - fire and rescue authorities
 - probation service
 - health
- 10.2 The SGP Executive is chaired by the Council's Managing Director.
- 10.3 The Council's lead officers supporting the strategic work of the Partnership are the Senior Policy Officer and Policy Officer for Strategy (Strategy and Communications).

- 10.4 The Head of Environment and Regulatory Services chairs the JAG with officers from Operational and Technical Services, Legal Services, Culture, Heritage and Leisure Services, Community Services, and Customer, Case and Parking Services supporting the wider remit of the SGP, working alongside statutory, voluntary and community partners in the operational groups.

11. Equality and Diversity Implications

- 11.1 This duty has been considered in the context of this report and it has been concluded that there are no equality and diversity implications arising directly from this report.

12. Climate Change/Sustainability Implications

- 12.1 In the context of this report there are no climate change/sustainability implications arising directly.

13. Suggested issues for overview and scrutiny

- 13.1 The Committee is required to consider and comment on the appropriateness of the draft priorities set out in this report.

14. Conclusion

- 14.1 This report provides information for the committee to review the actions and achievements of the SGP in 2020-21.
- 14.2 This report sets out the draft SGP Plan 2021-24 for the Committee to consider and comment on its appropriateness.

15. Background Papers

- 15.1 None

16. Appendices

- Appendix 1: SGP Action Plan 2020-21
- Appendix 2: SGP Annual Report Operational Groups Summary
- Appendix 3: SGP Annual Report Funded Project Case Study
- Appendix 4: SGP Plan 2021-24
- Appendix 5: SGP annual action plan 2021-22

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Priorities

1. Coronavirus (Covid 19) recovery- community impact and emerging changes to the crime, disorder and ASB landscape in response to Coronavirus (Covid 19)
 2. Domestic Abuse- responding to the Surrey Against Domestic Abuse Strategy 2018-23 and to the anticipated increased needs in response to the Coronavirus (Covid 19) outbreak
 3. Renewal, review, consultation and development of Public Spaces Protection Orders (PSPO's) under the statutory guidance
 4. Participation in the countywide review and delivery planning of Junior Citizens scheme, through digital interaction and group based activity- addressing the risks of Serious Youth Violence
 5. Produce Safer Guildford Partnership three year plan 2021-2024
 6. Delivering a coordinated communication strategy to engage, advise and support our communities
- Continue need to reduce and prevent ASB and crim affecting vulnerable people (business as usual below 7)

Business as usual

- 7 Prevent- Counter Terrorism
- 7 Delivery of Operational Groups- JAG, SOC JAG, CHaRMM
- 7 Case management system- ECINS support
- 7 Community Triggers

Priority	Issue/problem to be addressed	Impact on community	Action	Lead	Outcome – what do we want to achieve	How will we know it has been a success Outputs/Milestones	Baseline where available	Evidence target met
1	Responding to the immediate and longer term increases in ASB presented during the Coronavirus Pandemic	Vulnerable members of our communities are not getting the help and support they need at the right time or in the right place	Adjust and target resources to educate, advise and inform the public of how to report issues and where to seek support services	SGP Exec Partners (Communications)	Increased public awareness of help and support for those experiencing ASB	Social media engagement indicators for campaigns	NA	Reporting advice emails to councillors Jan 21 and July 21 New web pages- Community Safety and reporting one stop page SGP Commis plan produced and in delivery SGP commis Pledge across partners in delivery Safer Guildford Partnership in use Social Media indicators: 390 social media posts- reach of 303,708 9 press releases Community Safety webpage views 136 PSPO webpage view 156
		Vulnerable members of our communities are at risk of suffering immediate harm and long term effects from experiencing ASB	Adjust and target resources to deliver multi agency problem solving, enforcement and disruption activity	SGP Exec Partners (Operational Delivery Groups)	Increased intervention activity to tackle ASB hotspots and individuals	Effective and sustained resolution of issues- outcome case study- removal from JAG and CHARMM agencies. Monitored through meeting administration	CBO's Aug 19-20-3 Full Closures 19-20-2 Partial Closures 19-20-5	Increased frequency of JAG from Dec 2020- 4 weekly from 6 weekly Implemented JAG subgroups from Jan 2021 to target high need locations: - Rokunda / Town Centre - Forenden Quarry - Scholars Walk - Ash CBO's issued Aug 2020- July 21- 4 Full closures Aug 2020- July 2021-4 Partial Closures Aug 2020- July 21- 9 Implementation of new SOC JAG model framework Increased attendance at CHARMM, JAG and SOC JAG meetings due to online platform.
1	Responding to the increasing risks of suicides and the capacity of partners to contribute to prevention	Vulnerable members of communities are at risk of suffering significant harm	Deliver suicide awareness training to SGP Exec staff	Public Health SCC SGP Exec Partners	Increasing awareness of staff to recognise and identify risks to prevent suicides	No. of training sessions delivered, partner organisations attending, and attendees from across the partnership	NA	CF 2021-22 Suicide Awareness training programme produced for SGP members and their organisations -delivery autumn 2021 Delayed due to staffing/ amended priorities due to Covid
2	Members of our communities not knowing how to recognise, acknowledge and seek specialist support for Domestic Abuse	Members of our communities are not getting the help and support they need at the right time in the right place.	Design and deliver a series of public engagement and targeted professional webinars, aimed at increasing awareness of domestic abuse risks, signs, services and support	GBC Community Safety Lead, SCC DA Lead, Safer Domestic Abuse Outreach Service	Members of our communities can access the right information, services and support, at the right time in the right place for themselves or for people they want to support	Service referral increases Number of webinars hosted Attendance at webinars	SWS DA referrals 19-20- 366	Service referrals received by SWS DA outreach service Aug 2020 - July 2021: 585- 59% increase 2019-20 CF 2021-22 Domestic Abuse training programme produced for SGP members and their organisations- delivery autumn 2021 Training delayed due to staffing/amended priorities due to Covid Joint public Ask Me DA webinar sessions planned with Waverley CSP Autumn 21 Additional outcomes: Domestic Abuse page added to GBC website with plans to add Safe Spaces widget to GBC webpages. CF 2021-22 Publicity material- on hold due to Covid Additional outcomes: 265 domestic abuse related GBC social media posts, 219,603 reach between Sep 2020 and July 2021.
		Members of our communities are at risk of suffering immediate harm and long term effects from experiencing domestic abuse	Distribute publicity materials produced by the Domestic Abuse Outreach Service	SGP Exec Partners	Promote and commit to fundraising or sponsorship opportunities to provide financial support to Safer Domestic Abuse Outreach Service	E value of fundraising/sponsorship secured through the partnership	SGP funded SWS DA outreach service 20-21 £2,000 SWS DA outreach exploring Guildford Community Lottery SWS DA Outreach service producing campaign videos to engage sponsors and fundraisers - SGP sharing when complete	
		Members of our staff and our customers are at risk of suffering immediate harm and long term effects from experiencing domestic abuse	Introduce Safer Guildford Partnership Domestic Abuse Pledge. Commitment to organisation policies, training and support Provide resources to support partners to meet the pledge	SGP Exec Partners SCC DA Lead	Members of our staff and customers can access the right information, services and support, at the right time in the right place for themselves or for people they want to support	SGP Exec commit to pledge- December 2020 SGP Exec Partners deliver pledge checklist- August 2021	NA	Guildford Against Domestic Abuse Pledge produced: 7 members signed up, including GBC Resources from SCC and training from SWS DA Outreach Service available to support partners in meeting the Pledge.
3	Increased/continuation of anti social behaviour associated with consumption of alcohol in the town centre	Causes or is likely to cause harm, alarm and distress to residents and visitors to the town centre impacting on feelings of safety and visitor and business economy	Extend existing PSPO for further 3 years by deadline October 2020 to ensure there is no lapse in enforcement	GBC Community Safety Lead with Partner Stakeholder engagement	Building PSPO extension by deadline- providing consistent enforcement	PSPO extension implemented and unchallenged- December 2020	NA	PSPO extension implemented Oct 2020- unchallenged- complete
		Increased resources required and decreased capacity of Police to respond to anti social behaviour	Develop and produce requirements for charges/new PSPO to meet the needs of the evidence base	Partner views and evaluation of PSPO powers- PSPO annual review	Police and JET team have powers to remove alcohol from areas concerning anti social behaviour	NA	PSPO annual review 2020-21 -see target below	
		Consideration of appropriate and alternative ASB tools Implementation of new PSPO if required	Increased feelings of safety for visitors and residents	Purple Flag perception study-achieves target 90% response to feeling of safety	Perception study response to feeling of safety 2019-21-	Purple Flag renewal deferred to October 2021 due to Covid Perception study deferred for renewal- not beneficial due to night time economy being closed during Covid		
3	Increased/continuation of anti social behaviour associated with alcohol, drugs and other behaviours in the town centre and surrounding areas.	Causes or is likely to cause harm, alarm and distress to residents and visitors to the town centre impacting on feelings of safety and visitor and business economy	Scoping activity- analysis of current issues, consultation and evidence building	Research efforts to identify alcohol and drug behaviours and locations where associated anti social behaviour is increasing	New PSPO requirements developed Sept 2021	NA	In progress - on target Stakeholder engagement complete - partner survey, one to one sessions, focus group Public consultation complete- online survey Stakeholder data analysis complete Evidence gathered Ward Councillor engagement ongoing EAD Aug 21 Full analysis of all data and evidence in progress	
		Increased resources required and decreased capacity of Police to respond to anti social behaviour	Develop and produce requirements for charges/new PSPO to meet the needs of the evidence base	Partner views and evaluation of PSPO powers- PSPO annual review	Police and JET team have powers to remove alcohol from areas concerning anti social behaviour	NA	PSPO focus group engagement in progress	
		Consideration of appropriate and alternative ASB tools Implementation of new PSPO if required	Increased feelings of safety for visitors and residents	Purple Flag perception study-achieves target 90% response to feeling of safety	NA	Purple Flag renewal deferred to October 2021 due to Covid Perception study deferred/renewal - not beneficial due to night time economy being closed during Covid		
4	Influence the design of digital interactive content and delivery group based interaction for local Junior Citizen scheme provision	Ensures all young people across Guildford have the same information and opportunities to engage in the junior citizens programmes	Participate in the design and development of a digital platform offer for Junior Citizens led by SCC Community Safety Team	Develop a consistent countywide Junior Citizens programme that is accessible across a wide audience, attractive to schools, delivers value for money and is sustainable Ensure content is flexible for partners to deliver priority messaging Ensure content is relevant to the needs of young people in Guildford	Produce and prepare for delivery of digital Junior Citizens offer - Sept 2021 Take up of programme in Guildford schools (number of schools) Junior Citizen scheme monitoring reporting of outcomes	NA	CF 2021-22 Delayed due to Covid priorities and impact on schools SCC review in progress- further work in 2021-22	
		Young people being threatened, intimidated and exploited into becoming involved in criminal	Engage local schools in the design and promote take up of offer when complete	SCC Community Safety Team lead SGP Exec participation GBC Community Safety Lead on schools engagement	Not collected - Covid skewed data			

	Address inconsistent county wide offer of intervention to address young people at risk of experiencing or being drawn into Serious Youth Violence	behaviour Young People being harmed by experiencing Serious Youth Violence Young people having reduced life chances and opportunities due to			Increase young people's awareness of risk factors and protective factors to divert them away from criminal and violent behaviours			
5	Statutory duty to produce a 3 year Community Safety Partnership Plan to address crime and ASD Set out local partnership response to reducing crime and disorder	Community can hold authorities to account to work together to develop and implement strategies for reducing crime and disorder in their area	Complete strategic assessment of local need Identify and agree strategic priorities for partners Produce 3 year plan in response to priorities Produce year 1 action plan	SGP Exec facilitated by GBC Community Safety Lead	First statutory duty set out in the Crime and Disorder Act 1998, as amended by the Police Reform Act 2002 and the Police and Justice Act 2006	Strategic Needs Assessment complete- May 2021 Strategic priorities agreed- June 2021 3 Year Plan produced- August 2021 Start delivery of year 1 action plan- September 2021	NA	Assessment of need based on 2020-21 data analysis and local insight complete. Alignment to Community Safety Agreement (Surrey Health and Wellbeing Board). Strategic Priorities approved for 3 year plan approved June 21 Draft annual action plan for approval Sept 21
6	Raising public awareness to be able report crime and anti social behaviour to the right people, at the right time Increasing the public's resilience to be able to access the right help and support at the right time and in the right place for all issues relating to crime and anti social behaviour	Members of our communities are not getting the help and support they need at the right time in the right place. Members of our communities are at risk of suffering immediate harm and long term effects from experiencing crime and anti social behaviour	Develop and deliver the SGP communication strategy Develop and deliver communication campaigns throughout the year to highlight specific issues and support	SGP Executive joint communications GBC Comms team lead	Increase in public awareness of where, how and when to report issues Increase in public awareness of support services for those experiencing crime and anti social behaviour	Produce communication strategy- January 2021 Social media engagement indicators for campaigns	NA	SGP Comms plan- produced Feb 2021 and in delivery #SaferGuildfordPartnership in use Social Media indicators: 396 social media posts- reach of 3,53,708 3 press releases Community Safety webpage views 136 PSPD webpage view 158

Priority 7- BAU	Issue /problem to be addressed	Impact on community	Action	Lead	Outcome – what do we want to achieve	How will we know it has been a success Outputs/Milestones	Evidence target has been met
Prevent- Counter Terrorism	Threat of terrorism related activity	Fear of and actual destruction of people's lives, property and communities	Review local Prevent Strategy	Applied Resilience-GBC	Coordinated local response to the threat of terrorism aligned to the National Prevent Strategy	Review, revise Strategy by March 2021	Prevent Strategy for GBC updated for 2021 Partners contacted regarding their own Strategies - responses being collated.
			Participate in Channel Panel Meetings when required	Applied Resilience-GBC	Support the prevention of people being drawn into terrorism and ensure they are given appropriate support and advice	Individual case outcomes monitored by Channel Panel	Applied Resilience (GBC) have not been notified of Channel nominations or requested to participate in any Channel Panels in 2021
	Threat of violent extremism and exploitation of vulnerable people	Exploitation of vulnerable individuals	Assess need and deliver Prevent awareness and refresher training	Applied Resilience-GBC Community Safety Lead	Increase awareness of partner staff to be able to recognise, identify and seek support for those at risk radicalisation	Multi agency training offer delivered by July 2020 No. of training sessions delivered, partner organisations attending and no of attendees across the partnership	CF 21-22: Prevent training programme to be produced for delivery winter 21
Operational Delivery Groups: Joint Action Group (JAG) Serious Organised Crime Group (SOC JAG) Community Harm and Risk Management Meeting (CHaRMM)	Reducing and preventing the impact of ASB in public spaces affecting residents, businesses and visitors	Repeated and cumulative affect on the quality of life and safety of people living, working or visiting public spaces	Review location based anti social behaviour hotspots regularly through JAG	JAG Chair	Partners working together to problem solve solutions to ASB through enforcement and use of appropriate ASB tools	Effective and sustained resolution of issues- outcome case study- removal from JAG agenda Monitored through JAG administration	Increased frequency of JAG from Dec 2020- 4 weekly from 6 weekly Implemented JAG subgroups from Jan 2021 to target high need locations: - Rotunda / Town Centre - Fowenden Quarry - Scholars Walk - Ash
	Police intelligence led operations to interrupt serious organised crime	Exploitation of vulnerable individuals	Review Serious Organised Crime issues through SOC JAG	SOC JAG Chair	Improved quality and quantity of community intelligence gathering from partners to identify, inform and interrupt Serious Organised Crime activity	Effective intelligence resulting in criminal intervention Monitored through SOC JAG Intel Partnership Officer	CBO's issued Aug 2020- July21: 4 Full closures Aug 2020-July 2021 4 Partial Closures Aug 2020- July 21: 9 Implementation of new SOC JAG intel led framework Increased attendance at CHaRMM, JAG and SOC JAG meetings due to online platform.
	Reducing and preventing the impact of ASB on vulnerable people	Repeated and cumulative effect on the quality of life and safety of vulnerable individuals	Review individuals and families causing or victim to ASB regularly through CHaRMM	CHaRMM Chair	Partners working together to problem solve solutions to individuals causing or victim to ASB through enforcement or support services	Effective and sustained resolution of issues- individual case study-removal from CHaRMM agenda Monitored through CHaRMM administration	(New indicators- first time baselining below) JAG referrals: 14 Cases completed: 15 Partnership Intel forms submitted: 334 CHaRMM referrals: 27 Cases complete: 16
ECINS- case management	Inconsistent use of ECINS case management system between partners	Missing information sharing and case management on vulnerable individuals increasing risks to individuals vulnerability	Work with ECINS support to increase access, usability and confidence of partners to use system	GBC Community Safety Lead ECINS support	Consistent use of ECINS to effectively manage ASB cases	No. of agencies contributing to case management through ECINS	Training programme delivered by ECINS Support throughout January and February 21 Guildford CHaRMM attendees logged into ECINS: 30% of CHaRMM members- current log in (ECINS during July 2021). Working with ECINS support to develop indicators to demonstrate usage All CHaRMM case management transferred to ECINS
Community Triggers	Responding to the increased number of Community Trigger applications	Members of our communities are at risk of suffering immediate harm and long term effects from experiencing ASB	Promote and respond to Community Trigger applications, coordinating case reviews for threshold applications and providing support and advice to residents	GBC Community Safety Lead SCP Executive Partners	Increased public awareness of help and support for those experiencing ASB Resolution for residents experiencing ASB	No. of Community Trigger cases applications meeting threshold and receiving support to find a resolution	Applications received Aug 2020 to July 2021:19 (13 cases) Applications received 2019-20: 17 (16 cases) Live cases in July 2021: 3 (2019-20: 4) Additional Outcomes: Guildford CT process reviewed and brought in line with Surrey and ASB Help recommendations. GBC webpages and online form updated. Introduction and training provided to Customer, Case and Parking - transition

Safer Guildford Partnership Annual Report
Summary of Operational Delivery Groups 20-21

1. Community Harm and Risk Management Meeting (CHaRMM)

Chaired by Inspector Sam Turner, Guildford Borough Commander at Surrey Police, the focus of CHaRMM is to engage partners in managing perpetrators of anti-social behaviour and provide wrap-around support to some of our most vulnerable residents.

Overview of recent activity and successful intervention:

- active caseload – 1 juvenile and 6 adults on the agenda
- currently 7 adults under the section covering upcoming CBOs and Closures, which has been recently added to ensure multiagency awareness and encourage sharing of intel.
- no referrals received for Child Sexual Exploitation perpetrators
- talks from Surrey County Council's Making Every Adult Matter, Catalyst High Impact service and ECINS

Case A – a vulnerable male was added to the CHaRMM agenda in January 2021 following safeguarding concerns and potential financial exploitation from a family member. Police opened a problem-solving case, liaised with the Office of Public Guardian, and issued a CPW (Community Protection Warning) to the family member. The vulnerable male received support from mental health services and Adult Social Care and ongoing additional support was secured within the local community.

Outcome: Safeguarding concerns and risk of exploitation addressed through multiagency working. Improved quality of life and wellbeing for the vulnerable male through ongoing multiagency and community support.

Case B - a male causing distress to his neighbours through loud music and violent and dangerous behaviour. The individual was charged for his offenses, served an Abatement notice, and referred to mental health and alcohol support services. Having received the support he needed, there have been no further issues.

2. Joint Action Group (JAG)

Chaired by Justine Fuller, Head of Environment and Regulatory Services at Guildford Borough Council, the focus of JAG is on addressing ASB, in geographical hotspots.

Overview of recent activity and successful intervention:

- Meeting frequency increased in response to the increase in anti-social behaviour through the COVID-19 pandemic.
- 4 subgroups were created to address anti-social behaviour hotspots / high need locations.
- JAG successfully facilitated collaborative working between Taylor Wimpey, Police and Guildford Borough Council's JET and Parking teams to significantly reduce longstanding issues of motorbike riding and associated antisocial behaviour at the former Wisley Airfield site.
- Following concerns raised by residents and the Parish Council regarding anti-social behaviour around London Road, Send JAG assisted by bringing together all involved partners. Regular cleaning crews were deployed, unauthorised encampments were moved and long-term solutions for the area are now being discussed.
- JAG helped to promote links between MOD Police, civil Police and Ash Parish Council, which assisted in addressing issues of vandalism at Ash Ranges, which was having a significant impact on the MOD.
- The Guildford town centre Exclusion scheme was introduced by the BCRP (Business Crime Reduction Partnership). 54 warning letters have been issued under the scheme so far, with 80% of individuals not reoffending.
- Guildford BCRP carried out a town centre Blitz in April 2021, with the objective to detect, deter and detain shoplifters and those causing low level ASB. Several perpetrators were apprehended and deterred on the day and an individual identified who was banned from the town centre.
- Following the busy reopening of the town centre in March 2021, town centre businesses recorded £5939 of losses from theft. A significant amount of this was successfully recovered following information sharing via the DISC system.

3. Serious Organised Crime Joint Action Group (SOC JAG)

Chaired by Inspector Sam Turner, Guildford Borough Commander at Surrey Police, the focus of SOC JAG is to inform partners of the current picture of serious organised crime, share information and look at ways to prevent, protect and prepare interventions.

The SOC JAG meeting framework has recently undergone a Surrey wide review and refresh. The review addressed meeting parameters, membership, and content, to standardise the meetings across the county and ensure they are beneficial to all partners. Following the refresh of the SOC JAG meeting framework, Guildford has increased its group membership and meetings are starting to become more effective and beneficial to all partners.

Organised Acquisitive Crime

- Burglaries reduced by 46% during the pandemic.
- Operation Folder successfully reduced burglary offenses in Send
- SOC JAG partners have helped to distribute burglary prevention advice to Guildford residents, to avoid a sharp rise when COVID-19 restrictions are lifted.

Catalytic Converter Theft

- Figures of catalytic converter theft in the area increased significantly this year.
- A week of action in April was successful, with a good number of arrests and seizures.
- SOC JAG partners helped to raise awareness to the public and helped Police to identify appropriate places for new warning signage.
- An increase in people recognising and reporting catalytic converter theft has recently resulted in a downward trend. Offenses dropped by 50% in the first 6 to 8 weeks of action and there were only 5 offenses force wide in July.

County Lines

- County Lines involves the dealing of crack cocaine and heroin and has a lasting impact on communities due to the associated violence.
- Areas of Guildford particularly affected include the town centre, Stoke Park, University of Surrey, and Ash, with dealers from areas such as Brent, Barnet, Ealing, Lambeth, and South London.
- Partnership intel sharing is helping with the fight against drug issues and County Lines. Recent partnership working has resulted in a significant custodial sentence for the individual running the KELVIN county line.

Domestic Abuse

- Domestic Abuse remains a force priority for Guildford Police, with increased concerns during the pandemic.
- SOC JAG has initiated joint working between Police and the University to host a domestic abuse presentation to all University students.
- SOC JAG partners have been helping to raise awareness of the Make Yourself Heard scheme to colleagues, clients, and residents.

Human Trafficking / Modern Day Slavery / Sexual Exploitation

- Police continue to investigate and engage with Streetlight frontline support service.
- SOC partners are helping to raise awareness by sharing information on signs to look out for and what intelligence to report.

4. Community Triggers

Introduced in the Anti-Social Behaviour, Crime and Policing Act 2014, the Community Trigger is an important safety net for victims of persistent or serious anti-social behaviour and those who may be most vulnerable.

A Community Trigger is a solution focussed, multi-agency case review of repeated incidents reported to main responsible agencies.

The SGP continue to provide clear guidance and follow a robust process to support the aims of the Community Trigger process in:

- acting as an important safety net for victims
- giving victims a voice and helping them feel listened to
- encouraging partnership working

Applications for Community Triggers are received by the Council. Applications increased significantly during the first lockdown but also in subsequent lockdowns. This required intensive input from the borough team to communicate with residents and agencies, coordinate panel meetings with the relevant agencies and collect victim impact statements. It also required a partnership approach to problem solving and additional resource from all partners to agree action plans to address anti-social behaviour. Given the circumstances of Coronavirus (Covid 19), all cases have been treated with great sensitivity, with advice and support being offered to all potential victims and complainants.

- Significant rise in applications - impact of isolation, people spending more time at home and increased awareness of the Community Trigger process
- 13 cases received and reviewed since August 2020 (18 applications)
- 5 met the threshold to be referred to receive support via multiagency panel meetings

In 2021-22, the Partnership intends to commit to the countywide ASB Help Pledge which demonstrates our commitment to the Community Trigger.

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Funded Project Case Study- Needle Exchange

Background- Needle Exchange- pilot project (Feb 2019- Feb 2020)

SGP funded pilot project (£1,500) responding to high levels of shoplifting associated with needle exchange clients. Partnership delivery provided by Guildford Action and Public Health (SCC).

Project aims:

- reduce the spread of HIV, hepatitis C and other diseases associated with IV drug use
- provide a safe place for the disposal of used injecting equipment
- supply health promotion/ harm reduction advice and signposting to treatment services

Guildford Action provided access to injecting equipment, harm reduction advice and support, safe disposal of used equipment and engagement with other treatment services.

Project outcomes:

- providing equipment directly to the homeless community
- diverting individuals injecting drugs away from the high street
- partners reported reduction in shoplifting / anti-social behaviour and drug litter
- 24 individuals accessed the exchange
- 1413 works dispensed
- safe disposal of equipment: 943 returned (significantly higher than those returned to pharmacies)
- 15 people referred to treatment services
- partnership with the hospital hepatitis clinic, with the aim of getting the disease under control
- worked alongside I-Access to raise awareness of treatment services
- secured a weekly drop-in service at Guildford Action to fast-track prescription process

Update (April 2020 to March 2021)

- 702 clean works dispensed
- approximately 1,235 works safely disposed of
- remained open throughout COVID-19 pandemic
- rearranged their medical room to increase engagement and conversation
- commissioned by Public Health to dispense Naloxone (lifesaving opioid antidote)
- dispensed 50 Naloxone kits to 20 agencies and 14 service users
- provided Naloxone training to 89 individuals across 17 Guildford services
- plan to increase the number of Naloxone kits dispensed, provide training to local businesses and organisations, and host a Naloxone / opioid addiction Peer to Peer project.

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Safer Guildford Partnership Plan 2021-2024



SAFER GUILDFORD
a partnership approach

Contents

- 1. Background – the Community Safety Landscape in Surrey
- 2. Introduction- the Safer Guildford Partnership Plan
- 3. Legislation
- 4. Safer Guildford Partnership Priorities 2021-24

Version Control

Version	Date	Changes
1	1 September 2021	

1. Background- the Community Safety Landscape in Surrey

Community safety is best described as an aspect of our quality of life in which individuals and communities are protected from, equipped to cope with, and have increased capacity to resist, crime and anti-social behaviour.

Surrey is a two-tier local authority area meaning we have a county council and local borough and district councils. To meet our statutory duties, there is a county strategy group for community safety that brings together all district, borough, and relevant partners responsible for community safety activity. Following the merger of the Surrey Community Safety Board and the Surrey Health and Wellbeing Board (HWBB) in March 2020, the HWBB now performs this function.

The Health and Wellbeing Board launched the first countywide [Community Safety Agreement](#) in 2021.

Surrey County Council has a Community Safety Team with Officers supporting the borough and district Community Safety Partnerships (CSP's).

The Safer Guildford Partnership (SGP) is the local (borough) community safety partnership which, brings together both statutory and non-statutory strategic partners. Full membership of the Partnership can be found [here](#).

The Partnership is represented by the following statutory partners:

- Local authority (Chair)
- Police
- Fire and rescue authority
- Clinical Commissioning Group (CCG)
- Probation Service

2. Introduction – Safer Guildford Partnership Plan

This document sets out how the ‘responsible authorities’ (statutory partners) who make up the SGP, will work together to reduce crime and disorder in Guildford. Our priorities are shared by all statutory partners and we work alongside community and voluntary sector partners.

The range of problems and behaviours involved in community safety is varied and sometimes complex. This requires strong multi agency partnership working, effective communication and often complex problem-solving approaches.

Our 3-year plan sets our priorities for delivering our annual action plan, directing partnership resources effectively, to where they are most needed.

To support delivery of our action plan, the SGP:

- needs commitment of partners to work together
- uses multi agency problem solving through operational delivery groups and Community Trigger panels
- selects and effectively use anti-social behaviour (ASB) tools to address local issues
- funds targeted intervention projects and events in response to local issues
- has an effective communications plan
- coordinates the delivery of training
- needs effective information sharing

Most of the activity and intervention across the Partnership is undertaken through the operational delivery groups:

- Joint Action Group (JAG)
- Serious Organised Crime JAG (SOC JAG)
- Community Harm and Risk Management Meeting (CHaRMM)
- Community Trigger Panels

These groups bring together frontline professionals to share information and problem solve solutions to community safety concerns. Each group has a specific focus on either vulnerable individuals, geographic cases, or types of crime, although there is some cross over between groups in managing victims and perpetrators.

We use a secure case management system called ECINS to share information and manage risks.

The successful outcomes achieved by these groups are a direct result of the commitment of all agencies to work together to reduce crime, disorder, and anti-social behaviour.

3. Legislation

The need for the SGP and this plan is a statutory duty set out in the Crime and Disorder Act 1998, as amended by the Police Reform Act 2002 and the Police and Justice Act 2006.

The statutory role of the SGP is:

- to assist information sharing
- identify local priorities
- coordinate a planned response to the prevention of crime, disorder, anti-social behaviour, and reoffending, at a borough level
- undertake Domestic Homicide Reviews (DHR)

Other relevant legislation for the SGP includes:

- Anti-social Behaviour, Crime and Policing Act 2014
- The Domestic Abuse Act 2021
- Care Act 2014
- Counter-Terrorism and Security Act 2015 (and subsequent amendments in 2019)
- Serious Crime Act 2015
- Modern Slavery Act 2015
- Psychoactive Substances Act 2016
- The Children's Acts 2004 and more recently the Children and Social Work Act 2017

4. Safer Guildford Partnership Priorities 2021-24

The SGP has a statutory duty to produce a 3-year Community Safety Partnership Plan, which sets out the Partnership's response to address and reduce crime, disorder, and anti-social behaviour.

The SGP have identified five key strategic priorities for 2021-2024 having considered:

- what the community safety is and what the impact is on our communities
- where joint working is the best solution to the address the problem

1. Domestic Abuse

Responding to the Domestic Abuse Act 2021, Surrey Against Domestic Abuse Strategy and implementing the Guildford Domestic Abuse Pledge.

2. Community Harm

Continued improvements in how our operational groups are working- responding to targeted areas and vulnerable people. Implementing Public Spaces Protection Orders and maintaining support for Community Triggers.

3. Protecting people from serious harm

Responding to the threat of counterterrorism (Prevent), maintaining serious organised crime group, supporting schemes to address serious youth violence.

4. Community support

Focus on raising awareness, communication and building public confidence. Identifying issues, reporting, and knowing how to seek the right help at the right time. Training and awareness of our support networks.

5. Covid 19 response to vulnerable people

Responding to the additional vulnerabilities of our residents to community safety issues

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Safer Guildford Partnership 2021-22 Action Plan - overview

Priority	What is the problem/issue	Impact on our residents	Action to address issue	What we hope to achieve	How will we know we have achieved?
1	Members of our communities, our customers and our staff not knowing how to recognise, acknowledge and seek specialist support for domestic abuse	<ul style="list-style-type: none"> members of our communities at risk of harm and not getting the support they need, where and when they need it 	<ul style="list-style-type: none"> deliver awareness raising webinars promotion of domestic abuse outreach service partner agencies develop policies, training and support for staff experiencing domestic abuse- implement DA pledge 	<ul style="list-style-type: none"> anyone experiencing domestic abuse can access the right information, and support in the right place and at the right time 	<ul style="list-style-type: none"> domestic abuse outreach service referral increases attendance at webinars attendance at training staff of partner agencies awareness of domestic abuse increased
2	Anti-social behaviour affecting individuals and communities quality of life	<ul style="list-style-type: none"> causes or likely to cause harm, alarm or distress to residents, visitors and businesses decreased feelings of safety for visitors, residents and businesses 	<ul style="list-style-type: none"> select, implement, and enforce the most effective ASB tools promotion of reporting guidance promotion of support services 	<ul style="list-style-type: none"> target enforcement to key issues increased feelings of safety for residents and visitors reduced reporting of anti-social behaviour raise awareness of where and how to report and seek support 	<ul style="list-style-type: none"> PSPOs implemented Monitoring of PSPO enforcement plan Purple Flag perception study feelings of safety achieves 90% Police Niche data on ASB Engagement in digital and social media platforms and campaigns

Safer Guildford Partnership 2021-22 Action Plan - overview

Priority	What is the problem/issue	• Impact on our residents	• Action to address issue	• What we hope to achieve	• How will we know we have achieved?
3	Serious organised crime disrupting the quality of life of communities and individuals	<ul style="list-style-type: none"> • exploitation of vulnerable people • violent behaviours experienced in our communities 	<ul style="list-style-type: none"> • Clear reporting mechanisms • Partnership intelligence sharing • Plan and deliver partnership disruption activities • plan and deliver partnership Prevent training 	<ul style="list-style-type: none"> • Raise awareness of risks • Effective sharing of the right information at the right time 	<ul style="list-style-type: none"> • Partnership intel sharing referrals • Engagement in campaigns and disruption activities and training
4	Raising public awareness and increasing public resilience to report and access help and support for all issues relating to crime and anti-social behaviour	<p>Members of our communities:</p> <ul style="list-style-type: none"> • not getting the right help and support at the right time • at risk of harm from experiencing crime and disorder 	<ul style="list-style-type: none"> • deliver a communications plan throughout the year to target community safety issues through a range of channels to suit audience 	<ul style="list-style-type: none"> • increase in public awareness of where, how and when to report issues • increase in public awareness of support for those experiencing crime and disorder 	<ul style="list-style-type: none"> • social media and engagement indicators for campaigns • public engagement activities delivered
5	Reduced capacity of residents to cope with, protect themselves against or resist, criminal or anti social behaviours.	<p>Vulnerable members of our communities:</p> <ul style="list-style-type: none"> • not getting the support they need, where and when they need it • experiencing crime and disorder 	<ul style="list-style-type: none"> • target resources on disruption, enforcement and problem solving • inform, advise, and educate public on support services • deliver and participate in awareness training in issues affecting vulnerable people 	<p>increased:</p> <ul style="list-style-type: none"> • intervention • public awareness and support • staff awareness of risks and support 	<ul style="list-style-type: none"> • effective resolution of referral issues • effective use of ASB tools • partnership intel sharing • public engagement in campaigns • attendance at training

Safer Guildford Partnership 2021-22 Action Plan - overview

Our business as usual

The following areas of community safety are part of the day to day partnership working activities and intelligence sharing between agencies, to prevent and reduce crime and disorder in Guildford:

- protecting and preventing people from being radicalised or drawn into terrorism activity
- reducing or preventing the impact of anti-social behaviour, crime and disorder in public places
- reducing or preventing the impact of anti-social behaviour, crime and disorder on vulnerable people
- interrupting serious and organised crime
- resolving anti-social behaviour experienced by our residents

This work is carried out through several borough level and county wide operational groups, using information sharing to apply enforcement powers. These groups also provide support to people experiencing issues. This includes but is not limited to:

- Joint Action Group (JAG)
- Community Harm and Risk Management Group (CHaRMM)
- Serious and Organised Crime Joint Action Group (SOC JAG)
- Channel Panels (Prevent)
- The Community Trigger

Measuring indicators:

The SGP uses a range of indicators to measure trends and volumes of activity. These can provide an indication of prevention and protection needs and achievements.

- Numbers of ASB tools used
- Numbers of referrals
- Number of cases completed
- Number of Partnership Intelligence Forms submitted
- ECINS user indicators
- Social media indicators and digital reach (web site hits)

This work is overseen by the Safer Guildford Partnership Executive.

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Overview and Scrutiny Committee Report
Report of Director of Strategic Services
Author: James Dearling
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Email: james.dearling@guildford.gov.uk
Date: 14 September 2021

Overview and Scrutiny Work Programme

Recommendation

That the Committee consider the overview and scrutiny work programme attached at Appendix 1 and determine its work plan.

Reason for Recommendation

To enable the Committee to review and agree its work programme for the coming months.

1. Purpose of Report

- 1.1 As approved by Council, the remit of the Overview and Scrutiny Committee (OSC) includes the specific responsibility to approve the overview and scrutiny work programme to ensure that the Committee's time is used effectively and efficiently.
- 1.2 A well-planned overview and scrutiny function will help both officers and members plan their workloads as well as providing a clear picture to the public of planned activity. An effective work programme is the foundation for a successful overview and scrutiny function.
- 1.3 This report sets out the overview and scrutiny work programme as developed thus far for the period 2021-22.

2. Work Programme Meetings

- 2.1 In addition, Council has agreed that the OSC is responsible for setting its own work programme in accordance with the following procedure:

The chairmen and vice-chairmen of the OSC and the Executive Advisory Boards and relevant officers shall normally meet at least bi-monthly to exchange, discuss and agree proposed rolling 12-18 month work programmes for submission periodically to the OSC (in respect of the OSC work programme) and to the Executive Advisory Boards (in respect of the EAB work programmes) for approval. The proposed work programme for the OSC will be determined with reference to the P.A.P.E.R. selection tool, attached as Appendix 2 to these procedure rules [and as Appendix 2 to this report].

The chairman and vice-chairman of the OSC will ensure that all councillors are able to submit requests for alterations to the work programme for consideration at each of these work programme meetings.

- 2.2 The next work programme meeting of the chairmen and vice-chairmen of the OSC and the EABs is scheduled for 15 September 2021 with subsequent meetings on 10 November 2021, 19 January 2022, and 16 March 2022.
- 2.3 Councillors are encouraged to attend a work programme meeting to explain in more detail their proposal, including how it fulfils the criteria outlined in the mnemonic P.A.P.E.R. (Public interest; Ability to change; Performance; Extent; and Replication).
- 2.4 In addition to the work programme meetings in section 2.2 above, Councillors can discuss and submit proposals to the OSC Chairman and Vice-Chairman.

3. Financial Implications

- 3.1 There are no specific financial implications arising from this report.
- 3.2 The Council's governance arrangements review of 2015 led to the introduction of a discretionary budget for overview and scrutiny, set at £5,000 per annum. It is envisaged that the work programme, as drafted, is achievable within the existing financial resource.

4. Human Resource Implications

- 4.1 There are no specific human resources implications. It is envisaged that the work programme, as drafted, is achievable within the existing resources.
- 4.2 Overview and scrutiny will call on relevant officers during the conduct of its reviews. Individual scoping reports will seek to take additional resource requirements into account when drafted.

5. Equality and Diversity Implications

- 5.1 The Council has a statutory duty under section 149 of the Equality Act 2010 which provides that a public authority must, in exercise of its functions, have due regard to the need to (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it. The relevant protected characteristics are: age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation.
- 5.2 This duty has been considered in the context of this report and it has been concluded that there are no equality and diversity implications arising directly from this report. Future overview and scrutiny reviews will consider equality implications on a case-by-case basis.

6. Legal Implications

- 6.1 There are no specific legal implications.

7. Climate Change/Sustainability Implications

- 7.1 There are no specific climate change / sustainability implications.

8. Conclusion

- 8.1 Developing a work programme for the overview and scrutiny function is an essential stage in the scrutiny process. An effective overview and scrutiny work programme identifies the key topics to be considered over the coming months. In addition, it is suggested that a well-developed programme ensures that the views of councillors, partners, the public, and external organisations are represented effectively in the process.
- 8.2 The Committee is requested to consider the work programme attached at Appendix 1 and determine its work plan.
- 8.3 For information, attached at Appendix 3 is the procedure which task and finish groups are expected to operate and report their findings in accordance with.

9. Background papers

None

10. Appendices

- 1. Overview and scrutiny work programme, September 2021
- 2. P.A.P.E.R. selection tool
- 3. Task group procedure [Appendix 4 of the Overview and Scrutiny Procedure Rules within the Council's Constitution].

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Overview & Scrutiny work programme, 2021-22

Overview & Scrutiny Committee items
<p>19 October 2021 meeting</p> <ul style="list-style-type: none">• Mental Health services [Considering the impact of the pandemic on mental illness and mental health services, the Surrey Mental Health Partnership Board (MHPB) review and consequent improvement plan agreed by Surrey Health and Wellbeing Board (and its delivery), and the pre-Covid situation for mental health services.]• Air Quality Strategy 2017-22 – monitoring progress
<p>9 November 2021 meeting</p> <ul style="list-style-type: none">• Lead Councillor Question Session – Councillor Jan Harwood, Lead Cllr for Climate Change• COVID-19 response: update• Guildford & Waverley Collaboration: update• Operation of the Leisure Management contract, 2020-21• Council's project and programme governance• Guildford Crematorium – Air Quality Assessment External Audit
<p>18 January 2022 meeting</p> <ul style="list-style-type: none">• Lead Councillor Question Session – Councillor Tim Anderson, Lead Councillor for Resources• Guildford & Waverley Collaboration: update• Implementation of Future Guildford• Annual report and monitoring arrangements for operation of the G-Live contract, 2020-21• Update on unauthorised gypsy and traveller encampments and Surrey's transit site
<p>1 March 2022 meeting</p> <ul style="list-style-type: none">• Lead Councillor Question Session – Councillor John Rigg, Lead Councillor for Regeneration• Lead Councillor Question Session – Councillor Tom Hunt, Lead Councillor for Development Management• Guildford & Waverley Collaboration: update• Impact of Brexit
<p>Monday 25 April 2022 meeting</p> <ul style="list-style-type: none">• Lead Councillor Question Session – Councillor John Redpath, Lead Councillor for Economy• Guildford & Waverley Collaboration: update
<p>June 2022</p> <ul style="list-style-type: none">• Lead Councillor Question Session – Councillor tbc• Guildford & Waverley Collaboration: update• Annual Report: Charter Against Modern Slavery• Spend on consultants and agency workers, 2021-22
<p>July 2022</p> <ul style="list-style-type: none">• Lead Councillor Question Session – Councillor tbc• Guildford & Waverley Collaboration: update• Overview and Scrutiny Annual Report, 2021-22

Currently unscheduled items

- Post COVID-19 Homelessness strategy, housing strategy/policies. [Housing Strategy 2020-2025 (including the Homelessness Prevention and Rough Sleeping Strategies) is an unscheduled item on Service Delivery EAB work plan]
- Spectrum 2.0 tbc [February 2021 Service Delivery EAB invited to consider the project mandate relating to options for Spectrum]
- Visitor and Tourism Strategy

Task and finish groups

Title	Update
Social Housing Issues in the Borough	Membership: Cllrs Angela Gunning, Tony Rooth (Chair), Jo Randall, Ruth Brothwell, Cait Taylor, George Potter (Vice-Chair), and Ramsey Nagaty. Meeting next on 7 September.
Mental Health Provision in the Borough	Membership reduced to two: Cllrs Richard Billington and Paul Abbey. Issues to be progressed through October 2021 OSC.

Overview and Scrutiny Committee

P.A.P.E.R. selection tool

Public interest: concerns of local people should influence the issues chosen

Ability to change: priority should be given to issues that the Committee can realistically influence

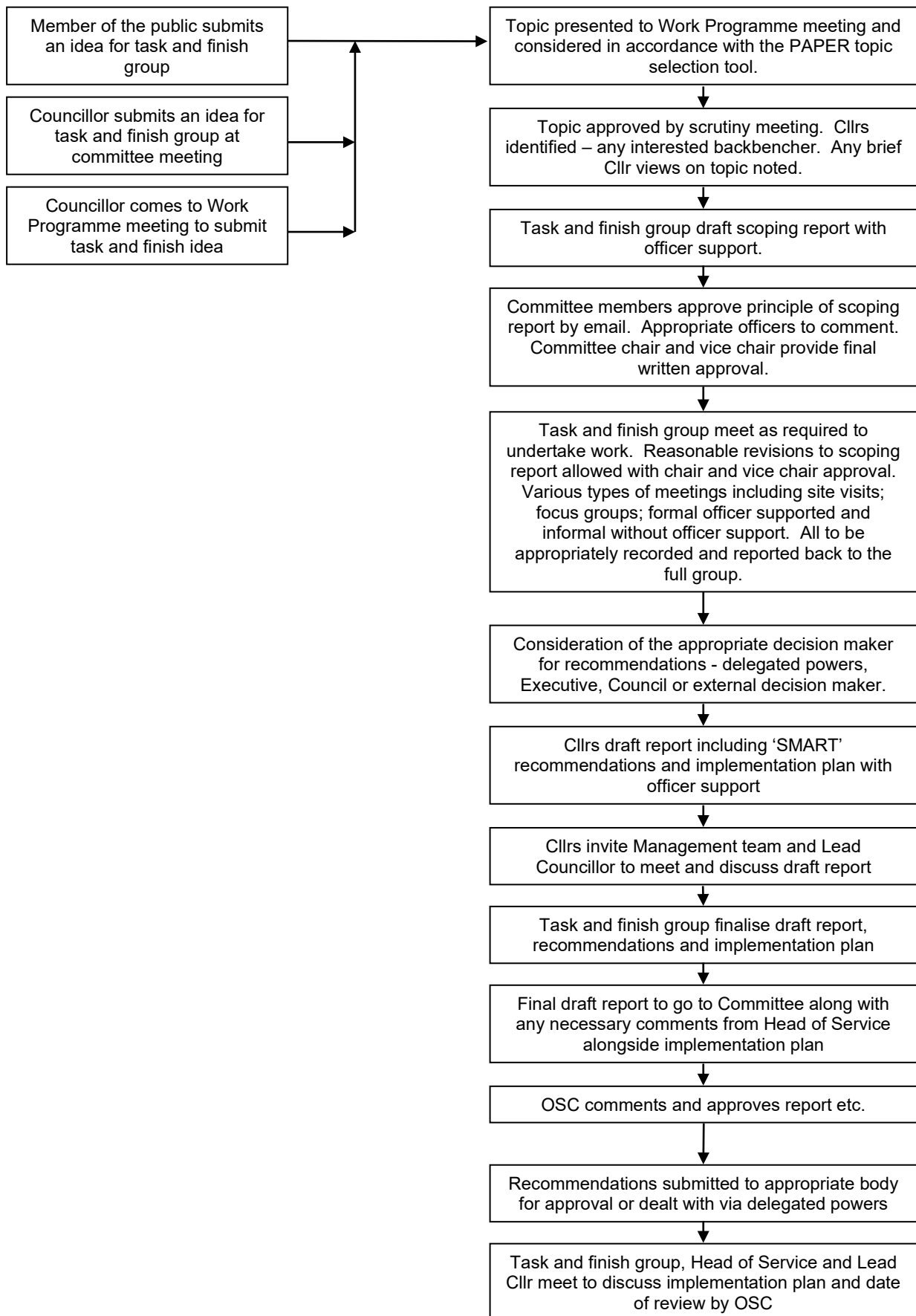
Performance: priority should be given to areas in which the Council and Partners are not performing well

Extent: priority should be given to issues that are relevant to all or a large part of the Borough

Replication: work programme must take account of what else is happening to avoid duplication or wasted effort

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TASK AND FINISH GROUP FLOWCHART



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