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Contact:

James Dearling

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18 June 2021

Dear Councillor,

Your attendance is requested at a meeting of the **OVERVIEW AND SCRUTINY COMMITTEE** to be held on **TUESDAY, 29 JUNE 2021 at 7.00 pm**. This meeting will be held 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 Colin Cross
Councillor Guida Esteves
Councillor Graham Eyre
Councillor Angela Goodwin

Councillor George Potter
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.

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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 (To follow)**

To confirm the minutes of the Committee meeting held on 8 June 2021.

4 **RESPONSE TO COVID-19**

5 **LEAD COUNCILLOR QUESTION SESSION**

A question session with the Lead Councillor for Economy. Councillor John Redpath's areas of responsibility:

- Economic Development
- Social Enterprise
- Rural Economy
- Heritage and Community Assets

6 **UPDATE ON FOOD POVERTY AND INSECURITY (Pages 5 - 112)**

7 **LICENSING OF HOUSES IN MULTIPLE OCCUPATION (HMO) UPDATE (Pages 113 - 136)**

8 **OVERVIEW AND SCRUTINY WORK PROGRAMME (Pages 137 - 146)**

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 Report

Ward(s) affected: All

Report of Director of Service Delivery

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Date: 29 June 2021

Update on Food Poverty and Insecurity

Executive Summary

The Overview and Scrutiny task and finish group report of March 2019 about Food Poverty and Insecurity highlighted the issues surrounding food poverty in the Borough.

On 27 August 2019, the Executive agreed to the report's recommendations, and on 14 January 2020, the Director of Community provided an update to the Overview and Scrutiny Committee (O&S) about the progress Community Services were making against these recommendations.

This report sets out a further update on the task and finish group recommendations and discusses the impact the Covid 19 pandemic and holiday hunger amongst families with children who receive free school meals during term time are having on many residents in the Borough.

Recommendation

That the committee

- note the continuing progress made to address the issues of food poverty and insecurity in the Borough.
- comment on any further actions they would like undertaken.

1. Purpose of Report

1.1 This report updates O&S on the

- actions to address food poverty and insecurity identified in the March 2019 Task and Finish Group report (Appendix 1).
- subsequent report to O&S on 14 January 2020. (Appendix 2).

2. Strategic Priorities

- 2.1 This Council has set out as one its priorities, supporting vulnerable and less advantaged members of our community. The underlying reasons for food poverty and insecurity are varied but most definitely have a heavy impact on the health and wellbeing of our residents. This is therefore something this Council wants to address as part of our commitment that Every Person Matters.

3. Background

- 3.1 The March 2019 Overview and Scrutiny task and finish group report identified a wide range of causes for food poverty and recommended ways to improve the immediate response for those in food poverty while longer-term solutions are pursued. The report identifies long-term solutions are unfortunately not easily or speedily implemented.
- 3.2 The subsequent 14 January 2020 O&S report set out the initial response to the formal recommendations of the task and finish group and how the Community Services team would build on the work carried out by communities, the third sector and some businesses already supporting many individuals experiencing or at risk of experiencing food poverty.
- 3.3 The summary chart below captures the recommendations of the task and finish group, the updates reported on 14 January 2020 and the progress made to date.

Recommendation	Action reported on 14 January 2020	Progress made to date
Welfare Reform	The leader of the Council wrote to the Secretary of State for Work and Pensions about the impact of welfare reform changes	No further action taken following the letter being sent – but the impact of welfare reform continues to impact individuals and families. This is likely to increase following the impact of the Covid 19 pandemic
Recognition of food poverty as an issue requiring action	The Executive recognised the detrimental effect of low and insecure incomes is having and are committed to act. They requested Community Services lead the action plan for the Council.	Addressing food poverty and insecurity is a key priority work theme for Community Services. Since 14 January 2020, Covid 19 has impacted on how far the team have been able to progress certain work streams for food poverty and insecurity. This report details below how the pandemic welfare response Community Services have provided on behalf of the Council has supported people experiencing food poverty. (Section 4)

<p>The Council become an accredited real Living Wage employer</p>	<p>The Executive and Corporate Management Team (CMT) supported the contents of the food poverty report regarding the Real Living Wage issue and will monitor via the Future Guildford programme.</p>	<p>The real living wage is £9.50 per hour outside of London. Using the Council’s standard 37 hour working week and 52 weeks per year this equates to an annual salary of £18,278. The lowest salary on the Council’s pay and grading structure (Band 1/1A, Spinal point 3) is £18,586. This means that the Council pays the staff it directly employs the living wage.</p> <p>Agency temps are covered under the Agency Workers Regulations and required to be paid the same as our permanent staff after 12 weeks, so the same pay rates are used Casual staff that work in Play Development are below this pay level and to increase their rates would mean an increase in the running costs of the play schemes offered.</p> <p>Contractors Freedom Leisure do not pay at the Living Wage level and have estimated an increase cost of £300,000 per annum on the contract should they do so. Likewise, HQT at G-Live does not pay at this level either and their costs would increase circa £50,000 per annum were they to implement the Living Wage.</p> <p>When these contracts are re-procured in the future, the wage paid to contracted staff will need to be considered as part of any procurement exercise</p>
<p>Develop a Food Poverty Strategy and Plan</p>	<p>A collaborative approach to developing an action plan was agreed and that a food poverty strategy would form part of a wider community strategy following the implementation of Phase B Future Guildford.</p>	<p>The development of a food poverty strategy is part of the transition discussions currently happening as part of the Future Guildford Phase B programme. The leads for this work will be the Head of Strategy and Communications and the Head of Community Services.</p> <p>This report sets out work planned for food poverty support once restrictions around the pandemic are eased. Further detail below. (Section 5)</p>

4. The Impact of Covid 19 on food poverty and insecurity

- 4.1 The Covid 19 pandemic saw in March 2020 the need for clinically and extremely vulnerable people in our communities to shield. This meant they were unable to leave their homes and for those who did not have family to support them, resulted in many being unable to access food and medical supplies.
- 4.2 At the same time, the country went into its first lockdown and since then many people have been affected by furlough, unemployment and children unable to access free school meals due to school closure.
- 4.3 The pandemic quickly revealed how fragile circumstances for people can be and how rapidly anyone can suffer from food poverty and insecurity.

The committee has been updated by the Managing Director throughout the pandemic on this Council's response to Covid 19 - a significant part of which has been the in-house provision of food and medical supplies to our most vulnerable residents.

- 4.4 Community Services operated 2 food hubs at the Shawfield and Park Barn centres where food parcels were packed and delivered, and community meals provided. To minimise the impact of food poverty and insecurity the community meals criteria was expanded to include those who were homeless and those who were vulnerable and under 55 years old.
- 4.5 Table 1 demonstrates the amount of food parcels distributed across wards in Guildford and the food parcels distributed out of Borough as part of joint working with Waverley Borough Council under the Family Support programme and Care and Repair Hospital Discharge initiative.

Table 1: Food Parcels March 2020 – 12 March 2021

Ward	Amount of Food Parcels
Ash South and Tongham	440
Ash Vale	123
Ash Wharf	323
Burpham	99
Christchurch	68
Clandon and Horsley	99
Effingham	48
Friary and St Nicholas	604
Holy Trinity	306
Lovelace	77
Merrow	413
Normandy	222
Onslow	173

Pilgrims	92
Pirbright	32
Send	78
Shalford	327
Stoke	788
Stoughton	435
Tillingbourne	132
Westborough	1,145
Worplesdon	541
Out of Area	50
Total	6,615

4.6 In addition to the information in Table 1, it is important to note that

- 352 referrals were from School Link Workers:
- 2,335 food parcels were for families with children under 18 years old
- 4,293 food parcels were to adult only households

4.7 52,360 community meals were delivered to vulnerable people who would otherwise have been at risk of food poverty and greater ill health. Table 2 demonstrates the post code breakdown of community meals delivered across the Borough.

Table 2: Community Meals March 2020 – March 2021

Post Code	Amount of Meals Delivered
GU1	11,479
GU2	15,618
GU3	3,255
GU4	7,424
GU5	704
GU8	10
GU10	2,482
GU12	8,514
GU23	1,531
GU24	174
KT24	1,169
Total	52,360

4.8 In addition to the efforts of the Council to address issues of food poverty through the pandemic, many community groups have supported their vulnerable neighbours through food provision. The food banks have informed us the demand for their support increased.

- 4.9 Surrey County Council (SCC) acknowledged the importance of community and voluntary sector support in preventing food poverty during the pandemic. They provided an Emergency Assistance Grant for Food and Essential Suppliers to enable community groups and food banks in the Borough to continue their support.

GBC administered this grant for SCC and recipients of the grant are shown in table 3

Table 3: SCC Emergency Assistance Grant for Food and Essential Suppliers

Recipient	Amount Awarded
Guildford Lions	£2,500
St Mary's Church with Ash and Ash Vale Corona Virus Support Group	£5,000
Stoke Community Support	£17,000
North Guildford Food Bank	£5,000
Fairwood Helpers	£1,000
FLGCA	£800
St Martins Beehive Club	£ 600
Community Angels	£5,000
Ripley Corona Virus Support Network	£5,000
Shalford and Peasmarsh Community Support Network	£100
Salvation Army Guildford Corps Food Bank	£8,000
St Saviours Guildford	£3,000
Stoke Hospital	£750

- 4.9 Stoke Community Support has been an essential provider to families in need throughout the pandemic. Since April 2020 they have distributed 27,000 free frozen meals. They have seen an increase in referrals throughout the pandemic as families become more affected by hardship. They are currently supporting 170 families (500 people).

Holiday Hunger

- 4.10 Holiday hunger has become throughout the pandemic an issue that has attracted national attention. The closure of schools meant low income families faced increasing pressure because children were unable to access free school meals.
- 4.11 Schools and Surrey County Council are responsible for ensuring pupils are provided with alternative support, but this has varied across the Borough. Some schools have provided lunch clubs for children who were experiencing food poverty to access and others relied on the Government £15 voucher initiative. School Link Workers have been an essential resource in supporting these children.

- 4.12 Many local businesses when made aware of the issues surrounding holiday hunger offered support. GBC particularly worked with Positano restaurant, Mandira's Kitchen and Foodwise who provided free meals to distribute to families in need.
- 4.13 Holiday hunger will continue to be an issue for communities if families suffer financial hardship. In 2019, prior to the pandemic, 2688 low income families at risk of food poverty were identified in Guildford. This was the third highest Borough ratio in Surrey.

It is prudent to assume that the next data comparison given to the Department of Work and Pensions later this year will show a higher proportion of families in Guildford at risk of food poverty as financial hardship increases due to the consequences of the pandemic.

- 4.14 Although this Council has no direct responsibility or budget for free school meal provision, we will continue to support families in accessing help for holiday hunger via local business and community endeavours.

4.15 Additional Information Requested by Committee Members

Below is information requested by committee members in April 2021 following postponement of O&S meeting due to purdah.

- I. How much would it cost to pay casual staff in play development the living wage – and how does this extra cost compare to the total cost of the scheme?

We have looked into this with our payroll team and they confirmed that our casuals are currently paid the living wage of £8.91. Our play ranger casuals are actually paid £9.66 due to the accrued holiday pay.

If we were to pay casual staff the Real Living Wage, this would be £9.50 per hour and with accrued holiday pay at 7.69%, the casuals would be receiving £10.23 per hour.

If we were to have casual staff running all play ranger schemes that we offered pre Covid, it would equate to 480 hours for one member of staff. This would be £4,910.40 for someone on the Real Living Wage compared to £4,636.80 we pay currently. This equates to an extra £273.60 per casual member of staff.

This ratio would also affect FISH schemes that prior to Covid was delivered 5 days a week in the Easter and Summer holidays.

- II. Should there be an update/cross reference on numbers of families on benefits or getting financial assistance, e.g., from the Covid recovery report councillors get each month as well as businesses reopening/failing to reopen?

Strategy directorate colleagues are aware that Nomisweb has data for people claiming out of work benefits and this is currently recorded as a corporate

performance indicator and is incorporated into the Covid 19 dashboard. We are going to investigate the Nomisweb website to see if there is any other data around people receiving financial assistance that we can use to inform service delivery.

It is important to note that with regard benefit assistance, new applicants will have to sign up to Universal Credit which we do not administer, so this we will not be able to monitor new cases but our ongoing cases.

The Covid monitor for businesses has been around empty properties – how many and for how many days in comparison to previous years. Our systems are not designed to monitor businesses failing to reopen and there are numerous reasons for changes in occupation of properties that do not necessarily conclude the business failed to reopen.

However, Economy and Innovation colleagues are working on an Economic Report for 2020 where they will be accessing specific data from Experience Guildford on Retail, Hospitality and Leisure sectors within the BID area, including statistics around business closures. The report will also utilise up to date numbers from membership groups like the Surrey Chambers of Commerce and Federation of Small Businesses.

- III. Should there be an update/cross reference from Cllr Redpath's and others work on getting all the job clubs to work together to help people back into work?

It will be very beneficial to ensure this area of work is updated on and Economy and Innovation colleagues will be linking in with Community Services to provide updates.

GBC is funding the Guildford Online Job Club which launched last year and is still successfully running. There are some other smaller scale job clubs locally such as Christians Against Poverty Group and The GATE (Guildford Advice to Employment) job club who all collaborate.

We are also looking to work with local Housing Associations to ensure wider opportunities for referrals as we are currently very dependent on the DWP locally who have not been referring as many people as we would have expected.

- IV. Section 4.14 of Appendix 1 of the O&S Food Poverty Report mentions a mobile fruit and veg van. Did anything happen?

With Covid, this has not happened as yet, but we will approach Unique Fruit to gauge opportunities about visiting communities where this could be of benefit.

5. Future Work Plan

- 5.1 Community Services in response to the recommendations of the O&S task and finish group has an action plan in place to address food poverty and insecurity with the support of our community and 3rd sector partners. The pandemic paused

many of the initiatives, but it is planned to resume activities as lockdown restrictions lift.

- 5.2 Table 4 sets out priority work streams for 2021 around food poverty and insecurity.

Table 4: Community Services Food Poverty Work Streams April – December 2021

Work Stream	Achieved to date	Future Actions	Dates
The Community Fridge at Park Barn	The Community Fridge launched in 2019 at the Park Barn Centre but was paused during the pandemic	Reopening of Fridge. Community Transport to collect donated food from local supermarkets. Kings College Students will oversee the upkeep of the Fridge	Reopening April 2021 Review progress July 2021
Supporting other venues to provide community fridges	St John's Church at Stoke voiced interest in a community fridge Guildford Philanthropy pledged support in funding fridges in community spaces	Resume discussions with St John's and help with set up and community implementation Scope other venues interest across the Borough – harnessing support from parish councils	April 2021 with a review of progress July 2021 Scoping exercise to begin May 2021. Review of progress August 2021
Renaming of the Park Barn Centre to The Hive	A plan is in place to begin a relaunch of the centre as an intergenerational space community hub where support for individuals can be accessed	Relaunch event at the centre with all support services available	July 2021 (Covid restrictions permitting)
Thrive at the Hive donation project	The community donate quality preloved clothing, household items and toys so anyone in need can access essentials on a 'pay as you feel' basis. The scheme has been up and running since 2019	Reopen Thrive at The Hive for visits. Awareness campaign to community and 3 rd sector partners so more people can access what is available. Create mobile	June 2021 (Covid restrictions permitting) Review December 2021

	and deliveries have been made to people in need throughout the pandemic.	Thrive at the Hive hubs throughout the Borough so all communities can access the project	
Encourage Community swap shops	A community swap shop has been operating in Ash	To create community driven swap shop events around the Borough that can support local people to help neighbours access items they need	Scope venues and community need in June 2021 Review progress in December 2021
Guildford Food Poverty Forum	Contacted community groups and voluntary partners who support food poverty initiatives	Create a local forum that will coordinate community groups and agencies to support people experiencing food poverty with the aim of working in partnership and pooling of resources. Prepare and deliver a food access plan to identify the barriers to accessing affordable and nutritious food and actions to address them	First meeting June 2021 with action plan identifying roles, responsibilities and milestones Review December 2021

6. Equality and Diversity Implications

- 6.1 Food Poverty and insecurity is not discriminatory. All are potentially vulnerable to the impact of low and insecure incomes. The pandemic has shown how personal circumstances can change very quickly even for those on high incomes.

We will seek to help all in need irrespective of their characteristics.

7. Financial Implications

- 7.1 Covid 19 has had a severe impact on the Council's finances. We have been able to support our communities who have experienced food poverty and insecurity throughout the pandemic via our general fund and government grants.
- 7.2 As lockdown and Covid restrictions relax, the financial impact on our communities will become evident and it is likely that some people will be in greater financial hardship than ever before. We do not have the budget to

support people with food parcels beyond lockdown and the financial responsibility for addressing holiday hunger sits with Surrey County Council.

SCC have indicated that they will pass a further tranche of grant money to help support the essential supplies to people who are vulnerable and self-isolating which when received we would look to administer to the voluntary sector and community groups so they can provide further support.

In prioritising the food poverty and insecurity workstreams for community services means that our staffing resources are utilised without any extra expenditure.

- 7.3 The voluntary sector is an important partner in any community work, and they are experiencing pressure as funding sources deplete. Now more than ever, intelligent and coordinated partnership working alongside utilising community groups and building on the community spirit shown throughout the pandemic will be paramount in ensuring we continue to support our communities.
- 7.4 In fulfilling the task and finish group recommendation around the Real Living Wage, the Real Living Wage is now £9.50 per hour outside of London. Using the Council's standard 37 hour working week and 52 weeks per year this equates to an annual salary of £18,278. The lowest salary on the Council's pay and grading structure (Band 1/1A, Spinal point 3) is £18,586. This means that the Council pays the staff it directly employs the living wage.
- 7.5 When we re-procure our contracts in the next two to four years, the wage paid to contracted staff will be considered as part of any procurement exercise

8. Legal Implications

- 8.1 There are no implications directly arising from this report.

9. Human Resource Implication

- 9.1 There are no Human Resource implications

10. Climate Change/Sustainability Implications

- 10.1 Our approach to addressing food poverty and financial insecurity encourages communities to contribute to community fridge schemes in the borough as well as our Thrive at The Hive pre-loved project. Our hope is to influence behavioural changes that lead to a reduction in food waste and unnecessary landfill.

11. Conclusion

- 11.1 Following the O&S task and finish group report on food poverty, this Council is committed to prioritise Community Services workstreams to address the issues of food poverty and insecurity in partnership with other agencies and community groups. The recommendations of the report set out a direction by which we can mitigate the impact low and insecure incomes have on some members of our community.

- 11.2 The pandemic has only served to highlight the effect food poverty and financial insecurity can have and the speed at which people's lives can change for the worse. Our response to the pandemic alongside that of community groups has shown that we can work together to help residents of Guildford. The Community Services work plan and the priority given to food poverty and insecurity reflects the Council's commitment to vulnerable communities and our belief that Every Person Matters.

Background Papers

None.

Appendices

Appendix 1: Report of the Food Poverty Task and Finish Group, March 2019
Appendix 2: O&S Report, 14 January 2020

Food Poverty

Overview and Scrutiny Task and Finish Group

Report to the Overview and Scrutiny Committee

Guildford Borough Council

March 2019

Foreword

*This has been an eye-opening journey for the task group. There has been a mass of evidence, with many facts and figures, which you'll find as troubling as we did; however, our conclusion is clear – **food poverty and insecurity exists in the Borough in both urban and rural settings.***

Food poverty and insecurity is not restricted to residents in our less advantaged areas. Our findings show that residents who live in our affluent areas experience food poverty and insecurity. This may be because they are 'asset rich' (i.e., they own their own home) and 'cash poor' so they too struggle financially to pay for their basic needs.

Our report concludes that the main cause of food poverty and insecurity is the changes to the benefits system for people of working age, against the backdrop of our government's austerity measures. The rising cost of housing, especially in the rental market, and debt are also contributors as they stretch budgets to their limit. But what's particularly interesting from the data, is that more and more working families are dealing with food poverty and insecurity (the in-work poor) and are having to make the stark decision whether to buy food or pay a bill (such as heating); we were told that parents are going without meals so that their children can eat.

*I'd like to highlight **just three causes** for particular concern from our report:*

- We have no **measurement** of the scope and extent of food poverty or insecurity across our borough. This begs the question 'How can we – and local organisations - help those people most in need? Food banks do provide some data, such as the number of food parcels, but what about the people who do not use them?*
- There is evidence that food poverty and insecurity have **adverse effects** on our physical and mental health - the phrase 'leftover food, for leftover people' hits home. This again raises the question of what can we do – alongside health & wellbeing services and local organisations – to help improve this?*
- **Food aid** – such as food banks - has its place in our community to meet immediate and short term need. But shouldn't we know more about the true causes of food poverty and insecurity and what long term resolutions can be put in place to eradicate it?*

Our report recommends the Council develop and implement a Food Poverty Strategy and Action Plan, working with academics and other experts by experience. In addition, the report makes clear that there is a need for a move away from short-term, food-centred action that is often presented as the solution to food insecurity. For a real, long-term solution, we found there is a requirement to look upstream and address the structural drivers of food poverty and insecurity.

Finally, it has been a real pleasure working on this project and I'd like to thank everyone involved in it; special thanks are extended to Professor Jon May for his insightful assistance at the outset of our review, Drs Dianna Smith and Claire Thompson for their help and advice, the Trussell Trust, the task group members, and the Council's Scrutiny Manager, James Dearling. This report would not have happened without your hard work and invaluable input.

Councillor Angela Goodwin
Chair of the Food Poverty Task Group

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Table 1: key definitions

Food poverty:	‘the inability to afford, or have access to, food to make up a healthy diet.’ [Department of Health, Choosing a Better Diet: a food and health action plan, 2005, p.7.]
Food insecurity:	‘Limited or uncertain availability of nutritionally adequate and safe foods or limited or uncertain ability to acquire acceptable foods in socially acceptable ways.’ [Food Standards Agency, Low Income Diet and Nutrition Survey, 2007]
Food Aid:	refers to range of support activities aiming to help people meet food needs, often on a short term basis, which contribute to relieving the symptoms of food poverty and insecurity. [Household Food Security in the UK: a review of food aid, DEFRA, 2014, p.iv.]

1. Introduction

Background and reasons for the review

- 1.1 In April 2017, the Council's Overview and Scrutiny Committee approved a proposal to investigate food poverty in the Borough and agreed the terms of reference for the investigation (within the scoping document, attached at Appendix 1).
- 1.2 The Overview and Scrutiny Committee determined that the complexity and likely nature of the review warranted a task and finish task group approach.
- 1.3 The investigation was prompted by concerns over the occurrence of food poverty in the Borough, seemingly epitomised by the continuance of local food banks, along with knowledge of existing pockets of deprivation in the Borough.
- 1.4 A key expectation of the review was to raise awareness of emergency food provision in the Borough and the issues surrounding its use. In addition, the Overview and Scrutiny Committee tasked the task group with investigating the effectiveness of food aid provision in the Borough and addressing questions around the use of surplus food.¹
- 1.5 The Overview and Scrutiny Committee identified three key issues for the task group:
- What is driving people to use food aid in Guildford and how accessible and appropriate is it?
 - Who needs food aid and why?
 - Who provides food aid and how?
- 1.6 Five overarching objectives for the task group's investigation were agreed:
- What are the impacts of food poverty?
 - How widespread is food poverty in Guildford?
 - How effective is the model of food aid provision in Guildford (in meeting immediate and long-term needs)?
 - Consider approaches to reduce residents' dependency on food aid.
 - How successful are the strategic approaches to tackling food poverty?
- 1.7 The task group membership comprises:
- | | |
|-----------------------------------|---|
| Councillor Angela Goodwin (Chair) | Councillor Dennis Paul [until April 2018] |
| Councillor Angela Gunning | Councillor Pauline Searle |
| Councillor Sheila Kirkland | Councillor James Walsh |

2. Process

- 2.1 Throughout the period of the task group's review the issues of food poverty and food insecurity have featured in public discourse. There has been a steady flow of reports and research informing food poverty issues that the task group has sought to keep up to date with. In addition, the investigation has incorporated a desktop review of published literature on food insecurity.
- 2.2 During the course of its considerations the task group obtained oral and written evidence from Council officers (including the Family Support Team), academics, local food banks, the Trussell Trust, FareShare, local charities (including Surrey Welfare Rights Unit, Woking's Lighthouse Centre, and Guildford Action), supermarkets, the Diocese of Guildford, Ash Citizens Advice and other local authorities. Organisers at local and neighbouring food banks proved an invaluable source of information and insight for the task group's work.

¹ For details see Guildford Borough Council, Overview and Scrutiny Committee minutes, 25 April 2017, OS44 and OS45. <http://www2.guildford.gov.uk/councilmeetings/ieListDocuments.aspx?CId=262&MIId=460&Ver=4>

- 2.3 The task group met formally on sixteen occasions to gather and evaluate its evidence. This was in addition to visiting the Borough's food banks, the Lighthouse Centre at Woking, FareShare Southern Central, and FareShare Sussex. The notes of the task group's meetings are attached as Appendix 2 to this report.
- 2.4 The task group members felt it was important to meet residents experiencing food poverty and hear directly the voices of those in poverty themselves. Notes from these meetings with users are not attached to this report.
- 2.5 Towards the end of its review the task group commissioned an expert external researcher to help map the emergency food aid provision in the Borough (one of the key issues for the task group's work).
- 2.6 The task group gathered evidence from the Lead Councillor for Housing and Development Management and invited the Lead Councillor for Community Health, Wellbeing, and Project Aspire to contribute to the review.
- 2.7 The task group's draft report and recommendations were shared with officers and participants for comments.

3. Context

- 3.1 Before considering the more detailed findings and conclusions of the task group's review, a brief discussion of the national and local contexts (and the interplay between the two) is beneficial. This section discusses the measurement and scale of food poverty and insecurity, food banks and other food aid provision, and the costs of food poverty and insecurity.

Measurement of food poverty and insecurity

- 3.2 Ascertaining the scale of food poverty and insecurity was an overarching objective for the task group. Both before and during the group's review, research has been published highlighting inequalities and poverty in the UK. The headline findings and figures are disturbing. For example, in the second decade of the twenty-first century, more than 14 million people in the UK live in poverty: 8.4 million working-age adults; 4.5 million children; and 1.4 million pension age adults. Twenty-two per cent of the overall UK population is living in a family considered to be in poverty and more than one in ten of the population live in persistent poverty.² Over 1.5 million people were destitute at some point in 2017, that is to say, unable to afford two 'essential' needs, such as food or shelter. Research suggests that the most common essential need lacked by people in destitution is food (62 per cent).³
- 3.3 While Guildford Borough is generally seen as an affluent area in a well-to-do county, prosperity is far from universal. Narratives of generalised affluence are misplaced and unhelpful for attempts to help tackle poverty and inequality. Significant inequalities and levels of poverty within the Borough and the county are identifiable. For example, in Surrey twenty-five neighbourhoods are within the third most deprived areas in England, with four of these deprived neighbourhoods in Guildford Borough (Westborough, Stoke, Worplesdon, and Ash Wharf).⁴ The percentage of

² Social Metrics Commission, *A new measure of poverty for the UK: The final report of the Social Metrics Commission*, September 2018. There has been no official UK-wide measure of poverty since 2015. The task group cites the core measure of poverty devised by the Commission which is wider than an assessment of income or a measure about what the public believe is a minimum standard at which people should live.

https://lif.blob.core.windows.net/lif/docs/default-source/default-library/legj6470-measuring-poverty-full_report-181004-web.pdf?sfvrsn=0

³ Suzanne Fitzpatrick, Glen Bramley, Filip Sosenko, Janice Blenkinsopp, Jenny Wood, Sarah Johnsen, Mandy Littlewood, and Beth Watts, *Destitution in the UK 2018*, Joseph Rowntree Foundation, June 2018, pp.1, 8. <https://www.jrf.org.uk/report/destitution-uk-2018>

⁴ For comprehensive data and examples see: Surrey County Council, *The Welfare Picture in Surrey: An update report from the Surrey Welfare Coordination Group*, October 2018; Community Foundation for Surrey, *Surrey*

children in poverty in the Borough after housing costs (AHC) is 14.59 per cent. In three local neighbourhoods in the Borough over a quarter of the children live in poverty AHC.⁵

- 3.4 Significantly, and unlike some other western countries, in the UK there is not yet a routine measurement of the scope and extent of food poverty or insecurity. Only in February 2019 (as the task group finalised its report) did government concede the need to monitor food insecurity to inform its policy making. Previously, government has refused to measure food insecurity and responded to requests to do so by alluding to the complexities of why people turn to food aid and the difficulties of collecting food insecurity data. For critics of the government this reluctance to quantify how many people are too poor to eat has appeared politically motivated, perhaps allowing government inaction. From April 2019 the government will add ten questions to its Family Resources Survey to enable a measurement of food insecurity, with results published in April 2021.⁶
- 3.5 Yet, there have been different surveys that have given indications of the scale of the problem in different populations at different times. For example, in 2014 the UN estimated approximately ten per cent of adults in the UK (5.3 million) experienced food insecurity and 8.4 million adults lived in food insecure households.⁷ More recently in the first substantial survey into the scale of food insecurity, the 2016 Food & You survey by the Food Standards Agency (for England, Wales, and Northern Ireland) found a similar proportion of adults (8 per cent) to be food insecure, that is to say, living in low or very low food secure households, and 13 per cent to live in marginally secure households.⁸

Scale of the problem

- 3.6 The Food & You survey reveals contrasting differences in rates of food insecurity within society: a third of those aged 16 to 24 and a quarter of those aged 25 to 34 worried that household food would run out before there was money to buy more compared with 6–7 per cent of those aged over 65. Fifteen per cent of adults in the lowest income quartile lived with ‘very low food security’, and 23 per cent of adults in the lowest quartile lived in food insecure households compared with 3 per cent in the highest quartile. Almost half (47 per cent) of unemployed adults worried that their household food would run out before there was money to buy more. Pointedly, employment offered inadequate protection from food insecurity, with 6 per cent of all those in work living in food insecure households, and 20 per cent of adults in work worrying about running out of food before they had money to buy more. In contrast, pensioners were at lower risk of food insecurity, with less than 2 per cent experiencing food insecurity.⁹

Uncovered: Why local giving is needed to strengthen our communities, 2013 and 2017 reports; and www.surreyi.gov.uk.

⁵ The Before Housing Costs figure for the Borough is 8.96 per cent. Poverty levels are generally higher when household incomes are measured after housing costs, as poorer households tend to spend a larger proportion of their income on housing than high-income households. Feargal McGuinness, ‘Poverty in the UK: Statistics’, House of Commons Library, briefing paper 7096, August 2018.

<http://researchbriefings.files.parliament.uk/documents/SN07096/SN07096.pdf> . Local data, including ward level figures, are available at <http://www.endchildpoverty.org.uk/poverty-in-your-area-2018/>

⁶ Patrick Butler, ‘UK hunger survey to measure food insecurity’, *The Guardian*, 27 February 2019.

<https://www.theguardian.com/society/2019/feb/27/government-to-launch-uk-food-insecurity-index> Feargal McGuinness, Jennifer Brown, and Matthew Ward, ‘Household food insecurity measurement in the UK’, House of Commons Library, debate pack 2016/0238, December 2016, pp.6-8.

⁷ The definitions of food poverty, food insecurity, and food security used for this review are shown in Table 1. UN data from the 2014 Gallup World Poll concluded that in the UK an estimated 8.4 million people lived in households where adults reported insecure access to food in the past year, within this task group around 2.4 million people experienced severe food insecurity. [UN FAO *Voices of the Hungry: Technical Report, 2016*](https://www.un.org/development/desa/pubs/2016/04/2016-voices-of-the-hungry-technical-report), p.39.

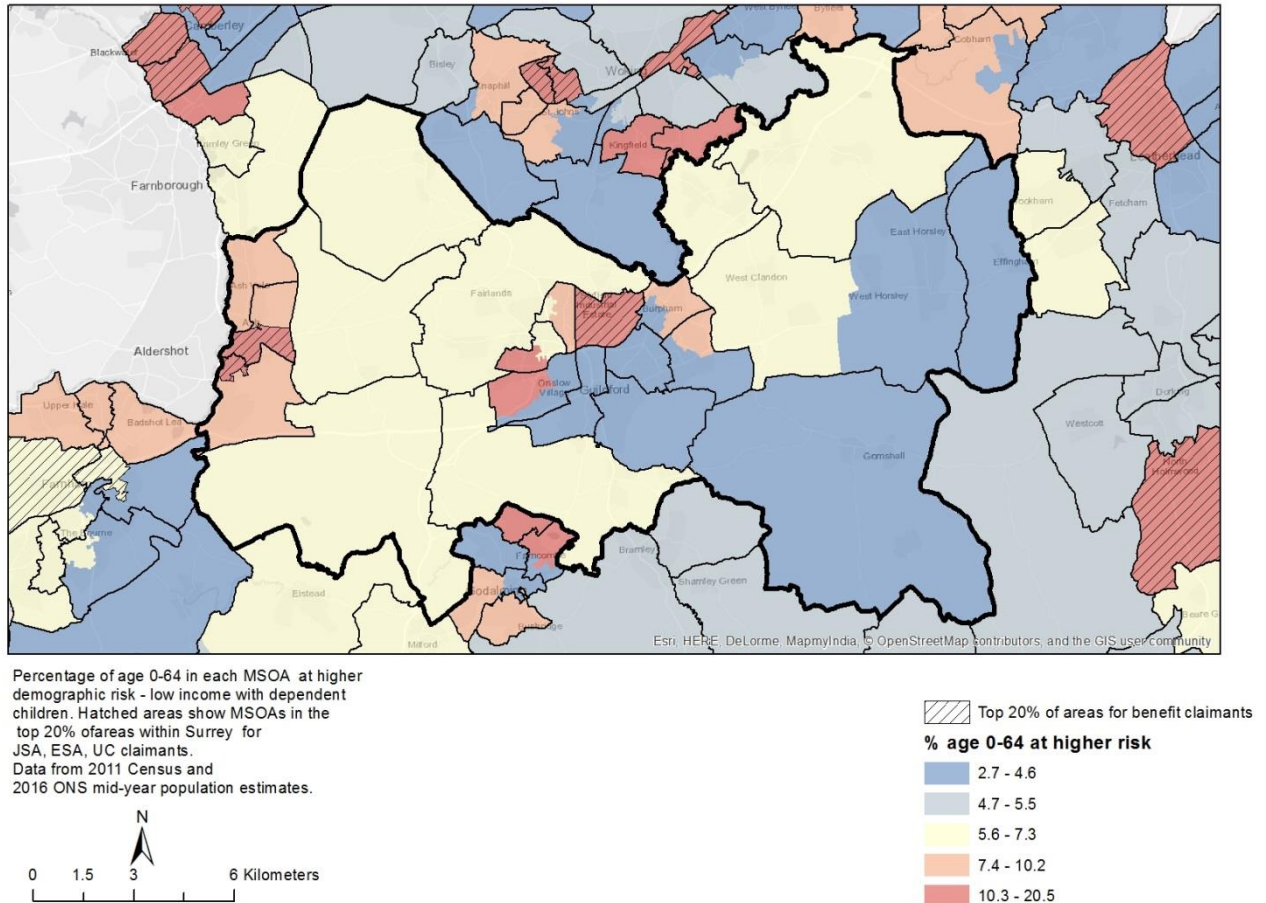
⁸ Food Standards Agency, ‘The Food & You Survey: Wave 4’, 2017, pp.26-29.

https://www.food.gov.uk/sites/default/files/media/document/food-and-you-w4-combined-report_0.pdf

⁹ The Food Foundation, ‘Food Standards Agency Survey Confirms Enormity of those Struggling to Afford Food in the UK’, March 2017. <https://foodfoundation.org.uk/food-standards-agency-survey-confirms-enormity-of-those-struggling-to-afford-food-in-the-uk/> Food Standards Agency, ‘The Food & You Survey: Wave 4’, Combined report - results table, 2017, Table 1.17. <https://www.food.gov.uk/research/food-and-you/food-and-you-wave-four>

Modelling food insecurity

3.7 The task group’s review confirmed that the extent to which Guildford Borough residents are affected by food insecurity is neither measured nor estimated. However, the task group was introduced to models mapping the estimated risk of household food insecurity in local areas. This modelling uses factors identified as contributing to food insecurity to provide an index of food insecurity risk. A simple example of such a map is below (kindly produced for the task group’s review by Dr Dianna Smith, University of Southampton). It depicts the relative risk of household food insecurity for those <65 years within Guildford.¹⁰



3.8 The map illustrates the household profile-derived risk of food insecurity (indicated by colour) and the high number of benefit claimants (indicated by hatching). Put simply, the colour shading indicates the percentage of people aged <65 years who live in a household on a low income with dependent children (identified as a higher demographic risk of food poverty). The areas with hatching are where the percentage of people of working age claiming benefits is in the top 20 per cent for Surrey. Thus, the areas where there are more people in the working age population at highest risk are shown with red shading and hatching. The task group judged the potential benefits of identifying higher-risk groups (through estimates validated by surveys) to enable a targeting of resources in neighbourhoods (using Lower Super Output Areas) as worthwhile. The advantages of such approaches, including the addition and combination of other factors and the comparability of the model to the 2015 Indices of Deprivation for England, have been considered elsewhere.¹¹

¹⁰ Abbreviations used in the map key: MSOA (Middle Layer Super Output Area), JSA (Jobseeker’s Allowance), ESA (Employment and Support Allowance), and UC (Universal Credit).

¹¹ For example, Dianna Smith, Claire Thompson, Kirk Harland, Storm Parker, and Nicola Shelton, ‘Identifying populations and areas at greatest risk of household food insecurity in England’, *Applied Geography*, 91 2018, pp.21-31.

Local estimates of need

- 3.9 As a direct result of the task group's review, academic experts invited the Council to join a project to expand and refine local estimates of food poverty. Alas, it must be noted that participation in this project was judged not a priority for the Council and, despite the minimal resources involved, the opportunity was declined. Naturally, the task group was disappointed to encounter such a view concerning the need for better establishing how extensive food insecurity may be for residents.
- 3.10 It is unfortunate that, rightly or wrongly, such a response can be located in an apparent Council discourse that seeks to downplay the issue of food poverty; a narrative that seemingly conflates absence of evidence with evidence of absence, or views the issue as one best addressed by local communities or through changes to individual behaviour. It is doubly unfortunate that the Lead Councillor with responsibility for health and community welfare did not respond to requests from the task group to contribute to the review and share her views on food poverty and food insecurity.

Food bank usage

- 3.11 While the rise in the numbers of food banks and their users is often used to highlight issues of poverty and social injustice, food bank usage is not a simple, reliable proxy for food insecurity. Evidence from countries that routinely measure food insecurity confirms food bank usage to be a poor indicator of food insecurity, with those people using food banks not representative of the wider food insecure population. Furthermore, one study determined that possibly only a fifth of people that were food insecure used food banks.¹² Possible explanations for why people experiencing food insecurity do not use emergency food aid, and how these barriers might be addressed, are considered in sections 4 and 5 below.
- 3.12 In the UK only a fraction of the people calculated to live in food insecure households have received food parcels from food banks.¹³ Despite the amount of emergency food aid provided, for example, the Trussell Trust distributed 1.3 million three-day emergency food packages in 2017-18,¹⁴ food bank usage statistics understate measured need and cannot be relied upon as a measure of household food insecurity.¹⁵ Simply mapping the locations of food banks is not a method to reliably distinguish areas of food insecurity. Indeed, it has been suggested that the level of community resources and social networks required to start a food bank further detracts from their possible use as a measure of need.¹⁶
- 3.13 Notwithstanding the limited capacity of food bank evidence, in the absence of local measurement of food insecurity in the Borough and given the Council's stance on the value of ascertaining estimates, food bank usage can provide a very good indication of the existence of food insecurity (though how many more people are affected by food insecurity than use food banks is unknown).

¹² Rachel Loopstra and Valerie Tarasuk, 'Food Bank Usage is a Poor Indicator of Food Insecurity: Insights from Canada', *Social Policy and Society* 14(3), pp.443-55.

¹³ Briefing paper, 'Measuring household food insecurity in the UK and why we MUST do it: 4 facts you should know', Food Foundation, Sustain, and University of Oxford, November 2016. <https://foodfoundation.org.uk/wp-content/uploads/2016/07/MeasuringHouseholdFoodInsecurity.pdf>

¹⁴ The [Trussell Trust](#) is a non-governmental organisation and charity that co-ordinates food banks in the UK, with over 420 food banks operating out of more than 1,200 distribution centres. An ongoing mapping exercise of food bank locations by Sabine Goodman on behalf of the Independent Food Aid Network (IFAN) has found over 2,000 food banks operating, including over 800 not affiliated to the Trussell Trust. Trussell Trust, [End of Years Stats](#), retrieved November 2018. <http://www.foodaidnetwork.org.uk/mapping> [accessed 10 January 2019]

¹⁵ Flora Douglas, Ourega-Zoé Ejebu, Ada Garcia, Fiona MacKenzie, Stephen Whybrow, Lynda MacKenzie, Anne Ludbrook, and Elisabeth Dowler, *The nature and extent of food poverty/insecurity in Scotland*, NHS Health Scotland, 2015, pp.67-68.

¹⁶ Research looking at Trussell Trust food banks found them to be more likely to open in those local authorities worst hit by central welfare cuts, unemployment, and benefit sanctions. Rachel Loopstra, Aaron Reeves, David Taylor-Robinson, Ben Barr, Martin McKee, and David Stuckler, 'Austerity, sanctions, and the rise of food banks in the UK', *BMJ* 2015; 350. Dianna Smith, Claire Thompson, Kirk Harland, Storm Parker, and Nicola Shelton, 'Identifying populations and areas at greatest risk of household food insecurity in England,' *Applied Geography*, 91 2018, pp.21-31.

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Appendix 1

While vouchers for food banks¹⁷ are issued by multiple agencies and can be redeemed at multiple sites, compiling and interpreting statistics of food bank is not as problematic as commentators have asserted.¹⁸ Moreover, the task group has adopted a limited, even circumspect, approach to local food bank data that sidesteps (unfounded) charges of inflating the issue. Before reviewing the usage of food banks by Guildford Borough residents, a brief summary of local food banks is appropriate.

Local food banks

- 3.14 There are currently two food banks based within Guildford Borough, providing food parcels in four areas: the Salvation Army at Woodbridge Road and the North Guildford Food Bank with locations at St. Clare's Church, Park Barn, the New Hope Centre, Bellfields, and Bushy Hill Community Centre, Merrow. None of these food banks are Trussell Trust affiliated. The opening hours of these food banks, along with other food aid providers in the Borough, are included in Appendix 3.¹⁹
- 3.15 Data collected by North Guildford Food Bank shows the vast majority of people accessing its emergency food aid are from Guildford town and the immediate surrounding area (postcodes GU1 and GU2). This remains the predominant pattern of its usage. However, following the closure in 2017 of a food bank distribution centre at Ash Vale (within Guildford Borough but operated by Farnham food bank), the North Guildford Food Bank started to be accessed by residents from Ash for the first time.²⁰
- 3.16 Importantly, food parcel data provided to the task group by the Trussell Trust confirms that Guildford Borough residents access foodbanks outside the Borough's boundaries. Relying on figures from the two independent food banks within the Borough neglects Trussell Trust food banks at Woking, Cobham, Farnham, Dorking, and Farnborough and would overlook almost a third of the food parcels distributed to Borough residents.
- 3.17 Almost 2,000 food parcels were distributed to Borough households in 2017-18, with the task group advised by food banks of expected increases for 2018-19. (For 2017-18, the North Guildford Food Bank reports issuing 495 parcels, the Salvation Army 941 parcels and, as Appendix 4 details, Trussell Trust food banks issued 557.) Further information and analyses of food bank records would be required to identify the number of unique users (according to the Trust the average user visits twice²¹) or the total number of people helped (parcels can be for individuals or families) but, as suggested above, it is not the intention to present food bank usage as a proxy for food insecurity. Food bank statistics do not capture the exact levels of food insecurity in the population, but the number of food parcels distributed locally may serve as a wake-up call to anyone not yet at the stage of acknowledging the issue.
- 3.18 Records from the Trussell Trust and the two independent food banks within the Borough reveal the patterns of food bank usage across the Borough. Significantly, the Trust's data is broken

¹⁷ All Trussell Trust-affiliated food banks, and many others food banks (including those in Guildford) operate a voucher system that requires people seeking food aid to have been referred with a voucher completed by a frontline professional. Typically, the voucher contains personal details of the food bank user, including the number of adults and children in the household and the nature of the crisis that caused them to turn to emergency food aid. A voucher can be exchanged for a three-day, non-perishable food parcel. Food bank users are usually permitted to claim up to three vouchers over a six-month period, with food bank managers able to issue further vouchers at their discretion. An example of a local food voucher is attached at Appendix 6.

¹⁸ Robert Smith, 'The Trussell Trust's misleading figures on food bank usage help no one', *Spectator*, 22 April 2015. <https://blogs.spectator.co.uk/2015/04/the-trussell-trusts-misleading-figures-on-food-bank-usage-help-no-one/>

¹⁹ Ash Citizens Advice distributes food parcels provided by the Trussell Trust affiliated Farnham Food Bank (with the completed food referral vouchers returned to the Farnham food bank). Appendix 3 outlines the food aid provision in the Borough; namely, local sources of dry and cooked food available to those in greatest need and the access routes. The task group's intention is for a detailed version of this directory of resources to be publicised.

²⁰ North Guildford Food Bank, year end data for 2017 shared with the task group.

²¹ North Guildford Food Bank records reveal that during 2017 over half of its users (57 per cent) visited the food bank once, 23 per cent twice, and 12 per cent three times. North Guildford Food Bank, year end data for 2017 shared with the task group.

down by wards and shows the geographical spread of residents resorting to food banks; evidently, food poverty is experienced much wider than those localities traditionally identified as the areas of deprivation in the Borough. Such data suggests localised measurement and estimates of food poverty are necessary to better understand and tackle the issues. (Figures from the Trussell Trust food banks for 2017-18 and 2016-17 are included in Appendix 4.)

The contested meaning of food banks

- 3.19 The extent and nature of food poverty and food insecurity, particularly the meaning of the growth and use of food banks,²² remains a contested area in public discourse. Perceptions and tensions about the replacement of the welfare state with a welfare society influence such a discourse. The government's initial response to the rise of food banks applauded them as part of Big Society's active citizenship. Indeed, an All-Party Parliamentary Inquiry into Hunger and Food Poverty in the UK, while concluding that the welfare state was failing to provide the social security safety net it should, presented the food bank movement as the basis to build a strategy 'to deal both with the symptoms and the long-term causes of hunger in our society.' The Inquiry explicitly rejected calls for the Government to take responsibility to deal with food insecurity and essentially argued for an increased role for voluntarism and a supporting and enabling responsibility for central and local government.²³ In contrast, other research recognises the limits of such approaches and concludes that the 'disjointed "big society" approach' is unequal to the task of ending household food insecurity.²⁴
- 3.20 The culpability for food poverty assigned to government welfare policies and austerity has acted to help politicise the growth in emergency food aid provision. The range of factors driving people to use food aid in Guildford is explored in section 4 below. It is worthwhile to note at this juncture that the task group saw no evidence of people taking advantage of free food, that is to say, free food creating demand, or the growth in food bank use being attributable to 'marketing' by the food bank movement itself.²⁵ The majority of food banks operate a voucher referral system that requires users to have been judged in genuine need by a frontline professional. In addition, beliefs that food aid charities create users have been reviewed by academics and refuted.²⁶ Food banks are a last resort for people in food poverty and, as such, best understood as the tip of the food poverty iceberg.²⁷
- 3.21 In late 2018, an investigation in the UK by the UN special rapporteur on extreme poverty and human rights documented a disconnect between the government's narrative of poverty and first-hand accounts. He concluded:

Not only does the government not measure food poverty, but a Minister dismissed the significance of foodbank use as being only occasional and noted that foodbanks exist in many other western countries. The clear implication was that

²² Trussell Trust foodbank use has almost quadrupled between 2012-13 and 2017-18: from 346,992 to 1,332,952 food parcels. The Trussell Trust, 'End of Year Stats', 2018, <https://www.trusselltrust.org/news-and-blog/latest-stats/end-year-stats/#fy-2017-2018>

²³ Report of the All-Party Parliamentary Inquiry into Hunger in the United Kingdom, *Feeding Britain: A strategy for zero hunger in England, Wales, Scotland and Northern Ireland*, 2014, pp.17, 55. <https://www.feedingbritain.org/Handlers/Download.ashx?IDMF=d71439a6-8788-4c31-9a05-bd0ec707f252>

²⁴ Cameron Tait, *Hungry for Change: The final report of the Fabian Commission on Food and Poverty*, Fabian Society, 2015, p.1. <http://www.fabians.org.uk/wp-content/uploads/2015/10/Hungry-for-Change-web-27.10.pdf>

²⁵ As suggested by some commentators: Nigel Morris, 'Demand for food banks has nothing to do with benefits squeeze, says Work minister Lord Freud', *Independent*, 2 July 2013. <https://www.independent.co.uk/news/uk/politics/demand-for-food-banks-has-nothing-to-do-with-benefits-squeeze-says-work-minister-lord-freud-8684005.html> Toby Helm, 'Charities condemn Iain Duncan Smith for food bank snub', *Guardian*, 21 December 2013. <https://www.theguardian.com/politics/2013/dec/21/iain-duncan-smith-food-banks-charities>

²⁶ Rachel Loopstra, Aaron Reeves, David Taylor-Robinson, Ben Barr, Martin McKee, and David Stuckler, 'Austerity, sanctions, and the rise of food banks in the UK', *BMJ* 2015; 350.

²⁷ Hannah Lambie-Mumford, Daniel Crossley, Eric Jensen, Monae Verbeke, and Elizabeth Dowler, 'Household Food Security in the UK: a review of food aid', DEFRA, 2014, p.vii. <https://www.gov.uk/government/publications/food-aid-research-report>

their rapid growth in the UK should not be seen as cause for concern, let alone for government action.²⁸

- 3.22 Belatedly, in February 2019 the government accepted that troubles with the roll out of Universal Credit had contributed to increased food bank use.²⁹
- 3.23 As has been noted elsewhere, there is no policy framework and little guidance from central government on food banks or on how local government should operate with emergency food aid providers.³⁰ Perhaps given the profile of the issue and the public and political calls for action this raises the question of whether this is a policy gap or a policy in itself.

Other food aid provision

- 3.24 In addition to food parcels from food banks, food aid is provided through the redistribution of surplus food. [FareShare](#) is the UK's leading food distribution charity. Its network distributes surplus food from the food industry to charities and community groups. For 2017-18, FareShare reports redistributing enough food through its network of 21 regional centres and its FareShare Go app³¹ to make approximately 36.7 million meals.³² FareShare charge its Community Food Members³³ a fee to cover the operational costs of its regional centres. A consultants' report commissioned by FareShare claims that modelling the socio-economic impact of the organisation's work shows FareShare saves the public sector approximately £51 million every year.³⁴
- 3.25 Currently, FareShare does not have a regional centre covering the Borough, although Guildford is within the organisation's expansion strategy. The Guildford area has not been a focus of activity for FareShare partly due to the distance from a regional centre; however, a feasibility study by FareShare has identified 43 community groups and charities in the Guildford / Woking area that could potentially benefit from the service. The task group was advised that such an expansion could be a paid for delivery operation from FareShare Sussex into the Guildford area (likely to also include Woking, Fleet, and Farnborough³⁵). The members of the task group judged it sensible to consider the inclusion of Leatherhead in such a development. The task group was advised that local supermarkets and stores used the FareShare Go app to distribute surplus food to six³⁶ community groups in the Guildford area.

²⁸ Professor Philip Alston, *Statement on Visit to the United Kingdom*, London, 16 November 2018. p.17. https://www.ohchr.org/Documents/Issues/Poverty/EOM_GB_16Nov2018.pdf

²⁹ BBC News, 'Amber Rudd links universal credit to rise in food bank use', 11 February 2019. <https://www.bbc.co.uk/news/uk-politics-47203389>

³⁰ Brent London Borough Council, 'The Use of Food Banks In Brent Task group Report', Report to Cabinet, 15 January 2018. In 2013, the Government indicated that local authorities could fund food banks. Patrick Butler, 'Welfare minister urges local councils to invest in food banks: Lord Freud accused of backing away from principle of welfare after saying local authorities should "ramp up support in kind"', *The Guardian*, 13 December 2013. <https://www.theguardian.com/politics/2013/dec/13/welfare-minister-local-councils-food-banks>

³¹ FareShare Go connects local charities and community groups with the surplus food left over at the end of the day at local supermarkets.

³² This equals almost 17,000 tonnes of food (11,000 tonnes through its centres and the remainder from local supermarkets) redistributed and prevented from going to waste.

³³ FareShare's Community Food Members (CFMs) are those charities and community groups linked to a regional FareShare centre. For 2017-18, FareShare's income from CFM fees was £510,000.

³⁴ *The Wasted Opportunity: The economic and social value of redistributed surplus food; the current and potential cost avoided by the UK public sector resulting from FareShare's work*, 2018 <https://www.nefconsulting.com/redistributing-surplus-food-to-charities-saves-the-uk-economy-51-million-every-year/> For the methodological approach and assumptions informing the claim of monetary value see the consultants' technical report. https://nefconsulting.com/wp-content/uploads/2018/11/FareShare-Report_NEFC-PRINT.pdf The benefits to the food industry (for example, the saved costs of waste food disposal, the expression of corporate philanthropy, or the development of community capital) and any possible negative aspects of FareShare are not apparently detailed.

³⁵ The task group was advised that FareShare Sussex will likely change its name to FareShare Sussex & Surrey to reflect this wider geographic remit.

³⁶ Figure correct at September 2018.

- 3.26 The long-term implications of using surplus food to feed those in food insecurity are examined in sections 5.20-5.28. In addition, whether or not redistributing surplus food is likely to provide a solution to food insecurity is discussed.
- 3.27 Within the UK the range of responses and approaches to food poverty and insecurity is diverse. In addition to the models discussed above, provision includes initiatives such as members-only social supermarkets, community fridges, meal projects, cook and eat groups, pay what you can meal providers, food vouchers, holiday hunger programmes, and soups runs, along with perhaps more longstanding and formal action such as community care (meals on wheels).
- 3.28 The task group's outline of the elements of the local model of food aid provision is included in Appendix 3, and includes meal providers and a school holiday programme.

School holiday provision

- 3.29 The term 'holiday hunger' refers to the increased levels of food insecurity experienced by some children and their families during school holidays. School holiday hunger is a particular problem for families that usually receive free school meals. Holiday hunger is a historic policy gap, but the issue has come more to the fore recently with holiday clubs an increasingly popular way to help feed children during school holidays.³⁷
- 3.30 The task group was made aware of a school holiday playscheme in the Borough that targets less advantaged children. This is run by CHIPS, a local charity operating in the Westborough and Stoke wards of the Borough, which introduced free lunches³⁸ to its programme in 2016 to address the cheap food choices of low-income households during school holidays. Significantly, the approach of CHIPS is evident from the number (a majority) of children eligible for free school meals that use the playscheme.³⁹ CHIPS runs for four weeks during the summer holidays and one week at Easter. The task group felt the scheme was an example of a targeted approach that was working well and avoided stigmatising attendance. (In addition, the task group was advised that churches and holiday time clubs did provide some meals in the holidays.)

The impact of food poverty

- 3.31 Food poverty has economic, social, and health impacts and costs.
- 3.32 Obviously, an inability to afford or have access to food to make up a healthy diet can lead to diet-related ill health. Conditions such as diabetes, cardiovascular disease, obesity, malnutrition, and a range of cancers are common diet-related diseases. An extensive case-control study across 52 countries estimated that food poverty contributed to half of all coronary heart disease deaths. Statistical research has linked food poverty with low birth weight and increased childhood mortality, increased falls and fractures in older people, and increased dental cavities in children.⁴⁰
- 3.33 A rise in Victorian era diseases, such as rickets, has been linked with food poverty by public health professionals at the Faculty of Public Health (FPH).⁴¹ Malnutrition caused by food poverty can adversely affect the immune system, the muscular system, and the psychosocial function.⁴²

³⁷ Michael A. Long, Paul B. Stretesky, Pamela Louise Graham, Katie Jane Palmer, Eileen Steinbock, and Margaret Anne Defeyter, 'The impact of holiday clubs on household food insecurity—A pilot study', *Health and Social Care in the Community*, 2017, 26 (2), e261-e269. <https://onlinelibrary.wiley.com/doi/epdf/10.1111/hsc.12507> Pamela Louise Graham, Eilish Crilley, Paul B. Stretesky, Michael A. Long, Katie Jane Palmer, Eileen Steinbock, and Margaret Anne Defeyter, 'School Holiday Food Provision in the UK: A Qualitative Investigation of Needs, Benefits, and Potential for Development', *Frontiers in Public Health* 2016 (4), pp.1-8. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4992941/pdf/fpubh-04-00172.pdf>

³⁸ The company supplying the lunches charge CHIPS a discounted rate.

³⁹ The January 2017 School Census shows 7.5 per cent of school children within the Borough eligible for Free School Meals, but records much higher levels at some schools.

⁴⁰ British Medical Association, *Health at a price: Reducing the impact of poverty*, June 2017, p.7.

⁴¹ Tracy McVeigh, 'Rickets returns as poor families find healthy diets unaffordable', *The Observer*, 30 August 2014. <https://www.theguardian.com/society/2014/aug/30/child-poverty-link-malnutrition-rickets>

⁴² British Medical Association, *Health at a price: Reducing the impact of poverty*, June 2017, p.7.

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- 3.34 Significantly, the FPH has suggested that obesity is the biggest problem of food poverty with people forced into choosing cheap, processed, high-fat foods to live.⁴³ The task group was advised of this association (and the seeming paradox to some in government) between food insecurity and obesity. The task group was informed that high energy / low nutrient diets can contribute towards hypertension, iron deficiency, and impaired liver function. Research has confirmed that people are spending more on food, but eating less nutritious food.⁴⁴
- 3.35 The health and social consequences and costs of food poverty may be intergenerational. The importance of a healthy diet for breastfeeding, the importance of nutrients for brain development in babies and children, and the wider effects of poverty on child development are well established.⁴⁵ For children, food poverty means bad dietary patterns, hunger, lower nutrient intake, low fruit and vegetable consumption, and problems accessing food in school holidays. The task group was advised that growing up in a system of food poverty had intergenerational issues for families, particularly girls.
- 3.36 Food poverty in childhood can have a long-term impact on physical and mental health.⁴⁶ The poor health impacts associated with child poverty limits children's potential and their development and increases poor health and life chances in adulthood.⁴⁷ For example, when children and young people go to school hungry there is an effect on their education.
- 3.37 Diet-related ill health in the UK is a substantial burden. For example, it is estimated that 70,000 premature deaths (equivalent to more than 10 per cent of the total annual number of deaths) would be prevented if diets matched nutritional guidelines in terms of more fruit and vegetables and reduced consumption of salt, saturated fat, and added sugar.⁴⁸
- 3.38 In public health terms, the significance of possible repeat food bank use draws attention to issues of the nutritional value, quality, and quantity of emergency food aid.⁴⁹ An increase in food bank usage has no long-term public health upside.⁵⁰ Charitable food aid is unpredictable and has limited reach (as suggested above, approximately 80 per cent of people in food insecurity never access a food bank).⁵¹
- 3.39 Setting aside social and moral arguments, the economic case for tackling food poverty is compelling. The current overall economic costs of diet-related ill health are substantial. Food

⁴³ Tracy McVeigh, 'Rickets returns as poor families find healthy diets unaffordable', *The Observer*, 30 August 2014. <https://www.theguardian.com/society/2014/aug/30/child-poverty-link-malnutrition-rickets>

⁴⁴ For example, Kellogg's and the Centre for Economics and Business Research, *Hard to Swallow: The Facts about Food Poverty*, 2017. [https://www.kelloggs.co.uk/content/dam/europe/kelloggs_gb/pdf/R3_Facts%20about%20Food%20Poverty%20Rep](https://www.kelloggs.co.uk/content/dam/europe/kelloggs_gb/pdf/R3_Facts%20about%20Food%20Poverty%20ReportFINAL.pdf)

⁴⁵ For example, J. T. Cook, D. A. Frank, C. Berkowitz, et al. 'Food insecurity is associated with adverse health outcomes among human infants and toddlers', *The Journal of Nutrition* 2004;134 (6) pp. 1432-38.

⁴⁶ For example, Sharon I. Kirkpatrick, Lynn McIntyre, Melissa L. Potestio, 'Child Hunger and Long-term Adverse Consequences for Health', *Archives of Pediatrics & Adolescent Medicine* 2010, 164(8), pp.754-62. Lynn L. McIntyre, Jeanne V. A. Williams, Dina H. Lavorato, and Scott Patten, 'Depression and suicide ideation in late adolescence and early adulthood are an outcome of child hunger', *Journal of Affective Disorders* 2012, 150(1), pp.123-29.

⁴⁷ Wickham S, Anwar E, Barr B, et al. 'Poverty and child health in the UK: using evidence for action', *Archives of Disease in Childhood* 2016;101, pp.759-66. <https://adc.bmj.com/content/101/8/759>

⁴⁸ Cabinet Office, *Food Matters: Towards a Strategy for the 21st Century*, 2008. p.11. https://webarchive.nationalarchives.gov.uk/20100407165056/http://www.cabinetoffice.gov.uk/strategy/work_areas/food_policy.aspx

⁴⁹ Darren Hughes and Edwina Prayogo, 'A Nutritional Analysis of the Trussell Trust Emergency Food Parcel', Trussell Trust, June 2018. Robbie Davison, 'The Trussell Trust Report: a missed opportunity', Can Cook, June 2018. <http://www.cancook.co.uk/trussell-trust-report-missed-opportunity/>

⁵⁰ Elisabeth Garratt, 'Please sir, I want some more: an exploration of repeat foodbank use', *BMC Public Health* (2017) 17: 828.

⁵¹ Martin Caraher and Sinéad Furey, 'Is it appropriate to use surplus food to feed people in hunger? Short-term Band-Aid to more deep rooted problems of poverty,' Food Research Collaboration, Centre for Food Policy, January 2017. <https://foodresearch.org.uk/publications/is-it-appropriate-to-use-surplus-food-to-feed-people-in-hunger/>

consumption-related health costs have been calculated to be approximately £45 billion annually.⁵² In 2015, one study estimated the total annual public expenditure associated with malnutrition to be £20 billion.⁵³

The stigmatisation of food aid

- 3.40 There is a strong and well-established association between poor mental health and poverty; unsurprisingly, research into the relationship between food insecurity and poor health has highlighted the important link with mental health conditions. Adults experiencing food insecurity are known to be more likely to develop mental health conditions.⁵⁴
- 3.41 The task group felt that the effects of the stigma associated with food poverty and insecurity cannot be understated. In an affluent society, more so perhaps in an affluent area such as Guildford Borough, an inability to feed oneself or one's children and family is viewed as personal failure, even shameful. The task group was advised that feelings of powerlessness, guilt, and exclusion can be associated with food insufficiency or acquiring food in socially unacceptable ways. That proof of extreme food poverty (along with its implicit connotations of personal failure) is sometimes judged necessary, or effective, in order to access emergency food provision is addressed below (see section 5.12).
- 3.42 The disputed significance and meaning of food banks, and food aid in general, has added to the stigma and embarrassment of people in food insecurity, particularly those in food poverty and needing to access emergency food aid. At times those in food insecurity have been almost scorned by some in central government and other commentators who have linked food bank use to a lifestyle choice engaged in by those unable to budget properly or cook for themselves.⁵⁵ Indeed, research has shown much of the national media has supported a perception that people at food banks are there largely due to their own fault: often alluding to inappropriate spending on alcohol, cigarettes, take-aways, big screen televisions, mobile phones, and so on.⁵⁶ Such views are ill-informed, ignorant of the influence of people's environment and circumstances on their decisions, and ultimately unhelpful. Notions of deserving and undeserving poor can be seen within the discourse of food poverty deployed, perhaps in an attempt to shift blame for poverty from financial factors to behavioural ones.
- 3.43 In formulating its recommendations, the task group rejected the concept of the undeserving poor. The task group felt that the concept led to a stereotyping that adds to the stigma associated with food insecurity. On a basic level, to suggest whether some of those in food poverty and insecurity might be responsible for their own plight (for example, through laziness or debt) and therefore undeserving of help, or alternately judged poor and deserving through no fault of their own (for example, through illness, accident, or age), is to call for a moral evaluation. Of course, people may act in ways that are not financially sound or simply make mistakes, but mistakes do not affect everyone equally: the same event or episode will mean poverty for some people and a small discomfort for others.

⁵² Sustainable Food Trust, *The Hidden Cost of UK Food*, November 2017, p.55.

<http://sustainablefoodtrust.org/wp-content/uploads/2013/04/HCOF-Report-online-version-1.pdf>

⁵³ £15.2 billion in healthcare, £4.4 billion in social care. Marinos Elia, *The cost of malnutrition in England and potential cost savings from nutritional interventions (full report): A report on the cost of disease-related malnutrition in England and a budget impact analysis of implementing the NICE clinical guidelines/quality standard on nutritional support in adults*, National Institute for Health Research, 2015, p.1.

⁵⁴ Andrew D. Jones, 'Food Insecurity and Mental Health Status: A Global Analysis of 149 Countries', *American Journal of Preventive Medicine*, 53(2), August 2017, pp. 264-73.

⁵⁵ For examples Patrick Butler, Patrick Wintour, and Amelia Gentleman, 'Tory peer forced to eat her words after claiming poor people can't cook', *The Guardian*, 8 December 2014.

<https://www.theguardian.com/society/2014/dec/08/poor-cannot-cook-peer-eats-words> Paul Vale, 'Michael Gove: 'Families Turn To Food Banks Because Of Poor Financial Management'', *Huffington Post*, 10 September 2013.

https://www.huffingtonpost.co.uk/2013/09/10/michael-gove-families-tur_n_3901443.html?ec_carp=2693124991120650325

⁵⁶ Rebecca Wells and Martin Caraher, 'UK print media coverage of the food bank phenomenon: from food welfare to food charity?' *British Food Journal*, 116 (9), 2014, pp.1426-45. For example Jason Deans, 'Jamie Oliver bemoans chips, cheese and giant TVs of modern-day poverty', *The Guardian*, 27 August 2013.

<https://www.theguardian.com/lifeandstyle/2013/aug/27/jamie-oliver-chips-cheese-modern-day-poverty>

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3.44 The social acceptability of how food is accessed is important, including the upholding of personal dignity. For many, accessing a food handout is a distressing humiliation; there is considerable stigma associated with surplus food – encapsulated in the phrase, ‘leftover food for leftover people’.⁵⁷ Indeed, the task group members encountered a reluctance among meal providers to admit to receiving and redistributing surplus food. The task group noted the value in the four Dignity Principles developed by Nourish Scotland & The Poverty Truth Commission to guide the design and implementation of responses to food insecurity:

1. Involve in decision making people with direct experience.
2. Recognise the social value of food.
3. Provide opportunities to contribute.
4. Leave people with the power to choose.⁵⁸

4. Causes

4.1 The task group’s substantive findings and conclusions are considered below within a discussion of the drivers of food poverty and insecurity and the responses to it.

4.2 The arena and discourse of food poverty and food aid is heavily politicised. The task group felt this was perhaps understandable as the reality of individuals and families too poor to eat suggests a societal failure – more so in a wealthy country such as ours with a welfare state designed to provide a social security safety net.

Drivers of food poverty

4.3 The task group was charged with identifying the reasons for food poverty and why people use food aid. Distinguishing the drivers would help identify solutions. To help accomplish this the task group used evidence from its interviews, referral data from food banks, a qualitative analysis of cases handled by Ash Citizens Advice, and a desktop review of research on the topic.

4.4 Despite assertions from government and others about the complexity of food aid and difficulties in identifying causes of food banks, the reasons why people access food aid are not hard to fathom.⁵⁹

Food bank data

4.5 While the Trussell Trust does not represent all the charitable food aid in the UK, in the absence of government data the Trust’s franchised network does provide a much-cited source of data on food bank referrals and food aid use. Included as part of the information required, food bank vouchers set out to capture the primary cause as determined by the referral agency. Shown below are the primary referral causes to Trussell Trust foodbanks in 2017-2018:

1. Low Income (28.49%)
2. Benefit Delays (23.74%)
3. Benefit Changes (17.73%)
4. Debt (8.53%)

⁵⁷ Professor Elizabeth Dowler quoted in press release accompanying Food Research Collaboration Policy Brief by Martin Caraher and Sinéad Furey, ‘Is it appropriate to use surplus food to feed people in hunger? Short-term Band-Aid to more deep rooted problems of poverty’, Food Research Collaboration, Centre for Food Policy, January 2017. <https://foodresearch.org.uk/publications/is-it-appropriate-to-use-surplus-food-to-feed-people-in-hunger/>

⁵⁸ Nourish Scotland & The Poverty Truth Commission, *Dignity in Practice: Learning, tools and guidance for community food providers*, March 2018, p.2. <http://www.nourishscotland.org/projects/dignity/>

⁵⁹ Witness the apparently stock response of government spokespeople to studies linking welfare benefit delays and sanctions with food poverty and households having to resort to food aid: ‘Reasons for food bank use are complex so it is misleading to link them to any one issue.’ <https://www.theguardian.com/society/2016/nov/14/spike-food-bank-usage-blamed-delays-benefit-claims-frank-field>
<https://www.independent.co.uk/news/uk/politics/universal-credit-government-food-banks-benefits-work-pensions-dwp-charities-mps-dan-jarvis-a8048496.html> <https://www.independent.co.uk/news/uk/home-news/benefit-sanctions-food-bank-use-link-study-linked-trussell-trust-oxford-university-benefits-rachel-a7382476.html>

5. Other (7.57%)
 6. Homeless (5.01%)
 7. Sickness / Ill Health (2.86%)
 8. No recourse to public funds (2.69%)
 9. Domestic Abuse (1.41%)
 - Reasons under 1%: Delayed Wages (0.81%), Child Holiday meals (0.76%), Refused STBA (Short Term Benefit Allowance) (0.40%)
- 4.6 Information provided by North Guildford Food Bank in 2017 about the key drivers of their emergency food aid is consistent with the above breakdown: approximately $\frac{1}{3}$ (31 per cent) of users had benefit problems, $\frac{1}{3}$ (31 per cent) were homeless / delayed wages / debt issues / sickness / domestic abuse and unemployed, and $\frac{1}{3}$ (34 per cent) low income.⁶⁰
- 4.7 Efforts to decide on a primary or perhaps determining element or factor for the use of emergency food aid from a list are not without problems. The requirement to assign a primary factor for a food parcel referral can over-simplify the issues. Evidence of such simplification was presented to the task group by Ash Citizens Advice (CA), in the form of a review of its food bank referral cases.
- 4.8 Ash CA conducted an in-depth analysis of its food aid client cases for a three-month period,⁶¹ the results of which suggested some limitations to a single tick box approach to identifying drivers of food aid. For example, all except one of these case studies involved clients on benefits (and, by definition, on low incomes) and with health issues (as demonstrated by receipt of ESA, DLA, or PIP or by reference to specific health issues). Mental health issues were recorded in almost half of the food parcel referral case studies.⁶² Yet the task group found that information gathered by providers of food aid, together with other sources of evidence, could be usefully exploited to establish the factors contributing to people asking for food aid. Indeed, the task group suggest consideration be given to altering paper food voucher forms by adding the option to specify Universal Credit (UC) as the cause of the referral.⁶³ The reasons for this suggestion are expanded in sections 4.30-4.33.
- The short-term 'crisis'**
- 4.9 The task group was advised by many witnesses that people typically have recourse to food aid when hit with a sudden reduction in household income that in an insecure financial context constitutes a 'crisis.' As case studies shared with the task group illustrate, what constitutes a crisis can vary – from a problem with a benefit payment, sickness, the breakdown of a kitchen appliance, the loss of a purse or wallet, or a theft.
- 4.10 The task group acknowledges that an event or crisis with financial consequences can often not be absorbed by those on a low income, and can stimulate the use of emergency food aid. However, this 'crisis' explanation is far from the whole picture. For some vulnerable households and families there are continuing circumstances and conditions (structural drivers), such as debt and low income, that mean food insecurity is a constant or near unremitting feature of their lives.⁶⁴

⁶⁰ North Guildford Food Bank, year end data for 2017 shared with the task group.

⁶¹ Ash CA shared an anonymised analysis of a client case review for the period December 2017 - February 2018.

⁶² Employment Support Allowance (ESA); Disability Living Allowance (DLA); Personal Independence Allowance (PIP).

⁶³ Increasingly, food banks in the Trussell Trust network are using electronic referrals. Electronic referrals are completed by referral agencies in the same way as paper food bank vouchers and can gather more detailed information about referral reasons. The Trussell Trust, *The Next Stage of Universal Credit: Moving onto the new benefit system and foodbank use*, November 2018, p.9. <https://www.trusselltrust.org/wp-content/uploads/sites/2/2018/10/The-next-stage-of-Universal-Credit-Report-Final.pdf>

⁶⁴ Hannah Lambie-Mumford and Elizabeth Dowler, (2014), 'Rising use of "food aid" in the United Kingdom', *British Food Journal*, 116 (9), 2014, p. 1420. Hannah Lambie-Mumford, Daniel Crossley, Eric Jensen, Monae Verbeke, and Elizabeth Dowler, 'Household Food Security in the UK: a review of food aid', DEFRA, 2014, p.viii. <https://www.gov.uk/government/publications/food-aid-research-report>

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- 4.11 Discourses preoccupied with assigning responsibility for poverty on those experiencing it are discussed below in sections 4.44-4.46. However, such narratives risk overlooking the structural forces at play. In putting forward its understanding of the reasons for food insecurity, the task group supports a wider narrative of structural drivers causing household and individual food poverty and insecurity. As suggested above, people will always act in ways that are not financially sound, make mistakes, or encounter misfortune, but circumstances do not affect everyone equally: the same event or episode will have profound consequences for the most vulnerable and be a mild inconvenience for others. To ignore underlying or structural reasons by emphasising possible individual factors or behaviours misses the wider context.

Cost of living – food prices

- 4.12 The prevailing economic circumstances since the 2008 financial crisis have helped create and drive food aid activity: notably, a higher cost of living and stagnating or (in real terms) declining wages. In particular, high food prices have resulted in food being proportionately less affordable in low-income households, as those on lower incomes spend a higher proportion of their money on food. The largest item of household expenditure for low-income households after housing, fuel, and power costs, is food. As research shows, ‘If you’re in the poorest 10 per cent in the UK, almost 25 per cent of your income will go on food and beverages. If you’re in the rich 10 per cent, it’s just 4.2 per cent.’⁶⁵ The retail price of all food groups has risen between 2007 and 2017 (ranging from 19 per cent to 47 per cent), with food and non-alcoholic drinks increasing overall by 31 per cent.⁶⁶
- 4.13 In addition to spending a higher proportion of their money on food, people on low-incomes may have to pay more depending on where they live and shop. Typically, a food desert is an area poorly served by food stores, in which it is difficult to access healthy food at a good price; for those on low-incomes or with limited ability to travel, the costs of access to low-cost nutritious food can be higher than suggested by a standard analysis of prices.⁶⁷
- 4.14 The task group was advised that for some residents on low incomes in Guildford living in a food desert was an additional difficulty. The task group was informed that local convenience stores inevitably stocked a limited range of food. The Director of Community Services indicated that the establishment of a mobile fruit and veg van was being investigated by the Council (as part of Project Aspire) to help address issues of food availability and affordability. The task group welcome this initiative as a start, but calls for more concerted action (see section 5.37 below).

Cost of living – housing

- 4.15 As part of its investigation, the task group was presented with evidence that the affordability of the private rented sector was a key factor contributing to poverty locally. Investigations of private sector housing costs by Ash CA show rents to be above an affordable level (whether calculated using the government’s National Living Wage or the national median rate).⁶⁸
- 4.16 The Local Housing Allowance (LHA) relevant to the Borough’s area does not reflect actual values in the private rented sector.⁶⁹ For those families and individuals renting in the private sector, the LHA rate is used to calculate housing benefit or the housing element of universal credit;

⁶⁵ Kellogg’s and the Centre for Economics and Business Research, *Hard to Swallow: The Facts about Food Poverty*, 2017, p.16.
https://www.kelloggs.co.uk/content/dam/europe/kelloggs_gb/pdf/R3_Facts%20about%20Food%20Poverty%20ReportFINAL.pdf

⁶⁶ DEFRA, Food Statistics in your pocket 2017: Prices and expenditure, Updated 9 October 2018,
<https://www.gov.uk/government/publications/food-statistics-pocketbook-2017/food-statistics-in-your-pocket-2017-prices-and-expenditure>

⁶⁷ Scott Corfe, *What are the barriers to eating healthily in the UK?*, Social Market Foundation, October 2018.
<http://www.smf.co.uk/wp-content/uploads/2018/10/What-are-the-barriers-to-eating-healthily-in-the-UK.pdf>

⁶⁸ Undertaken by Ash CA in 2016 and 2017. Ash Citizens Advice, *Is the Private Rented Sector Affordable? – Follow up*, 2017.

⁶⁹ Examples provided by Ash CA suggest the LHA rate to be more than £150pcm less than the actual rental cost of a typical one or two-bedroom property, while there is a gap of over £200 pcm between the LHA rate and actual rent for a three-bedroom property.

essentially, housing benefit for private renters.⁷⁰ The task group was advised that targeting rents would be an effective way to help those residents living in poverty (including food poverty). The LHA is currently frozen until 2020. Until 2013 LHA rates were linked to the local housing market to cover the cheapest thirty per cent of homes. Notwithstanding the introduction of extra funding for areas worst affected, the reduced LHA has been found to be contributing to poverty and homelessness.⁷¹

- 4.17 The suggestion was put forward to the task group that action be taken to 'top up' the LHA rate to make rents affordable. Consequently, the task group explored Discretionary Housing Payments (DHPs).⁷²

Discretionary Housing Payments

- 4.18 While some districts and boroughs in Surrey have typically overspent or optimised their DHP fund contribution from central government, until recently Guildford's percentage spend of their DHP allocation has been comparatively, and consistently, low. For instance, the Council spent less than 90 per cent of its allocated £165,930 in 2016/17 and in 2013/14 only 62 per cent of its £206,697 allocation (awarding 191 awards in response to 254 applications, at an average of £781.27). It is essential to note that local authorities must return unspent DHP contributions from central government at the end of each financial year. In addition, the DHP spending of local authorities helps inform the allocation of central government funds in subsequent years. In contrast to Guildford's underspends, Runnymede Borough Council and Spelthorne Borough Council exceeded their respective DHP fund contributions from central government by over 50 per cent in both 2015/16 and 2016/17, and in 2017/18 were again Surrey's two largest overspenders.⁷³
- 4.19 While Guildford's DHP spending increased in 2017-18 to exceed its central government contribution and will do so again in 2018-19, the task group notes that councils can legally spend up to 2½ times this allocation. That is to say, Guildford Borough Council's DHP fund in 2018-19 received a central government contribution of £222,658 and has a legal limit of £556,645, and in 2019-20 will receive £201,084 with the overall fund limit set at £502,709.⁷⁴
- 4.20 The task group questioned whether past underspends by the Council of its central government DHP contribution might be because the Council was wary of running out of government funds too quickly and did not wish to dip into its own finances. However, the group was advised that the Council had regarded DHPs as short-term financial assistance that it would be undesirable to

⁷⁰ Government plans to roll out the LHA rate cap to social housing tenants were dropped in October 2017.

⁷¹ Since 2013 LHA rates have been set using the previous year's rates updated by a flat rate index: the consumer prices index in 2013; one per cent for 2014 and 2015; and from April 2016 until 2020 a freeze. Chartered Institute of Housing, *Missing the Target? Is targeted affordability funding doing its job?*, August 2018.

<http://www.cih.org/resources/PDF/Policy%20free%20download%20pdfs/Missing%20the%20target%20final.pdf>

⁷² Local authorities are able to award DHPs to someone entitled to Housing Benefit or the housing costs element of Universal Credit needing "further financial assistance" with their "housing costs". Wendy Wilson, 'Discretionary Housing Payments,' House of Commons Library, briefing paper 6899, July 2018.

<http://researchbriefings.files.parliament.uk/documents/SN06899/SN06899.pdf>

⁷³ Department for Work and Pensions, 'Use of Discretionary Housing Payments, analysis of end of year returns from local authorities: Data for April 2017 to March 2018', July 2018, p.4.

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/724614/use-of-discretionary-housing-payments-2017-to-2018.pdf Department for Work and Pensions, Housing Benefit Subsidy Circular S1/2019 '2019-20 Discretionary Housing Payments government contribution for English and Welsh local authorities (Revised)', 2019.

<https://www.gov.uk/government/publications/housing-benefit-subsidy-circulars-2019/s12019-2019-20-discretionary-housing-payments-government-contribution-for-english-and-welsh-local-authorities> Surrey County Council, *The Welfare Picture in Surrey: An update report from the Surrey Welfare Coordination Group*, October 2018, pp.19, 32.

⁷⁴ In 2017-18, Guildford Borough Council's DHP scheme had a spend of £258,232 and a central government contribution of £253,784 and in 2018-19 a forecast spend of £257,500 with a central government contribution of £222,658. Department for Work and Pensions, 'Data tables: Use of Discretionary Housing Payments, analysis of end of year returns from local authorities: April 2017 to March 2018', July 2018.

<https://www.gov.uk/government/statistics/use-of-discretionary-housing-payments-financial-year-2017-to-2018>

make residents dependent upon and had instead focused on the affordability issues to minimise shortfalls due to housing costs.

- 4.21 The task group recommends greater efforts to publicise the Council's DHP scheme and encourage applications to the fund. The task group noted that DHPs are available to tenants with social or private landlords, and it is for local authorities to determine how much a household receives and the length of time DHPs are paid. The group was advised that the Council's DHPs are promoted through the service given at the local Citizens Advice, but the Council does not advertise the help available through the DHP fund (other than as part of a homelessness prevention process). Nevertheless, national guidance emphasises the importance of publicising DHPs and puts forward an extensive list of suggestions to raise awareness.⁷⁵ The task group feels that increasing the awareness of DHPs as a source of help for those struggling to pay for housing will improve the effectiveness of the scheme (which has seen an increase despite a lack of publicity).
- 4.22 Available details of the welfare reform for which a DHP was awarded confirm the variations between districts and boroughs in Surrey. Indeed, within the county the administration of DHP varies markedly; if and how much people receive appears to be influenced by their postcode rather than determined by individual circumstances.⁷⁶
- Income stagnation and insecurity**
- 4.23 The rising cost of living, combined with income stagnation, contributes to food insecurity.⁷⁷ Average incomes (after housing costs) for low- and middle-income families are lower in 2016-17 than they were in 2003-04.⁷⁸ In the ten years since the financial crisis, average real wages in the UK have contracted by an average annual rate of 0.3 per cent. Moreover, a report from the Resolution Foundation thinktank reveals it is unlikely that UK real pay levels will return to the pre-crisis level until the 2020s.⁷⁹ The Institute for Fiscal Studies projects that on average for the poorest 15 per cent of households real AHC income will fall between 2014-15 and 2021-22.⁸⁰
- 4.24 Zero-hour contracts that offer no guarantee of work and other often insecure types of jobs have increased markedly following the effects of the financial crisis.⁸¹ In-work poverty, welfare reform, and austerity (frozen benefit levels) are discussed below.

⁷⁵ Suggestions include leaflets and posters, making landlords aware of the scheme, information on local authority and choice-based-lettings websites, raising awareness with social housing tenants and residents' organisations, and targeted communications aimed at those likely to be affected. Department for Work and Pensions, 'Discretionary Housing Payments Guidance Manual: Including Local Authority Good Practice Guide', March 2018, pp.39-40.

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/692240/discretionary-housing-payments-guide.pdf

⁷⁶ Department for Work and Pensions, 'Data tables: Use of Discretionary Housing Payments, analysis of end of year returns from local authorities: April 2017 to March 2018', July 2018, Monitoring Returns.

<https://www.gov.uk/government/statistics/use-of-discretionary-housing-payments-financial-year-2017-to-2018>

⁷⁷ Hannah Lambie-Mumford, Daniel Crossley, Eric Jensen, Monae Verbeke, and Elizabeth Dowler, 'Household Food Security in the UK: a review of food aid', DEFRA, 2014, p.viii. Niall Cooper, Sarah Purcell, and Ruth Jackson, *Below the breadline: the relentless rise of food poverty in Britain*, Church Action on Poverty and Oxfam, 2014. <https://oxfamlibrary.openrepository.com/bitstream/handle/10546/317730/rr-below-breadline-food-poverty-uk-090614-en.pdf?sequence=1>

⁷⁸ Adam Corlett, Stephen Clarke, Conor D'Arcy, and John Wood, *The Living Standards Audit 2018*, Resolution Foundation, July 2018, p.22. <https://www.resolutionfoundation.org/app/uploads/2018/07/Living-Standards-Audit-2018-3.pdf>

⁷⁹ Adam Corlett, Stephen Clarke, Conor D'Arcy, and John Wood, *The Living Standards Audit 2018*, Resolution Foundation, p.31

⁸⁰ Andrew Hood and Tom Waters, *Living Standards, Poverty and Inequality in the UK: 2016-17 to 2021-22*, Institute for Fiscal Studies, 2017, p.6. <https://www.ifs.org.uk/uploads/publications/comms/R127.pdf>

⁸¹ Stephen Clarke and Nye Cominetti, 'Setting the record straight: How record employment has changed the UK', Resolution Foundation, January 2019, p.47. <https://www.resolutionfoundation.org/app/uploads/2019/01/Setting-the-record-straight-full-employment-report.pdf>

Impact of welfare reform and austerity

- 4.25 It is not possible to consider the reasons for food poverty and insecurity without highlighting the role of welfare reform and austerity. The task group heard repeated evidence from experts, including local experts by experience, about difficulties with welfare benefits driving individuals and families into both food insecurity and the use of food aid.
- 4.26 The task group found much evidence to support the contention that changes to the system of benefits for people of working age are a major driver of food poverty. Research by academics, charities, and food providers shows a clear link between welfare reform, austerity, and increasing charity food aid provision.⁸² As indicated above, the failure of benefit levels to cover essential living costs and issues with payments are common reasons for referral to a foodbank. Previous assertions from government denying the link between charitable food aid use and welfare reform are no longer credible to those familiar with the evidence.
- 4.27 A brief examination of the effects of these changes is both necessary and revealing. To aid this discussion some of the main welfare reform changes are outlined at Appendix 5.
- 4.28 An independent evaluation published by the Department for Work and Pensions of the Removal of the Spare Room Subsidy, or so-called bedroom tax, found that 76 per cent of people affected reported having to cut back on food to meet the cut in benefit.⁸³ In Guildford in 2018, almost 300 households remained affected by this under-occupation deduction for working-age claimants in social housing.
- 4.29 Local evidence gathered by the task group confirmed national reports that changes in benefit can lead to a gap in income (for a period of weeks) which benefit claimants frequently lack any reserves to bridge. In addition to these gaps in income, welfare reforms can cause a sudden drop in income. For example, the task group was advised of difficulties Guildford residents had encountered with the transition from Disability Living Allowance (DLA) to Personal Independence Payments (PIP). Due to the different criteria between the two benefits, the change from DLA to PIP could lead to a reduction in income. The task group was advised that challenging a PIP decision was a lengthy process and appeals could take several months.
- 4.30 As noted above, problems with benefit transitions drive up food bank referrals. In particular, the five-week or more wait for a first payment under Universal Credit (UC) has been singled out for criticism. Government figures show that 1 in 6 people do not receive full payment of UC on time. The Trussell Trust is among those questioning why people being transferred from legacy benefits in the roll-out of UC are subjected to a delay given that need has been established under the old benefits or tax credit system.⁸⁴ The judgment of the UN special rapporteur on extreme poverty and human rights about the five-week delay between a UC claim and payment is blunt: 'The rationales offered for the delay are entirely illusory, and the motivation strikes me as a

⁸² Rachel Loopstra, Aaron Reeves, David Taylor-Robinson, Ben Barr, Martin McKee, and David Stuckler, 'Austerity, sanctions, and the rise of food banks in the UK', *BMJ*, 2015; 350. Rachel Loopstra, Jasmine Fledderjohann, Aaron Reeves, and David Stuckler, 'Impact of Welfare Benefit Sanctioning on Food Insecurity: a Dynamic Cross-Area Study of Food Bank Usage in the UK', *Journal of Social Policy*, 43 (3), 2018, pp. 437-57. Niall Cooper, Sarah Purcell, and Ruth Jackson, *Below the breadline: the relentless rise of food poverty in Britain*, Church Action on Poverty and Oxfam, 2014.

<https://oxfamlibrary.openrepository.com/bitstream/handle/10546/317730/rr-below-breadline-food-poverty-uk-090614-en.pdf?sequence=1>

All-Party Parliamentary Inquiry into Hunger in the United Kingdom, *Feeding Britain: A strategy for zero hunger in England, Wales, Scotland and Northern Ireland*, The Children's Society, 2014, p.34.

⁸³ Cambridge Centre for Housing and Planning Research and Ipsos MORI, 'Evaluation of Removal of the Spare Room Subsidy: Final Report', Department for Work and Pensions, December 2015, p.18.

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/506407/rsrs-evaluation.pdf

⁸⁴ Abhaya Jitendra, Emma Thorogood, Mia Hadfield-Spoor, *Left Behind: Is Universal Credit Truly Universal?*, The Trussell Trust, April 2018. <https://s3-eu-west-1.amazonaws.com/trusselltrust-documents/Trussell-Trust-Left-Behind-2018.pdf> 'The next stage of Universal Credit: Moving onto the new benefit system and foodbank use', The Trussell Trust, October 2018. <https://www.trusselltrust.org/wp-content/uploads/sites/2/2018/10/The-next-stage-of-Universal-Credit-Report-Final.pdf>

combination of cost-saving, enhanced cashflows, and wanting to make clear that being on benefits should involve hardship.⁸⁵

- 4.31 Surrey is one of the last areas subject to the full service rollout of UC (October 2018 for Guildford Borough) and the task group could not monitor its impact locally. (In January 2019, the 'managed migration' of approximately 3 million existing eligible claimants on legacy payments was halted by the government following widespread criticism of the extension of the system.) According to Trussell Trust data, in areas of full roll out of UC there is a demonstrable increase in demand in local food banks:

On average, 12 months after rollout, foodbanks see a 52% increase in demand, compared to 13% in areas with Universal Credit for 3 months or less. This increase cannot be attributed to randomness and exists even after accounting for seasonal and other variations.⁸⁶

- 4.32 Research commissioned by Gateshead Council has linked the roll out of Universal Credit with increasing food poverty and insecurity (as well as debt, rent arrears, extreme hardship, and serious consequences for health and wellbeing).⁸⁷ The task group was advised that a review of case studies locally by Ash Citizens Advice had confirmed that changes in benefit often led to a gap in income that caused hardship.
- 4.33 The task group was informed that the Council had previously provided information about Universal Credit to local food banks in the Borough. With reference to the roll out of Universal Credit, and notwithstanding the government commissioning Citizens Advice to provide Universal Support for Universal Credit claimants, the task group felt that a forum or similar gathering to raise awareness of the issues and provide updates would be beneficial. The task group suggest that such a forum consider the matter once the 2019 pilot scheme has been assessed and the future of UC is clearer.
- 4.34 The effect of the policy to limit benefits based on the number of children, the so-called 'two child policy' introduced by the Welfare Reform and Work Act 2016, is estimated to push an additional 260,000 children across the UK into poverty by 2019-20, representing a 10 per cent increase in child poverty. A similar number of children already living below the poverty line will fall deeper into poverty. However, the local impact of the limit is unknown.⁸⁸
- 4.35 Since 2016, the majority of working age benefits have been frozen as a key austerity measure. This follows the government switching the indexing of benefit rates to the CPI rate of inflation and then capping most increases at one per cent for three years, thus ending the link between benefits and price rises. Overall, the real cut to many benefits from the four-year freeze alone has been shown as over 6 per cent. The overall impact of the four-year freeze will have been to reduce working-age household incomes by £4.4 billion. Analyses show the extent to which the freeze has eroded the value of benefits, meaning almost half a million more people will be in

⁸⁵ Professor Philip Alston, *Statement on Visit to the United Kingdom*, London, 16 November 2018. p.5. https://www.ohchr.org/Documents/Issues/Poverty/EOM_GB_16Nov2018.pdf

⁸⁶ The Trussell Trust, *The Next Stage of Universal Credit: Moving onto the new benefit system and foodbank use*, November 2018, p.4. <https://www.trusselltrust.org/wp-content/uploads/sites/2/2018/10/The-next-stage-of-Universal-Credit-Report-Final.pdf>

⁸⁷ Mandy Cheetham, Suzanne Moffatt, and Michelle Addison, "It's hitting people that can least afford it the hardest" the impact of the roll out of Universal Credit in two North East England localities: a qualitative study,' Gateshead Council and FUSE, November 2018, p.23. https://www.gateshead.gov.uk/media/10665/The-impact-of-the-roll-out-of-Universal-Credit-in-two-North-East-England-localities-a-qualitative-study-November-2018/pdf/Universal_Credit_Report_2018pdf.pdf?m=636778831081630000

⁸⁸ Deven Ghelani and Giovanni Tonutti, Briefing paper 'The impact of the two child limit to tax credits', Policy in Practice, April 2017, pp.9-10. http://policyinpractice.co.uk/wp-content/uploads/2017/04/Limiting-Child-Tax-Credits-to-Two-Children_PIP_Briefing-Paper_April2017.pdf

poverty in 2021 than if benefits had kept pace with inflation; indeed, the Joseph Rowntree Foundation has claimed the freeze is the ‘biggest policy driver’ of increasing poverty.⁸⁹

- 4.36 Introduced as a work incentive, the Benefit Cap reduces the amount households can claim in a year; in areas outside London the cap is currently set at £13,400 for single adults (£258 a week) and £20,000 for couples and families (£385 a week). In Britain, since the introduction of the benefit cap in 2013 to August 2018 almost 200,000 households have had their Housing Benefit or Universal Credit capped: over 60 per cent of those capped were single-parent families and over 90 per cent of households capped have dependent children. In Guildford Borough in the same period, 311 households have had their benefits capped, 75 per cent of which were single-parent families and 93 per cent households with dependent children. At August 2018 there were 104 households in the Borough affected by the benefit cap, losing between a few pence to over £200 per week.⁹⁰
- 4.37 In 2017, the task group was advised by the Council’s then Head of Housing Advice that there was an association between the reduction in the benefit cap in 2016 and an increase in use of emergency food aid.⁹¹
- 4.38 The task group notes that it is not within their remit to assess a social policy seemingly driven by continued austerity and welfare reform. Nonetheless, the task group members feel it is difficult to avoid concluding that changes to the system of benefits for people of working age, introduced against the backdrop of austerity, are a major driver of food poverty and insecurity.

The failing social security safety net

- 4.39 Social security was conceived as a safety net to protect citizens from want. However, critics of welfare reforms in the era of austerity observe that elements of the system designed to provide a social security safety net are actively contributing to poverty rather than tackling it. Breaking the link between benefits and price rises has meant benefit levels have failed to keep pace with essential living costs. Adjusted for inflation, the levels of some benefits have been shown to be at their lowest for decades. For example, in April 2019 unemployment benefit (jobseekers allowance) will be lower than it was in April 1991.⁹² A comparison of welfare regimes across Europe confirms that if social security spending is low (such as in the UK) then social protection becomes insufficient to protect people from economic hardship and an increase in food insecurity can be expected to follow.⁹³
- 4.40 Information and research considered by the task group alludes to a contrast in the incidence of food insecurity among those of working age and older people over pension age. Food banks in Guildford reported few elderly users and Ash CA did not have many clients over pension age. The task group was informed that generally if entitlements were claimed, particularly Pension Credit, then a food parcel would not be needed by the elderly as they had been protected from elements of the welfare reform changes. Furthermore, the task group was advised that there had not been a single food aid client over 65 years of age within the three-month period of Ash CA’s case studies review. However, the task group felt this difference might be explained by the

⁸⁹ Adam Corlett, ‘Despite “the end of austerity”, April promises another deep benefit cut’, Resolution Foundation, October 2018. <https://www.resolutionfoundation.org/media/blog/despite-the-end-of-austerity-april-promises-another-deep-benefit-cut/> Katie Schmuecker, ‘Briefing for November 2017 Budget: Incomes not keeping up with prices’, Joseph Rowntree Foundation, October 2017. <https://www.jrf.org.uk/report/briefing-november-2017-budget>

⁹⁰ There are no instances of Universal Credit being capped in Guildford. Department for Work and Pensions, Benefit cap: GB households capped to August 2018, Tables, November 2018, Tables 1 and 12. <https://www.gov.uk/government/statistics/benefit-cap-number-of-households-capped-to-august-2018>

⁹¹ Prior to November 2016 the caps outside London was set at £500 a week for couples and families and £350 for single adults.

⁹² Adam Corlett, ‘Despite “the end of austerity”, April promises another deep benefit cut’, Resolution Foundation, October 2018. <https://www.resolutionfoundation.org/media/blog/despite-the-end-of-austerity-april-promises-another-deep-benefit-cut/>

⁹³ Rachel Loopstra, Aaron Reeves, Martin McKee, and David Stuckler, ‘Food insecurity and social protection in Europe: Quasi-natural experiment of Europe’s great recessions 2004-2012’, *Preventative Medicine* 89 (2016), pp.44-50.

elderly being more reticent to ask for help than younger people, rather than a lack of need. In addition, testimony from food banks that deliver food parcels to Guildford Borough residents confirms that mobility problems can make accessing emergency food aid difficult for the elderly.

In-work poor

- 4.41 Government responses to criticism of welfare reform and austerity typically refer to incentivising paid work and ‘making work pay’ as if work is the solution to poverty. And yet the Trussell Trust states that approximately 1 in 6 of the people referred to their food banks are in work.⁹⁴ Researchers have found that a majority of people living in poverty in the UK are in households where someone works. In 2016/17, almost 3 million of those living in poverty were in families where all adults worked full-time.⁹⁵ Rising costs of living, low pay, and higher job insecurity (exemplified by the rise of zero hours contracts), means that work per se does not solve poverty.

The Living Wage

- 4.42 In 2016, the government introduced a ‘National Living Wage’ – a higher minimum wage rate for all staff over 25 years of age. However, the national living wage is not based on actual living costs, but aims to reach 60 per cent of median earnings by 2020 (currently it is 55 per cent, or £7.83 per hour).⁹⁶ To underline the principle that pay should reflect living costs, the task group recommends that the Council becomes an accredited real Living Wage Employer with the Living Wage Foundation and promotes the scheme locally to other employers.
- 4.43 To become an *accredited* Living Wage Employer, and join the hundreds of already accredited public sector employers, would require the Council to commit to a plan to pay contractors the real living wage. The task group was advised that the Council currently pays the UK Living Wage to all staff in established posts or with fixed term contracts. Other arrangements are in place for casual workers, interns, apprentices, and staff who have transferred into the Council under TUPE.

Individual behaviour and responsibility (budgeting and food skills)

- 4.44 Despite the numerous, evidentially sound, structural drivers of poverty identifiable, views assigning primary responsibility for poverty on those experiencing it are far from uncommon.⁹⁷ As suggested above, a common theme in discourses around food poverty is to question the financial management, spending decisions, and food skills of low-income households.⁹⁸ Questioning from the task group confirmed a belief that users of local food banks sometimes lack budgeting skills (with the particular examples of mobile phone contracts and loans cited). However, actual research into the approaches employed by people on a restricted budget has shown often complex household management strategies and knowledge (and a desire) to eat healthily.⁹⁹ In short, the idea that financial mismanagement is a widespread cause of food insecurity is refuted by the evidence.
- 4.45 Similarly, the task group felt that there are more convincing explanations for food poverty than a lack of food skills.¹⁰⁰ This is not to argue that cookery or budgeting skills should not be offered to those in food insecurity – indeed, the task group proposes measures in this area. Rather it is to

⁹⁴ Rachel Loopstra and Doireann Lalor, *Financial insecurity, food insecurity, and disability: The profile of people receiving emergency food assistance from The Trussell Trust Foodbank Network in Britain*, Trussell Trust, July 2017, p.ix.

⁹⁵ Social Metrics Commission, *A new measure of poverty for the UK: the final report of the Social Metrics Commission*, September 2018, p.86. <https://socialmetricscommission.org.uk/MEASURING-POVERTY-FULL-REPORT.pdf>

⁹⁶ See Living Wage Foundation website. <https://www.livingwage.org.uk/what-real-living-wage>

⁹⁷ Rebecca Wells and Martin Caraher, ‘UK print media coverage of the food bank phenomenon: from food welfare to food charity?’, *British Food Journal*, 116(9), 2014, p.1436.

⁹⁸ Report of the All-Party Parliamentary Inquiry into Hunger in the United Kingdom, *Feeding Britain: A strategy for zero hunger in England, Wales, Scotland and Northern Ireland*, 2014, p.29.

⁹⁹ For example, Elizabeth Dowler and Hannah Lambie-Mumford, ‘How Can Households Eat in austerity? Challenges for Social Policy in the UK’, *Social Policy & Society* 2015 14:3, pp.419-20.

¹⁰⁰ For a satirical comment on approaches that centre on the behaviour of individuals experiencing food poverty see the microplay, ‘Britain Isn’t Eating’ *The Guardian* 17 November 2014:

<https://www.theguardian.com/stage/video/2014/nov/17/britain-isnt-eating-microplay-guardian-royal-court-video>

underline that it is fundamentally wrong to see the provision of such skills as a solution to food poverty and equally misplaced to condemn and apportion blame for a lack (or supposed lack) of skills that many of us do not possess or demonstrate.¹⁰¹

- 4.46 Approaches focusing on budgeting and food skills constitute a downstream intervention whereas the task group feel there is a need to look upstream and address the fundamental structural reasons for food insecurity. Ultimately, in the face of dramatically reduced public expenditure on social security and other structural drivers for food insecurity, narratives that focus on individuals' behaviour and attempt to frame responsibility for food poverty and insecurity on those suffering it are flawed.¹⁰²

Community resilience

- 4.47 The task group judge it appropriate to point out that an emphasis on developing community resilience and placing solutions at a community level – such as occurs with the Council's Project Aspire – risks downplaying structural drivers and accentuating individual behaviours and responsibilities. The task group questions whether developing community resilience is a strategic approach to tackle food poverty or a response led by available resources. The task group is aware of accusations that enabling communities to develop resilience can be viewed as a smoke-screen to justify those budget cuts to local authorities that can affect the most vulnerable in society. In addition, the task group rejects the view put to it by a senior Council officer that if food poverty needs existed then local people and organisations would adapt to meet them.

Brexit

- 4.48 Given the UK's exit from the EU, the plight of food insecure families is unlikely to improve. Brexit is predicted to increase food prices. Research has concluded that any increase in food prices because of Brexit will add to the number of food insecure households. The impact on nutrition is unclear with 40 per cent of vegetables and over a third of fruit purchased in the UK coming from the EU.¹⁰³ The Joseph Rowntree Foundation predicts poverty rates to be not greatly affected by Brexit, so long as future governments uprate benefits to account for inflation – failure to do so could mean an additional 900,000 people in poverty by 2030.¹⁰⁴

5. The local response

- 5.1 The above examination and assessment of the causes of food insecurity was necessary before an evaluation of the response to food poverty in Guildford Borough, including the accessibility, appropriateness, and effectiveness of food aid provision locally. As will be seen, the current model of food aid provision in the Borough is grounded in addressing food poverty and insecurity in the short-term. This stopgap model accords with the crisis narrative of food poverty identified above.
- 5.2 Before reviewing the actions of local government to food poverty and insecurity, the response from the third sector is considered.

Charity

- 5.3 Food banks are perhaps the most well-known example of the charitable sector's response to food poverty. As outlined above, there are two food banks within the Borough providing emergency food aid parcels from four locations. In addition, Ash Citizens Advice distributes food parcels provided by Farnham Food Bank and North Guildford Food Bank provides Guildford Citizens Advice with a supply of two-person emergency bags for clients. Significantly, residents from across the Borough are accessing food banks at Woking, Cobham, Farnham, Dorking, and

¹⁰¹ Jesse Bauman, "Poor People Can't Cook," and other myths', Food Secure Canada, August 2014.

<https://foodsecurecanada.org/resources-news/blogs-discussions/poor-people-cant-cook-and-other-myths-0>

¹⁰² Elizabeth Dowler and Hannah Lambie-Mumford, 'How Can Households Eat in austerity? Challenges for Social Policy in the UK', *Social Policy & Society* 2015, 14:3, p.424.

¹⁰³ House of Lords European Union Committee, 'Brexit: food prices and availability', May 2018, HL129, p.4.

¹⁰⁴ Joseph Rowntree Foundation briefing, 'How could Brexit affect poverty in the UK?', September 2018, pp.12,13. <https://www.jrf.org.uk/report/how-could-brexit-affect-poverty-uk>

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Appendix 1

Farnborough. The Salvation Army is long established in Guildford town and North Guildford Food Bank opened in late 2012. The opening times of the three North Guildford Food Bank locations are detailed in Appendix 3.

- 5.4 Given the incidence of food insecurity indicated by current food parcel levels for residents in food poverty and feedback from officers working with food insecure households, the task group suggest that there might be advantages to a further staggering or extension of the opening times of food bank locations within the Borough. This measure might be expected to increase accessibility. In addition, the task group noted that some food banks (notably Cobham) delivered to people unable to physically access the food bank, sometimes due to mobility issues or the expense of collecting from food banks.
- 5.5 Similarly, individual officers from the Council's Family Support Team confirmed the difficulties within Guildford of accessing food banks, particularly for those unable to drive or afford public transport, and indicated that they often collected food bank parcels for client families in such circumstances. The need for improved access to food banks in the Borough was identified, with the task group advised that Council officers were contacted by families without food on days when no food bank was open. The task group supports the proposal from these frontline officers for food parcels to be available in more places around the community for families to access when required.
- 5.6 In addition to the identified areas of urban deprivation where the Council traditionally targets its efforts, rural areas in the Borough are affected by food poverty and insecurity. The task group was informed of the mix of economic circumstances across villages in the Borough, geographically isolated low-income families, and the difficulties of accessing food provision in affluent areas such as the Horsleys, particularly as public transport was in all likelihood not affordable to those in food poverty. The existence of food poverty in rural areas of the Borough is confirmed by food parcel data in Appendix 4.
- 5.7 Research has shown that the religious setting in which charity food aid is offered, in contrast to the neutrality of state social provision, can be expected to raise issues for some people to such an extent that it may affect attendance. The task group suggest that to increase access and avoid unintentionally excluding anyone, there should be no faith-based obligations, questions, or interventions with food aid users at any stage of a visit. The list of voluntary and community groups in Appendix 3, together with the interviews undertaken by the task group members, confirms a religious impetus behind the provision of food aid in the Borough. The Trussell Trust identifies itself as a charity based on Christian principles. Everyone that the task group spoke to involved in food aid provision locally recognised that faith should not be a barrier to access, although many of the ventures were based in churches. However, on occasion the task group encountered a desire, if not an expectation, that clients would engage with Christian doctrine or symbols.

A Forum for the Borough

- 5.8 In framing suggestions relating to the third sector, the task group members are particularly mindful of the possible sensitivities of local government being seen to direct voluntary food aid organisations. Extending or formalising the voluntary sector's response to food insecurity raises both practical and conceptual concerns. During its review, the task group came across the example of the NG7 food bank in Nottingham that closed in protest at the local authority's use of it as a reason to avoid paying out hardship funds.¹⁰⁵ While NG7 was a rare response, the task group did find consistently that local food banks organisers and volunteers held concerns about the perceived long-term role of food banks as an answer to food insecurity or being viewed as

¹⁰⁵ After opening in 2012, the NG7 food bank closed in 2014 in protest at the local authority's use of it as a reason to avoid paying out hardship funds. As the final update from the food bank stated, '[W]e have recognised that we are not being used as a temporary service of last resort, but rather being seen as a part of the long term strategy of replacement for statutory services, who have a duty and the resources to address a large part of the need.' NG7 Food Bank, Facebook, 25 November 2014 [accessed 29 January 2019].

https://www.facebook.com/Ng7FoodBank/posts/681857565260824?tn_ik=R

part of the social security safety net. Pointedly perhaps, the task group was advised that Council efforts in 2016 to establish a food bank forum in the Borough came to nothing.

- 5.9 From the information gathered, the task group noted that there were potential advantages from continued familiarisation between local food banks, particularly Trussell Trust and independent operators. Needs might differ between food banks (although running operations from halls often without sufficient storage seemed a near constant issue). The task group felt that food banks might benefit from networking and co-ordination in areas such as volunteers, premises, drivers, and donor networks.
- 5.10 The task group recommends the Council facilitate an inaugural food insecurity forum for the Borough with the objective of further developing the network of emergency food aid provision in the Borough. Invited forum members would include stakeholders, charities, churches, schools, sheltered housing, supported accommodation providers, and food bank referrers. Through the forum, training and briefings on subjects such as safeguarding, food safety, and customer care could be offered. The task group was made aware that the Council had run a workshop for food bank referrers around 2014, but members were disheartened to find that the lessons learnt and best practice from the event seem to have been lost to the Council following staff restructuring.¹⁰⁶

The referral gateway

- 5.11 Although keen to point out that they do not turn away anyone in need, the food banks known to be used by Borough residents ostensibly operate on a referral-only basis. To state the obvious, food charity is not a right or entitlement akin to social security, and this compounds the stigma and embarrassment felt by recipients. Access to local food banks is mediated through a system that normally requires a professional to verify the needs of those referred through the issue of a voucher (an example is included at Appendix 6). Through this mechanism the state is pushing citizens in food poverty towards charities. The benefits of this referral approach, as presented to the task group, are that individuals visiting the food bank are not asked to demonstrate their poverty and food bank volunteers and donors are reassured that their respective efforts and donations are going to those in need. In short, no-one is 'taking advantage.' However, members of the task group met residents who described how their usage of food bank vouchers had been challenged at a local food bank (with the result that they subsequently avoided visiting the food bank in question).
- 5.12 By insisting on referrals, food banks risk invoking the long-established narrative of a 'deserving poor' and, implicitly, reinforcing a negative stereotype of an 'undeserving poor'. As we have seen above, such a discourse is unhelpful; the desirability and effects of distinguishing between those in genuine need and others, along with the rationale for it, are questionable.
- 5.13 The task group believe that rather than restricting emergency food provision by gatekeepers, access should be broadened. Hence, the task group members support an increase in the number of agencies able to provide referrals (including the possible addition of suitably trained councillors), along with a more radical widening of access through accepting self-referrals. Specifically, the task group recommends that food banks consider accepting initial approaches by users without a formal referral in order to minimise the distress for anyone approaching a food bank for the first time. A change to self-referral would widen emergency food provision to include residents who may not be accessing other services or may not be able to request a referral.
- 5.14 Along with self-referrals, the task group advocates lifting the current referral limit rules operated by local food banks. A three-voucher referral limit in any six-month period is common for Borough residents, with a fourth referral sometimes triggering a phone call to the referring agency for further information. The task group heard evidence suggesting that this limited referral policy appears intended to discourage dependency on the service, rather than address a concern that because supplies are limited or variable a limit on the number of visits and the amount of food distributed is required.

¹⁰⁶ Surrey County Council Public Health, *Food Access Needs Assessment 2014*, p.10.
<https://www.surreyi.gov.uk/dataset/food-access-needs-assessment-2014>

- 5.15 Given the structural nature of the causes of food insecurity, especially the periods of low or no income associated with welfare reform and austerity, the task group questioned the effectiveness of a restrictive model of limited referrals. On more than one occasion the task group was advised by food bank organisers of a wariness or concern about creating a dependency amongst those accessing the aid. Yet, the testimony of the same food bank organisers juxtaposes the three-referral model with the discretion required to help people affected by benefit claims delayed by weeks. The task group notes that the Trussell Trust advocates that after someone has been referred to a food bank three times, the food bank manager should contact the referral agency to check the household is receiving the statutory and other support needed.
- 5.16 The task group heard suggestions from many witnesses, including local food bank users, that the cap of three food bank vouchers per individual be removed, if not completely then certainly during the roll out of Universal Credit in the Borough. The task group would encourage food banks to review their policy for helping people in need to ensure its flexibility. As a first step, the task group asks consideration be given to the introduction of a ten-visit limit, obviously subject to supplies being sustainable.
- 5.17 In light of the array of structural drivers of poverty, any limiting of emergency food aid users to just a handful of visits to ensure they do not develop a possible dependency on it seems a secondary or misdirected concern. Efforts to make a system punitive to dissuade possible abuse (by introducing barriers to filter out all but the most desperate or determined) can appear misplaced. The task group members are not naïve; they conclude that occasional attempted abuse (of which very few examples were relayed to the group) is a price worth paying to help those individuals and families in need.

Short-term emergency food aid

- 5.18 Almost all the charity food aid providers the task group spoke to were adamant that the service they provided was intended to be short term emergency provision. The task group agrees that it is essential that short-term emergency responses do not become mistaken for long term solutions. The task group believe it is vital to be aware of the dangers and implications in the changing narrative of charity food aid: from something abnormal and short term – essentially thrown up by recession – to more recent portrayals as a normalised and long-term feature of society.
- 5.19 Somewhat curiously, after railing against a normalisation or institutionalisation of food banks and any reliance on charitable food to address structural causes of food insecurity, in early 2018 the Trussell Trust entered into a three-year, £20 million partnership with Asda (and FareShare) to combat food poverty and food insecurity through an expansion of its infrastructure.¹⁰⁷ The task group noted the criticisms of this expansion from within the third sector, particularly the institutionalisation of the ‘poor-food-for-poor-people’ model or the notion that for the poor some food is better than no food.¹⁰⁸

Food waste: the other side of the coin?

- 5.20 Part of the remit for the task group was to evaluate the strategic approaches proposed to tackle food poverty – a necessary step in the process of developing recommendations. At the outset of

¹⁰⁷ See Asda news release, ‘Asda, FareShare and The Trussell Trust launch £20 million partnership to help one million people out of food poverty’, 8 February 2018. <https://corporate.asda.com/newsroom/2018/02/08/asda-fareshare-and-the-trussell-trust-launch-20-million-partnership-to-help-one-million-people-out-of-food-poverty> For the Trussell Trust’s announcement see <https://www.trusselltrust.org/2018/02/09/new-partnership-fareshare-asda/> For a critique see, Independent Food Aid Network, ‘Our response to the Asda, Fareshare & Trussell Trust Announcement’, 10 February 2018. <http://www.foodaidnetwork.org.uk/asda-response> The Trussell Trust has stated that it does not apply for or receive Government funding to ensure ‘both independence of voice and that we do not become part of the welfare state.’

¹⁰⁸ Robbie Davison, ‘A Third Sector Plan to Institutionalise Food Poverty’, Can Cook, February 2018. <http://www.cancook.co.uk/third-sector-plan-institutionalise-food-poverty/> The Trussell Trust advised the group that its funds have gone into direct grants to food banks doing additional services and a three-year research project with Heriot-Watt University into the reasons behind food bank use.

its review, the task group was eager to explore the feasibility of using waste food, or ‘surplus food’, from the food industry to address food poverty and insecurity. There is an estimated total of 10 million tonnes of food and drink waste occurring post-farmgate annually in the UK, with the food industry wasting 1.9 million tonnes (of which over half is edible, with or without further processing).¹⁰⁹ Put simply, it initially seemed to the task group that connecting surplus food and hungry people would tackle both issues. Advocates of redistributing surplus food present it as a win-win, ‘turning an environmental problem into a social solution.’

- 5.21 However, as the task group’s review progressed and its understanding of the causes of food insecurity developed, it became clear that while surplus food might reduce food poverty there was very little evidence to suggest it would solve the issue or tackle food insecurity. There is an established body of academic research concluding that food donation can support the fight against food poverty in the short-term only.¹¹⁰
- 5.22 The task group accepts that without emergency food aid it is difficult to see where people in need can turn while longer term solutions to the issue of food poverty are sought. The task group’s desire to avoid entrenching an inadequate system is not to disparage food donation or the redistribution of surplus food, much less the efforts of the volunteers involved. Indeed, the task group welcomes the proposed expansion of FareShare Sussex into the Guildford area as outlined in section 3.25 above. Nor is the task group denying that food waste is a significant global issue, with environmental impacts both in terms of producing food, which is then wasted, and the additional emissions of food disposed of in landfill. However, the task group seeks to draw attention to the confusion of the two separate issues of food insecurity and food waste as a mutual solution. Food surplus is decidedly not the ‘other side of the coin’ as some have suggested.¹¹¹
- 5.23 The morality of sending food to anaerobic digestion or landfill while people go hungry is an emotive argument for using surplus food, but the consequences of pursuing surplus food as the solution to food insecurity are profound. Championing the redistribution of waste food asks one to set aside several concerns: for example, the dignity and choice for recipients; the inherently ad hoc, limited, and randomised nature of the supply; the ethics of citizens being dependent on charity for essential needs; and the lack of social security. Food transfers are not the most efficient or effective way to ensure food security.
- 5.24 Research on models of food charity deployed in North America has indicated several advantages to the food industry and to government from using waste food to address food insecurity. Besides burnishing corporate philanthropy and social responsibility credentials, redirecting surplus food to charities avoids the cost to the food industry of landfill disposal. For government, the use of surplus food for emergency food aid can depoliticise the issues of food poverty with a narrative that promotes in-kind food relief in place of a political response (for example, welfare entitlements).¹¹² The task group agreed it was increasingly unlikely the public would disaggregate the issues of surplus food and food insecurity in light of the political and media momentum to combine the two. Pointedly, in October 2018 the government announced a

¹⁰⁹ House of Commons Environment, Food and Rural Affairs Committee, ‘Food waste in England’, April 2017, HC429, p.9. Julian Parfitt, Stuart Woodham, Elanor Swan, Tecla Castella, and Andrew Parry, *Quantification of food surplus, waste and related materials in the grocery supply chain*, WRAP, 2016, p.2. [https://www.farminguk.com/content/knowledge/Quantification-of-food-surplus-waste-and-related-materials-in-the-grocery-supply-chain\(4040-684-286-3476\).pdf](https://www.farminguk.com/content/knowledge/Quantification-of-food-surplus-waste-and-related-materials-in-the-grocery-supply-chain(4040-684-286-3476).pdf)

¹¹⁰ Martin Caraher and Sinéad Furey, ‘Is it appropriate to use surplus food to feed people in hunger? Short-term Band-Aid to more deep rooted problems of poverty’, Food Research Collaboration, Centre for Food Policy, January 2017. <https://foodresearch.org.uk/publications/is-it-appropriate-to-use-surplus-food-to-feed-people-in-hunger/> Graham Riches, *Food Bank Nations: Poverty, Corporate Charity and the Right to Food*, Routledge, 2018.

¹¹¹ Doireann Lalor, ‘Feeding the Gaps: Food poverty and food surplus redistribution in Oxford’, CAG Oxfordshire, 2014, p.4. <https://cagoxfordshire.org.uk/wp-content/uploads/2016/07/Feeding-The-Gaps-Report-2014.pdf>

¹¹² Graham Riches, ‘Food Banks and Food Security: Welfare Reform, Human Rights and Social Policy. Lessons from Canada?’, *Social Policy and Administration* 36(6): pp.648-63. https://www.historyofsocialwork.org/1967_food_banks/2002%20Riches%20food%20banks.pdf

planned £15m fund to subsidise the diversion of surplus food from the food industry to charities.¹¹³

- 5.25 Academics warn that the practice of using surplus food to feed food insecure people will undermine calls for action to both reduce the production of surplus food and to address underlying, upstream drivers of food poverty.¹¹⁴ Reviewing the evidence available, the task group judge that to be effective action needs to get upstream and address the cause of food poverty. The task group's concerns about the irrationality of concentrating on short term responses to food poverty at the expense of putting into place a long-term solution to address the root causes is neatly illustrated by the parable of the river.¹¹⁵
- 5.26 The task group is aware that a review singling out 'food' poverty is likely to be seen as encouraging a focus on food, feeding, or food-centred strategies as a solution. To be sure, at the outset of the review it appeared to the task group that linking surplus food and hungry people would tackle both issues. As described above, as its review has progressed the task group has resolved that the issue is the structural causes of poverty, not food poverty as such. Yet, selecting food poverty does underline the extent to which the social security safety net is failing and social policy appears driven by austerity and welfare reform. And it has an undeniable emotive impact, which for some symbolises the effects of austerity.
- 5.27 The task group's review confirmed that there are positive aspects of food waste redistribution that do not distract from tackling the structural drivers of household food insecurity. These include pay-as-you-feel cafes and social supermarkets where the end beneficiary makes a nominal payment in exchange for receiving food or meals. The review learnt of a desire for a pay-as-you-feel café (the Trash Canteen) at the Boileroom in Guildford town.
- 5.28 Similarly, the task group welcomes the reported progress of a possible community fridge at the Park Barn Centre. While the primary goal of a community fridge is to reduce food waste, it aims to give people facing hardship access to fresh food. The task group noted that a community fridge scheme in Dorking uses surplus food collected from local supermarkets and a weekly delivery from FareShare.¹¹⁶

Expanding the Food Bank Plus Model

- 5.29 The *Feeding Britain* report from the All Party Parliamentary Task group on Hunger advocated a 'One Stop Shop/Food Bank Plus' approach to poverty, whereby expert advisors are placed into emergency food projects to help people.¹¹⁷ In turn, this reflected the Trussell Trust's submission to the parliamentary group, promoting a similar 'More Than Food' co-location of additional services within foodbanks. On balance, the task group supports the provision of such services,

¹¹³ Megan Tatum, 'Michael Gove commits £15m to subsidise redistribution of food', *The Grocer*, 1 October 2018. <https://www.thegrocer.co.uk/home/topics/waste-not-want-not/food-waste-government-commits-15m-to-subsidise-redistribution/572198.article>

¹¹⁴ Valerie Tarasuk, 'A critical examination of community-based responses to household food insecurity in Canada', *Health Education & Behavior*, 2001, 28(4), p.489.

¹¹⁵ The parable, in which preoccupations with short-term emergency efforts mean that upstream solutions are neglected, is summarised below: One day a resident of the community sees a baby floating down the river. She rushes out to rescue it, and, with the help of her neighbours, finds dry clothing, a cot, and a blanket. The next day two babies are rescued, and the day after that several more. Soon the babies are arriving in large numbers, and they become a regular feature of life in the village; very nearly the whole village becomes involved in rescuing them. Finally, one of the villagers suggests making an expedition upstream, to see how the babies are getting into the water in the first place. The villagers, however, are afraid to take time and energy away from the immediate rescue project, afraid that babies will drown if they are not there to save them. Janet Poppendieck, *Sweet Charity?: Emergency Food and the End of Entitlement*, New York, 1998.

¹¹⁶ www.dorkingcommunityfridge.co.uk Alex Boyd, 'Volunteers at Dorking Community Fridge save 10 tonnes of supermarket food from wastage', *Surrey Live*, 3 July 2018. <https://www.getsurrey.co.uk/news/surrey-news/volunteers-dorking-community-fridge-save-14827006>

¹¹⁷ All-Party Parliamentary Inquiry into Hunger in the United Kingdom, *Feeding Britain: A strategy for zero hunger in England, Wales, Scotland and Northern Ireland*, 2014, p.18. The task group received support for such a general approach from officers within the Council's Family Support Team. <https://www.feedingbritain.org/Handlers/Download.ashx?IDMF=d71439a6-8788-4c31-9a05-bd0ec707f252>

particularly as part of a wider umbrella project delivering a range of individual projects such as occurs at Woking's Lighthouse centre.

- 5.30 The anxiety from having to access a food bank can be lessened by locating the service in a building with other uses; the task group was informed that Woking's Lighthouse was intended to feel like a community space rather than premises set aside for those in need. The task group understands that the availability of accommodation will determine the feasibility of such a community hub in the Borough and welcomes the Council's ongoing efforts to help identify a property for a Lighthouse base. The task group recommends that the Council prioritise and progress such a Lighthouse style approach.
- 5.31 At the Lighthouse centre, the task group witnessed a range of individual projects (including a food bank) in a venue that people visited for reasons other than food aid. One of the projects within the centre is Foodwise, which the task group understands the Council has made efforts to help introduce within the Borough. This charity trains people to cook low cost nutritional food on a budget. The training, equipment and food is offered free of charge (with enough food provided to feed the immediate family of the participant).
- 5.32 The task group felt that organisations operating food banks consider a name change to exclude the term 'food bank'. The task group consider the term carries a stigma and, especially if there are other services offered from the same premises, is limiting. In addition, the task group noted the efforts of the Lighthouse centre, which is run by the Emmaus Road Church, to both use a neutral name and be non-proselytising.

Holiday hunger programmes

- 5.33 As described in section 3.30 above, there are efforts within the Borough to target food insecure households in school holidays. The task group was informed that this included some families in the Borough receiving post-dated food bank vouchers from home school link workers. The task group noted that elsewhere food parcels were offered in holiday periods for children eligible for free school meals. However, the task group questions whether singling out the issue of holiday hunger and considering it in isolation addresses the structural causes of food poverty.
- 5.34 The responses of local government to food poverty and insecurity are discussed below.

A Council priority?

- 5.35 With reference to section 3.9 above, the significance of the Council declining involvement in a project to obtain more accurate estimates of local food insecurity appears clear. The task group suggest the Council confirm whether quantifying the extent of the problem locally is such a low priority. The task group felt that establishing the extent of the issue, that is to say, how many people are too poor to eat or are food insecure, should be a first step in an action plan to address the issues. The task group suggests that the relevant Lead Councillor champion Guildford's Health and Wellbeing Board investigating the issues as a priority (possibly through its Reducing Inequalities in the Borough work stream).

Food poverty strategy and action plan

- 5.36 The task group suggests the involvement of Guildford Health and Wellbeing Board be requested in developing a food poverty strategy and action plan. In calling for the development of a food poverty strategy and action plan (incorporating a food access plan) the task group is not looking for the construction of an umbrella document for existing actions. The recommendation is for a targeted strategy that allocates responsibilities and accountability, measures food insecurity to provide a baseline to evaluate interventions and monitor progress, and ensures effective redress.

Food access planning

- 5.37 As noted above in sections 4.13-4.14, the Council is aware that food deserts exist in the Borough and is taking limited action to address them. However, the task group recommend that a formal food access plan be prepared to identify barriers to accessing affordable and nutritious food and actions to overcome these obstacles. The task group was keen to see the concept of good food

markets explored. Guildford Health and Wellbeing Board would seem ideally placed to co-ordinate such action given the clear links between food and health.¹¹⁸

- 5.38 The review was advised that there are no community store or social supermarket initiatives in Surrey, and certainly none in the Borough, but the task group would support their introduction as part of efforts to improve access to affordable, nutritious food. The task group was advised of tenants' shops, food cooperatives, and pantry projects where users sign up and pay some money towards the food they are obtaining. Such free-choice models afford users more dignity than a pre-packaged food parcel and are more useful (and less wasteful).¹¹⁹

Signposting support

- 5.39 The task group considered the accessibility and amount of information relating to food insecurity and poverty on the Council's website, and contrasted it with approaches elsewhere in Surrey to signposting information. In particular, the task group reviewed the Diocese of Guildford publication, *Help for those in Need: Crisis Support across the Diocese of Guildford*, and accessed information provided on other local authority websites.¹²⁰ The task group recommend the Council provide information to show and support actions being taken and generally raise awareness of food insecurity issues.

Local social security net

- 5.40 Following the end of the central Social Fund in 2013 and transfer of responsibility for providing discretionary emergency welfare from central government to local authorities, many local welfare assistance schemes have closed or reduced their spending. At the time of transferring the responsibility in 2013-14, central government funding had reduced from £330 million in 2010-11 to £178 million in 2013-14. In 2012-13, the Social Fund issued a total of £240.2 million in funds.¹²¹ A parliamentary review of the local welfare safety net noted that one result of the localisation was that those in poverty were a financial cost to councils in a manner they had never been before.¹²² The UN special rapporteur on extreme poverty and human rights noted that, 'The collapse of this [local welfare fund] resource for people who face sudden hardship has apparently been of no concern to the government, which decentralized responsibility for the funds and does not collect any information on what has become of them.'¹²³
- 5.41 Somewhat against the national trend, Surrey County Council continues to provide support through a local welfare assistance scheme fund for people facing sudden hardship. The fund is designed to assist with immediate needs such as food, certain utilities, and emergency travel costs. However, the scheme's criteria has tightened (for example, the almost complete removal of replacement white goods and furniture) and its non-ringfenced budget more than halved since April 2015: in 2014/15 the funding was £1,144,833; in 2015/16, £500,000; in 2016/17, £508,000; and in 2017/18, £518,000. Surrey's local assistance scheme awards have fallen steadily:

¹¹⁸ Cameron Tait, *Hungry for Change: The final report of the Fabian Commission on Food and Poverty*, Fabian Society, 2015, p.2. <http://www.fabians.org.uk/wp-content/uploads/2015/10/Hungry-for-Change-web-27.10.pdf>

¹¹⁹ For example, see Your Local Pantry established in Stockport.

<https://www.stockporthomes.org/community/pantries/> The task group was advised of interest in establishing a Your Local Pantry community food store within Guildford town.

¹²⁰ Diocese of Guildford, *Help for those in Need: Crisis Support across the Diocese of Guildford*, 2018 [accessed on 11 February 2019] <https://www.cofequildford.org.uk/docs/default-source/default-document-library/crisis-support-foodbanks-homelessness.pdf?sfvrsn=0>

¹²¹ Gavin Aitchison, *Compassion in crisis how do people in poverty stay afloat in times of emergency?*, Church Action on Poverty and End Hunger UK, October 2018, p.4. <http://www.church-poverty.org.uk/compassion> Frances Ryan, 'We had a safety net for the poor. Now they fall to earth', *The Guardian*, 21 September, 2017. <https://www.theguardian.com/commentisfree/2017/sep/21/remove-safety-net-disabled-toddlers-dirty-clothes-social-fund>

¹²² House of Commons Work and Pensions Committee, 'The local welfare safety net', January 2016, HC373, p.31.

¹²³ Professor Philip Alston, *Statement on Visit to the United Kingdom*, London, 16 November 2018. p.14. https://www.ohchr.org/Documents/Issues/Poverty/EOM_GB_16Nov2018.pdf House of Commons Work and Pensions Committee, 'The local welfare safety net: Government Response to the Committee's Fifth Report of Session 2015-16', March 2016, HC924, pp.8, 12-13.

2014/15, £932,790; 2015/16, £523,189; 2016/17, £275,344; and 2017/18, £254,860.¹²⁴ In 2017/18 the approval rate for claims saw three in ten turned down, whereas in 2013/14 just one in ten was. The proportion of applications from Guildford residents to the scheme has consistently been over ten per cent, with more than 450 applications in 2016/17.¹²⁵

- 5.42 In the past, resorting to Surrey's emergency local assistance scheme for the provision of food was commonplace. An analysis undertaken in 2014 confirmed that the majority of all funds provided were for food and that 95 per cent of awards included money for food. The task group was advised that such an analysis and classification of Surrey's awards has not been undertaken since 2014.¹²⁶
- 5.43 The task group notes that Surrey County Council's local assistance fund uses card payment, rather than in-kind vouchers or similar methods that may stigmatise the support. Certainly, the task group would not support building donated food or charity food into the local social security net as has occurred elsewhere. The task group is aware that some local assistance schemes provide food parcels delivered direct by supermarkets, rather than the use of food vouchers.
- 5.44 The other two elements of the local social security net are Discretionary Housing Payments and Council Tax Support. Discretionary Housing Payments are considered above in sections 4.18-4.22. The task group recommends greater efforts to publicise the Discretionary Housing Payments fund and encourage applications.
- 5.45 The local social security net was further extended through the abolition of the nationwide council tax benefit (CTB) in 2013 and its replacement with localised council tax support schemes. This localisation of help for low-income households with their council tax has increased the cost of living for some of the poorest and increased poverty.¹²⁷ A brief summary of the change illustrates how.
- 5.46 In 2013 Councils were tasked with designing local council tax support (LCTS) schemes for those of working age (while ensuring the provision of a level of support for pensioners set by central government¹²⁸); the rationale behind the change included incentivising councils to get people back into work. At its introduction, the funding for localised schemes was set ten per cent lower than central government's council tax benefit, in part due to austerity.¹²⁹ Faced with this funding reduction, the majority of councils (including Guildford Borough Council) introduced schemes less generous than the previous CTB system, with low-income households either required to pay local tax for the first time or finding their tax liability increased.¹³⁰ Guildford Borough Council is among

¹²⁴ The costs of administering and delivering the fund are included in the Local Assistance Scheme budget.

¹²⁵ Surrey County Council, *The Welfare Picture in Surrey: An update report from the Surrey Welfare Coordination Group*, October 2018, pp.17-18, 31. Additional information provided by Surrey County Council's Local Assistance Scheme office.

¹²⁶ Surrey County Council Public Health, *Food Access Needs Assessment 2014*, pp.28-29.

<https://www.surreyi.gov.uk/dataset/food-access-needs-assessment-2014>

¹²⁷ LGA, *Council Tax Support: the story continues*, January 2015, p15.

<https://hqnetwork.co.uk/download.cfm?doc=docm93jjm4n7332.pdf&ver=14976> Research has found that some low-income households are cutting back on essentials, including food, or borrowing money to meet their council tax bills. Sam Ashton, Marc Francis, and Alice Woudhuysen, 'Still too Poor to Pay: Three years of localised Council Tax support in London', Child Poverty Action Task group and Z2K, 2016, p.4.

http://www.cpag.org.uk/sites/default/files/StillTooPoor_web_update5Oct16_0.pdf

¹²⁸ Protecting the council tax support for pensioners has left a further reduced pot of money to spend on working age recipients. Guildford's council tax support caseload is approximately 48 per cent pension age and 52 per cent working age. Guildford Borough Council, Report to Executive, 'Local Council Tax Support Scheme for 2019-20', 27 November 2018. <http://www2.guildford.gov.uk/councilmeetings/ieListDocuments.aspx?CId=132&MIId=748>

¹²⁹ Wendy Wilson and Chris Murphy, *Council Tax Reduction Schemes*, House of Commons Library, briefing paper 6672, June 2017, pp.3, 4. The funding for council tax support has been incorporated into the (shrinking) yearly central government grant that each local authority receives.

¹³⁰ Stuart Adam, Robert Joyce, and Thomas Pope, *The impacts of localised council tax support schemes*, The Institute for Fiscal Studies, January 2019, p.10.

the 90 per cent of English councils that have reduced Council Tax Support entitlements for working-age families below the level of support provided to pensioners in 2013-14.¹³¹

- 5.47 A proportion of councils, including Guildford Borough, have a discretionary hardship fund to help support residents struggling financially as a consequence of savings in council tax support. The task group recommends publicity for the Council's Discretionary LCTS Hardship Fund be increased to ensure it is spent. Since the introduction of the Fund in 2013-14 there has been a considerable underspend every year; at no point have hardship payments awarded in the Borough exceeded 40 per cent of the £40,000 budgeted. Such underspending in hardship funds elsewhere has been attributed to a lack of promotion or highly restrictive eligibility criteria.¹³² The task group notes that approximately half of the applications to Guildford's discretionary LCTS hardship fund are refused help. The task group suggests an evaluation of the application process and criteria for the hardship fund be undertaken.
- 5.48 The task group recommends that the Council act to publicise and protect the local security safety net (Surrey County Council's local welfare assistance scheme, Discretionary Housing Payments, and the LCTS Hardship Fund).

Mayor's Local Distress Fund

- 5.49 The task group recommends both an extension of the remit for the Mayor of Guildford's Local Distress Fund and that its application procedure be reviewed. During its investigation, the task group was made aware that an objective of the Fund is the prevention and relief of poverty. The task group noted that the formal distribution policy of the Fund was last revised in 2012, as was the maximum value of grant (£250). As discussed above, the welfare landscape has changed in the intervening years. Currently, funds are not given for ongoing expenses such as rent, utility bills, debts, and food, whereas carpets, kitchen items and appliances, household furniture, and clothing are within the remit of the fund. The task group felt the application procedure requiring the ongoing involvement of a third party appeared bureaucratic and was unlikely to maximise take-up.¹³³ The level of grant expenditure in 2017-18 was £5,762, leaving a balance of £43,165 with an additional £20,000 donation from the Council to be included in 2018-19.¹³⁴

A moral imperative

- 5.50 The task group recognise that although the primary drivers of food poverty and insecurity are structural, an immediate response is required. Immediate, short-term action is essential and for many this constitutes a moral imperative. The task group's review suggests an equal moral imperative or duty to tackle the problem in the medium-long term while avoiding false solutions.
- 5.51 The task group felt compelled to try and highlight that depoliticising and institutionalising the response to food insecurity within charities is unlikely to be helpful to food insecure households in the longer term. In kind food assistance given in the short-term needs an exit strategy to avoid becoming a long-term non-solution.

6. Conclusion

- 6.1 During its review the task group has experienced scepticism towards the notion that food poverty or food insecurity could be a widespread issue for residents in the Borough. Generally, in affluent

¹³¹ Stuart Adam, Robert Joyce, and Thomas Pope, *The impacts of localised council tax support schemes*, The Institute for Fiscal Studies, January 2019, p.64. Guildford Borough Council, 'The Rules of the Local Council Tax Support Scheme for those of working age', 2014-18. <https://guildford.gov.uk/article/18603/What-is-Local-Council-Tax-Support-and-how-has-it-changed->

¹³² Sam Ashton, Marc Francis, and Alice Woudhuysen, 'Still too Poor to Pay: Three years of localised Council Tax support in London', Child Poverty Action Task group and Z2K, 2016, p.6. http://www.cpag.org.uk/sites/default/files/StillTooPoor_web_update5Oct16_0.pdf

¹³³ Guildford Borough Council website, 'How to apply for the Mayor of Guildford's Local Distress Fund', [accessed 9 February 2019] <https://guildford.gov.uk/localdistressfund>

¹³⁴ The Mayor of Guildford's Local Distress Fund Annual Report, 1 April 2017 to 31 March 2018, [accessed on Charity Commission website on 9 February 2019] <http://beta.charitycommission.gov.uk/charity-details/?subid=0®id=258388>

areas there can be less food aid infrastructure and services, and less assumption of need. Still, at times there has seemed an apparent lack of interest within the Council itself. Witness the failure of the Lead Councillor with responsibility for health and community welfare to respond to requests to contribute to the review, or the assurance offered to the task group that while not knowing if emergency food aid provision met the current level of demand in the Borough if food poverty needs existed then local people and organisations would adapt to meet them. Or the judgment that participation in a project to expand and refine local estimates of food poverty was not a Council priority. In this respect, and knowing that food bank use is the tip of the food poverty iceberg, it is hoped that the number of food parcels distributed locally may serve as something of a wake-up call in the Borough.

- 6.2 The task group reviewed the issues of food poverty and insecurity over a period of time that enabled analysis and reflection on its findings. Naturally, the task group's recommendations evolved with its assessment of the evidence and narratives. An example of this change is the perceived role of surplus food as a solution to food poverty. From a position of considering the logistical issue of matching corporate food waste to food insecure households the task group moved to a belief that while waste food might reduce food poverty there was very little if any evidence to suggest it would solve the issue. As Mencken alluded, 'For every complex problem there is an answer that is clear, simple, and wrong.' Proposing the redistribution of surplus food as the solution to food poverty and insecurity is just such a case.
- 6.3 Evidence about the causes of food poverty and insecurity demands a structural framing of the drivers and solutions to food poverty and insecurity, rather than an approach focusing on the behaviour of those in food insecure households. The task group found powerful and cogent explanations for food insecurity in an exposition of the impact and extent of welfare reforms, austerity, the cost of living, and income stagnation – explanations far more convincing than narratives that point towards the behaviour and decisions of those affected and suggests responsibility.
- 6.4 The task group has attempted to move beyond a short-term portrayal of food poverty and insecurity and put forward a more rounded analysis of the causes and solutions. At the risk of stating the obvious, there is a need to look upstream and address the structural drivers of food poverty and insecurity. And not blame or stigmatise people for circumstances which they can perhaps do little to fundamentally change.
- 6.5 The long-term solutions to the issue of food poverty are in a different sphere to local government or the third sector. The task group feels it to be vital to raise awareness of the danger of short-term emergency responses to food insecurity becoming mistaken for and pursued as long-term solutions. Yes, of course there are measures to help in the short-term – and in the context of Guildford some have been suggested – but evidence shows that a focus on food, feeding, or food-centred strategies will not be effective in the long-term.

7. Recommendations

- 7.1 The reasoning for the recommendations is presented within the discussion above.
- 7.2 To address food poverty and insecurity in the Borough we recommend that:
- (I) The Leader of the Council write to the Secretary of State for Work and Pensions outlining the problems caused by Universal Credit and other welfare reforms and calling for immediate upstream action on food insecurity.
 - (II) The Executive formally recognise food poverty and insecurity as issues meriting priority action in the Borough.
 - (III) The Executive reiterate its support for the principle that pay should reflect living costs and that the Council becomes an accredited real Living Wage employer with the Living Wage Foundation then promote the Living Wage scheme to employers locally.

- (IV) The Executive develop and implement a Food Poverty Strategy and Action Plan that includes, but is not limited to:
- (a) Facilitation of a food insecurity forum for the Borough (invited stakeholders to include food aid providers, food bank referrers, the Citizens Advice, churches, schools, sheltered housing, supported accommodation providers, and other experts by experience).
 - (b) Development and training sessions on food poverty and insecurity for Councillors, led by the relevant Lead Councillor, that includes advice on dealing with residents in severe hardship, how to make food bank referrals, the roll out of Universal Credit, and the local social security safety net.
 - (c) Prioritisation of a community space, 'Lighthouse' style resource for the Borough.
 - (d) Preparation and delivery of a formal food access plan to identify barriers to accessing affordable and nutritious food and actions to address them.
 - (e) Measures to encourage the creation of a community store or social supermarket (such as a *Your Local Pantry*).
 - (f) Development of local measurements of food poverty and insecurity, including engaging with external experts whenever possible, and working with partnership organisations such as Guildford's Health and Wellbeing Board.
 - (g) Extension of the remit of the Mayor's Local Distress Fund and reviewing the application procedure.
 - (h) Increased promotion of existing initiatives that target food poverty and insecurity and provide help to residents in hardship (including, Surrey's Local Assistance Scheme, the Discretionary Housing Payments fund, Guildford's Local Council Tax Support Hardship fund, the Mayor's Local Distress Fund, and emergency food aid providers).
 - (i) Maintaining and publicising, including on the Council's website and through partners, the current provision of food aid that is accessible to Guildford Borough residents.
 - (j) Review of the application process and criteria for the Council's Local Council Tax Support Hardship fund.
- (V) The Executive ensure the Overview and Scrutiny review of food poverty is publicised.
- (VI) The Executive request local emergency food aid providers consider the findings of the Overview and Scrutiny review of food poverty and insecurity (for example, the consideration of self-referral gateways and removal of the three-visit cap; altering paper food voucher forms by adding a tick box to specify Universal Credit as the primary cause of the referral; a possible name change to exclude the term 'food bank'; a limited delivery service; further staggering of opening times; improved availability of food parcels in more places around the community; ensuring there are no faith-based obligations, questions, or interventions with food aid users at any stage of a visit; and endorsement of the Dignity Principles).
- Furthermore,
- (VII) That the Executive submit to the Overview and Scrutiny Committee an update on the above recommendations no later than November 2019.

Appendices

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Appendix 1



Proposed Scrutiny Review: Food Poverty

1. Review Outline

Subject of review	Food Poverty and Food Aid
Methodology / Approach	Task and finish group

1.1 Reasons for the Review

Reasons for conducting this review	<p>The UK is the seventh richest country in the world, but it is estimated that perhaps millions of its citizens live in food poverty¹. This review will assess the extent and reasons for food poverty and hunger in the Borough, including an investigation of emergency food provision for individuals and families in Guildford.</p> <p>See previously circulated briefing paper <i>Emergency Food Provision: Food Banks</i>.</p>
Key question that the review is seeking to answer	<p>What is driving people to use food aid in Guildford and how accessible and appropriate is it? Who needs food aid and why? Who provides it and how?</p>
Objectives of review / Areas for investigation	<ol style="list-style-type: none"> 1. What are the impacts of food poverty? 2. How widespread is food poverty in Guildford? 3. How effective is the model of food aid provision in Guildford (in meeting immediate and long-term needs)? 4. Consider approaches to reduce residents' dependency on food aid. 5. How successful are the strategic approaches to tackling food poverty?

¹ The Department of Health defines food poverty as 'the inability to afford, or to have access to, food to make up a healthy diet'. Dept of Health, Choosing a Better Diet: a food and health action plan, 2005, p.7.

Outcomes expected from conducting this work

1. Raise awareness of emergency food provision in Guildford.
2. A report covering items (1) to (5) in the Objectives and Areas of Investigation identified above.
3. Possible recommendations to help maximise co-ordination and development of efforts to address food poverty.
4. If applicable, establish options.

1.2 Possible sources of information

Literature scoping review
 Local and national food aid organisations (e.g., food banks organisers/volunteers, Fareshare, Trussell Trust, FoodCycle)
 Users of food aid (particularly food banks — the most prominent providers of a food aid provision)
 Council officers
 Guildford Health and Wellbeing Board
 Surrey Health and Wellbeing Board
 Surrey County Council
 Supermarkets

2. Project Plan and Resourcing

2.1 Councillor Involvement

O&S Councillor leading review	tbc
Other O&S Councillors involved	tbc
Key Executive Councillors	Councillor Tony Rooth, Lead Councillor for Housing and Social Welfare [until May 2017; Councillor Philip Brooker, Lead Councillor for Housing and Development Management currently holds a portfolio including responsibility for Universal Credit) Councillor Iseult Roche, Lead Councillor for Community, Health, and Sport [subsequently Lead Councillor for Community Health, Wellbeing, and Project Aspire]
Other Executive portfolios covered	

2.2 Officer Support and External Involvement

Lead Officers	Director of Community Services
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O&S officer	Head of Housing Advice
	Head of Health and Community Care
Expert witnesses and possible co-optees	Scrutiny Manager
	tbc

2.3 Council Services Expected to Contribute

Contact / Council Service	Contribution Expected
Community Services Directorate (Health and Community Care)	Evidence on food poverty and its drivers, and food aid provision locally

2.4 External Organisations to be Invited to Contribute / Submit Evidence

Contact / Organisation	Contribution
Fareshare	Information and evidence on recycling surplus food and Fareshare Foodcloud
North Guildford Food Bank	Information and evidence on food poverty and food banks locally
Guildford Salvation Army	Information and evidence on food poverty and food banks locally
Trussell Trust	Evidence on food poverty and food banks (national perspectives)
Citizens Advice	Information and evidence on food poverty drivers

2.5 Publicity and Awareness of the Review

Publicity activities to be undertaken	The use of press release and social media at the launch of the review and similar publicity at its conclusion. A call for evidence at early stage of the review.
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2.6 Timetable for Core Phases of Review

Phase	Time required	Completion Date
Meetings and evidence gathering sessions	9 weeks from 1 st meeting	21 July 2017
Evaluation of evidence and formulate recommendations	3 weeks	11 August 2017
Produce the draft report	3-4 weeks	1 September 2017
Witness / Executive comment on report	3-4 weeks	2 October 2017

Consideration of draft report by OSC		14 November 2017
Report to relevant decision makers	—	Executive (28 November meeting)
Schedule monitoring of the implementation outcomes	—	April 2018

2.7 Specific Costs Identified

Anticipated call on Scrutiny Budget

Expert witnesses, small number of site visits

2.8 Equalities Issues

Relevant equality and diversity issues in relation to the proposed scrutiny review

Due regard to all equality principles.

2.9 Constraints / Barriers / Risks

Including timing constraints to when the review can be carried out

tbc

3. Signed Approval

Signed:
(By Chair on behalf of Overview and Scrutiny Committee)

Date Agreed:
(By Overview and Scrutiny Committee)

Food Poverty Overview and Scrutiny Task and Finish Group

Notes of the first meeting, Newlands Room on 28 June 2017

Present: Councillors Angela Goodwin, Angela Gunning, Sheila Kirkland, Pauline Searle, and James Walsh.

Also present: James Dearing (Overview and Scrutiny Manager)

1. Apologies for absence

The group was advised of an apology from Councillor Dennis Paul.

2. Election of Chairman

Councillor Goodwin was elected chairman of the task group.

Councillor Gunning was elected deputy chairman.

3. Terms of reference and evidence gathering

The group considered a Scoping Document reviewed by the Overview and Scrutiny Committee on 25 April 2017. The document described the terms of reference for the group's work. The group was informed that in addition to the content of the Scoping Document, members of the Overview and Scrutiny Committee had supported inclusion of the issues raised by the Fareshare Southern Central presentation and discussion on 25 April 2017.

The group was advised that the remit of the scoping document was already very broad.

During the discussion of the scoping document, a number of points and issues were raised, including:

- The need for an agreed definition of food poverty. The group was reminded that the Department of Health defines food poverty as 'the inability to afford, or have access to, food to make up a healthy diet.' [Choosing a Better Diet: a food and health action plan, 2005, p.7.]¹
- With reference to previous local food poverty initiatives locally (such as a holiday play scheme at Shepherds Hill), group members indicated the importance of addressing whether journalists' claims about the relatively recent growth of the issue might be overstated and whether the issue of food poverty was a long term trend or occurrence.

¹ A related concept is 'food insecurity' which can be defined as 'the state of being without reliable access to a sufficient quantity of affordable, nutritious food.' Studies have developed measurements for the severity of food insecurity, for example see, ['Financial insecurity, food insecurity, and disability: the profile of people receiving emergency food assistance from The Trussell Trust Foodbank Network in Britain'](#), June 2017.

- The task group felt the review should investigate local food bank usage, including variables such as whether users were, families, children, recognised as vulnerable, homeless, and out-of-work or affected by in work poverty.
- Members suggested that if employed were using food banks then this was an indication of a systematic problem [a failure of the role of the state to care for its citizens].
- Another area of interest to the review was the cost of food poverty, notably the financial, social, and personal health impacts linked to food poverty.
- The issue of holiday hunger among children (including the claim that 1 in 10 children was affected by holiday hunger) merited attention in the review. Similarly, the group wanted information on the number of children in the Borough accessing free school meals and food aid provision in holiday periods (e.g., extension of food bank hours and playscheme events).
- Need for the review to recognise food poverty in rural areas – prevalence of rural poverty in the Borough raised at O&S Committee meeting on 6 June 2017.
- Members indicated the value in identifying the causes of food poverty in the Borough: including financial poverty (income) and benefit delay (more details from Citizens Advice).
- The impact and effects of budget on food choice were felt to be key to the group's review. Similarly, establishing the extent and worth of education on food nutrition and food preparation in the Borough.
- Members suggested that food poverty led to food banks [rather than food banks creating demand].
- With reference to possible sources of information, the group was keen to speak to representatives of GNFB (Guildford North Food Bank) and Salvation Army-run food bank at an early stage in the review.
- The group wanted to find out from local supermarkets about their respective approach to surplus in-store food and information on food donation points in supermarkets/stores. Ideally the group would speak to all supermarkets at the same meeting.
- Members discussed surplus food from the food industry going to landfill and contrasted this with the situation in France (where supermarkets are banned from throwing away or destroying unsold food, and forced instead to donate it to charities and food banks). Group requested available statistics on the amount of food waste going to landfill in the UK.
- The Chairman had contacted a researcher at Southampton University. The group was advised of the value in obtaining academic data and insights as part of its study.
- Members confirmed an update was needed for the Emergency Food Provision background paper on food banks by Pippa Coldham [and were advised that the possibility of Pippa doing this would be explored].

- Group members were keen to visit food banks and find out more. Members discussed how the food bank voucher referral system operates, including the three referrals limit rule and the discretion able to be exercised at food banks. The value to the study of meeting food bank users to gather evidence was to be balanced against other factors. Members suggested there remained a stigma to using food banks, with users avoiding using local ones if possible.
- The group identified the county Health and Wellbeing Board and local as a source of evidence, and suggested speaking to the Director of Public Health (Helen Atkinson) and Clinical Commissioning Groups. The possibility of helping at local food banks to gain knowledge and put information into context was discussed.
- The meeting was advised of an ONS study on [Persistent poverty in the UK and EU: rates of persistent relative income poverty for the UK are compared with other EU countries](#).
- The group was advised of the likely usefulness of ascertaining the representativeness or applicability of UK food poverty studies to the local Guildford context.
- Group members had spoken to market stallholders willing to donate fresh fruit and vegetables at the end of a day's trading.
- In connection to possible outcomes of the group's review and its aims and progression, the group was advised of a March 2016 proposal for a Food Bank Forum in the Borough. [Subsequently, details of the proposal were circulated to group members.]
- The role of churches and other voluntary organisation in emergency food provision was felt to be long-established.
- Task group members to receive list of organisations that donate food to Fareshare Southern Central [list circulated by email on 3 July].
- Financial proposal from Fareshare (at 25 April OSC) discussed. This included the claim that the first three years could be met by £45,000 Community Food Member (CFM) fees and £90,000 funding, with CFM funding the venture from year four onwards.
- The group considered and broadly agreed the reasons for the review as laid out within the scoping document. The group members supported exploring the feasibility of progressing some of the issues raised by the Fareshare model (i.e., redistributing surplus food from the food industry to charities).
- Progressing the Fareshare model involved mapping what food aid provision is available in Guildford (to ascertain the number of potential Community Food Members) and establish what is the need and what are the gaps. The group indicated that the impossibility of Fareshare supplying to food banks be confirmed.
- The group's work must aim to raise awareness with the public, the Executive, Councillors, staff, and the local MP.

- Members suggesting publicising local food banks (and their needs), perhaps in part through arranging for Council staff to be invited to bring in food bank donations (once specific needs were confirmed with the food banks).

4. Co-option

Councillors Searle and Goodwin to progress possibility of Citizens Advice or Christians Against Poverty co-optee and report back to the group.

The merit in co-opting a past user of the food bank service was also suggested. Members indicated the value of community wardens as witnesses to the review.

5. Date and Time of Future Meetings

With reference to the need to update the timetable for the review and other issues, the group agreed the next meeting would be arranged by email.

Food Poverty Overview and Scrutiny Task and Finish Group

Notes of visit to Fareshare Southern Central, Southampton on 25 September 2017

Present: Councillors Angela Goodwin, Angela Gunning, Sheila Kirkland, and Pauline Searle.

Also present: Mike Smith, Senior Manager (Operations, Fareshare Southern Central), Claire Johns, Food Team Manager (Fareshare Southern Central), and James Dearing (Overview and Scrutiny Manager).

Mike Smith confirmed that, after 3½ years of operations, the management of Fareshare Southern Central was transferring to Fareshare UK the following week. He explained that there were 22 regional Fareshare centres in the UK. Mr Smith confirmed that Fareshare Southern Central was forecast to be sustainable but was not currently. The transfer to Fareshare UK would (in time) include a bigger site, with existing volunteers continuing, and staff transferring over (under TUPE arrangements). The current expectation was that a larger site in the same locality would be used from January 2018. In the meantime Fareshare UK would continue at the current site (leasing it from SCRATCH¹).

The task group was advised that the core business of SCRATCH was its furniture project which included Service Level Agreements or similar with Southampton City Council and Hampshire County Council to provide starter packs of furniture. SCRATCH's other projects included Christmas Complete, Community Re-paint, and Megabyte Meal Squares. Mr Smith indicated that many of the Community Food Members (CFMs) of Fareshare Southern Central had been known to SCRATCH through other, earlier projects. The group was advised that after the departure of Fareshare, the current depot premises would be used by SCRATCH for other projects, storage, and training.

In response to a question, the group was advised that in the past arrangements for volunteers had included a contract with the probation service. Mr Smith advised that volunteers helping through community service arrangements usually remained after the conclusion of their service period.

The meeting discussed the costs of the Fareshare Southern Central operation. Mr Smith advised that its refrigerated vehicles were particularly expensive to run. The group was informed that leasing a refrigerated van cost approximately £10k a year, excluding fuel and repairs. Electricity costs at the centre were approximately £1k a month. Fareshare Southern Central had £120-£140k income and operating costs of £240k.

The task group was advised that Community Food Members typically paid the equivalent of 10% of the value of the food that they received. Thus income of £120k from CFMs equated to approximately £1.2m of food re-distributed.

In response to a question about sponsorship income, Mr Smith indicated that many potential sponsors were already involved in SCRATCH projects. Fareshare UK had considerable funding streams and communications personnel. In reply to a question, Mr Smith confirmed that none of the Fareshare set-ups were individually self-sustaining yet.

¹ Southampton City and Region Action To Combat Hardship

The business plan of Fareshare was for each centre to be self-sustaining from a mixture of CFM and sponsorship.

The group was advised about Fareshare Go [formerly Food Cloud], an app designed to get surplus food direct from local stores to charities for free. The surplus food involved was nearing its in-store end of date, with insufficient time for a distributor to be involved.

The customers of Fareshare were charitable or not-for-profit organisations – hostels, lunch clubs, after school clubs, but not individuals. Charities using Fareshare were able to re-invest the money saved or lower the cost of the service they provided.

The meeting discussed the Fareshare model. The task group was advised that currently there were 4 Fareshares in the country run directly by Fareshare UK [excluding Fareshare Southern Central]. Each Fareshare benefitted from a comprehensive management system. The Fareshare model could be seen as basically a network of redistribution centres. These centres sorted, stored, recorded (for their own knowledge), and redistributed surplus food. All Fareshare CFMs were subject to hygiene inspections and Fareshare's volunteers were trained in food safety. The requirements of each CFM were recorded and while Fareshare was unable to guarantee specific foods only food relevant to specific needs was sent to clients.

The group was advised that the largest single client of Fareshare Southern Central was a local hostel that provided breakfast and dinner for approximately 50 people daily. Fareshare Southern Central supported about ten hostels around Hampshire. The group was advised that if a potential client (such as a hostel) used a private caterer then it wasn't eligible for Fareshare. The group was advised that through using Fareshare one hostel saved approximately £13,000 a year; smaller groups (paying lower CFM fees) would make smaller savings.

Fareshare Southern Central operated a spokes and hub model in Borden that typically involved organisations collecting from a refrigerated van weekly; occasionally deliveries were made by Fareshare direct to a client. Fareshare Southern Central operated a van to Bournemouth, Poole, Portsmouth, and Gosport twice a week. Mr Smith indicated that the setup costs of a depot in each locality would be prohibitively high.

Claire Johns indicated that she had begun work to identify likely CFMs in Guildford and agreed to forward on to the group members the email sent to prospective clients. Ms Johns indicated that her research on Guildford was at an early stage. The value of approaching schools was confirmed. Councillors suggested that neighbouring areas (Leatherhead, Woking, Aldershot) were likely affected by food poverty and food aid provision. Mr Smith indicated that experience confirmed pockets of deprivation existed in generally affluent areas (e.g., Winchester). Ms Johns indicated that any future service provided by Fareshare to Guildford would depend on what the Borough wanted. The group was advised that it was more feasible for Guildford to be a hub than a distribution centre.

Ms Johns advised the group that Fareshare was promoted through identifying potential CFMs and direct contact to see if there was interest in savings and (potentially) better food. The meeting was informed that long-established groups or clubs sometimes had specific wishes that Fareshare could not guarantee to meet. However, dietary requirements such as Halal or gluten free were increasingly able to be met.

The suitability of the Fareshare model for food banks was discussed. The group was advised that food banks tended to rely on dry goods; a food bank in Southampton was a

CFM of Fareshare Southern Central but it was unusual as it was open 5 days a week and able to collect daily from Fareshare.

The group was advised of companies donating surplus goods to Fareshare Southern Central. Fareshare UK had developed relationships with suppliers and negotiations happened at a national level. The contents of permanent in-store supermarket collection points came to Fareshare for sorting and redistribution.

Fareshare deliveries could be used to supplement or vary the food used by clients. For example, school breakfast clubs were provided with yoghurts, fruit, Babybel cheese or similar (in addition to cereals, bread, and milk).

In response to a question about Holiday Hunger and becoming a CFM for a limited time, Mr Smith indicated that in the past Southampton City Council had given funds for such clubs to be included in Fareshare.

Mr Smith confirmed that none of the Fareshare operations throughout the country were entirely funded by CFM fees. He advised that both Hampshire County Council and Southampton City Council had given grants; in return for funds, Hampshire requiring county-wide coverage from Fareshare.

The group was advised of Your Local Pantry run by Stockport Homes.² [Under the system members pay £2.50 a week to use their local Pantry, where they can choose at least 10 items of groceries. Membership criteria includes living in the catchment area and using the local pantry at least once every three weeks, with membership limited to 150 at each pantry.] In addition, the group was advised of a pop up supermarket that operated on a membership basis and opened on specific days.

The meeting was advised that approximately 55% of everything baked in-store in Tescos was thrown away either by the store or by customers.

Mr Smith indicated that nationally approximately 5% of surplus food went to Fareshare.

Fareshare Community Food Members are not permitted to sell-on goods, partly to ensure donors could trace products if necessary.

Ms Johns indicated that the quality and nutritional value of the food distributed was important. Claire indicated that if there was an unusual product to be distributed then they would send out recipes with the foods.

The group was advised that Fareshare UK was preparing a £10m Lottery Bid.

[After this discussion the group toured the depot, including witnessing a delivery of surplus food.]

² For further details see Stockport Homes [webpages](https://www.stockporthomes.org/community/pantries/). [https://www.stockporthomes.org/community/pantries/]

Food Poverty Overview and Scrutiny Task and Finish Group

Notes of the second meeting, Room 108 on 26 September 2017

Present: Councillors Angela Goodwin (Chair), Angela Gunning, Sheila Kirkland, Dennis Paul, and Pauline Searle

Also present: Ann Mather (Co-ordinator North Guildford Food Bank), Heather Roche (HR & Admin Manager at North Guildford Food Bank), and James Dearing (Overview and Scrutiny Manager)

1. Apologies for absence

The group was advised of an apology from Councillor James Walsh.

2. Discussion with Ann Mather and Heather Roche, North Guildford Food Bank

Ann advised the task group members of the establishment of the North Guildford Food Bank in December 2012. The meeting was advised that the Food Bank was a Christian organisation founded to meet a perceived need. Ann indicated that prior to the opening of the Food Bank she had spoken to the Salvation Army (whose food bank covered central Guildford and was mainly used by homeless people). North Guildford Food Bank now had three branches.

Approximately 5,700 people had been provided with meals by North Guildford Food Bank during the (almost) five years since its opening. The meeting was advised that there was a twenty-seven per cent increase in referrals this year compared to 2016 (315 referrals in the calendar year to 23 September, compared with 380 for the whole of 2016).

The group was reminded of the agencies able to refer users to the Food Bank [listed on page 13 of the Food Banks background document, circulated previously]. The meeting was informed that each food parcel was intended to provide three meals per day for three days for those in need.

In reply to questions, the Food Bank would not turn away people without a referral voucher, although they were aware of some bogus referral attempts; however, less than 5 people had self-referred to the Food Bank this year. More than half of referrals were one-offs. Food was provided for three vouchers; a fourth voucher triggered a phone call to the referring agency for further information. Ann indicated that the Food Bank was keen not to create a dependency amongst its users. There was a shared database of users between the three branches of the Food Bank.

In response to questions, the group was advised that clothing was not provided by the food bank (due to difficulties with storage and the range of clothing to stock). The meeting was advised that toys were collected for redistribution at Christmas.

The group was informed that the Ash area had been covered by the Farnham Food Bank run by the Trussell Trust, but the branch at Ash Vale Methodist Church had closed at the beginning of 2017. The reasons for this closure were not known.

In relation to whether the profile of users had changed over the years, for example, whether people with jobs now used the Food Bank, the group was advised that this was unclear. Heather indicated that gaps in employment and financial difficulties were known to cause people to use the Bank. The reason for referral was often given as Low Income which would cover a wide variety of situations including the working poor.

In response to questions about the specific drivers for people using the Food Bank, the meeting was advised that the questions asked of users had not always captured such detail. The group was informed that approximately $\frac{1}{3}$ of users had benefit problems, $\frac{1}{3}$ were homeless / delayed wages / debt issues/ sickness / domestic abuse and unemployed, and $\frac{1}{3}$ low income.

In response to a question, the group was advised that almost half the people the Food Bank provides food for are children (0-16 years) and that there are few elderly users (with just one referral from Age Concern in the past year). The Group was informed that the Food Bank had started to number and track the referral vouchers to ascertain details of which were issued but not used. Some weeks the Food Bank had 7 vouchers used, other weeks more or less.

Local supermarkets (Tesco and, from September 2017, Sainsburys at Burpham) have collection points in store, but the Food Bank was unable to handle perishable foods.

The Food Bank had received a phone call over the summer regarding Fareshare and becoming a Community Food Member, but the offer did not appear to fit the Food Bank's needs (plus, the Food Bank was a guest organisation in its venues without suitable storage for fresh food or the ability to freeze it).

The Food Bank uses surplus fresh food from allotments, eggs, carrots and potatoes and (sponsored by the local Lions) provides food for Xmas dinners. Referral agencies were advised of Xmas activities; the group was advised that there was a consequent increase in referrals.

The meeting was informed that there was a standard list of goods for a parcel for families but users of the Food Bank did complete a preference list when they first arrived.

Harvest Festival, Christmas, and the end of the academic year were big collection times for the Food Bank. Food supplies from departing students were collected by Tesco and the university and re-distributed between North Guildford Food Bank and the Salvation Army Food Bank.

School holiday hunger is a particular problem for families that usually receive free school meals. Some families received post-dated vouchers from Home School Link Workers at schools. However, the group was informed that churches and holiday time clubs did provide some meals in the holidays.

In reply to a question, the group was advised that more women than men attended the Food Bank to collect food parcels.

Ann indicated that users might take Food Bank volunteers into their confidence because they were not viewed as part of the official system (and not seen as liable to report them to anyone). The Food Bank did not offer direct advice or counselling but did signpost users. In reply to a question about passing on safeguarding concerns to the Council, the group was informed that the issue had never arisen at the Food Bank and if there were concerns then the referring agency would be contacted.

The Food Bank had about fifty volunteers, along with some additional Duke of Edinburgh students volunteering for 3-month periods.

As a Christian organisation, the Food Bank asked clients what issues they would like prayer for and then prayed for them once the session had closed, obviously in total confidence.

Some users of the Food Bank had indicated that there had been delays and reductions in benefits connected to the introduction of Universal Credit; in addition, some users in receipt of benefit had been advised to save for the transition to Universal Credit.

In the past, Council officers had provided information about Universal Credit to the Food Bank.

The Scrutiny Manager indicated that information about local ward councillors and their contact details would be provided to the Food Bank.

The group was advised that there was more flexibility toward referrals in January (when bills arrive). Occasionally financial donations to the Food Bank would be used to top-up prepaid utility cards. In response to a question, Ann estimated the amount used in this way annually was £500-£1,000.

With reference to the goods required most by the Food Bank and in-store collection points, the meeting discussed the provision of a suggestions list in supermarkets or even labelling shelves to denote particular items needed by food banks.

In reply to a question, Heather confirmed that the Food Bank had a shortage of puddings and desserts. Councillors offered to publicise a suggestions list using social media.

Heather and Ann confirmed that social media was an area of development for the Food Bank and other issues had been given priority.

Past meetings and information briefings with the Salvation Army and Council officers had been useful. Currently, there was little interaction between the Council and the Food Bank. The group was advised by Ann that meeting to exchange ideas with the Salvation Army had proved very useful in the past and they would look to do it more often.

A leaky roof on one of two garages let by the Council to the Food Bank for storage would be reported to the appropriate Council officer.

The North Guildford Food Bank received the goods donated to the in-store collection at Tesco's fortnightly (alternating with the Salvation Army).

In response to a question, Ann indicated that when she was setting up the Food Bank in Guildford she investigated using the Trussell Trust food bank model but was told that it required a down payment of £4,000 and subscription fees of £1,500 a year. The Food Bank concluded that they neither needed the Trussell Trust franchise model nor could they justify the expense.

3. Next Steps

The Scrutiny Manager confirmed that arrangements would be made for group members to visit the Food Bank at St Clare's. Ann suggested that members visit no more than two at a time.

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Appendix 1

The group members confirmed that they would like to meet managers of local supermarkets and a representative of the Trussell Trust.

4. Notes of 28 June Meeting

Consideration of the notes was deferred until a future date.

Food Poverty Overview and Scrutiny Task and Finish Group

Notes of visit to Salvation Army Food Bank, Woodbridge Road, on 11 October 2017

Present: Councillors Angela Goodwin, Angela Gunning, and Pauline Searle.

Also present: Rikke Lofthouse, Catherine Rand, and Kevin Rand (all from Salvation Army) and James Dearling (Overview and Scrutiny Manager).

After a tour of the building, there was a discussion about the operation and issues facing the Salvation Army Food Bank. The group was advised that in comparison to North Guildford Food Bank, relatively few families used the Salvation Army Food Bank; however, school holiday hunger was seen as a growing issue. The demand on the Food Bank was highest in the winter.

The Food Bank was formally open on a Friday afternoon and most food parcels were distributed at this time. However, as the building was staffed much of the time the opening hours of the Food Bank were in effect much longer.

The group was advised that access to the Food bank was an issue for some potential users, particularly as buses did not run to some localities after 5.30pm and public transport was in all likelihood not affordable for those in need of a Food Bank. Catherine indicated that the Food Bank was seldom able to deliver food parcels.

The group was shown a Salvation Army Food Bank referral voucher. Councillors were provided with a number of vouchers to issue to residents as necessary. Rikke advised that Citizens Advice and Guildford Action issued most of the referral vouchers redeemed at the Food Bank. Other referrals came from St Catherine's Hostel [National Probation Service] and the Wellbeing Centre at the University of Surrey. In response to a question, the group was informed that very few referrals were made to the Food Bank by Age UK. The students union at the University of Surrey arranged for surplus food from its members to be collected at the end of the academic year for delivery to the Food Bank.

The group was advised that the nature of the crisis recorded on each Food Bank referral voucher was not collated.

In response to a question about Food Bank users, the group was reminded that since April 2017 the Salvation Army had run the Mulberry House refuge for homeless single women.

Members questioned whether a lack of budgeting skills, or cooking and food nutrition knowledge appeared to be an issue for Food Bank users. In response, the group was advised that Food Bank users were not always good at budgeting (the particular examples of mobile phone contracts and loans were put forward). The group was advised that the Salvation Army's Croydon Citadel hosted a breakfast event for children at which parents had an opportunity to learn about budgeting / parenting before joining their children for lunch together.

The group was advised that there was a suspicion that some of the people appearing as homeless in Guildford were 'professional' beggars because they did not take up offers of help from the Salvation Army. For further information on the increase in homelessness, the group was advised to speak to Guildford's HOST (Homeless Outreach and Support

Team) [HOST provides help and support to those rough sleeping and those at risk of rough sleeping.] The likely impact of the Homelessness Reduction Act 2017, particularly if a local connection requirement was removed, was mentioned.

Catherine indicated that the Food Bank received donations weekly from Sainsburys at Godalming and Waitrose at Guildford, and fortnightly from Tesco's in Guildford. She advised that alcohol, medicine, and homemade food were not accepted as Food Bank donations.

The Food Bank hoped to promote its suggestions list through information boards at the entrance to supermarkets. The members of the task group suggested exploiting Facebook to help promote the requirements of the food banks in the Borough.

Kevin indicated that special dietary requirements, such as gluten-free, were becoming more common.

In response to a question about the possible expansion of Fareshare to Guildford, Catherine advised that the formal food hygiene certificates required by Fareshare were not held by the Food Bank and there was limited freezer space available. The nutritional benefits of providing food aid that included fresh food was discussed by the group.

The group was advised that a shipping container or similar would bring much needed storage capacity for the Food Bank.

The group members suggested the advantages of a Community Fridge [as opened recently in Dorking, where people or businesses can donate surplus food that would otherwise be thrown away]. In addition, the community shop model of food aid provision was explained.

In response to a question, the group was advised that extra storage space and a micro-market might improve food insecurity in the Borough. In addition, an increased role for the Council in facilitating discussion and information sharing between the food banks was proposed. The appropriateness of the Council taking a lead against food waste and the need for the Council to generally take a lead on the issue of food poverty in the Borough, and not rely on charities or foodbanks, was advocated to the task group.

The possibility was offered for the task group members to drop in to the Food Bank on a Friday afternoon session to witness operations was proposed.

The group members thanked Rikke, Catherine, and Kevin for the visit and for answering their questions.

Food Poverty Overview and Scrutiny Task and Finish Group

Notes of the meeting with Dr Claire Thompson and Dr Dianna Smith, Chinthurst Room on 16 October 2017

Present: Councillors Angela Goodwin (Chair), Angela Gunning, Sheila Kirkland, Dennis Paul, and Pauline Searle

Also present: Dr Claire Thompson (London School of Hygiene and Tropical Medicine), Dr Dianna Smith (University of Southampton), and James Dearling (Overview and Scrutiny Manager)

1. Apologies for absence

The group was advised of an apology from Councillor James Walsh.

2. Food poverty, health and food banks: the challenge of measuring and responding to the problem

A briefing note and an unpublished research paper (with supporting statistics) had been provided to the task group members in advance of the meeting.

Drs Thompson and Smith presented the findings of their work to the group [see attached slides¹.]

Dr Thompson indicated that since the 2008 spike in food prices, the significance of food poverty / food insecurity had increased as an issue. The group was advised that access to food banks was commonly mediated by a referral system that typically required a health or social care professional to corroborate the needs of a client before issuing a referral voucher; few food banks permitted self-referrals. Through the referral system, the state was pushing those in food poverty towards charities.

The group was advised of the drivers for food poverty (e.g., rising living costs, falling incomes, austerity, insecure and low paid work, and widening inequality) and the effects. The group was informed that this included a rise in both malnutrition and obesity (as high energy / low nutrient diets can contribute towards hypertension, iron deficiency, and impaired liver function).

The group was advised that a study in London found a fifth of parents had skipped meals so their children could eat and 30 per cent reported buying less fruit and vegetables due to the expense.

Dr Thompson explained that her research was based on three years' qualitative study and that two further years remained. The approach included interviews with food aid workers, health and social care professionals, and food bank clients. The group was advised that repeat interviews and video diaries (including looking at the impacts of food poverty on dietary health) would feature in the remainder of her work.

¹ These slides contain initial findings and are yet to be published. Also, data presented to the group that relates to the unpublished national model is not attached here.

Dr Thompson highlighted some of the health challenges associated with food poverty / food insecurity: the low priority accorded to self-care (particularly a healthy diet), the ability to feed children and the effects on child development, the importance of a healthy diet for breastfeeding, and additional or overlapping health and social vulnerabilities. Dr Thompson presented excerpts from interviews to illustrate these issues.

The group was advised of the importance of nutrients for brain development in babies and children, and the intergenerational issues of families, particularly girls, growing up in a system of food poverty.

In response to a question about the availability of cookery classes, the group was advised that facilities available to food bank clients or at the food bank venue itself could be limited. However, there were examples of such aid being tailored to people with access only to a kettle and microwave.

In reply to a question, Dr Thompson indicated that there were considerable practicalities for food aid providers with storing fresh food (including food safety requirements) and an actual lack of fresh food donations.

The group was advised that stores could be reluctant to allow surplus food to be redistributed due to issues around food safety. Dr Smith informed the group of gleaning networks in the US [i.e., the organisation of volunteers to harvest crops on farms that would otherwise be wasted, and distribute that food to people in need].

The group was advised that local authorities often had a facilitation and / or client validation role for food aid provision. In addition to family support workers, health visitors and other professionals, local authorities responded to food poverty by acting as referral and signposting points. The group was advised that food poverty had been met with a cross sector response from charities and the state.

In response to a question about cultural changes towards food (for example, takeaways and home-cooked; processed and fresh food; and housing designed with fewer dining rooms), the group was advised of the density of takeaways in poorer areas and that food poverty could present as obesity rather than hunger. The emergence of everyday takeaway use as a social norm was discussed. The group was reminded that the issue of food poverty was about access to a healthy and nutritious diet rather than hunger.

A lack of cooking facilities or skills and a concern not to risk money on food that might not be eaten (liked) were put forward as reasons for use of convenient and familiar takeaways. The group was advised that food banks prepared 'cold box' food parcels for those without heating or hot water. [The contents of 'kettle box' food parcels are prepared by adding boiling water or eaten cold.] The group was advised that making diet a priority in times of hardship was problematic and that it was difficult to have a healthy diet if reliant on donated food. The group was advised that research suggested achieving stable funding for food aid provision was difficult.

Dr Smith introduced her work on modelling, planning and targeting resources to address food poverty. The group was referred to reports of the All-Party Parliamentary Group (APPG) on hunger and food poverty and research by the Trussell Trust. The group was advised that one study had concluded that Trussell Trust foodbanks are more likely to have opened in areas characterised by benefit cuts and sanctions. However, the group was informed that the presence of food banks was not the best indicator of food poverty, rather food banks an indication of social networks and community resources.

Furthermore, the group was advised that there was no link between Index of Multiple Deprivation scores and Trussell Trust food banks.

The group was advised that the aim of the quantitative research was to create a risk score that could be adapted to local pressures. This model or index of food insecurity / food poverty risk could be seen as an attempt to replace a local-level survey: the group was informed of measures of food insecurity in North America and elsewhere. In England there is no routine measurement of the scope and extent of food poverty. The group was advised that the devolved governments of Wales and Northern Ireland did measure food poverty.

The model presented to the group estimated the risk of food insecurity using factors identified as influencing the risk; namely, household composition and benefit claims (and sanctions). Using these two domains, which are based on a range of indicators, a measure of risk can be calculated for particular groups living within areas. Providing relevant data is available, the model can calculate potential household risk for areas as small as a Lower layer Super Output Areas, or neighbourhood. The group was advised that the model's approach could be expanded or refocused to incorporate groups judged at high risk of food insecurity, providing relevant data was available at a local level.

Dr Smith indicated that the model presented to the group used quantitative data more recent than that utilised by the Index of Multiple Deprivation. Dr Smith suggested the value of obtaining local data to produce a bespoke model of a locality's risk. The group was advised that benefit sanctions did not feature in the mapping of risk for areas within Guildford because no area had 5 or more individuals with an adverse sanction decision.

The group members indicated that Council officers might hold additional datasets that could be used to enhance a local model of food insecurity risk.

During a discussion of the relative lack of elderly people using food banks in the Borough, the group were advised that asking for donations in return for access to food aid might encourage elderly people to use them. Similarly, the group was advised that progressive food banks used delivery systems (and achieved higher use by elderly clients).

Dr Smith confirmed the potential value of supermarket shopping data to a model of food poverty risk and advised the group that supermarkets had provided only limited disclosure of loyalty card data. (The discussed whether the sensitivities around the BOGOF offers of sugary or fatty foods might be a factor.)

The group was informed that the national model presented to the group identified the MSOAs (Middle layer Super Output Areas) where populations could be expected to be at highest risk of food poverty. The group was advised that the results of the model tallied with data for England available from Oxfam.

With reference to a map of Surrey and Guildford showing relative risk of food poverty, Dr Smith indicated that a map could be produced with ward boundaries overlaid.

The group discussed profiling and modelling, including the possible value of customising the model to include indicators for local pressures (such as fuel poverty, housing costs, ex-armed forces personnel, and students). The group suggested that the impact of Universal Credit would be considerable.

The meeting discussed the barriers to the take up of food bank usage, including pride (group members felt this could be an issue particularly among the older generations), access or knowledge of food banks, and the expense of collecting from food banks.

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Mobile food banks were put forward as an alternative. Similarly, the group discussed the benefits of community food shops. In addition, the group was advised of The Real Junk Food Project and the possible use of meals on wheels to deliver food parcels in addition to hot meals.

Dr Thompson indicated that in affluent areas there was often less food aid infrastructure and services, and less assumption of need. The group was advised that food banks had become embedded as part of the expected response to food poverty issues and the sense of outrage and dismay that accompanied their introduction had dissipated. However, the group noted that use of a food bank could retain the stigma of drawing attention to an inability to feed oneself or one's own children, along with the fear of being drawn into the social services system.

The task group thanked Drs Smith and Thompson for attending to explain their research and findings.

Food Poverty Overview and Scrutiny Task and Finish Group

Notes of the meeting with Kim Rippett, Head of Housing Advice, in Newlands Room on 13 November 2017

Present: Councillors Angela Goodwin (Chair), Angela Gunning, Sheila Kirkland, Pauline Searle, and James Walsh

Also present: James Dearling (Overview and Scrutiny Manager) and Kim Rippett (Head of Housing Advice)

1. Apologies for absence

The group was advised of an apology from Councillor Dennis Paul.

2. Discussion with Kim Rippett, Council's Head of Housing Advice

Kim Rippett summarised the responsibilities of her role, including the strategic housing functions (e.g., needs, allocations, and homelessness). The group was advised of Surrey County Council's Family Support Programme (part of the government's Troubled Families initiative). Kim informed the group that she was one of the Council's strategic leads for welfare reform.

The meeting was advised that the elimination of food banks in the Borough had been an ambition stated within a previous version of the Council's Corporate Plan, but that demand for the food banks' services was expected to continue. The group was advised that in the past, the Council had led initiatives for closer working between the Council, local foodbanks, and Citizens Advice.

The group was advised of likely pressures on food banks, including the continuing impact of the welfare reform agenda since 2010 and the expected effect of the roll out of Universal Credit (scheduled for the summer of 2018 for Surrey, with new claimants in Guildford being arranged for July 2018). The group was reminded that Universal Credit was a monthly payment to a single member of the household, paid in arrears. The direct payment of rent to a landlord was no longer possible. The group was informed that Council tenants had not paid rent direct since 1972 and a cultural shift would be needed. The group was told that an increase in money management issues was expected as a result of the change to Universal Credit. The Head of Housing Advice indicated that the new system would be simpler to understand and cheaper to administer (for example, it had been designed to work with a smart phone). She advised the group that at the end of September 2017 there were 16 single people in the Borough on Universal Credit.

The group was informed that there was an association between the reduction in the benefit cap (limiting the amount a working age person can get from welfare benefits) and the number of families being brought into the realm of food banks. The group was reminded that people of pension age were exempt from the benefits cap.

The task group was advised that data from three years previous confirmed that benefits-related issues were the most commonly reported reason for food bank use. The Head of Housing Advice indicated that an unpredictable or unforeseen event or crisis was often

not able to be absorbed by those on a low income and could prompt use of a food bank. The group was advised that self-referrals to a food bank were rare, with a need for a third party to verify the circumstances of a client.

The task group was advised that the Salvation Army food bank in Guildford had operated for over 15 years and been publicised little, while the more recently established North Guildford Food Bank was publicised and promoted more. The Head of Housing Advice indicated that Ash Citizens Advice issued food bank parcels from the Trussell Trust, but another food bank in Ash had closed.

The group was advised of previous research undertaken by Surrey County Council officers, including a review of the type of food issued by food banks (for example, its nutrition and sugar or starch content). The Head of Housing Advice indicated that local food banks had been receptive to the need to produce food parcels that were nutritionally balanced. However, the group was advised that the food banks had been reluctant to include information leaflets in their food parcel. The Head of Housing Advice informed the group that a Council event to update food bank volunteers had been well received. In addition, she confirmed that North Guildford Food Bank had asked for future updates on welfare reform.

The group was advised that, in contrast to North Guildford Food Bank, Council officers had not been able to obtain data on food bank clients from the Salvation Army. Similarly, the food bank at Farnham had difficulty differentiating data on its Ash Citizens Advice food bank.

The Head of Housing Advice informed the group that she had been reassured that the content of the food bank parcels and signposting to agencies was good. She advised that the suggestion of an annual event, a Foodbanks Forum, had been declined by North Guildford Food Bank.

The group was advised that the number of households within the Borough affected by the benefits cap was approximately 109 [67 in private sector housing and 58 in Council or social housing, although the group was not static].

The Head of Housing Advice stated that there was not a major problem with rogue landlords compared with other local authority areas.

In response to a question about the numbers of working poor using food banks, the Head of Housing Advice indicated that the Family Support Programme at Surrey County Council would have detail on such issues. In addition, she indicated that FISH (Fun in the School Holidays) might be a source of such information.

The group members questioned whether the food banks were open sufficiently or might limit accessibility. The Head of Housing Advice indicated that most people did not shop every day and that the food banks might deliver occasionally.

The Head of Housing Advice confirmed that she did not know if the emergency food aid provision met the current level of demand in the Borough.

In reply to a question, the Head of Housing Advice indicated that the food banks exercised a degree of leniency in relation to the 3-voucher rule for clients.

Members agreed the value in identifying the free school meal eligibility in the Borough's schools.

The Chair outlined the work of Drs Smith and Thompson [see notes of 16 October 2017] and the meeting discussed the lack of older people being referred to the food banks in the Borough. The Head of Housing Advice suggested that the group contact the Community Services Manager for details of the number of older people in the town centre and related food aid.

Members questioned whether there were any community store or community supermarket initiatives in Surrey. In reply, the Head of Housing Advice indicated that she was not aware of such schemes in Surrey and they tended to be in areas of higher deprivation and denser populations. The Head of Housing Advice confirmed that local supermarkets and other retailers were distributing surplus food waste in Guildford.

The Head of Housing Advice indicated that there might be need for a scheme that people paid something to access. She suggested that if the need was there then local people and organisations would adapt to meet the circumstances – and cited North Guildford Food Bank and the Salvation Army as examples evolving to meet need.

With reference to FareShare, the Head of Housing Advice indicated that it was not a suitable financial model for Guildford alone. She agreed that there were pockets of deprivation in Waverley, Hampshire, and other neighbouring areas that might influence a FareShare proposal for Guildford residents.

The Head of Housing Advice indicated that the Council's role was to ensure it was accessible to offer advice to local organisations and charities that provided food aid. For example, to provide information on upcoming changes to benefits or collate data, but it was better for organisations to take a lead themselves.

The group was advised that the Trussell Trust model ensured consistent data to enable comparison of the local against the national.

Members questioned the impact of benefits reforms. In response, the group was advised that the first benefits cap was judged to have prompted re-consideration of employment by some benefit recipients (by ending a benefits trap) and the bedroom tax had helped with some downsizing (although the bulk of under-occupiers were elderly and therefore excluded from the Spare Room Subsidy).

The group was advised of vacancies in the Council's homelessness outreach and support staff (which was currently operating on 2.5 FTE rather than 5 FTE).

The Head of Housing Advice informed the group that there was data monitoring the impact of the welfare reform from 2014/15 onwards, with some elements measured since 2013. She circulated a spreadsheet and graphs to illustrate the Council's monitoring of the impact of welfare reform. The group was advised that further information could be provided to the group.

In addition, an analysis of information relating to food parcels distributed by Ash Citizens Advice was provided to the group.

The Chair thanked the Head of Housing Advice for attending and answering questions.

3. Notes of previous meetings

The group had been provided with notes of the meetings and visits from 28 June, 18 September, 25 September, 26 September, and 11 October. The group was advised that notes from the meeting on 16 October were not finalised for circulation.

Due to the shortness of time, a detailed discussion of the notes was deferred.

4. Next Steps

The group considered arrangements for a proposed visit from Nathan Au (National Development Manager, FareShare) and Rachel Carless (Sussex FareShare). The group agreed to re-schedule the visit to Thursday 23 November and if this was not convenient then representatives of the task group should visit Brighton.

The group agreed to seek meetings with the Trussell Trust and Ash Citizens Advice, and to pursue meetings with the local supermarkets.

Food Poverty Overview and Scrutiny Task and Finish group

Notes of visit to FareShare Sussex, Brighton on 8 December 2017

Present: Councillors Angela Gunning, Dennis Paul, and James Walsh.

Also present: Nathan Au (National Development Manager of FareShare UK), Sophie Butcher (Committee Officer), and Rachel Carless (Manager of FareShare Sussex)

The task group was advised that FareShare Sussex was part of a national network of 21 regional centres, 16 of which are independently managed with 5 managed by FareShare UK. FareShare started in 1997 as part of Crisis' Christmas campaign to help the homeless, which expanded to help people in need throughout the whole year.

In response to a question, the group was advised that some funding was provided nationally, a lot of which came directly from the food industry and stores such as Tesco's and Asda, and via Trusts and Grants, Councils, and Clinical Commissioning Groups. A proportion of costs are also covered through the fees charged by FareShare to the projects they supply food to. Each regional centre is responsible for meeting their costs each year through fundraising and through charging fees. Operational costs for FareShare Sussex are approximately £270,000 per annum. These costs include leasing and running the delivery vans, utilities, volunteer expenses, and staff costs.

Sainsbury's, Asda, and Kellogg's provided the monetary equivalent of food so they did not make a profit. Strict food standards also had to be met and no profit was allowed to be made from the food donated. Tesco's priority for example was to achieve 0 per cent to landfill by 2019 and FareShare therefore assisted in helping them achieve their goal by delivering that surplus food to where it was needed most. In 2016, the FareShare network saved 12,000 tonnes of food, which had a monetary value of £48 million.

The group was interested to know how demand for their services was established as well as identifying areas in the UK to expand into. The group noted that feasibility studies were often undertaken to identify how active the charity sector was in specific areas. Local super output areas were also used to pinpoint regions of poverty. Often areas that were so deprived did not have any form of support or charities in operation. In the Guildford area, Aldershot, Farnborough, and Woking were the next most populated areas outside of Brighton and demand from vulnerable groups for food was anticipated to be high. In order to qualify for receipt of food from FareShare, the food had to be distributed to vulnerable people via community groups or charities that offered a holistic approach to helping people back into society through the provision of a range of support services. FareShare was currently working with the Trussell Trust to expand the provision of these key social and community services. The group was advised that FareShare Sussex delivered the food to the community groups and charities. There were four projects that collected the food but this was not that popular because car ownership in and around Brighton was low. In 2017, FareShare Sussex delivered food to 100 different community groups and charities across Sussex, serving 7,211 beneficiaries in 12 local authority areas.

When looking to expand into a specific area, FareShare would make contact with local councils particularly their housing and community support teams to seek discretionary funding as well as advertise in local newspapers and/or put on roadshows.

The group noted that 40 per cent of the surplus food it obtained came from large supermarkets, 10 per cent from local businesses and the rest from other sources. The surplus food from supermarkets generally had a longer lifespan. Even if a yoghurt had 10 days until it expired, a supermarket would not accept it. That said, the group was advised that the UK was one of the most efficient countries in managing its food waste when compared to the rest of the world.

The group discussed the fact that in the media a lot of the focus was put upon the end of store food wastage when the wastage problem was greater at the supplier end.

In the next five years, FareShare Sussex aimed to more efficiently meet the needs of the rural poor. The group discussed the fact that FareShare supplied School Breakfast Clubs and Holiday Hunger Clubs had also experienced a huge demand for their services in the last year and a half.

The group noted that Global Food Network had provided monies for the Sussex FareShare expansion; however, the number of vans currently available to distribute foods limited them. Owing to the outcome of a bid, significant funding could be made available in the longer term. If this was the case, a second warehouse could be bought or leased in the Redhill or Crawley area as this was within the M25 corridor and easily accessible. This would also assist with Sussex FareShare's larger expansion in increasing its capacity to providing foods beyond 133 projects/charities.

The group noted that they were in the early stages of establishing the need for services such as FareShare in the wider Guildford/Surrey area. The group had met so far with three foodbanks in the Guildford area and looked at research which indicated that vulnerable people were at greater risk of not eating enough but were not using foodbanks either. It was acknowledged that there was a stigma attached to foodbanks and people in need may feel too embarrassed to use them. Pantries in Manchester offered a good alternative to foodbanks as the users had to sign up and pay some money towards the food they were obtaining which in turn reduced the stigma. The group was advised that the growth in need for foodbanks, particularly in the last ten years had unfortunately arisen from longstanding inflationary prices, accelerated by a lack of wage growth.

It was noted that there were a number of charities in Guildford but the group had not yet identified which charities to work with. It was recommended that a meeting was set up with the likely stakeholders, charities, churches, and schools, sheltered housing and supported accommodation providers to start partnership working and develop links. It was noted that one fifth of all charitable projects were church run so it was recommended that such institutions should be approached in the first instance. FareShare could also assist in identifying the number of charities that existed in the Guildford area.

The group noted that a large number of the recipients of food from FareShare became volunteers at the charity. It was not a standard volunteering opportunity but a gateway to work. Approx. 15-16 volunteers in the last year had managed to secure full-time employment using the skills they had obtained with FareShare. The Head Office also provided a number of paid internships and had links with the students at the University of Sussex.

The group was advised that FareShare used a bespoke database that logged all food received, tracked waste, and provided an overview of electoral wards and CCG postcode boundaries. This was essential as food suppliers, for health and safety reasons, demanded a way of tracking the surplus food provided to FareShare.

It was noted that FareShare did not supply to hospitals yet as it was a statutory requirement for hospitals to provide food. However, Commissioning groups had been approaching FareShare who were currently being assessed to confirm if they could benefit from these services.

Lastly, the group noted that in a peak month, 500 tonnes of food was delivered from Tesco's and 200 tonnes on a lesser month. Christmas was the peak time of food waste and July/August was the time of peak demand.

Food Poverty Overview and Scrutiny Task and Finish Group

Notes of the meeting with Ash Citizens Advice in Hatchlands Room on 28 March 2018, at 10.00am

Present: Councillors Angela Goodwin (Chair), Angela Gunning, Sheila Kirkland, and Pauline Searle

Also present: Julia Butler (Chief Officer, Ash Citizens Advice), James Dearling (Overview and Scrutiny Manager), and Barbara Kemp (Research & Campaigns Coordinator , Ash Citizens Advice)

1. Apologies for absence

The group was advised of apologies from Councillors Dennis Paul and James Walsh.

2. Discussion with Julia Butler and Barbara Kemp

The Chair welcomed Julia Butler, Chief Officer, Ash Citizens Advice, and Barbara Kemp, Research & Campaigns Coordinator , Ash Citizens Advice.

Julia advised the Committee that Ash Citizens Advice (CA) had updated their 2016 research on the affordability of the private rented sector in the area. The group was informed that a spot check of rents in the private rented sector and comparisons of the Local Housing Allowance had taken place in October 2017. [Local Housing Allowance is the maximum amount of housing benefit available to those in the private rented sector.] Copies of the research results were shared with the group members.

In response to members' questions, Julia confirmed that Ash Citizens Advice distributed food parcels provided by the Farnham Food Bank but did not issue or redeem food vouchers. The group was advised that clients need to be seen by an adviser and an assessment made in order to receive a food parcel. She confirmed that they are aware of some individuals who may abuse the system.

With reference to the causes of food poverty, the group was advised that clients usually had underlying problems additional to the one they presented with. The group discussed the requirement to assign a single issue on food parcel referrals, particularly on the Trussell Trust forms. The group noted the possible skewing or over-simplification of the factors that prompted recourse to a food bank. The group was advised that a review of cases had confirmed benefit changes and delays were responsible for much food parcel need. In particular, changes in benefit often led to a gap in income (usually for a period of two weeks or so) which benefit claimants often lacked any reserves to bridge.

The group was advised that the change from DLA (Disability Living Allowance) to PIP (Personal Independence Payment) could lead to a sudden drop in income as the criteria for the two benefits were not identical. The group was informed that challenging a PIP decision was a lengthy process and appeals could take 9-12 months.

The meeting suggested altering food voucher forms by adding a tick box to specify Universal Credit (UC) as the cause of the referral. The group was advised that a review

of cases involving a food parcel confirmed that low income was a common problem and health issues were frequent.

In response to a question, the group was advised that the information collected to explain the distribution of a food parcel did not indicate 'holiday hunger' as a driver. The group was informed that the food voucher system perhaps picked up the first issue, and there were commonly 4-5 issues involved in a crisis.

The group questioned the distribution of food boxes from Ash Citizens Advice and was advised that some clients travelled from Aldershot and Guildford town. [Partial details of the distribution of food boxes from Ash Citizens Advice during the period January – December 2017 were subsequently provided to the task group.] Members of the group asked about the possible stigma of receiving food parcels. The meeting was informed that food boxes contained carrier bags to enable the contents to be carried easier and appear as shopping. In reply to questions, the group was advised that there was not a drop off service; however, family food boxes were heavy and Ash CA could hold half boxes to enable clients to split transporting the contents into more than one trip.

The group was advised that a food bank outreach service at Ash Vale Methodist Church had closed. The hours of opening at Ash Citizens Advice were Monday – Thursday 9.30am - 4pm, and Friday 9.30am - 1pm for phone calls and appointments only; effectively, enabling food parcels to be collected 4½ days a week. Julia confirmed that there was no fresh food in the food boxes provided to Ash Citizens Advice by Farnham Food Bank. Also, the group was informed that if clients required toiletries or nappies then they were redirected to Farnham Food Bank (the group was advised that the Ash CA office did not have the space to store such goods). The Ash CA office had room for a limited number of food boxes and Farnham Food Bank replenished food boxes as necessary.

In response to questions about income and debt, the group was advised of the pay weekly retailer Brighthouse [which has a store in Aldershot] and the exploitation of the poor by such companies. In response to questions about the working poor and food insecurity (rather than food poverty), the group was referred to a recent analysis by the Joseph Rowntree Foundation [*Working families still locked in poverty – time to right the wrong of in-work poverty*] which found that two thirds of children and working age adults in poverty belonged to working households.

In reply to a suggestion about the value of a community fridge, the group was advised that an established location, such as Guildford Action was preferable (and that the Ash CA office would not be suitable).

Members questioned whether food parcels were used by older residents. In reply, the group was advised that the Ash CA did not have many clients over 65 years of age, (indeed, the group was informed that there had not been a single client over 65 years of age within the 3-month period for which cases were examined in-depth in preparation for the meeting). The group was informed that generally if appropriate benefits are claimed, particularly Pension Credit, then a food parcel is not needed. Some members of the group suggested that the elderly were more reticent to ask for help or accept charity than younger people.

The group discussed the increase in zero hour contracts and the associated difficulties with budgeting.

With reference to the updated research on the affordability of the private rented sector in the area, the group was advised that the Local Housing Allowance relevant to the

Borough did not reflect current values in the private rented sector. The group was advised that targeting rents, possibly through the local authority topping up the LHA to make rents affordable, would be an effective way to help those residents living in poverty (including food poverty). The value in a revision of the LHA was suggested. In response to questions, the group was advised that Right to Buy had not helped the problems of housing affordability. The group was advised that housing rent rates were an underlying cause of poverty as housing benefit (LHA) covered social housing rent rates but did not represent affordability for the private rented sector.

The meeting considered the likely outcomes of the task group's work. Members discussed further collaboration between food banks and a role for the Council's Community Wardens in distributing food parcels. The group was reminded that the role of food banks was to meet short-term needs.

The group considered the likely impact of the introduction of universal credit (UC), particularly the several weeks delay in receiving the first payment and its accessibility as a digital service. The group was advised that a private landlord could evict without additional reason a tenant with more than 8 weeks' rent arrears. In response to questions, the group was informed that Ash Citizens Advice had spent funds training its advisors for the introduction of UC in 2013 and had decided that they would await the rollout of UC locally before running such events for its advisors again.

The Chair thanked Julia Butler and Barbara Kemp for attending, sharing their research, and answering questions.

Food Poverty Overview and Scrutiny Task and Finish Group

Notes of the meeting with Erik Jespersen, Lighthouse, Woking, in Newlands Room on 9 May 2018, at 9.30am

Present: Councillors Angela Goodwin (Chair), Angela Gunning, Sheila Kirkland, and Pauline Searle

Also present: James Dearling (Overview and Scrutiny Manager) and Erik Jespersen (Co-founder of Lighthouse centre)

1. Apologies for absence

The group was advised of an apology from James Walsh.

2. Discussion with Mr Jespersen

The Chair welcomed Mr Jespersen and invited him to tell the meeting about Woking's Lighthouse centre, including its Trussell Trust-affiliated foodbank.

Mr Jespersen explained the background to the establishment of the Lighthouse centre. The group was advised that the desire for a shopfront venue had led to the acquisition of the lease for a derelict building in Woking town centre in 2011, which had then been restored and transformed into the Lighthouse centre. The group was informed that the centre had opened in 2014 and hosted a number of projects, including Woking Foodbank.

The group was advised that food poverty was not an isolated issue, but was always connected to other problems. The group was informed that a holistic approach to the needs of individuals was essential and that the Lighthouse centre was able to provide a range of responses. For example, Lighthouse projects included clothing through the jigsaw project, cooking classes, a job club, café, or arts group (see <http://www.lighthousewoking.org/our-projects.html>). The group was advised that the approach of the Lighthouse centre was to help move people beyond any immediate crisis and avoid a charity dependency.

In reply to questions, Mr Jespersen confirmed that the Lighthouse centre was run by a Christian charity as a faith venture, but pursued a sense of 'neutrality' (reflected in the name chosen for the centre).

The group was advised that the foodbank in the Lighthouse was supported by two satellite branches (Sythwood and Sheerwater foodbanks). Mr Jespersen confirmed that the opening times of the three foodbank locations were staggered to maximise accessibility Monday to Friday [closed over the weekend].

The group was advised that Woking Foodbank distributed 25 tonnes of food in food parcels each year, with around 2,500 people fed through the Lighthouse centre. Mr Jespersen indicated that Tesco and Marks & Spencer donated fresh produce to the Lighthouse 2-3 times a week; he confirmed that the foodbank was able to freeze short-dated goods such as bread.

The group was advised that non-food items such as toiletries, nappies, and pet-food, were available to add to food parcels as necessary. In response to a question, Mr Jespersen confirmed that obtaining donations was not an issue for the foodbank, for example, in the run-up to Christmas their storage facilities (with a capacity of approximately 8 tonnes of supplies) had been filled. The group was reminded that most Trussell Trust foodbanks were run in church halls that lacked substantial storage.

The group was advised by Mr Jespersen that in his experience the foodbank's relationships with local supermarkets were determined by its relationship with the individual supermarket managers.

The group was advised of the strengths of using the Trussell Trust. Mr Jespersen indicated that the voucher referral system used by the Trust ensured an assessment of need had been undertaken before clients arrived at the foodbank; individuals visiting the foodbank were not asked to demonstrate need. The Trust's foodbank model was felt to provide a robust structure and clear guidance on potential sensitivities (such as eligibility to access a foodbank).

In response to questions, Mr Jespersen indicated that discretion was applied to the Trust's three referral guideline because it could take six weeks to process benefit claims. On the other hand, he indicated that he was wary of creating a dependency on the emergency provision of the foodbank.

In response to a question, the group was advised that the Lighthouse paid a fee of approximately £400 each year to the Trussell Trust in return for a database system, infrastructure support, and help to train its volunteers. The group was advised that Woking Council contributed to the Lighthouse centre in ways other than direct finance.

The group was informed that the Emmaus Road Church was keen to create a similar model to the Lighthouse centre in Guildford (if needed), but the availability of accommodation would determine the feasibility of such a venture. Also, the Church was keen to develop relationships with existing organisations and providers in Guildford, including the foodbanks and the Diocese, in advance of any introduction of additional projects or services. The group was advised that it was hoped to work in collaboration with Guildford Council and there was not an expectation that the Council alone would make the change happen.

The group was informed of the value of adopting a broad approach to the issue of food poverty, that is to say, not just the provision of a foodbank, but cooking classes and other activities that enable people to contribute and preserve their dignity. In response to suggestions, Mr Jespersen agreed that a community-fridge or community-shop might enhance the model of food aid in Guildford.

The group was advised that the town centre location of the Lighthouse centre suited circumstances in Woking; however, a hub and spoke model might be more appropriate for Guildford.

With reference to the Lighthouse centre, the group was informed that stigma or anxiety from having to access a foodbank could be lessened by locating the service in a building with other uses; the centre was intended to feel like a community space rather than premises set aside for those in need.

Mr Jespersen confirmed that need for foodbanks had increased in Woking and the national Trussell Trust figures for use were reflected locally (with approximately 70% of

foodbank use connected to benefit issues). He indicated that Surrey's high living costs were a factor in working people needing to use foodbanks. Mr Jespersen indicated he could provide the group with statistical information on the Woking foodbank.

The Lighthouse centre was funded from a mix of grants, the Friends of the Lighthouse, the social enterprise café (that generated a profit), and private hire of the building. Mr Jespersen advised the group that central staff costs consisted of two full-time employees (including himself) and three part-time co-ordinators.

Members asked about the likely timeframe for preparing and opening a Lighthouse-style centre in Guildford. In reply, Mr Jespersen advised that the experience gained from renovating the Lighthouse building in Woking meant that work that had taken 18 months to complete there was now expected to be achieved within no more than 3-4 months.

Mr Jespersen invited the group members to visit the Lighthouse centre to see the approach and range of projects for themselves.

The Chair thanked Mr Jespersen for attending and answering questions.

Food Poverty Overview and Scrutiny Task and Finish Group

Notes of the meeting with Community Leisure Manager in Room 204 on 14 May 2018 at 9.00am

Present: Councillors Angela Goodwin (Chair), Angela Gunning, and Pauline Searle

Also present: James Dearling (Overview and Scrutiny Manager) and Jo James (Community Leisure Manager)

1. Apologies for absence

The group was advised of an apology from James Walsh.

2. Discussion with Community Leisure Manager

The Chair welcomed the Community Leisure Manager to the meeting and invited her to tell the meeting about how food poverty impacts children within the Borough and the numbers affected.

In response, the group was advised of FISH (Fun in the School Holidays), an activity playscheme for 10-16 year olds in the summer and Easter holidays. The Community Leisure Manager indicated that FISH was targeted at north Guildford wards and Ash, but attracted children from across the Borough. Families using the playscheme had a mix of incomes. The group was advised that approximately 120 children attended FISH over the Easter holiday, and 160 per week attended for the 3-week period it ran in the summer holidays. The playscheme operated from 10am to 4pm, with an extended service available between 8.30am and 5.15pm. The group was advised of the activities provided by FISH, including off-site day trips.

In reply to questions, the group was advised that children attending FISH brought in packed lunches. The group was informed that the question of what constituted a good lunch had always been an issue and FISH staff had intervened when necessary (e.g., phoned parents). A FISH welcome pack provided to parents including information on healthy eating and a packed lunch. In reply to a question, the Community Leisure Manager indicated that over the previous five-year period approximately 10 children had arrived without a lunch on more than one occasion. If a child at FISH was without a lunch or theirs was inappropriate then one was provided.

In relation to the issue of holiday hunger, the group was informed that a big change over recent years was not discernible. The group was reminded that children from a range of economic backgrounds used the scheme, unlike the CHIPS playscheme.

The group was advised that a local charity, CHIPS provides school holiday play provision for children aged 4-11 in the Westborough and Stoke wards. The playscheme targeted less advantaged children. For the last 2 years, CHIPS had provided lunches. The lunches were free of charge to the children. The company supplying the lunches charge CHIPS a discounted rate of £2.50 per meal. In 2018, CHIPS is receiving financial support and volunteer support to fund and serve hot lunches offered to all children attending the playscheme. The CHIPS scheme was put forward to the group as an example of a targeted approach that was working well. The group was advised that

CHIPS would be happy to share evaluation insight into the impact of the free lunches provided. The group was advised of the barriers to FISH providing lunches, including the possible stigma of singling out less advantaged children.

The Community Services Manager circulated further details of CHIPS and food poverty [attached to these notes - the group was advised that these details of holiday hunger, income, and food poverty, including the relationship between child obesity and poverty, had been compiled for CHIPS funding applications].

In response to questions, the group was advised that referrals to FISH and CHIPS came from home-school link workers, charities, and family support workers. The Community Leisure Manager indicated that keyworker bookings on FISH were quickly filled; however, funding from Surrey County Council for such bookings had recently been withdrawn.

The meeting was informed that CHIPS ran for four weeks during the summer holidays and for one week at Easter from 9am until 4.30pm; during the summer it runs from two separate schools, for two weeks in each.

The group was advised that using well-established venues and agencies was preferable to introducing completely new initiatives.

The Community Leisure Manager indicated that healthy eating activities, such as cookery classes, had been around for years whereas food poverty was seen as a relatively new issue.

In addition, the group was advised of an October 2017 report by the Diocese of Guildford entitled, *Foodbanks, Emergency Aid, Homelessness Support, Debt Advice, & Christian Counselling Services*.

The Chair thanked the Community Leisure Manager for attending and answering questions.

CHIPS Playscheme – Food Poverty Scheme

The summer holiday period represents a time of significant risk that nutritional needs are not being met in lower income homes with children whom would normally be receiving free school meals (FSM) or supported via Universal FSM. These children make-up the majority of our intake. Local data from before the introduction of Universal FSM indicates that in 2014 49% of pupils received FSM at Guildford Grove Primary school rising to 54% in year 6 pupils compared to 27% of pupils nationally. Figures for pupils attending Weyfield academy are similar with 47% of pupils receiving free school meals rising to 51% of year 6 pupils. During school holidays when this provision ends the budgets of low-income homes already seriously stretched by welfare reform are pulled even tighter leading to cheap – not necessarily healthy – food choices. Feedback from parents, children, playworkers and community workers tells us that many parents do not know how to prepare healthy food from scratch helping their budgets go further. Instead they buy convenience food perceived to be cheap but actually very poor value for money and often of poor nutritional content. According to the School Food Plan (DfE, 2013) only 1% of packed lunches meet the nutritional standards that currently apply to school food. A review of the lunches brought in by children attending CHIPS during our 2016 summer provision found this to be true. Amongst the concerns that our playworkers raised were lunch box food quality and portion size with some lunches found to be too small or too big to meet needs. We will address these issues through the provision of free, healthy, hot lunches and teaching the children and their parents/carers about nutrition and health and wellbeing in a new, creative way that captures their attention and imagination. We will also equip the children and parents with the skills and information to make cheap, healthy snacks and meals.

Research by Kellogg's (2015), backed by our own experience running CHIPS for over 10 years shows that without the support of FSM summer holidays can be a time that families living on tight budgets dread. It is important to note that it is not just the child who is affected. Main findings by Kellogg's include:

- 41% of parents on lower incomes of less than £15,000 have skipped meals so their children can eat during school holidays. This figure is 31% of parents on incomes below £25,000.
- 73% of households with incomes of less than £15,000 can't always afford food in holidays only decreasing slightly to 62% for lower income homes of less than £25,000.
- 14% said they'd served slightly smaller meals to their family to keep costs down and 3% said the entire family had to skip a meal on at least one occasion.
- 38% said they'd bought cheaper – and perhaps less healthy – food, and 24% prioritised food over paying a household bill.

Kellogg's also found that 41% of low and middle income parents said they sometimes felt isolated during the holidays due to being unable to afford to go out and entertain their children and 46% said they stayed in the house more often than in term-time. 22% said they had avoided having their children's friends over and 17% said they had even avoided inviting family to their house during the holidays due to a lack of money for food. Given the amount of referrals we receive accounting for one-third of children attending our provision and

feedback given directly by parents we know that we are supporting these families helping provide a support network in their own community. Evidence from our referral agencies particularly Home School Link workers further supports this. The North Guildford Food Bank have also advised us that they have families coming to them with vouchers issued on the basis that they are struggling in the absence of free school meals and many more referred because of low income. With regards to the last point expensive childcare options or lack of childcare means that many local families struggle to maintain their normal employment routine over the summer. This is a need we very much meet providing low cost childcare for many and a third of children attending will have their places paid for by other sources arranged by us. As two quotes from many given by parents in our 2015 evaluations demonstrate:

‘My child attends CHIPS on the days I work. If he weren't attending he would be with friends if I could arrange it. If not, his father, who is self-employed, would have to refuse work for child care. The activities would not be so varied, nor would there be such an opportunity to socialise.’

‘It enables both parents to work during the holidays in the knowledge that our child is safe and having fun. We would otherwise have to take unpaid leave, as other childcare is prohibitively expensive.’

Analysis by Surrey County Council (2015) found a clear relationship between child obesity and poverty. 23.4% of children in Westborough live in poverty and 21.8% of children in Stoke. Reception age children in the Spinney Children's Centre catchment area are the most likely in Guildford to be obese (9.89%) or underweight (1.1%) with just 78% of Year R children at a healthy weight. The Stoke area presents similar data with 8.9% of Year R children measured as obese in the Bellfields catchment area (relevant for our Weyfield delivery) and just 74.3% of children being a healthy weight. The number of children assessed as overweight at the Spinney for school age Year 6 is the highest for all children's centres in Guildford. In total, 32% are obese or overweight and 1.6% are underweight. For Stoke Bellfields area an estimated 35% plus of Y6 children are either overweight or obese. This is striking data and shows something new must be done to tackle the health of children in the area – many of whom will attend CHIPS – getting children active and making positive food choices when they are able.

Food Poverty Overview and Scrutiny Task and Finish Group

Notes of the meeting with Guildford Tesco Community Champion in Sheepleas Room on 19 June 2018 at 10.00am

Present: Councillors Angela Goodwin (Chair) and Angela Gunning

Also present: James Dearing (Overview and Scrutiny Manager) and Kellie Morgan (Community Champion, Tesco Guildford)

1. Apologies for absence

The group was advised of apologies from Councillors Sheila Kirkland, Pauline Searle and James Walsh.

2. Discussion with Community Champion, Guildford Tesco

The Chair welcomed Kellie Morgan, the Community Champion from Tesco Superstore, Ashenden Road, and explained the purpose of the task group's review and its interest in finding out what Tesco does locally to help address food poverty and food waste.

The Tesco Community Champion advised the group that her store donated food to five different local organisations / charities (including the Salvation Army and Guildford Action). She agreed to provide the task group with a complete list of organisations and the day that they collected from the store. The meeting was advised that Age Concern had never contacted the store for help.

The group was advised that Tesco had a target to have zero waste by 2020. In response to a question about the relationship with the local foodbanks, the Community Champion indicated that the North Guildford foodbanks no longer collected food while the Salvation Army occasionally even purchased food from the store.

The meeting considered the issue of surplus food and the Fare Share model of re-distribution. In addition, the value of community fridges, community larders, and community stores (with items discounted) was discussed.

The Committee was advised of the Feed Crawley / Food 4 Crawley Community Project. The meeting was advised that there was no referral process for the event. The Tesco Community Champion indicated that she hoped a 'Feed Guildford at Christmas' or similar event would be held this year.

The meeting considered France's ban on supermarkets throwing away or destroying unsold food, and being forced instead to donate it to charities and food banks.

In response to a question, Councillors were advised that the Tesco Express on Bridge Street did not donate food to local organisations. The meeting was advised that the disposal of short-dated food was to some extent a matter for individual store managers.

The meeting considered whether it was preferable for food donations to be distributed within the same locality, rather than be taken out of the area.

The meeting was advised that Tesco at Ashenden Road donated food for a weekly cooking class at Stoughton Infant School.

The merit of providing a starter pack or parcel for new householders, to be distributed by the Council's Community Wardens, was considered.

The meeting was advised that in the South-East, most Tesco stores partner with Fare Share rather than the Trussell Trust.

The meeting was advised of steps Tesco was taking that would cut food waste, including reducing the number of products it carried. In response to a question, the Tesco Community Champion confirmed that there was no freezing of surplus food to facilitate later collection or use. The Tesco Community Champion indicated that she would find out what food waste was sent to farms for animal feed.

The group was advised of an officer at the University of Surrey Students' Union who reportedly collated information about foodbanks.

The Chair thanked Kellie for attending and answering questions.

Food Poverty Overview and Scrutiny Task and Finish Group

Notes of the meeting with Nicola Bassani, Diocese of Guildford in Law Library on 25 June 2018 at 10.30am

Present: Councillors Angela Goodwin (Chair), Angela Gunning, and Pauline Searle.

Also present: Nicola Bassani (Partnership Advisor, Diocese of Guildford) and James Dearing (Overview and Scrutiny Manager)

1. Apologies for absence

The group was advised of apologies from Councillors James Walsh and Sheila Kirkland.

2. Discussion with Partnership Advisor, Diocese of Guildford

The Chair welcomed Nicola Bassani to the meeting, explained the purpose of the task group's review, and its interest in gathering evidence and viewpoints on food poverty and associated issues.

Ms Bassani advised the group that she had started as Partnership Advisor for the Diocese in January 2018, having previously been acted a Community Connector across the Borough for three years (employed by the Diocese and the Council).

The group was advised that in addition to the areas of deprivation that Council strategies focused on, rural areas were often affected by poverty. The group considered the need not to neglect small pockets of poverty Ms Bassani informed the group of the work undertaken in Horsley to create a sustainable model of neighbourhood connections (Neighbourhood Connections is a social prescribing project). The group was advised of requests for food support from among Horsley villagers and the mix of economic circumstances across the village.

The group was advised there were 55 food banks run across Surrey, including a small number from Diocese buildings. Ms Bassani advised the meeting about the Families Matter projects run in north Leatherhead, North Walton in Elmbridge, and Sandy Hill in Farnham. In reply to questions, the group was advised that the three local authorities in the areas involved had been supportive, including meeting their respective chief executives and the Diocese. The group discussed the difficulties of accessing food provision and was advised that transport in rural areas was a particular concern.

The group discussed holiday hunger programmes and the value in coordinating information to help families requiring support. The group was advised that Surrey County Council recognised the need to support families.

In response to a question, Ms Bassani indicated that food poverty can affect anyone and is not necessarily intrinsically linked to social problems stereotypically associated with disadvantage. For example, you can have two people in full time employment but only one experiencing food poverty and presenting at a food bank.

The group discussed the possible benefits of cookery classes, budgeting education, and other practical recommendations. Members noted that a lack of knowledge of basic

cooking skills was not a new problem and seemed to be becoming more widespread and perhaps a generational issue.

The meeting discussed the accessibility and amount of information on the Council's website, and the signposting information provided in the Diocese publication, *Help for those in Need: Crisis Support across the Diocese of Guildford*, and on other local authority websites. The group considered the merits of providing community information to show and support actions being taken and generally raise awareness of food insecurity issues.

The group was advised of food recipe cards that accompanied food parcels and were prepared with advice from the local CCG and Surrey County Council.

The group discussed the prevalence of food banks run by churches and faith groups and questioned whether the religious aspects might affect attendance. In response, Ms Bassani indicated that food banks were part of the social action of the churches and agreed that the initial greeting at food banks was important. She indicated that poverty issues warranted engagement across all the community.

The group was advised of the involvement of local supermarkets at community events.

The meeting discussed community fridges, including possible health hygiene complications.

With reference to the rollout of universal credit in October, the group agreed that a conference or similar gathering to raise awareness of the issues would be beneficial. The group suggested early in 2019 would be an appropriate time for such an event (after the impact of universal credit could be demonstrated). The suggestion was put forward to avoid 'Guildford' in the naming of such an event, as the name was invariably associated with the town rather than the wider Borough. In addition, better use of the interaction people had at food banks was suggested.

The Chair thanked Nicola for attending and answering questions.

[Subsequent to this discussion, the group considered the foodbank cap of three vouchers per individual and whether there should be increased leniency, particularly during the roll out of universal credit. Members were advised that some people did not receive their universal credit within the correct period of time, and could be waiting for weeks.]

Food Poverty Overview and Scrutiny Task and Finish Group

Notes of the meeting with Director of Community Services in Chantries Room on 9 July 2018 at 10.30am

Present: Councillors Angela Goodwin (Chair), Angela Gunning, Sheila Kirkland, and Pauline Searle.

Also present: James Dearing (Overview and Scrutiny Manager) and Philip O'Dwyer (Director of Community Services)

1. Apologies for absence

The group was advised of apologies from Councillor James Walsh and Councillor Iseult Roche, Lead Councillor for Community Health, Wellbeing, and Project Aspire. The Chair indicated that she would contact Councillor Roche after the meeting with a view to gathering her views on the issues identified within the review's scoping document:

[i.e.,

- What is driving people to use food aid in Guildford, and how accessible and appropriate is it?
- Who needs food aid and why?
- What are the impacts of food poverty?
- How effective is the model of food aid provision in Guildford Borough (in meeting immediate and long-term needs)?
- What approaches could be used to reduce residents' dependency on food aid?
- How successful are GBC's strategic approaches to tackling food poverty across the borough?]

2. Discussion

The Chair welcomed the Director of Community Services to the meeting, explained the purpose of the task group's review, and its interest in gathering evidence and viewpoints on food poverty and associated issues.

With reference to the group's scoping document, the group discussed the progress of its review and obtained the views of the Director of Community Services.

The Director of Community Services questioned whether issues other than food poverty needed to be tackled as a higher priority. In addition, the possibility of food banks being better connected in the Borough was suggested. The growth of food banks and the issue of supply and demand was discussed. Similarly, whether there was a required density of population necessary to support a food bank was considered. The Director of Community Services was advised that storage and distribution appeared to be greater issues for food banks than obtaining sufficient volunteers.

The group members advised the Director of Community Services about the Lighthouse Centre at Woking, Fare Share, local food banks, and fuel poverty. The group was

reminded that supermarkets would ordinarily have to pay to dispose of surplus and waste food.

In response to questions, the group was advised that universal credit had been launched for cases considered straightforward and would be introduced for other claimants in the Borough by October 2018. The Director of Community Services indicated that universal credit was a tough system, while claimants might not be the most organised and perhaps tended to fall through the cracks in the Department for Work and Pensions assistance schemes.

The meeting contrasted the accessibility of fast food and processed foods with fresh food with a shorter shelf life. The group was advised that local convenience stores stocked a limited range of goods; the Director of Community Services indicated that as part of Project Aspire the establishment of a mobile fruit and veg van was being investigated.

The Chair thanked the Director of Community Services for attending and answering questions.

Food Poverty Overview and Scrutiny Task and Finish Group

Notes of the meeting with Lead Councillor for Housing and Development Management in Loseley Room on 11 December 2018 at 3.00pm

Present: Councillors Angela Goodwin (Chair) and Angela Gunning.

Also present: Councillor Philip Brooker (Lead Councillor for Housing and Development Management), James Dearling (Overview and Scrutiny Manager), and Siobhan Rumble (Landlord Services Manager)

1. Apologies for absence

The Chair was advised of apologies from Councillors Sheila Kirkland, Pauline Searle, and James Walsh.

2. Discussion

The Chair welcomed Lead Councillor for Housing and Development Management and the Landlord Services Manager, outlined the group's review, and explained the purpose of the meeting.

With reference to a summary note prepared for the meeting, the Lead Councillor for Housing and Development Management and the Landlord Services Manager summarised the current situation in respect of Universal Credit (UC) in the Borough.

The task group members were advised that the impact of UC in Guildford was currently low and the full rollout of UC in the Borough was scheduled for 2022/23. Presently there were 59 people on UC in the Borough, with the vast majority (55) dating from 24 October 2018. The members were informed that advance payment could be paid back over 16 months rather than 12 months. In addition, within the Borough nine Alternative Payment Arrangements had been applied for, with 3 approved.

The meeting was advised that UC had no provision for a 53 week year meaning that every five or six years there would be 53 weekly rent charges in one year, but that the housing cost element in the monthly UC payments was calculated using a maximum of 52 weeks. The members were advised that tenants with weekly rents would be short by a week and that monthly tenancies were unaffected by the rule.

The Landlord Services Manager advised the meeting that she had contacted North Guildford Food Bank very recently and been advised it was closed to donations (i.e., full) and only really wanting financial donations at the moment for users' gas and electricity payments. She informed the meeting that the food bank had told her it often had to close its doors to donations in the Christmas season due to the generosity of local people.

The Landlord Services Manager indicated that the food bank had experienced an increase in use of approximately twenty percent in 2018 (up to August). She informed the

meeting that this increase was not as a result of UC [which prior to 24 October 2018 had only 4 cases Borough-wide].

The group was informed that a Welfare Benefits and Money Advisor was being recruited to support Council's housing residents on UC. The meeting was informed that the Council had a culture of supporting and helping [Council] residents to sustain their tenancies.

The group was advised about the Council's use of RentSense rent arrears management software (going live in January 2019). The meeting was advised that RentSense predicted the risk of rent arrears and identified which tenants should be prioritised for contact. In response to a question, the meeting was advised that the software did not pick up the number of people on zero hour contracts.

In response to a question, the Landlord Services Manager indicated that food poverty did exist in the Borough. The Lead Councillor for Housing and Development Management confirmed he was aware of food bank usage, including in his own ward, and indicated he did not know the reasons causing such use.

In reply to a question about signposting residents of Council housing to local hardship or distress funds, the Landlord Services Manager indicated that the caseworkers in tenancy services adopted a range of approaches to minimise rent arrears and maximise residents' take-up of entitlements.

With reference to the payment of UC five weeks in arrears, the members questioned whether landlords were nervous or reticent to deal with those in receipt of the benefit. In reply, the Landlord Services Manager indicated that the Council had good relationships with its regular private sector landlords and did guarantee deposits and, to some extent, rent. She confirmed that staff did assist with applications to the Council for DHP (Discretionary Housing Payments).

The Chair thanked the Lead Councillor for Housing and Development Management and the Landlord Services Manager for attending and answering questions.

Appendix 3
Food aid providers (Information correct as of November 2018)

Food Parcels or Emergency Meals
Open Regularly Every Week

	Name	Website	Opening Times
Food Bank + Meal Provider	North Guildford Food Bank, St Clare's Church	www.northguildfordfoodbank.co.uk	8.45-10.45am Wednesday & 5.30-6.30pm Friday
Food Bank + Meal Provider	North Guildford Food Bank, New Hope Church	www.northguildfordfoodbank.co.uk	5.30-6.30pm Friday
Food Bank + Meal Provider	North Guildford Food Bank, Bushy Hill Community Centre	www.northguildfordfoodbank.co.uk	4.30-5.30pm Thursday
Food Bank + Meal Provider	Salvation Army, Woodbridge Road	www.salvationarmy.org.uk/guildford	4-5.30pm Friday* and can throughout the week
Meal Provider	Number 5 Project	www.numberfiveproject.co.uk	6pm-10am
Meal Provider	Footsteps	www.footsteps.org.uk	4.30-7pm Sunday
Meal Provider	Guildford Action Drop-In Centre	www.surreycommunity.info/guildfordaction	9.30am-4pm Monday-Friday
Meal Provider	Hill Song Church		
Meal Provider	Merrow Community Lunch Club	www.merrowmethodistchurch.org.uk	Tuesday lunchtime
Food Parcels	St Peter's Shared Church	www.stpetersguildford.org	Ad hoc
Meal Provider	St Peter's Shared Church	www.stpetersguildford.org	
Meal Provider	Westborough United Reformed Church, Southway	www.westborough-urc.co.uk	
Meal Provider	St Alban's Church	www.worplesonparish.com	
Meal Provider	Worplesdon Parish bi-weekly café at Fairlands community centre	www.worplesonparish.com	
Meal Provider	Matrix Trust Youth Hub Bellfields	www.matrixtrust.com	7.30-9pm Friday
Meal Provider	Matrix Trust Youth Hub Bushy	www.matrixtrust.com	6.30-8pm Thursday
Meal Provider	Matrix Trust Youth Hub Albury	www.matrixtrust.com	7.45-9.15pm Friday
Meal Provider	St Saviour's Church	www.st-saviours.org.uk	
Meal Provider	Guildford Street Angels	www.gtcc.org.uk	Friday and Saturday nights 10.30pm-4am
Meal Provider	Guildford Family Church		Ad hoc
Meal Provider	Canterbury Care Centre at the Keeper's Pub	www.canterburycarecentre.com	
Meal Provider	Canterbury Care Centre	www.canterburycarecentre.com	
Meal Provider	St John's Church, Stoke Road	www.stjohns-stoke.co.uk	
Meal Provider	Guildford Baptist Church	www.guildfordbaptistchurch.org	
Meal Provider	Guildford Borough Council, Meals on Wheels	www.guildford.gov.uk	
Meal Provider	Guildford Borough Council, Lunch Clubs (at Park Barn, Shawfield Centre and Dray Court)		
Meal Provider	Family Church Guildford		Kids Club once a month

Food Aid Provider - Holiday and Temporary Provision

Meal Provider	Emmanuel Church	www.emmanuelchurch.co.uk	
Meal Provider	Munch Club St John's Church Stoke Road	www.stjohns-stoke.co.uk	
Meal Provider in holidays (cooking lessons in term-time)	Foodwise	www.foodwisetlc.care	
Meal Provider (as part of holiday provision)	CHIPS	www.chipsholidayplay.co.uk	
Meal Provider	Matrix Trust at St Peter's Shared Church	www.matrixtrust.com	
Meal Provider	BESOM Guildford	www.besom.com/local-besoms/guildford	

In the pipeline

Meal Provider	Trash Canteen Community Kitchen at the Boileroom		
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* From 27 March 2019, Salvation Army changes to Wednesdays 3.00-5.00pm

Appendix 4

Trussell Trust food bank usage, 2016-17 and 2017-18

Total Number of three day emergency food supplies during 2016/17

Foodbank	Ash South & Tongham	Ash Vale	Ash Wharf	Burpham	Christchurch	Clandon & Horsley	Effingham	Friary & St Nicolas	Holy Trinity	Lovelace	Merrow	Normandy	Onslow	Pilgrims	Pirbright	Send	Shalford	Stoke	Stoughton	Tillingbourne	Westborough	Worplesdon	
Woking	2	0	0	0	0	0	0	4	0	4	0	0	0	0	33	23	0	0	1	0	0	12	79
Cobham	0	0	0	0	0	105	52	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	157
Farnham	89	48	107	0	1	6	0	0	0	0	6	1	0	38	0	2	0	20	0	0	1	32	351
Dorking	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	0	0	9
Farnborough	11	2	51	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	64
Total	102	50	158	0	1	111	52	4	0	4	6	1	0	38	33	25	0	20	1	9	1	44	660

Total Number of three day emergency food supplies during 2017/18

Foodbank	Ash South & Tongham	Ash Vale	Ash Wharf	Burpham	Christchurch	Clandon & Horsley	Effingham	Friary & St Nicolas	Holy Trinity	Lovelace	Merrow	Normandy	Onslow	Pilgrims	Pirbright	Send	Shalford	Stoke	Stoughton	Tillingbourne	Westborough	Worplesdon	
Woking	1	0	0	0	0	0	0	0	2	1	2	7	0	0	37	6	0	0	5	0	0	0	61
Cobham	0	0	0	0	0	75	14	0	0	0	0	0	0	0	0	0	0	9	0	0	0	0	98
Farnham	88	30	110	1	6	9	0	1	0	2	1	11	4	9	0	0	0	11	2	0	6	8	299
Dorking	0	1	0	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	6
Farnborough	8	15	62	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	93
Total	97	46	172	1	6	88	14	1	2	3	3	18	4	9	37	6	0	20	7	1	6	16	557

Appendix 5


The main welfare reforms since 2013

Benefit change	Date	Details	Who could be affected
Housing Benefit: Bedroom tax for under occupation in social housing	April 2013	Tenants in social housing have their benefits cut by 14 per cent if they have a spare bedroom, or 25 per cent if they have two or more. Two children under 16 of the same gender are expected to share one bedroom, as are two children under 10, regardless of gender.	Renters in the social sector with spare rooms. On average a tenant affected by the bedroom tax would lose between £14 and £25 a week.
Transition from Disability Living Allowance (DLA) to Personal Independence Payments (PIP)	2013 - ongoing	DLA awards are ending and claims for PIP have to be made.	Adults aged between 16 and 64. Many have struggled with delays in transition and changed criteria.
Limits to benefits based on the number of children	April 2017	<p>The limit to two children affects claims of Child Tax Credit, Housing Benefit and Universal Credit when third or subsequent children are born after April 2017.</p> <p>No Family Premium will be included in any new claim for HB, or existing claimants for child born on or after April 2017.</p>	Beyond the reduction to the Benefit Cap, this will further limit the amount of benefit available to 'large' families. Discretionary Housing Payments (DHP) may be available to assist larger families.

<p>Freeze of working age benefits: freeze for four years until 2020 along with changes to tax credits and income thresholds</p>	<p>April 2016</p>	<p>Many clients will not see a cost of living increase in some benefits they receive until 2020.</p>	<p>Minimum wage increases not expected to compensate for the lowered benefit thresholds. Therefore, low-income families and vulnerable people will have increased financial pressures.</p>
<p>Local Housing Allowance (LHA) freeze</p>	<p>April 2016</p>	<p>LHA sets the maximum amount at which Housing Benefit is paid for those in private rented properties. LHA rates will continue at their current level until 2020.</p>	<p>A real term cut to LHA may erode its value over time, making private renting increasingly unaffordable to people who need support with their housing costs.</p>
<p>Universal Credit (UC)</p>	<p>In Surrey from Autumn 2017.</p>	<p>UC is replacing the six current welfare benefits (including housing benefit), and is administered by the Department for Work and Pensions (DWP). It will eventually roll-out to all claimants by 2023.</p>	<p>UC is paid monthly in arrears, and will shift responsibility to the claimant to manage their income effectively to meet their financial commitments including the payment of their rent. It is anticipated that this will present difficult choices for those who struggle to self-manage their finances.</p>
<p>Benefit Cap: Reduction in the total amount of 'welfare' a household can receive. Reduced in November 2016 from £26k to</p>	<p>2013 -</p>	<p>'Welfare' includes benefits such as Child Benefit, Employment and Support Allowance, Housing Benefit, Income Support and Jobseekers Allowance. For people</p>	<p>In Guildford Borough in the period 2013 to August 2018, 311 households have had their benefits capped. At August 2018 there were 104 households in the Borough affected by the</p>

£20k (for couples/lone parent households). Single adults without children receive a maximum of £13,400		on Housing Benefit, the Cap is imposed by reducing the claimant's HB only.	benefit cap, losing between a few pence to over £200 per week.
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Appendix 6

<h1>FOOD CRISIS VOUCHER</h1>			<p>PLEASE PHONE THE FOLLOWING NUMBER FOR RECORDED DETAILS OF CURRENT OPENING HOURS</p> <p>07952092735</p>						
<p>Please complete the form in BLOCK CAPITALS PHOTOCOPIES CAN NOT BE ACCEPTED</p>									
Name:		Authorised Signatory:							
Organisation :		Date:							
Telephone:		Client surname:							
Client first name:		Adults							
Client's Address: (Please include Post Code)		Children (under 16)							
<p>Nature of crisis (please tick most appropriate box, one only)</p>									
Benefit cuts	<input type="checkbox"/>	Benefit delay	<input type="checkbox"/>	Refused crisis loan	<input type="checkbox"/>	Delayed Wages	<input type="checkbox"/>	Debt	<input type="checkbox"/>
Homeless	<input type="checkbox"/>	Low Income	<input type="checkbox"/>	Unemployed	<input type="checkbox"/>	Domestic Violence	<input type="checkbox"/>	Sickness	<input type="checkbox"/>
Child Hols Meals	<input type="checkbox"/>	Other:							
<p>This voucher has no monetary value, is not transferable, is only valid when completed by an authorised signatory, and must be exchanged for emergency food within one week.</p>							Client Signature:		
<p>THE SALVATION ARMY Registered Charity Number 214779 and in Scotland SC009359</p>									
<p>Guildford Food Crisis Centre The Salvation Army Hall Woodbridge Road Guildford, Surrey, GU1 4QQ 01483 506763</p>									

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Overview and Scrutiny Report

Ward(s) affected: All

Report of Director of Community Services

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Date: 14 January 2020

Food Poverty

Executive Summary

The Overview and Scrutiny Committee (O&S) submitted their report on the issue of Food Poverty and insecurity in the borough to Full Council on 23 July 2019. The Executive responded formally, indicating agreement to the report's recommendations, on 27 August 2019.

This report sets out a series of actions already undertaken to progress the recommendations of the Food Poverty report produced by the Overview and Scrutiny Committee.

Recommendation

That the committee notes the initial progress made to address the issues of food poverty and insecurity in the borough and comment on any further actions they would like undertaken.

1. Purpose of Report

- 1.1 This report updates O&S on the actions agreed by the Executive to progress the recommendations set out in the Food Poverty Report produced by the Food Poverty Task and Finish Group.

2. Strategic Priorities

- 2.1 This Council has set out as one its priorities, supporting vulnerable and less advantaged members of our community. The underlying reasons for food poverty and insecurity are varied, but the impact on individuals is something we want to see avoided.

3. Background

- 3.1 The Overview and Scrutiny Committee report is both thorough and comprehensive. A copy is set out in Appendix 1. The report identifies a wide range of causes for food poverty, which in turn is a result of low and unpredictable incomes for some in our community. The report recommends ways to improve the immediate response for those in food poverty while longer-term solutions are pursued.
- 3.2 The report was considered by Council on 23 July 2019 who noted it with concern. Likewise, the Executive responded formally to the report on 27 August indicating agreement to the recommendations whilst acknowledging that unfortunately, there are few if any simple solutions to the issue, but we still need to act.
- 3.3 Communities, the third sector and some businesses are already supporting many individuals at risk and for which the Council is extremely grateful. Key to our response is acknowledging and working alongside the support mechanisms already in place.
- 3.4 We are seeking to build on the significant amount of work already carried out by others in our borough and are working in partnership with those already trying to mitigate the impact of low and unsteady income on our communities, one of which is food poverty.

4. Initial Response to the Food Poverty Report's formal recommendations

- 4.1 The lead Councillor for Community Health, Support and Wellbeing alongside the Food Poverty Working group and the Council's Community Wellbeing team is coordinating the Council's action plan to progress the food poverty report's recommendations. Each recommendation is considered below:

4.2 Welfare Reform

The Leader of the Council has written to Secretary of State for Work and Pensions to express her concern for the impact some of the welfare reform changes are having on individuals and families. (Appendix 2)

4.3 Recognition of food poverty as an issue requiring action

The Executive fully recognise that for some in our community, the effect of low and insecure incomes is having a real impact. The Executive is committed to take action to mitigate the impact this has on individuals and families and has requested the Community Services directorate lead on the action plan for the Council.

4.4 The Council become an accredited real Living Wage employer

The O&S manager in his report to Executive on 27 August 2019 highlighted to the Executive the issues around the Council becoming an accredited real Living

Wage employer and the effect this will have. The report explains that the Council has committed in its Pay Policy to pay the real Living Wage, but is not accredited.

The Executive has noted that

- The Council pays the real Living Wage to all established posts and fixed term contracts. Other arrangements are in place for casual workers, interns, apprentices and staff who have been transferred into the Council under TUPE.
- The current Real Living Wage for those outside London and over 18 years is £9 per hour. The percentage of Council staff earning below the Real Living Wage is 0.5 per cent.
- An issue of accreditation with the Real Living Wage Foundation is that contractors that we use are also required to pay at this level. This may affect the future Freedom Leisure contract and possibly G-Live, as well as future building and maintenance contracts. The FISH play scheme costs may also increase with any increase to pay rates.
- Any future contracting out of Council services may be impacted by accreditation. For example, the Future Guildford transformation may consider contracting out the Council's directly provided services and accreditation could impact on that and possibly affect the restructure.

Corporate Management Team (CMT) has supported the contents of the food poverty report with regard to the issue of accreditation with the Real Living Wage Foundation as a statement of intent. However, it is not currently quantifiable with our current contractors and CMT will monitor via the Future Guildford programme.

4.5 Develop a Food Poverty Strategy and Plan

It is vital to the lead Councillor for Community Health, Support and Wellbeing that we work in partnership to address the issues of our communities in relation to food poverty and insecurity and for this reason; we are pursuing a collaborative approach with our partners in developing a strategy and action plan.

The lead councillor has met with the Food Poverty working group to seek their practical suggestions for the action plan and we have reached out to the parish council clerks who are a vital network of support when addressing some of the needs of our rural communities.

Since 27 August 2019, we are

- a) Developing the Park Barn Centre into a community hub resource for the community - providing access to practical support they may need.

- b) Developing a borough wide donation scheme to support less advantaged people suffering from food poverty and financial insecurity.
- c) Creating a mobile hub that will take a selection of these donated items out into the communities so people can access on a pay as you feel basis in conjunction with the Dignity Principles. From this approach, we are hoping that communities will then feel empowered to begin running for themselves a local pantry or mobile hub for their neighbours. An example of this is in Ash where one member of our community started supporting the community wellbeing team with our swap shop initiative and has now opened a local pop up shop - taking the initiative to a new local level.
- d) Coordinating a food insecurity forum for the borough that will meet in February as many partners are waiting for funding streams to be confirmed
- e) Updating our website and using social media platforms to enable communities to access information of current provision of food aid that is accessible and to be aware of existing initiatives that help residents in hardship. This includes publication of the full food poverty report.

In the upcoming months, we will be

- Running development and training sessions on food poverty and insecurity for councillors. The Executive recognises that Councillors who are well informed on the wider issues around low and insecure incomes will facilitate decision making around this matter.
- Addressing food poverty and insecurity via the Aspire and Health and Wellbeing governance board and Guildford health and wellbeing strategy. In doing this we will be engaging with external experts whenever possible and be able to develop local measurements of food poverty and insecurity.
- Following the forum of food providers meeting in February, we can prepare and deliver a formal food access plan to identify the barriers to accessing affordable and nutritious food and actions to address them – including the possibility of altering food voucher forms, removal of the three-visit cap and the creation of a self-referral form.
- With council colleagues, reviewing the remit of the Mayor's Local Distress Fund and the application process and criteria for the council's Local Council Tax Support Hardship Fund.

5. Equality and Diversity Implications

- 5.1 Sadly, all are potentially vulnerable to the impact of low and insecure incomes. Whilst most in our community are not immediately at risk, circumstances can very quickly change even for those on high incomes.

5.2 Our response will seek to help all in need irrespective of their characteristics.

6. Financial Implications

6.1 There are no immediate significant financial implications flowing from this report, but in delivering the initiatives requested, some expenditure will occur.

6.2 It is possible that in ensuring contractors pay the Real Living Wage in order to achieve accreditation with the Real Living Wage Foundation, there will be significant financial implications on the council budget.

7. Legal Implications

7.1 There are no implications directly arising from this report.

8. Human Resource Implication

8.1 There will be some implications in terms of staff time developing an action plan in consultation with stakeholders. At this point, we will look to resource this work by reprioritising other work carried out by the Community Wellbeing team.

8.2 As the action plan is developed it will become clearer the extent of the impact this work area will have on other projects.

9. Conclusion

9.1 The Executive welcomes the report produced by the Overview and Scrutiny task group and expresses its appreciation for the time and effort put into producing it.

9.2 The Executive agrees food poverty and insecurity is an issue of concern and has asked the Community Services directorate to work with partnership agencies to action the recommendations in the food poverty report in order to mitigate the impact low and insecure incomes have on some members of our community.

10.1 Background Papers

10.1 None.

11. Appendices

Appendix 1: Report of the Food Poverty Task and Finish Group.

Appendix 2: Letter from Leader of the Council

Agenda item number: 6
Appendix 2

Please ensure the following service areas have signed off your report. Please complete this box and do not delete

Service	Sign off date
<i>Finance / 151 Officer</i>	
<i>Legal / Governance</i>	
<i>HR</i>	
<i>Equalities</i>	
<i>Lead Councillor</i>	
<i>CMT</i>	
<i>Committee Services</i>	

Overview and Scrutiny Committee Report

Ward(s) affected: all

Report of Director of Service Delivery

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Email: Julia.McShane@guildford.gov.uk

Date: 29 June 2021

Licensing of Houses in Multiple Occupation (HMO) Update

Executive Summary

This report provides the Committee with an update on the progress of HMO licensing in the Borough, the recommendations of the 2014 HMO Task and Finish Group approved by the Executive on 28 October 2014, and future options to consider for regulating HMOs.

Recommendation to Committee

That the Committee notes the progress made implementing the changes required as a result of the change to the definition of HMO for the purposes of mandatory licensing and associated mandatory HMO licence conditions that came into force on 1 October 2018 and recommendations of the task and finish group in 2014.

Reason for Recommendation:

To identify the recommendations of the HMO task and finish group 2014 that have been implemented and to update the Committee with progress made and provide the current HMO position in the Borough.

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

No

1. Purpose of Report

- 1.1 The report aims to provide the Committee with an update on progress with the recommendations of the 2014 Task and Finish Group and review progress with HMO licensing since the extension of the mandatory HMO definition in 2018 captured significantly more dwellings requiring licensing.

2. Strategic Priorities

- 2.1 HMO licensing meets the Housing and Community corporate priority by supporting older, more vulnerable and less advantaged people in our community.

- 2.2 Keeping the community safe and well, ensuring private rented sector properties that fit the mandatory HMO definition meet required standards and are well managed, compliant and safe. Well managed licensable HMOs provide a valuable housing resource within the Borough. Safe and well managed HMOs also have a wider impact on the community such as reduced Anti-Social-Behaviour (ASB).

3. Background

- 3.1 Housing is a key determinant to health and there is a well-established evidence base that identifies HMOs as having some of the worst housing conditions. HMOs provide affordable accommodation for a diverse range of society from migrants, young professionals to students including some of the most marginalised and vulnerable persons. Regulating HMOs enables the Council to reduce hazards to health in rented properties by bringing some of the poorest housing conditions up to standard.
- 3.2 Amidst a national housing shortage, the wide-reaching secondary effects of the COVID-19 pandemic and high housing costs in the Borough, HMOs are likely to continue to be an important part of the housing market. The legislative changes to the mandatory HMO definition that came into force in 2018 have emerged as an opportunity for the Council to protect the most vulnerable from the worst housing conditions.
- 3.3 Properties occupied by 5 or more persons from 2 or more households meet the definition of mandatory HMO licensing and require a licence to operate. A HMO licence once granted applies regulatory requirements to the following areas:
- Fire Safety
 - Amenity Standards
 - Space Standards
 - Numbers permitted to occupy
 - Waste Provisions
 - ASB
 - Property management such as water supply and maintenance
 - Gardens, Yards, Outbuildings and Forecourts are to be free from infestations, well maintained and in a clean, tidy and safe condition

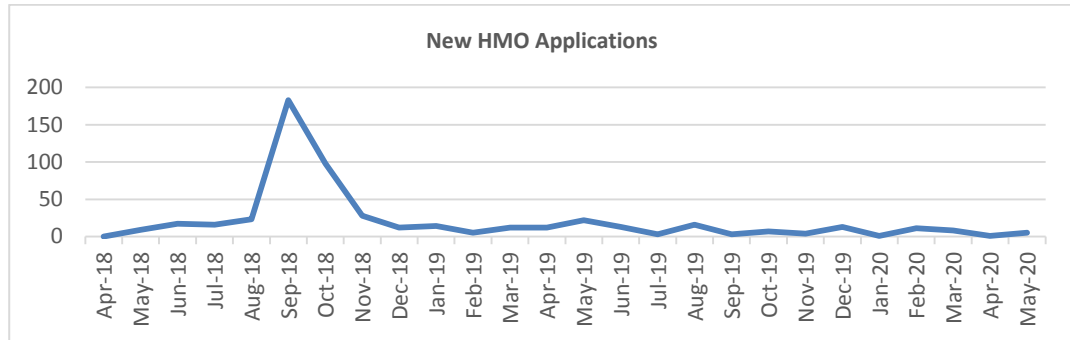
4. HMO licensing 2018

HMO Population

- 4.1 The HMO population has grown by nearly 600% since 2018 from just over 100 to over 650 in the 2 years since the extension of the HMO licensing definition. 311 of the applications were received between 1 September 2018 –

1 December 2018 tripling the HMO population within 3 months as shown in Graph 1 below.

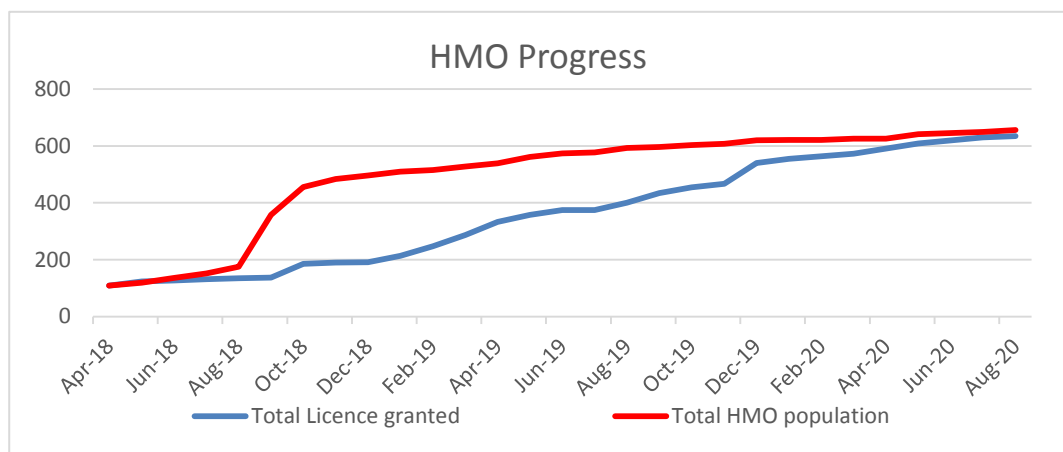
Graph 1



4.2 Graph 2 shows the Council has now issued 539 licences since the extension of the mandatory HMO definition with 100% of applications from 2018 assessed. The total HMO population now stands at 659. Current pending applications are assessed within 3 months of the date of receipt of a full and valid application. Where noncompliance has been found during inspection the HMO licence stipulates the required works to be completed within specific timeframes to bring the property up to standard. Completing required works within specific timeframes is a legal requirement and noncompliance without reasonable excuse can be resolved with enforcement.

4.3 This data means all applications received in 2018 have been transformed into granted HMO licences. The Council do not have any applications pending from the large HMO application influx that was seen in August-November 2018 – as seen in Graph 1 above. The Council are now in a position to issue licences within 3 months of the initial application.

Graph 2



4.3 The most common areas of improvement noted at inspection in HMOs across the Borough are statutory undersized bedrooms, lacking adequate fire safety controls and properties not having Sui Generis planning permission in place for properties with 7+ persons. Private Sector Housing have published detailed guidance and expectations for HMO standards, including an

explanation of the licensing pathway on the Council's website to improve accessibility for landlords in relation to the Council's requirements in HMOs.

- 4.4 Whilst the complete data on HMO licence compliance levels is not yet available, over 100 (approximately 15-20%) HMOs have been identified as compliant. The Council will continue to monitor compliance with HMO licences and enforce where appropriate. Private Sector Housing are currently assessing compliance with a further 50 dwellings as a sample to identify if further investigation into compliance with HMO conditions is proportionate.
- 4.5 Private Sector Housing have not had the resources to check compliance in all HMOs across the Borough. This is due to the influx of HMOs seen in 2018. It would take over 2 years to undertake 1x HMO compliance visit per working day to assess 100% HMO population compliance. However, Private Sector Housing will be utilising Regulatory & Environment Compliance Officers to undertake HMO compliance visits. Private Sector Housing will aim to achieve a set and programmed number of routine HMO compliance checks every year.

Current HMO Situation

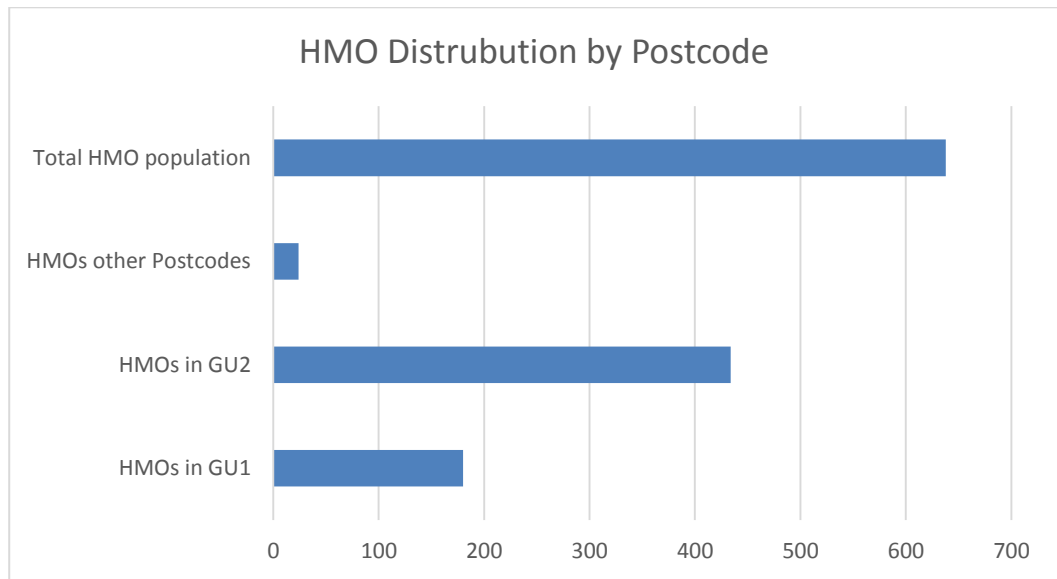
- 5.1 There are currently 20 pending, new or renewal, HMO applications to be assessed. All new and renewal applications are assessed within 3 months of a complete and valid HMO application.
- 5.2 Since the expansion of the mandatory HMO definition generated a significant increase in the HMO population in October 2018, the Council receives a mean average of 9 HMO applications each month from both new and renewal applications.
- 5.3 A HMO licence lasts for 5 years in the vast majority of cases. This factor in conjunction with the influx of initial HMO applications received between September – December 2018, means there will be an influx of renewal HMO applications in Autumn 2023.

HMO Regulation Progress

6. HMO profile

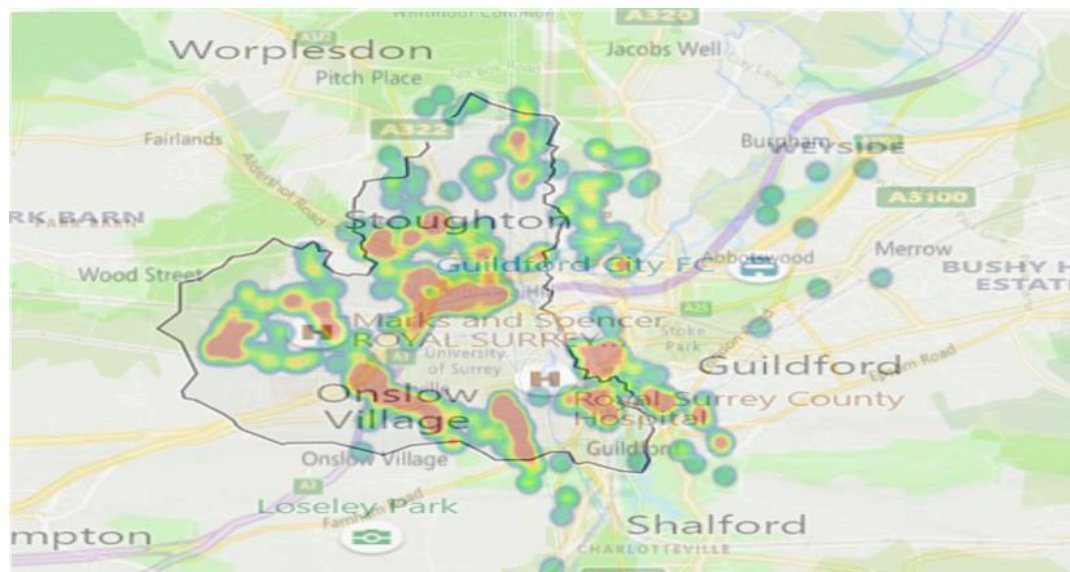
- 6.1 The current spread of HMOs, shown in graph 3, illustrates that the vast majority of HMOs are located in GU1 and GU2, with over twice the number of HMOs in the postcode GU2 than in GU1. GU2 consists of mainly post war housing that lends itself to HMO conversion and is located around the University of Surrey where demand is high. There are very few HMOs in other postcodes in the Borough.

Graph 3



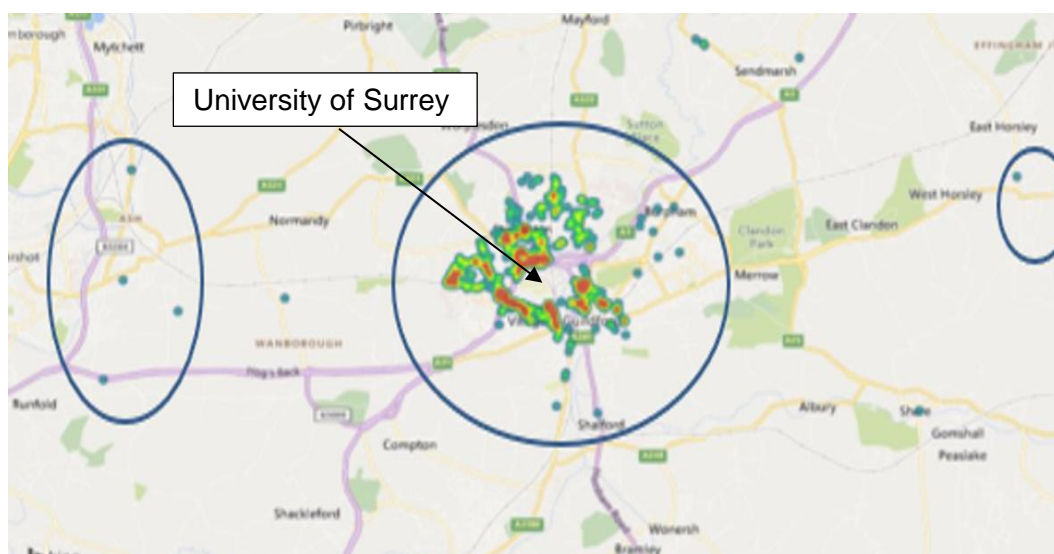
6.2 Figure 1, a heat map of HMOs overlaid with the GU2 boundary clearly shows the majority of HMOs are in the GU2 postcode, with particular density around Onslow Village and Stoughton.

Figure 1



6.3 Figure 2 shows HMO density disperses from the centre of the Borough, with small pockets in the east and west, specifically Ash and West/East Horsley respectively. The heat map indicates that HMOs are most dense around the University of Surrey.

Figure 2



HMOs and Students

- 7.1 Council Tax records indicate that there are currently 1,980 properties that benefit from a Student Council Tax exemption. This figure includes those dwellings that do not meet the definition of a HMO for the purposes of mandatory HMO licensing such as those dwellings let to 3-4 persons. Of the 1,980 Council tax student exempt properties, over 650 are licensed with the Council. By cross referencing the 650 HMOs licensed within the Borough with Council tax records of all student exempt properties within Council Tax bands E, F, G and H (larger dwellings), it is identified that there may be an additional 171 licensable HMOs within the Borough, occupied principally by students as these properties may house 5 or more persons.
- 7.2 The possible 171 HMOs with student exemptions that have the potential to house 5 or more persons that are currently operating without a licence are based on new data in 2020 that is indicative and not conclusive. Investigations will be conducted to identify the accuracy of the 171 suspected unlicensed student HMOs data set. Private Sector Housing have successfully used proactive methods such as searching online property adverts to find unlicensed HMOs. Such investigations have identified 30 HMOs operating without a licence, one of these resulted in the issuing of a Civil Penalty Notice (CPN) of £1,000. The civil penalty was paid and subsequently all 30 properties identified resulted in a full and valid HMO application.
- 7.3 The student exemptions data indicates that there are approximately 1,800 unlicensable student occupied properties that house 1-4 persons, with many of these exempt from licensing being purpose built student accommodation. Of these 1,800 properties, approximately 1,200 have the potential to be occupied by 3-4 persons and be classed as a HMO that does not require a licence to operate. An unlicensable HMO, is a property that does not require a licence to operate and is occupied by 3-4 persons from 2 or more households, that is not situated within a designated Additional HMO Licensing area.

- 7.4 Properties occupied by 1-2 persons are not defined as a HMO. Cluster flats with 3 or more bedrooms inside purpose build student accommodation are exempt from HMO licensing if the developer and managers of the building are registered with ANUK. The developers that have been approached in Guildford are all registered with ANUK and exemptions to licensing apply. Purpose built student blocks all remain subject to the Regulatory Reform (Fire Safety) Order 2005, enforced by Surrey Fire and Rescue Service.
- 7.5 The exact numbers of students residing in purpose-built accommodation is transient, dynamic and unknown to the Council – especially throughout the Coronavirus pandemic. There will always be a need for student housing across the Borough, however the exact numbers are market led and dynamic. Purpose built student accommodation blocks are exempt from HMO licensing where they are registered with ANUK (Accreditation Network UK).

Relationship between HMOs and Disrepair

- 8.1 Dwelling condition complaints to the Council regarding defective privately rented properties indicate there is a geographical relationship between property conditions and HMO status. Part of the HMO inspection is to ensure the property is free of severe hazards. The relationship between the Figures 3 and 4 below may in fact show that there is a connection to private sector housing conditions and not just HMOs specifically. This is due to the majority of rental properties (not just HMOs) being located in the circled areas.

Figure 3 - Geographic Spread of Dwelling Condition Reports Over 10 Years

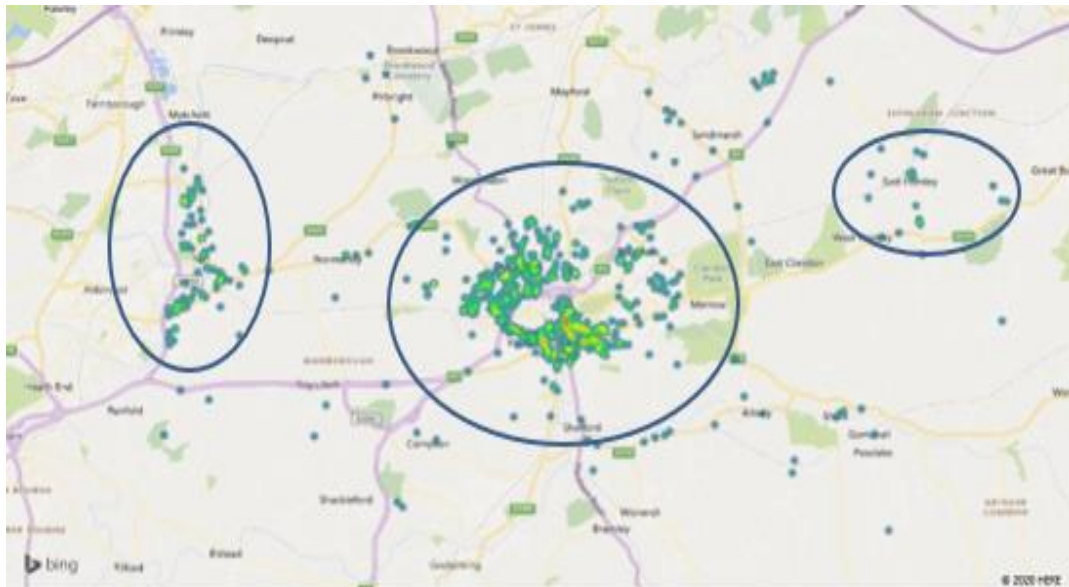
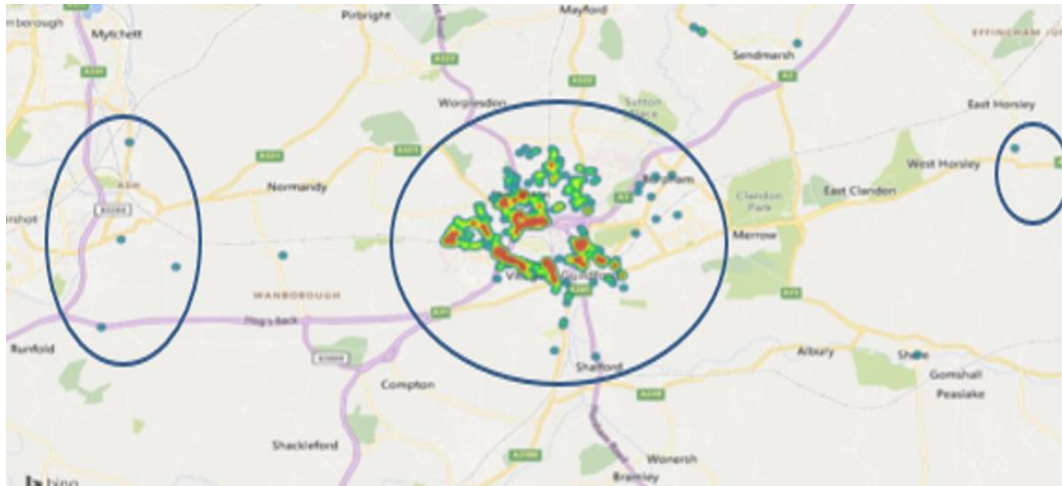
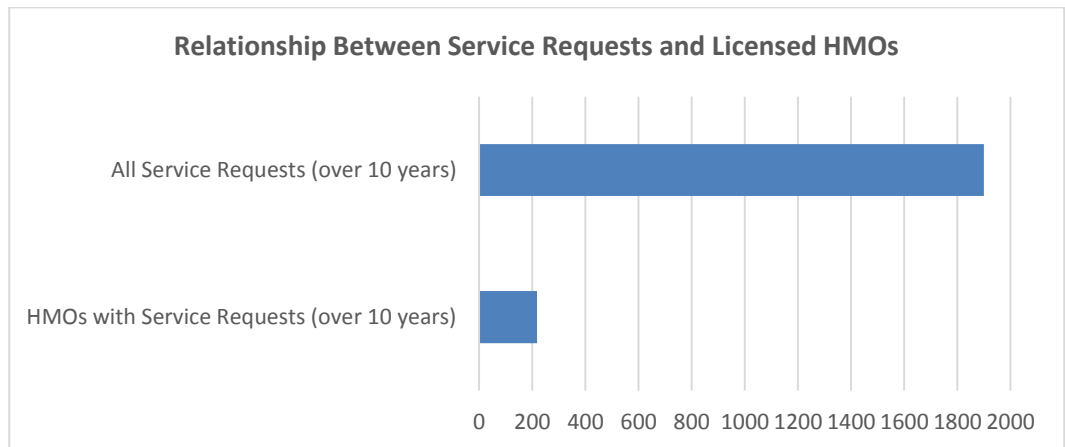


Figure 4 - Geographic Spread of Licensed HMOs



- 8.2 From 1,900 dwelling condition reports to the Council in the last 10 years, 218 related directly to a property that now has a granted HMO licence. This data indicates the majority of conditions reports relate to privately rented dwellings that are not licensed HMOs or are privately let and not defined as a HMO of any kind. Property standards in unlicensable HMOs and properties that do not meet the definition of a HMO are subject to Part 1 of the Housing Act 2004. Unlicensable HMOs are also subject to the Management of Houses in Multiple Occupation Regulations 2006 which allows us to ensure that residents live in safe housing.
- 8.3 As Graph 4 below shows, the low number of property condition reports in relation to a licensed HMO is likely due to the success of HMO licensing improving property management and safety. Unlicensable HMOs can become licensable in specific areas of the Borough by introducing an Additional Licensing Scheme that would regulate HMOs with 3-4 persons in the same manner as those that currently meet the mandatory HMO licensing definition housing 5+ persons.

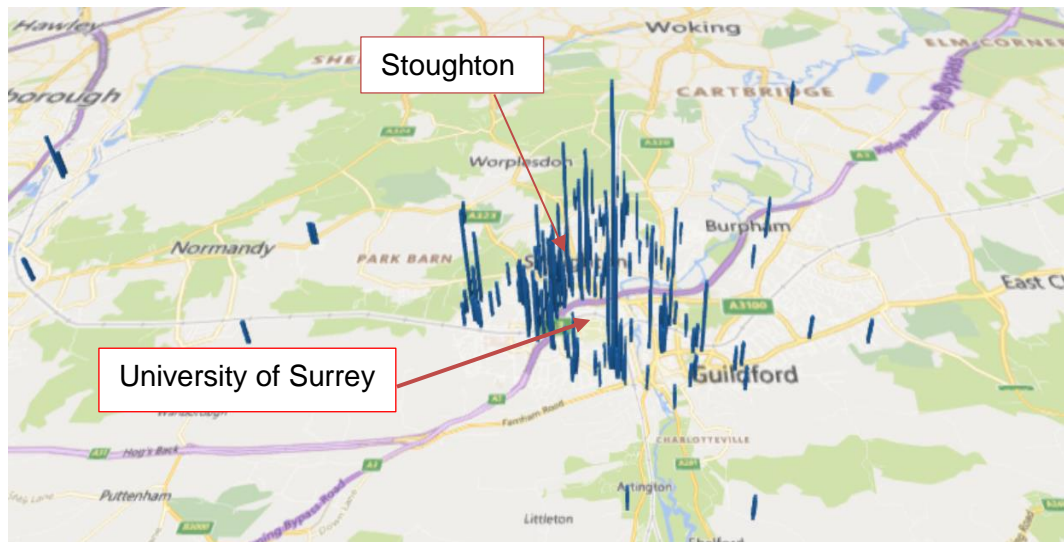
Graph 4



9. Unlicensed HMOs

- 9.1 In 2018 when the mandatory HMO definition changed, the initial focus was on publicising the new legislation and securing compliance with it by ensuring licensable HMOs in the Borough made a full and valid application. In 2019 the Housing Standards team identified 30 properties from a sample of 200 suspected HMOs operating without a licence. This sample indicates that up to 15% of the wider HMO population may be operating without a licence. Contact with all 30 properties identified in the sample resulted in a full and valid HMO application being received. Private Sector Housing will continue to monitor data and investigate reports from the public regarding potential unlicensed HMOs.
- 9.2 The location of HMOs, shown in Figure 5, reported to the Council by the public indicate a relationship between HMO status and properties around the University of Surrey. Specifically, Stoughton appears to have the majority of reports to the Council regarding unlicensed HMOs, indicating that this Ward may be the most noncompliant with the mandatory HMO licensing scheme.

Figure 5



10. Update on Task and Finish Group 2014

- 10.1 On 10 September 2013, the Customer and Community Scrutiny Committee established a task and finish group to investigate concerns about houses in multiple occupation (HMOs). The group’s conclusions and recommendations are set out in **Appendix 2**.
- 10.2 On 28 October 2014 the Executive considered the recommendations contained in the report of the Houses in Multiple Occupation task and finish group and agreed that the recommendations should be implemented. This report follows previous updates to the Committee.
- 10.3 Progress made on the recommendations made by the Task and Finish Groups findings are discussed in the following paragraphs.

11. Landlord Accreditation

- 11.1 The landlord accreditation scheme in Guildford was launched on 21 May 2015. To date 356 landlords have benefitted from the scheme and are now accredited with it. This figure represents 54% of the licensed HMO population.
- 11.2 The accreditation scheme has been set up in partnership with Guildford Borough Council, The University of Surrey, Surrey Students Union and a number of other stakeholders.
- 11.3 The Guildford Lettings Accreditation Scheme is also part of UK Landlord Accreditation Partnership (UKLAP) and the London Landlord Accreditation Scheme (LLAS). Landlords who gain accreditation are demonstrating that they are operating a professional business and committed to providing high standards of accommodation and management for their tenants.

Seek increased support from Surrey University and the ACM for tackling complaints.

- 11.4 The Council has presented to landlord forums at the University of Surrey, publicising the HMO licensing scheme and answering landlord questions.
- 11.5 The Council has attended the University of Surrey fresher fairs providing students with information on private renting and HMOs.
- 11.6 The Council has engaged with the University of Surrey sharing university property management contacts in relation to Anti-Social-Behaviour and noise nuisance. These contacts have strengthened during the COVID-19 pandemic.

Waste Minimisation initiatives

- 12.1 Mandatory HMO conditions require the licence holder to adequately control waste at a licensed HMO address. Noncompliance is a criminal offence.
- 12.2 The Council do not receive frequent complaints in relation to waste accumulations at licensed HMOs and have not enforced upon a waste complaint in a licensed HMO, since the expansion of the mandatory HMO definition in 2018. This may be a direct success of the stakeholder group.
- 12.3 Since the actions of the HMO stakeholder group considerable work has been carried out to educate tenants about refuse and recycling collections. British Heart Foundation provide bags and collections in time for the end of year clear out which is very popular. Calendars and leaflets are distributed in October each year and local residents associations have historically assisted with delivery.
- 12.4 In 2016, Recycling and waste ordered 2000 fridge magnets with refuse and recycling information to be delivered to properties in Guildford Park Avenue. The same year a sticker campaign started where bins left out after collection were stickered to notify tenants they had missed collection and remind them of the correct collection times.

Ensure improved monitoring of complaints and knowledge of the locations of HMOs by the Council, using all sources of data.

- 13.1 The Council uses data driven techniques to map complaints by tenure and nature. The methodology for mapping service requests and the use of inferential statistics/data analysis have been improved since the recommendations in the 2014 O&S report.
- 13.2 The Council uses a register of licensed HMOs to identify the location of known HMOs. Data can be cross referenced with other data such as Council Tax and property complaints to better understand the HMO population and relationship between disrepair and the Private Rented Sector in Guildford.
- 13.3 Private Sector Housing has developed a methodology that can identify if a property is a licensable HMO with accuracy, using Council Tax and Electoral Roll data sources.

Use of social media applications for tenancy advice and information.

- 14.1 Table 1 shows that between 15 April 2019 – 30 September 2019 Private Sector Housing issued a range of communications to landlords, agents and tenants alike in relation to HMOs. The Council engaged with a total of 386 members of the public, in just over a 5 month period.

Table 1

Social Media Platform	Reach	Likes and Shares	Retweets	Total Engagement
Twitter	5221	5	4	91
Facebook	3485	16	N/A	295
Instagram	1096	17	N/A	N/A

- 14.2 Table 2 shows that during the first month of the initial national lockdown between the dates (16 March 2020) – (15 April 2020) Housing Standards made a range of communications to landlords, agents and tenants alike in relation to COVID-19. The Council engaged with 183 people with 21 posts across Facebook, Twitter and Instagram during a 1 month period.

Table 2

Social Media Platform	Reach	Likes	Retweets	Total Engagement
Twitter	6586	6	4	59
Facebook	4479	N/A	N/A	86
Instagram	1766	N/A	N/A	38

To establish a HMO stakeholders’ group within two months of approval by the Executive.

- 15.1 The HMO Stakeholder group was formed in December 2014 as one of the recommendations of the HMO Task and Finish Group report which received approval from the Council’s Executive in October 2014. The group aimed to meet twice a year to take forward the recommendations of the Task and Finish Group relating to the following:

- Refuse and recycling
- Appearance of gardens and properties
- Parking and environmental improvements
- Community cohesion
- Increase support from University
- Monitoring of the number and location of HMOs and complaints

15.2 The group consists of representatives from the Council, Surrey University, Students Union, Surrey Property Exchange, Residents Associations, ACM, Surrey Police, Landlords and property agents.

15.3 Since 2014 the group have met 4 times over a 3-year period. Since 2017 there have not been any further stakeholder group meetings due to positional changes of attendees. However, the Council continue to present information regarding changes to the private rented sector to Landlords, Surrey University, NRLA and Surrey Property Exchange.

Promote community cohesion – the University of Surrey Students' Union and some tenants indicated a willingness to progress community involvement.

16.1 The stakeholder group have supplied education and advice to tenants via the student union. The Council have also attended stands at student fairs offering advice and information to new students. The students Union have produced a welcome home guide for students living off campus. There is also a residents newsletter which has been produced and has been circulated since the stakeholder groups implementation. This can be used as a means of publicising a community reporting procedure for local residents to report issues to the University, the Council and ACM.

16.2 The students Union advised that during the stakeholder group meetings there were 5 community ambassadors who covered areas around the town with high student numbers. They work with local residents and community groups to help resolve issues. Updates to the group in 2017 advised that this has worked very well in Onslow and the Community Rep is very popular with the residents. At the last review in 2017, residents perceptions of students had improved due to the work the University and Students Union are undertaking.

Facilitation of gardening services to landlords – for example, through local social enterprises.

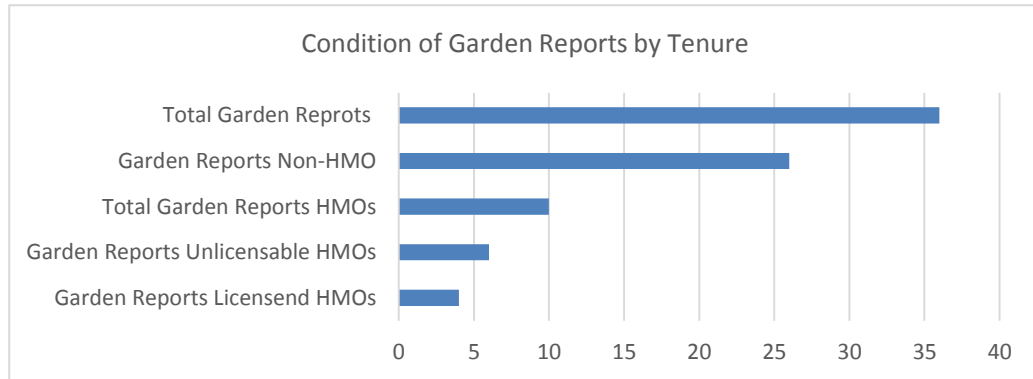
17.1 The Council does not receive a significant number of complaints from residents regarding, unkept gardens or excessive vegetative growth in HMOs. The data indicate that over a 1-year period between (December 2019 – December 2020), 72% of all condition of a garden reports were in relation to a Non-HMO, with only 10 relating to a HMO licensable or not.

17.2 Over a 12-month period there were 4 reports relating to a licensed HMO and 6 reports in relation to an unlicensable HMO, from a total of 36 reports. This indicates that there may be up to a 50% reduction in reports relating to unkept gardens in licensed HMOs than those relating to unlicensed HMOs that do not meet the mandatory licensing definition. This is an indication that licensed

HMOs received up to 50% less reports regarding the state of a garden than those that do not require a licence to operate.

- 17.3 Non-HMO dwellings account for more than two-thirds of all reports relating to an unkept garden. This accounts for the vast amount of reports to the Council. The vast majority of garden related problems in the Borough do not relate to a HMO.

Graph 5



18. Alternative Controls: Additional Licensing and Article 4

- 18.1 Additional licensing and Article 4 are provisions previously considered by the 2014 Overview and Scrutiny task and finish group. In 2014, the provisions were noted as being “Inappropriate to Guildford’s set of circumstances” at that time. However, with the significant increase in licensable HMOs within the Borough this is subject to review. A forthcoming Executive Advisory Board paper is going to examine Article 4 and Additional HMO licensing in detail. The licence fee covers the enforcement of HMOs across the Borough. Additional Licensing (if enacted) – would require smaller HMOs to also apply and pay a similar fee.
- 18.2 Making an Article 4 direction can require all properties that intend to become a HMO (licensable or not) to obtain planning permission and ultimately restricts the number of HMOs in specific areas. However, Article 4 can distort local housing markets.
- 18.3 Additional HMO licensing requires unlicensable HMOs that house only 3-4 persons to have a licence to operate. A scheme would be localised to specific areas of the Borough where there is a significant number of mismanaged HMOs. Currently the data suggest that unlicensable HMOs that would meet the definition of an Additionally Licensed HMO are not being significantly mismanaged. Cross referencing the approximate 1,200 student exempt C and D Council Tax band addresses with approximately 2,700 service requests of any kind (from the last 10 years) to Private Sector Housing, only 10% related to a potential student occupied unlicensable HMO. 25% of reports to the Council regarding Noise nuisance, State of a garden, Bonfires and Land accumulations relate to a potential student occupied unlicensable HMO. This means that 75% of all property based complaints to the Council are not in relation to a student occupied unlicensable HMO.

- 18.4 A proportion of the Council Tax data set of 1,800 student HMOs that currently do not require a licence, would need a licence to operate, if an Additional HMO Licensing Scheme was brought into force. Additional HMO Licensing adds increased regulation to HMOs in problem areas of the Borough. From the Council Tax data that identify 1,800 student exemptions there are 1,276 Band C-D properties that could house 3-4 persons in currently unlicensable student HMOs within the Borough. Of these 1,276 potential student unlicensable HMOs occupied by 3-4 persons, Table 3 shows that 32% are in GU1, 65% are in GU2 and 3% are in other postcodes. Additional licensing would bring these dwellings into the scope of HMO licensing. It is important to note that these are only student dwellings with 3-4 persons, there are likely to be many other properties occupied by other sectors of society such as young professionals.

Table 3

Postcode	Distribution of Potential Unlicensable HMOs
GU1	32% (403)
GU2	65% (828)
All other GBC Postcodes	3% (42)

19 Emerging priorities

HMO Licence Compliance

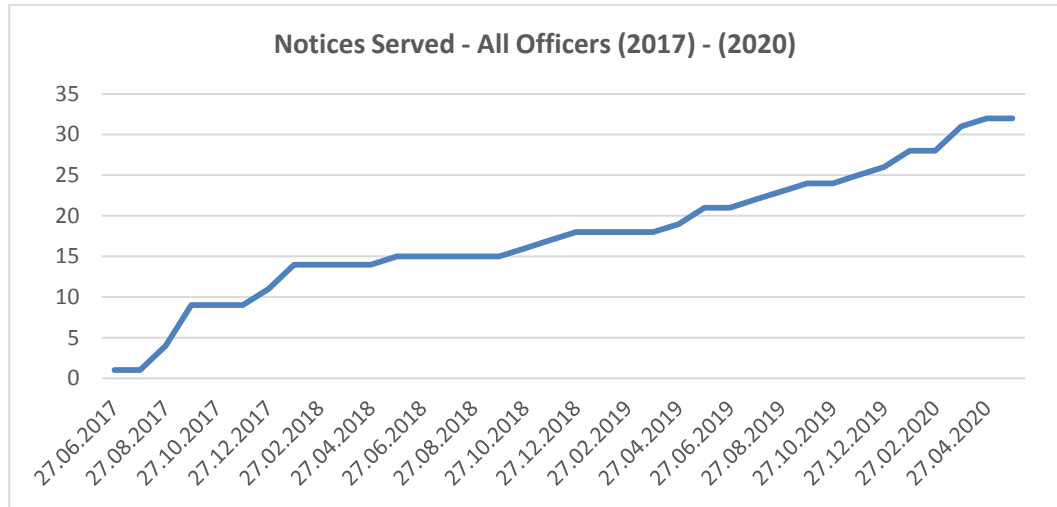
- 19.1 Officers are beginning to check compliance with HMO licence conditions, this workflow has been slowed by the COVID-19 pandemic deprioritising proactive property visits.
- 19.3 Private Sector Housing have identified approximately 120 complaint HMOs from a population of 659. This equates to 18% of the licensed HMO population in the Borough.
- 19.3 The Council will continue to monitor compliance with HMO licenses and will continue to assess samples of licensed HMOs once the COVID-19 pandemic slows and proactive projects that involve full property inspection can be undertaken safely.

Enforcement

- 20.1 The Council has successfully prosecuted a landlord resulting in a fine of £4,690 and separately issued a Civil Penalty Fine of £1,000 for the offences of not licensing properties that met the mandatory HMO definition within the Borough. All other suspected HMOs noted during investigations into suspected HMOs were either found to not be occupied as a HMO or complied and applied for a HMO licence, with no further action taken. Planning Enforcement and Private Sector Housing are both now within Environment and Regulatory Services, working closely to achieve common regulatory goals. Place and Environment and Regulatory Services also have a regular liaison meeting to discuss issues of common interest.
- 20.2 Private Sector Housing continue to serve more legal Notices for noncompliance over time, shown in Graph 6. This could be seen as correlating directly with increased noncompliance, however the data is likely

to be skewed by a range of new enforcement powers within the Private Sector Housing discipline, that will inevitably result in more noncompliance.

Graph 6



21. Consultations

21.1 The Lead Councillor has approved the report and will continue to monitor progress with implementation throughout the year.

22. Key Risks

22.1 There will be an influx of over 300 HMO applications in Autumn 2023. Resources will be prepared to undertake, process, validate the applications and conduct inspections. During this period a temporary 1x FTE resource may be required. It is also possible to undertake the influx of renewal inspections in 2023 from desktops by assessing floorplans and visiting the HMO at a later date to ensure compliance and ensure there are no significant hazards.

23. Financial Implications

23.1 HMO licensing is self-sufficient. The current scheme can be delivered within existing resources. Fees for HMO licensing are set locally using the corporate methodology for setting fees. Only the time spent processing the application and associated licence documents, inclusive of inspecting the property form the amount of the fee.

23.2 The Council must finance all HMO enforcement through the licensing fee. The Council will be able to utilise the new Future Guildford structure to ensure a sample of HMOs are revisited each year. To reinspect the entire HMO population annually it would take approximately 1x year at a rate of 15x HMOs per week, or 2 years at a rate of 1x HMO per day. The cost of delivering this would be 1x FTE additional resource to Private Sector Housing to routinely visit each HMO every year, the resource would act as a HMO compliance warden. Private Sector Housing will continue to check compliance

with a sample of properties each year, undertaken within the new Future Guildford structure.

24. Legal Implications

- 24.1 The legislative scheme for licensing HMOs is set out in Part 2 of the Housing Act 2004 (the Act). This legislation sets out the requirement for mandatory licensing of HMOs that meet the definition in the Act. The Act also allows the Council to introduce additional licensing requirements if the conditions set out in the Act are met.

25. Human Resource Implications

- 25.1 There are no human resource implications arising from the report.

26. Equality and Diversity Implications

- 26.1 There are no equality and diversity implications arising from the report.

27. Climate Change/Sustainability Implications

- 27.1 There are no direct links to climate change and the progress made on delivering the current mandatory HMO licensing scheme.

28. Conclusion

- 28.1 Progress continues to be made with HMO licensing with all licence applications fully assessed within 3 months. There have been many successes improving standards in HMO regulation evidenced by decreased reports relating to licensable HMOs than of properties that do not require a licence to operate.
- 28.2 There have been improvements in data analysis that have led to a better understanding of HMO locations within the Borough, their occupation and their connection to disrepair. There have also been improvements identifying unlicensed HMOs and ensuring applications are made. Assessing data sources and reports from the public, Private Sector Housing will continue to identify and investigate unlicensed HMOs.
- 28.3 There have been improvements in enforcement with the Council effectively enforcing upon noncompliant landlords, agents and property managers within the Borough.
- 28.4 The recommendations of the 2014 HMO Task and Finish Group have been implemented with increased landlord uptake of the Guildford accreditation scheme, support from academic establishments, waste minimisation projects, Improved understanding of the relationship between complaints/HMOs, use of social media platforms to promote services and the establishment of a HMO stakeholders group that sat for 3 years. The Group has disbanded, however the Council remain in contact with stakeholders, such as the University of Surrey. The Council continue to work with University of Surrey on a broad range of topics throughout Council departments.

29. Appendices

Appendix 1 – Customer and Community Scrutiny Committee Report

Appendix 2 – Recommendations of the Houses in Multiple Occupation, Overview and Scrutiny Task and Finish Group: Report to the Customer and Community Scrutiny Committee

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Customer and Community Scrutiny Committee Report

Report of Executive Head of Governance

Author: James Dearing

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Email: James.Dearing@guildford.gov.uk

Relevant Lead Councillor: Councillor Sarah Creedy

Tel: 01483 449604

Email: Sarah.Creedy@guildford.gov.uk

Date: 9 September 2014

Houses in Multiple Occupation Overview and Scrutiny Task and Finish Group

Recommendation

That the Committee,

(i) submit the report of the Houses in Multiple Occupation task and finish group, including the questionnaire results, to the Draft Local Plan consultation.

(ii) commend the recommendations contained in the report of the Houses in Multiple Occupation task and finish group to the Executive at its meeting on 28 October 2014.

(iii) require an update on the recommendations contained in the report of the Houses in Multiple Occupation task and finish group no later than twelve months hence.

Reason for recommendation:

To address concerns raised by stakeholders and improve the Council's approach to HMOs.

2. Strategic priorities

2.1 Addressing issues associated with concentrations of HMOs fits the Council's strategic framework. For example, HMOs are important to the economy of the Borough and its development, not least through affordable accommodation for students, low paid workers, and key workers such as police and nurses. In addition, proposals put forward by the task and finish group assist a self-reliant and sustaining community, while supporting those vulnerable residents with limited housing options.

3. Evidence gathering

3.1 The task and finish group members sought views from a wide range of stakeholders. The group gathered assessments and concerns from tenants, householders, landlords, letting and managing agents, educational establishments, landlord organisations, officers, and the Lead Councillor for Housing and Social Welfare. Invariably this was accomplished through interviews. Where practical the group visited witnesses or invited them to attend one of their meetings. Site visits were also undertaken.

- 3.2 Partly due to the lack of a tenants' forum in Guildford, a survey questionnaire was used to gather views from tenants and householders. This survey was delivered to 1087 properties, targeting roads in the town centre wards and closest to the University. A response rate of over twenty per cent was achieved. In addition, the review was publicised and the questionnaire made available online.
- 3.3 Efforts to co-opt a representative from the University of Surrey, identified as a key stakeholder, were unsuccessful due to limited resources in the university's accommodation office.
- 3.4 The group conducted an in-depth investigation of two local authorities that have introduced stronger regulation of the sector: Bournemouth Borough Council and Oxford City Council. The group received evidence from those with responsibility and experience of the measures in these localities.

4. Findings

- 4.1 In the immediate term, the task and finish group argue for the enforcement of existing health regulations and use of associated powers to deal the issues associated with HMOs, especially anti-social behaviours. In addition, the group puts forward a number of measures identified in its investigation as likely to bring benefits. These measures include waste management initiatives, parking and other environmental improvements, and efforts to promote more community cohesion.
- 4.2 Considering long-term options, the group identified widespread support for the introduction of a person-based landlord accreditation scheme. There was some backing for regulation of the sector using additional licensing of smaller HMOs (in addition to the mandatory licensing of larger HMOs) or through selective licensing of privately rented housing within an area. Some stakeholders championed planning controls as the solution to issues associated with HMOs, specifically, Article 4 directions (to allow withdrawal of permitted development rights and require planning permission for the creation of further HMOs).

5. Conclusions

- 5.1 The task and finish group judges increased licensing or making an Article 4 direction as inappropriate to Guildford's set of circumstances at present. From its interpretation of the evidence base, the group argues that the most promising and effective approach now is the development of a Guildford Landlord Accreditation Scheme, with other measures enacted sooner. The group does not call simply for the Council to introduce an accreditation scheme but identifies partnership engagement in its establishment as central to its likely success.
- 5.2 The Chairman of the Task Group held a meeting with relevant Heads of Service and Lead Councillors on 27 August and their comments have been incorporated into the final report. In response to the specific comments in relation to parking arising from the questionnaire responses, the Parking Manager offers clarification attached at **Appendix 2** to this report.
- 5.3 All witnesses who took part in the investigation have been consulted on the final report. Comments from Martin Cliburn, Deputy Director of Accommodation at the University of Surrey have been incorporated into the report and its appendices. In terms of a general comment on the accreditation scheme, Mr Cliburn asked for clarification that the accreditation would be for individuals, rather than properties. He

suggests that any scheme would not have to be exclusively property based or person based. A person based scheme could be delivered as Phase 1 with Phase 2 awarded once properties meet both physical and management control standards, with a Bronze, Silver and Gold level. The current recommendation is for a landlord based scheme; however, this may be reviewed by officers in future. Any further comments received from witnesses will be reported at the meeting.

6. Financial implications

- 6.1 The final recommendations of the task and finish group direct officers to undertake further work to achieve the desired outcomes. There will be financial implications for a number of the recommendations for which funding needs considering as the further work is undertaken.
- 6.2 For instance, if accepted by the Executive, the long-term proposals put forward could involve a budgetary commitment toward a landlord accreditation scheme. However, details of the scheme are to be developed with stakeholders and contributions toward the costs might reasonably be expected from successful partnership engagement.
- 6.3 Costs of enforcement and environmental improvement activities are expected to be met from existing budgets.

7. Legal implications

- 7.1 There are no legal implications arising directly from this report.

8. Human Resource implications

- 8.1 There are no human resource implications arising directly from this report.

9. Background papers

- Notes of the Houses in Multiple Occupation Task and Finish Group
- Report to the Housing and Community Policy Panel, Student Lettings in the Private Rented Sector: outcome of consultation, 12 September 2002

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Recommendations of the Houses in Multiple Occupation Overview and Scrutiny Task and Finish Groups Report to the Customer and Community Scrutiny Committee

4.12 We identified a number of measures that could be explored further and actioned relatively quickly.

- Waste Minimisation initiatives – including the continued provision of banks for recyclable items (e.g. British Heart Foundation in 2014) in targeted areas, the issuing of information during October on waste and recycling arrangements with the emphasis on recycling and waste minimisation, and the recycling team working with relevant groups and organisations looking at the best ways to develop this approach.
- Parking and environmental improvements to Guildford Park, a locality where many integral garages have been converted into accommodation – the parking team, along with other relevant officers, partners, groups and organisations will work together to explore any opportunities to develop this further. The parking team will also continue to work with local residents and groups in ensuring the current parking controls and enforcement arrangements are effective and relevant to the local area.
- Promote community cohesion – the University of Surrey Students' Union and some tenants indicated a willingness to progress community involvement.
- Facilitation of gardening services to landlords – for example, through local social enterprises.
- Seek increased support from Surrey University and the ACM for tackling complaints (incidentally, we noted that students at universities elsewhere are liable to disciplinary procedures if they bring the university into disrepute through their behaviour in private rented accommodation).
- Ensure improved monitoring of complaints and knowledge of the locations of HMOs by the Council, using all sources of data.
- Use of social media applications for tenancy advice and information.

Recommendations _____

(1) That the Executive approves in principle, the implementation of an accreditation scheme for landlords and agents in the Borough, subject to further partnership work and consultation regarding the detailed operation of the scheme and its resource implications, with a view to it being operational by June 2015 or as soon as is practicable.

(2) That the Executive authorises the Head of Health and Community Care Services, in consultation with the Lead Councillor for Housing and Social Welfare, to take forward and implement the Landlord Accreditation Scheme as appropriate when the development process is complete.

(3) That the Executive authorises the Executive Head of Environment and the Executive Head of Housing and Health, in consultation with relevant Lead Councillors.

Agenda item number: 7
Appendix 2

(i) to progress the immediate measures identified by the HMO task and finish group, described in section 4.12 above, with a view to implementation within three months of approval by the Executive.

(ii) to establish an HMO stakeholders' group within two months of approval by the Executive.

Overview and Scrutiny Committee Report
Report of Director of Strategic Services
Author: James Dearling
Tel: 01483 444141
Email: james.dearling@guildford.gov.uk
Date: 29 June 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 21 July 2021, with subsequent meetings on 15 September 2021, 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
- 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>13 July 2021 meeting</p> <ul style="list-style-type: none">• COVID-19 response• Lead Councillor Question Session – Councillor Joss Bigmore, Leader of the Council and Lead Councillor for Service Delivery• Lead Councillor Question Session – Councillor John Rigg, Lead Councillor for Regeneration [continuing from 3 March Committee meeting]• Spend on consultants and agency workers – update• Overview and Scrutiny Annual Report, 2020-21
<p>14 September 2021 meeting</p> <ul style="list-style-type: none">• Lead Councillor Question Session – Councillor James Steel, Lead Councillor for Environment• Implementation of Future Guildford• Safer Guildford Partnership Annual Report 2021• Air Quality Strategy 2017-22 – monitoring progress• Update on unauthorised gypsy and traveller encampments and Surrey’s transit site
<p>9 November 2021 meeting</p> <ul style="list-style-type: none">• Lead Councillor Question Session – Councillor Jan Harwood, Lead Councillor for Climate Change• Spend on consultants and agency workers: 12-month review• Operation of the Leisure Management contract, 2020-21• Impact of Brexit• Council’s project and programme governance
<p>18 January 2022 meeting</p> <ul style="list-style-type: none">• Lead Councillor Question Session – Councillor Tim Anderson, Lead Councillor for Resources• Annual report and monitoring arrangements for operation of the G-Live contract, 2020-21
<p>1 March 2022 meeting</p> <ul style="list-style-type: none">• Lead Councillor Question Session – Councillor John Rigg, Lead Councillor for Regeneration
<p>Monday 25 April 2022 meeting</p> <ul style="list-style-type: none">• Lead Councillor Question Session – Councillor John Redpath, Lead Councillor for Economy

Currently unscheduled items

- Outcome of investigations into Guildford Crematorium stack height [information to enable scheduling requested, Minute 8, 8 June OSC refers]
- Visitor and Tourism Strategy
- Lead Councillor Question Session – Councillor Hunt, Lead Councillor for Development Management
- Post COVID-19 Homelessness strategy, housing strategy/policies
- Spectrum 2.0 [February 2021 Service Delivery Executive Advisory Board invited to consider project mandate relating to maintaining existing Spectrum]

Task and finish groups

Title	Update
Social Housing Issues in the Borough	Membership: Cllrs Tony Rooth (Chair), George Potter (Vice-Chair), Ruth Brothwell, Angela Goodwin, Angela Gunning, Ramsey Nagaty, and Jo Randall. Draft scope shared with relevant officers for comment and feedback, prior to Overview and Scrutiny Committee Chair and Vice-Chair sign off.
Mental Health Provision in the Borough	Membership: Cllrs Paul Abbey, Richard Billington, and Fiona White (Chair). Task and finish group to draft scope.

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

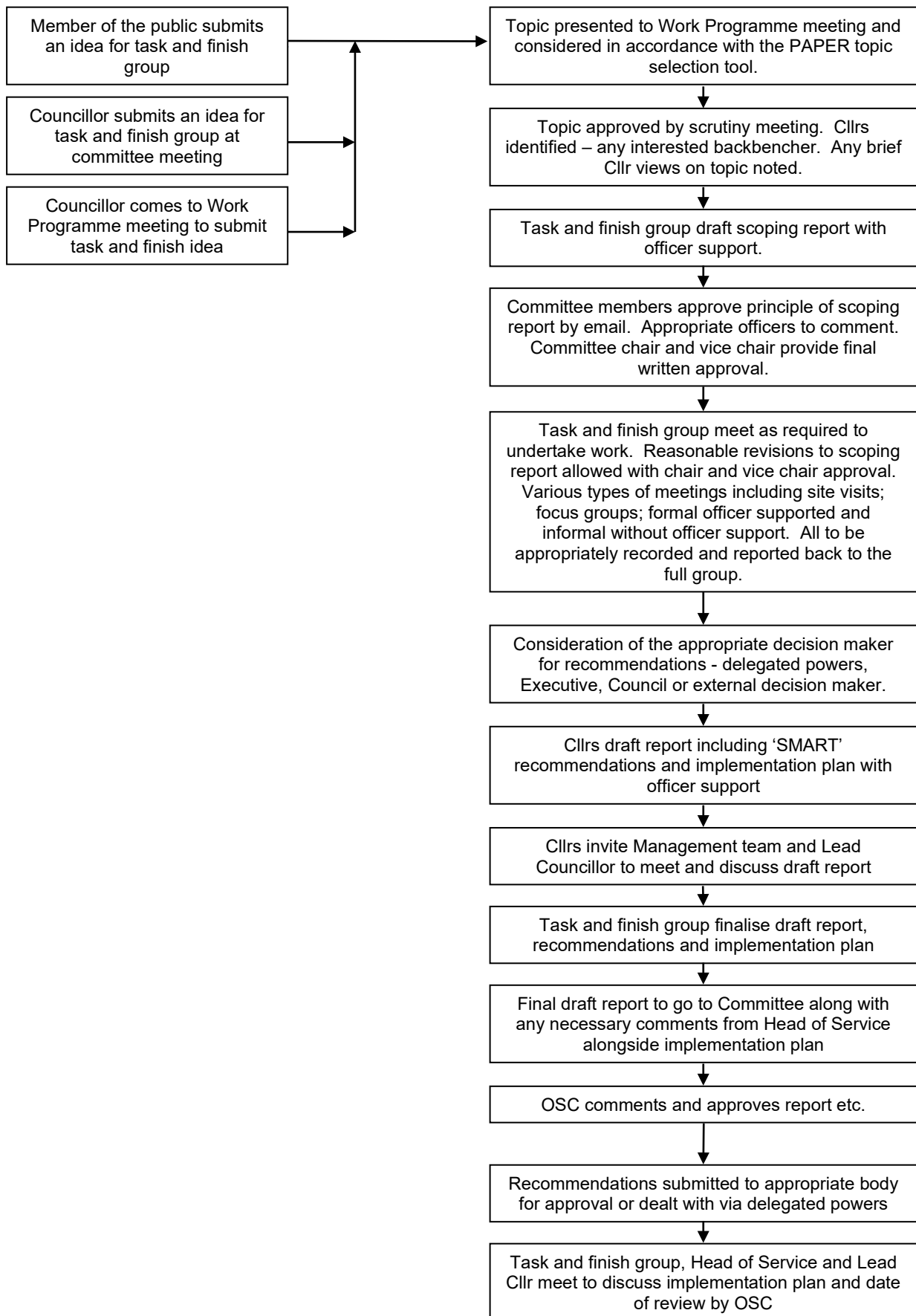
Performance: priority should be given to areas in which the Council and Partners are not performing well

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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