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Contact: Annette Metcalfe

Committee Services

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11 October 2017

Dear Councillor

Your attendance is requested at a meeting of the **SOCIETY, ENVIRONMENT, AND COUNCIL DEVELOPMENT EXECUTIVE ADVISORY BOARD** to be held in Council Chamber, Millmead House, Millmead, Guildford, Surrey GU2 4BB on **THURSDAY, 19 OCTOBER 2017 at 7.00 pm.**

Yours faithfully

James Whiteman  
Managing Director

**MEMBERS OF THE EXECUTIVE ADVISORY BOARD**

Chairman: Councillor Adrian Chandler  
Vice-Chairman: Councillor Pauline Searle

Councillor Angela Gunning  
Councillor Christian Holliday  
Councillor Gordon Jackson  
Councillor Jennifer Jordan  
Councillor Sheila Kirkland

Councillor Dennis Paul  
Councillor Tony Phillips  
Councillor David Quelch  
Councillor David Reeve  
Councillor David Wright

**Authorised Substitute Members:**

Councillor Nils Christiansen  
Councillor Colin Cross  
Councillor Andrew Gomm  
Councillor Angela Goodwin  
Councillor David Goodwin  
Councillor Gillian Harwood  
Councillor Liz Hogger  
Councillor Liz Hooper  
Councillor Mike Hurdle

Councillor Julia McShane  
Councillor Susan Parker  
Councillor Mike Parsons, The Deputy Mayor  
Councillor Mike Piper  
Councillor Jo Randall  
Councillor Caroline Reeves  
Councillor James Walsh  
Councillor Jenny Wicks

**WEBCASTING NOTICE**

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**QUORUM: 4**



## 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.

### Five fundamental themes that support the achievement of our vision:

- **Our Borough** – ensuring that proportional and managed growth for future generations meets our community and economic needs
- **Our Economy** – improving prosperity for all by enabling a dynamic, productive and sustainable economy that provides jobs and homes for local people
- **Our Infrastructure** – working with partners to deliver the massive improvements needed in the next 20 years, including tackling congestion issues
- **Our Environment** – improving sustainability and protecting our countryside, balancing this with the needs of the rural and wider economy
- **Our Society** – believing that every person matters and concentrating on the needs of the less advantaged

•  
**Your Council** – working to ensure a sustainable financial future to deliver improved and innovative 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.

### Mission – for the Council

A forward looking, efficiently run Council, working in partnership with others and providing first class services that give the community value for money, now and in the future.

## 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 revised 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.
- 3 **MINUTES** (Pages 1 - 4)

To confirm the minutes of the Executive Advisory Board meeting held on 07 September 2017.
- 4 **ART DEVELOPMENT DRAFT STRATEGY**

(Presentation)
- 5 **STRATEGY FOR THE ELDERLY/LATER LIFE** (Pages 5 - 14)
- 6 **AIR QUALITY STRATEGY**

(presentation)
- 7 **PROGRESS WITH ITEMS PREVIOUSLY CONSIDERED BY THE EAB** (Pages 15 - 20)
- 8 **EAB WORK PROGRAMME** (Pages 21 - 22)

To consider and approve the EAB's draft work programme. Details of future Executive decisions are included.

**Please contact us to request this document in an  
alternative format**

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## SOCIETY, ENVIRONMENT, AND COUNCIL DEVELOPMENT EXECUTIVE ADVISORY BOARD

7 September 2017

\* Councillor Adrian Chandler (Chairman)  
\* Councillor Pauline Searle (Vice-Chairman)

* Councillor Angela Gunning	* Councillor Dennis Paul
Councillor Christian Holliday	Councillor Tony Phillips
* Councillor Gordon Jackson	* Councillor David Quelch
Councillor Jennifer Jordan	* Councillor David Reeve
* Councillor Sheila Kirkland	* Councillor David Wright

\*Present

### **S16 APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTE MEMBERS**

Councillor Christian Holliday and Jennifer Jordan submitted apologies for absence.

In accordance with Procedure Rule 23(j), Councillor Mike Piper attended as a substitute on behalf of Councillor Jennifer Jordan.

### **S17 LOCAL CODE OF CONDUCT AND DECLARATION OF DISCLOSABLE PECUNIARY INTERESTS**

There were no declarations of disclosable pecuniary interest.

### **S18 MINUTES**

The minutes of the meeting held on 13 July 2017 were confirmed as a correct record and were signed by the Chairman.

### **S19 SUSTAINABILITY AND GREEN ENERGY**

The Facilities and Office Services Manager gave an overview of this Council's approach to sustainability and renewable energy.

The Energy and Sustainability team was responsible for utilities management, and worked on various energy saving projects, for example Castle car park, where LED lighting had been installed to reduce electricity consumption. The team was also involved in walking and cycling initiatives, as well as transportation plans. In addition, team members visited schools to give presentations, produced "Environment Matters" newsletters for pupils to raise awareness around recycling, and arranged workshops at the Guildford Hydro Project. The Board asked that Councillors be included in the distribution list for future newsletters.

Since 2013, the Energy and Sustainability team had supported Action Surrey to help residents achieve combined annual savings of £55,000 by improving energy efficiency and cutting fuel bills. Projected lifetime savings were over £500,000, and for its work on this project, the team had reached the finals of the National Energy Efficiency and Healthy Homes Awards, and was presented with a certificate. The Facilities and Office Services Manager agreed to find out whether data was available on the amount of thermal units the project had saved.

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The Board learned that two thermal imaging cameras were available for public loan, with training provided. The team supported the Guildford Repair Café, as well as the Guildford Fairtrade Steering Group. Ongoing projects included the management of the small hydropower station at Millmead, the Millmead biomass system, and solar installations across the council estate. Part of the role of the Energy and Sustainability team was to look at income generation; additional hydro-generation was being considered, and locations for additional solar panels were being identified. Biomass was difficult to retrofit, and was therefore more appropriate to new builds. The wood for Millmead's biomass boiler had to be checked on delivery to ensure it was dry, and the Facilities and Office Services Manager agreed to source information on the calorific value of dry woodchip.

The Board heard that the team's activities were underpinned by key documents including the Surrey Climate Change Strategy, the Carbon Management Plan, the Home Energy Conservation Act Report, the Sustainable Procurement Strategy, and the Corporate Plan. A renewable energy mapping study had also been produced, which illustrated locations where certain technologies could be considered.

The Facilities and Office Services Manager outlined current spending on utilities. The Board asked whether rainwater was recycled, and although there was no rainwater harvesting at Millmead, recycled water was used in parks and at the Stoke Park greenhouses. LASER, a public sector buying group, was used to procure and manage energy, as a way of reducing costs, minimising risk, and increasing efficiency.

The Facilities and Office Services Manager provided details of expenditure on various projects, which to date had achieved gross savings of over £2 million, representing a 22% return on investment. Petrol and fuel accounted for 20% of this Council's carbon consumption, and £40,000 had been spent trying to improve the fleet's performance. No figures were available for voltage optimisation, and the Facilities and Office Services Manager agreed to find out whether power factor correction would be used.

The Energy and Sustainability team had received recognition for its commitment towards energy efficiency from the Salix Recycling Fund. The fund aimed to increase capital investment in energy efficient technologies across the public sector, and was ring-fenced, with interest-free capital provided by Salix, and match funded by partner organisations. Financial savings delivered by projects were returned to the fund, allowing further spending on front line services. This Council had received £120,000 from the fund, and with match funding, £240,000 had been made available to spend on energy saving projects.

The Facilities and Office Services Manager went on to explain predicted costs for future projects, which would be prioritised on funding availability and benefit to this Council. Two potential projects had been identified for the Spectrum Leisure Centre, and Councillor Searle agreed to ask whether Freedom Leisure would be able to contribute towards the costs. A number of projects had not yet been costed, as they were in early stages of planning. The Board asked to be updated should any of the uncosted projects be progressed. The Board also suggested that floodlights at the castle could be included on the list of potential projects.

The Board learned that emerging technologies might be appropriate for future projects. Battery technology was evolving fast, whilst solar technology had become more sophisticated and less expensive.

Councillor Jackson explained that the Innovation Board was looking at ways to develop an innovation strategy for this Council, based on the premise that Guildford was already a centre of innovation. The Innovation Board was considering the importance of 5G, and whether to create a digital mesh, using advanced 4G capabilities, to create a network across

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the town and test 5G technologies. The University of Surrey had a centre for urban sustainability and the Board was keen to invite a representative from the University to speak on the subject: Councillor Jackson and the Facilities and Office Services Manager agreed to arrange this. The Board also recommended that a member of the Energy and Sustainability team should attend an Innovation Board meeting to ensure consistency of approach. In addition, the Board recommended that water source heat pumps and hydro-generation should feature in any long-term plans, and asked that the Facilities and Office Services Manager be invited to report on progress early in 2019.

**S20      EAB WORK PROGRAMME**

The work programme was noted by the Board.

The meeting finished at 9.15 pm

Signed .....

Date .....

Chairman

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## EAB Briefing Note - Supporting the Boroughs Elderly

### **Executive summary**

This briefing note provides an update on the current financial and demographic environment in relation to elderly services and an overview of the key issues. It identifies issues to prompt discussion about future service delivery, alternative service providers and other services the Council may wish to provide.

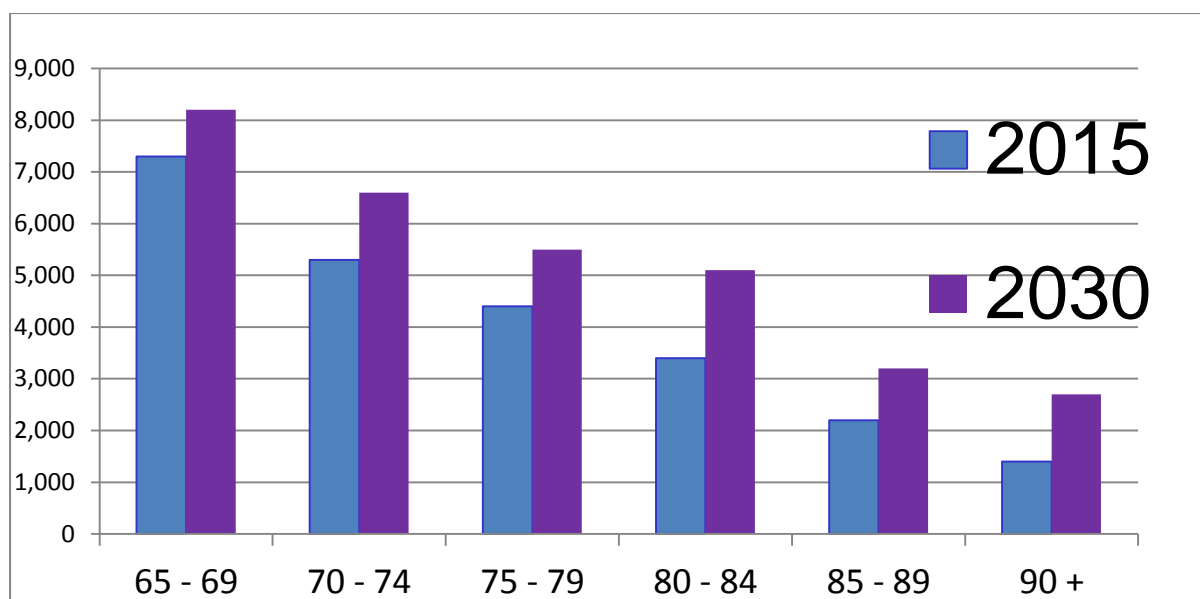
### **1 Purpose of the report**

- 1.1 The report highlights the demographic changes and financial pressures on elderly health and social care services, which the Council needs to consider in planning services for the future.
- 1.2 It gives a strategic overview of our own services, those we fund through the voluntary sector and those provided by other statutory and commercial bodies.
- 1.3 It prompts debate about developing services for the future against a background of financial constraint, and identifies areas where development and change could benefit older vulnerable people. This discussion will help inform the Council's existing Later Life Strategy.

### **2 The Health and Social Care Context**

#### **Demographic changes**

- 2.1 The elderly population in Guildford is projected to increase substantially over the next decade, most significantly the older elderly group who are more likely to require health and social care support. Services need to plan for the consequences of this demographic change.



## Roles and Responsibilities

- 2.2 Key policy, such as the 'supporting people' agenda is set at a national level and aims to enable people to remain independent at home in the community for as long as possible (community care)

### Social Care

- 2.3 The statutory responsibility for social care and health and wellbeing rests with the Social Services Authority, which is Surrey County Council (SCC).

### NHS

- 2.4 The NHS, primarily Guildford and Waverley Clinical Commissioning Group (GWCCG), Surrey and Hampshire Borders Trust (SHBT) and Royal Surrey County Hospital Trust (RSCHT) are responsible for the delivery of primary, community and acute healthcare provision in the Borough.

### Guildford Borough Council

- 2.5 Most of the services we provide, discussed later in this report, are the responsibility of SCC, but have been delivered by the Borough Councils on their behalf since the 1940's. Whilst we have powers to provide such services they are non-statutory functions and this is recognised by a financial contribution from SCC (Table 1) for their provision.
- 2.6 Although the contributions are small in comparison to the service costs, the current financial pressure on SCC has prompted reductions and in some cases possible withdrawal of funding from 31 March 2018.
- 2.7 The Council's Later Life Strategy provides the framework for the delivery of services for the elderly. It was approved by the Council in 2010 and has been updated and re-approved in 2016 and 2017.

- 2.8 The Overview and Scrutiny Committee of 6 June 2017 considered a update on the Later Life Strategy and elderly services from officers at this Council together with the Deputy Director for Adult Social Care at Surrey County Council.

Voluntary Sector

- 2.9 The Council provides extensive direct and indirect support to voluntary sector organisations delivering services and support to the community, including the elderly. We operate a Community (£132,000 pa) and Voluntary Grants (£178,000) scheme and these are currently under review. Appendices 2 and 3 set out the grants awarded in 2017/18.

- 2.10 In addition to these schemes we have also grant funded the following organisations:

<b>Organisation</b>	<b>Grant</b>
CAB Guildford	£284,000 pa
CAB Ash	£69,500 pa
Guildford Diocese Community Connector	£45,000 x 3 years
Guildford Diocese Community Angel Project	£30,000 x 2 years
Signposting project	£20,000
Voluntary Action SWS	£9,000

Private Providers

- 2.11 Private sector organisations are now the main providers of residential and nursing accommodation and the provision of personal care within the community. Residential and social care services are paid for either by the individual, or where they fall below the financial threshold, either fully or in part by SCC.

- 2.12 Where there is continuing health care needs these are normally funded by the NHS.

**Health and Social Care Integration and Better Care Fund**

- 2.13 The ageing population places additional pressures on the health and social care system. National Policy aims to ensure that services are better at providing proactive, preventative care in community settings, so that people are supported to live at home for longer and avoid the need for commissioned health and care services.

- 2.14 Improving the health and care of the local population makes efficient use of existing resources because it reduces avoidable hospital admissions, facilitates timely discharge, and improves people’s experiences of care.

- 2.15 To achieve this, local integration is led by the Surrey Heartlands Sustainability Transformation Plan Board (SHSTPB).

- 2.16 The Better Care Fund facilitates integration. It brings together health and social care funding. This policy framework for the Fund covers two financial years to align with NHS planning timetables and to give areas the opportunity to plan more strategically.

### 3 Services we provide

3.1 Many of the Councils services support older people, however, specific elderly services are provided or facilitated by Health and Community Care Services. The key services we provide directly are summarised in the following table:

Service	Number	Income from fees (£)	Income SCC (£)	Net cost – service charges
<b>Community Alarms</b>	1,956	£260,000		
<b>Community Transport</b>		73,252	67,287	348,925
Centres for older people	15,937			
Medical	826			
Social Trips	239			
Door to Store	3,062			
Dial a Ride	6,525			
Total Journeys	26,589			
<b>Day Centres – Park Barn and Shawfield</b>		96,500	123,000	397,000
Meals served	16,514			
No of Volunteers	1,692			
No of invoiced hirings	488			
Activities provided – GBC	6,116			
Activities provided - external	1,928			
<b>EMI Day Centres – Four Seasons and The Meadows</b>		62,000	84,000	30,500
Total Attendance	2,415			
Activities provided – GBC	5,652			
Activities provided - external	343			
<b>Meals on Wheels</b>	39,069	161,000	26,000	59,000
<b>Handyperson Service - Jobs</b>	1240			
<b>Home Improvement Agency (Care and Repair) – adaptations an advice</b>				
Enquiries/Advice	274			
Adaptation works completed	98			
<b>Sheltered Housing</b>				
Extra Care (Japonica and Dray Courts)	133 Flats			
Category 2 (Millmead, Tarragon, St Marthas, St Martins)	128 Flats			
<b>Vulnerable People Database</b>	2,680			

### Service Reviews

3.2 A major review of services was carried out in 2011. This resulted in a 35% saving in budget, closure of one day centre (North Place), one sheltered housing court (Victoria Court) and the community alarm monitoring centre and a resulting reduction of 52 staff posts.

3.3 We have subsequently carried out a number of smaller service reviews as follows:

<b>Date</b>	<b>Review</b>	<b>Outcome</b>
2013	Community Transport and Meals on Wheels	Amalgamated the management of services.
2016	Day Centre Services	Two posts deleted.
2016	Sheltered and Supported Housing	Phase 1 restructure. Amalgamated management, deleted two posts
2016	Community Transport	Vehicle review and re-procurement. Reducing costs through more efficient vehicles.
2017	Meals on Wheels	Vehicle review and re-procurement. Reducing costs through more efficient vehicles.
2017	Sheltered and Supported Housing	Phase 2 restructure review.

**Comparison with other Surrey Borough Council's**

3.4 Surrey is unusual in that the services set out above have been provided by the Borough Councils on behalf of SCC since the 1940's. In most other areas of the Country, they remain the responsibility of the Social Services Authority.

3.5 Most Boroughs deliver some or all of these services directly, although one or two provide funding for voluntary groups to provide services.

3.6 Services have evolved to meet local needs and because they are delivered in different ways to meet differing needs, it is difficult to draw meaningful cost comparisons. However, our services and their quality are held in high regard.

**4 Discussion**

4.1 The services we provide form a vital part of the overall health and social care support available and if these services were to stop then there would be consequences not only for individuals accessing the services but also for other statutory agencies. For example, clients accessing meals on wheels would either require carer visits to provide food or they would present at hospital with other health conditions due to poor nutrition.

4.2 Being elderly does not automatically mean that an individual is any less independent than anyone else in society. Many, probably the majority, lead active, healthy independent lives and require support only when they become vulnerable for reasons of poor health, financial hardship, disability or social isolation.

## Agenda item number: 5

- 4.3 Keeping individuals health and independent for as long as possible is a key part of our Later Life Strategy, and is also a key aim of the Guildford Public Health and Wellbeing Strategy.
- 4.4 Our services provide a range of advice, activities, social interaction and support to help keep people independent for as long as possible and to support them as they become vulnerable for the reasons set out above.

### Charges for services

- 4.5 We recognise that being elderly does not mean that individuals are not able to afford services and therefore we charge for all of our services, with fees being set annually. These are in line with charges made by other Boroughs.
- 4.6 One potential area for further examination is whether there is scope for achieving additional income through fees and charges without deterring those who do have financial hardship and without impacting on the viability of services.

### Vulnerable elderly

- 4.5 We maintain a vulnerable persons database of service users and in civil emergencies this is used in emergency planning situations to ensure these individuals are supported as a priority. Similar information is also held by the Adult Social Care Team in respect of their clients.
- 4.6 These are two good sources of information about vulnerable elderly persons, however, there may be residents who are vulnerable but who are not known to either SCC or ourselves, and there is a potential need to more actively seek information about them.

## **5 Issues for consideration**

### Funding/Future role

- 5.1 It is clear that the SCC Adult Social Care budget is under substantial financial pressure and that this situation is unlikely to improve in the foreseeable future. It is therefore likely that the financial contribution we receive for services will continue to reduce.
- 5.2 As previously highlighted, most of the services we provide are not a statutory responsibility for the Borough Council. Given the economic background, there is therefore a question as to what role the Borough should play in future.

### Future services

- 5.3 If we continue to provide services, we need to decide which are our priorities, the most cost-effective way of doing so and whether we do so directly, by procuring them, greater community resilience or a combination of these.
- 5.4 We already deliver services through each of these routes and therefore the real question is around the relative proportions of each.

### Service changes

- 5.5 Where service changes are considered, it is suggested that these be made on the following basis:
- (i) Will the change improve or broaden services to support the older population?
  - (ii) Will the change reduce GBC costs or create additional service without additional cost?
  - (iii) Will additional finance provide additional support in a key area?
  - (iv) Will additional finance provide support which reduces overall health and social care spend by reducing service demand in other areas

### Current approach

- 5.6 We already generate substantial income from these services and there is potential to increase this income through the charges we make. However, we need to strike a balance, which does not deter vulnerable individuals being able to afford to access services.
- 5.7 The nature of the services and client group mean that they will always require some financial subsidy and our current approach is to minimise this by continuing to streamline how we work to provide services as cost effectively as possible.

### Trading Company

- 5.8 One option under consideration is to set up a trading company to provide these and other services, but the cost effectiveness and liability of this needs to be carefully considered.
- 5.9 This could potentially allow provision of other services which generate income, for example the provision of care. However, there is a developed private sector market for care provision and a shortage of carers and there would therefore be established competition were we to enter into such a marketplace.

### Customer expectations and technology development

- 5.10 In planning future services we need to be aware of changing customer expectations and increasingly rapid developments in technology.

### Partners

- 5.11 Through extensive consultation and feedback, we are aware that the voluntary sector depend heavily on our community transport service to enable clients to attend services that they provide. There are also a number of local voluntary car schemes and collectively the two provide the 'glue' that enables many services to remain viable.

### Developing greater Community Resilience/Self reliance

- 5.12 There is scope for the Council to facilitate greater community resilience to support individuals within the community, although this is a medium to longer term process and appears to work best in discrete community settings.

## **6 Discussion**

- 6.1 The EAB may wish to consider:

What role should the Borough play in supporting the elderly, particularly vulnerable elderly in the future.

What approach should we adopt in charging for our services.

How we identify and support isolated vulnerable elderly people.

The proposed criteria for service change.

The merits of a trading company for delivery of services.



**APPENDIX II**

**VOLUNTARY GRANTS PANEL: SMALL GRANTS AWARDED (UNDER £2,500) 2017/2018**

<b>Organisation</b>	<b>Project</b>	<b>Amount requested</b>	<b>Total Score</b>	<b>Amount Awarded</b>
TALK	Guildford Stroke Support Groups	£2,500	22	£2,500
Age Concern Shalford & Peasmarsh	Help for Elderly in Shalford & Peasmarsh	£500	20	£500
Outline	Outcrowd (South West Surrey)	£1,000	14	£1000
<b>Total small grants</b>		<b>£4,000</b>		<b>£4,000</b>

**VOLUNTARY GRANTS PANEL: LARGE GRANTS AWARDED (OVER £2,500) 2017/2018**

<b>Organisation</b>	<b>Project</b>	<b>Amount requested</b>	<b>Total Score</b>	<b>Amount Awarded</b>
Surrey Welfare Rights Unit	Specialist Welfare Benefits Support	£5,000	20	£5,000
Home support Services Guildford	Home Support Services	£19,080	19	£19,080
Footsteps	Footsteps Drop In Centre	£3,400	18	£3,400
Cruse Bereavement Care	Bereavement Advice, Guidance & Support in Guildford	£6,000	16	£6,000
Guildford Action	Day Service	£135,000	15	£91,646
Guildford Action	The GAF	£70,000	15	£35,000
Guildford CAB	Running Costs for mental Health Project	£26,000	14	£21,000
Ash CAB	Ash Independent Living Advisor	£11,750	10	£11,750
South west Surrey for Mental Health Ltd	Canterbury Care Centre	£22,500	12	£22,500
Challengers	Guildford Young Adults – Inclusive Leisure	£8,533	9	£8,533
Headway Surrey	Befriending Scheme	£7,000	9	£7,000
<b>Total large grants</b>		<b>£314,263</b>		<b>£ 230,909</b>

## COMMUNITY GRANTS PANEL: GRANTS AWARDED 2017/18

Organisation	Project	Amount Applied for	Total Score	Amount Awarded
Oakleaf Enterprise	Reach out for Wellbeing (North Guildford)	£15,000	16	£15,000
St John Ambulance	Donate for Defibs	£15,000	15	£15,000
VASWS	Welcome to Volunteering	£7,500	13	£7,500
Crossroads Care Surrey	Support for core hours to provide respite for vulnerable unpaid carers in Guildford	£15,000	13	£15,000
Worplesdon Memorial Hall & Sime Art Gallery Charitable Trust	Kitchen Extension Improvement Scheme	£4,632	11	£4,632
CHIPS (Guildford)	Healthy Lives, Brighter Future	£15,000	11	£15,000
Guildford Orienteering Club	Coaching qualification for junior development programme – Go Bananas	£992	10	£992
The Pied Piper Theatre	Hare & Tortoise	£4,400	9	£4,400
Effingham Cricket Club	Storage Facility proposal	£7,440	8	£7,440
Synergy Dance Ltd	Dance Acrobatics for teens	£1,439.90	8	£1,035
Sunrise Gurkha Sports Club	Active Life -4	£2,750	7	£2,575
East Clandon Village Hall	Improvements to village hall	£10,000	7	£8,500
Guildford Model Engineering Society Ltd	Renew the ground level track	£6,250	6	£6,250
Surrey Youth Focus	Youth Social Action – Guildford	£7,325	6	£5,150
	<b>Total</b>	<b>£112,728.90</b>		<b>£108,474</b>

**UPDATE/PROGRESS WITH MATTERS PREVIOUSLY CONSIDERED BY THE SOCIETY, ENVIRONMENT, AND COUNCIL DEVELOPMENT EAB**

Date of Meeting	Item	Lead Officer	Lead Councillor	Action Agreed	Progress to date
07-Jan-16	General Fund Capital Programme (2016-17 to 2020-21)	Claire Morris Head of Financial Services	Cllr Nigel Manning (now Cllr Michael Illman)	The Board advised the Executive (i) That external funding for Chilworth Gunpowder Mills and all appropriate projects be explored by officers. (ii) That annual forecast balances of the respective costs and benefits be included in capital expenditure proposals whenever possible.	03/10/17 - Email sent to CM for update
25-Feb-16	Procurement	Satish Mistry Director of Corporate Services	Cllr Matt Furniss	The Board agreed to invite officers back to a meeting in six to nine months, to report on what had been achieved and to provide new information regarding a targeted approach to cost savings.	Report scheduled for 23 February 2017, but was cancelled. 31/03/17 Email from Sandra Herbert to say that Nathaniel Burrows could demonstrate the new procurement toolkit.
26-May-16	Business Rates Discretionary Rate Review	Steve White (Director of Resources)	Councillor Michael Illman	The Board indicated that the application process should encourage the dual-use of properties, as well as offering incentives for pursuits that may complement local authority activity. The Board suggested that the Executive should receive an explanation of what each organisation in receipt of rate relief offered to the community.	On 19 July 2016, the Executive agreed: (1) to make no changes to the discretionary rate relief scheme, but noted that there will be an increase in cost over the next three years; (2) to review the scheme again in 2019 when there will be more information available about both future funding and the health of the high street.
14-Jul-16	Arts Development Strategy	Jonathan Sewell	Councillor Nikki Nelson-Smith	The Board suggested that a review should be carried out to identify any missed opportunities due to a lack of resources and to determine how additional funding could be used to enhance the arts development provision in the Borough. The Board resolved that the officers and the lead councillor review the budget for the Arts Development Service.	Report scheduled for 19 October 2017.
08-Sep-16	Website Development Project	Jenifer Davis Web Programme Manager	Councillor Paul Spooner	The Board suggested that as both Councillors and residents used Modern.Gov and the search system for planning applications regularly, it was important that they functioned properly and should be included in the project.	This project is progressing well and all set to be delivered before Christmas. The actions arising from the meeting referred to two specific areas where the website is integrated to internal systems – planning system (Ilox) and Modern.Gov, which the committee services team use for managing and publishing committee information. As part of the website development project we are working with Modern.Gov to ensure a consistent look and feel across the two areas, we are also looking at the way that the information is presented to simplify the user journey. Additionally, by introducing a “Council and Democracy” area on the site, we hope to make this type of information more easily accessible to all.

Date of Meeting	Item	Lead Officer	Lead Councillor	Action Agreed	Progress to date
08-Sep-16	Website Development Project (cont.d)				<p>The action to look at the planning application searches is more complex, as the system for the storage and retrieval of planning applications is provided by Idox and the roadmap to deliver upgrades and improvements needs to be agreed with them directly. We are working with them to determine whether we can change the look and feel of the area, and can make requests for functional changes, but, as part of a large group of customers using the same system, we are not able to determine the timescale or priority for any functional development or implementation. The planning team work directly with Idox and will continue to ensure the system meets our customer needs. We will report back to EAB once progress is made with Idox. The new website went live as planned in December 2016.</p> <p>09/10/17 Update from Jenifer Davis.            Planning services have been working with Idox to deliver improvements to the customer facing webpages on the planning system, and have made significant improvement to the customer experience, ease of use and accessibility of the system. In December 2016 the graphical user interface was given a refresh to bring it in line with the launch of the new website, and ensure users had a smoother experience moving from the main website to the planning pages. In addition to this, shortcut links were added to the main website, giving users the opportunity to enter the planning system at more entry points: the Planning and Building Control pages, My Guildford and Self Service. The planning login page was also given more prominence. The Idox system was also upgraded in February this year, from version 2, to version 2.1. This brought a raft of upgrades to the customer interface, including better browser support and responsiveness – customers can now access the planning system on Internet Explorer 9, 10 and 11 and the current versions of Google Chrome, Firefox and Safari. In addition there is a better experience for those viewing on mobile phones, with a more responsive user interface. Other new features introduced in February include better signposting for those wishing to view or comment on a specific planning application and improved mapping integration as well as better information architecture – all designed to give a better customer experience. We will continue to work with Idox and other councils to ensure that our customer needs remain at the forefront of the development roadmap and future planned changes meet those customer needs.</p>

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Date of Meeting	Item	Lead Officer	Lead Councillor	Action Agreed	Progress to date
20-Oct-16	Smart Cities: An Energy, Climate Change and Sustainability Perspective		Councillor Nikki Nelson-Smith	The Board asked the Lead Councillor to consider the matters discussed at the meeting with the other members of the Executive at the relevant time.	
21-Nov-16	Proposed Leisure Strategy	Jonathan Sewell Leisure Services Manager	Councillor Richard Billington	The Board agreed that the development of a facilities led Leisure Strategy should be dependent on the outcome of the public consultation on the feasibility of a new sports and entertainment venue and the non-user survey being commissioned by Freedom Leisure.	
23-Feb-17	Health & Wellbeing Strategy Update	Helen Barnsley Public Health Co-ordinator	Cllr Iseult Roche	<ul style="list-style-type: none"> <li>Public Health Co-ordinator to send the EAB details of successes referred to in her presentation.</li> <li>Lead Councillor to report back to the board on the issue of preventing carer strain.</li> </ul>	
25-May-17	Shared and Traded Services	Claire Morris Head of Financial Services	Cllr Michael Illman	<ul style="list-style-type: none"> <li>The Board agreed that the projects provided some exciting and ambitious opportunities.</li> <li>The Board suggested options for shared and traded services including domotics, electric vehicles, and woodland management.</li> <li>The Office Services Manager agreed to arrange a workshop for Councillors, following on from one arranged for officers in June.</li> <li>The Board's role in considering business cases for shared and traded services and making recommendations would continue.</li> </ul>	03/10/17 Email sent to Kevin Handley for further update
13-Jul-17	Recycling Improvements: Review of refuse and recycling service	Chris Wheeler Waste and Fleet Services Manager	Cll Matt Furniss	<ul style="list-style-type: none"> <li>The Recycling and Waste Officer agreed to circulate details of the end destinations of recycled objects.</li> <li>The Board asked for the Waste and Fleet Services Manager to provide a further update on the review of the refuse and recycling service in July 2018</li> </ul>	<ul style="list-style-type: none"> <li>Details of the end destinations of recycled objects were emailed to EAB members 14/07/17.</li> <li>Further update scheduled for EAB in July 2018</li> </ul>

Date of Meeting	Item	Lead Officer	Lead Councillor	Action Agreed	Progress to date
13-Jul-17	12 month review of Council's revised governance arrangements	John Armstrong Democratic Services Officer	Cllr Matt Furniss	<p>The Board agreed that the following recommendations be submitted for consideration by full Council on 25 July 2017:</p> <p>(1) That the Council continues the public webcasting of meetings of the EABs.</p> <p>(2) That a six-monthly meeting between all members of the Executive and the EAB and OSC chairmen and vice-chairmen, together with one representative from the Corporate Management Team, be established to discuss topic areas for future work programmes and to discuss how the EABs and OSC could make a more effective contribution to the decision-making process.</p> <p>(3) That, in order to improve the arrangements for topic selection and agenda planning, the Executive/CMT be requested to provide suggestions for topic areas for EABs drawn from the (revised) Corporate Plan Action Plan for consideration at future work programme meetings and to have a CMT (as well as Executive) representative attend those meetings.</p> <p>(4) That the approach to the development of the O&amp;S Committee work programme be broadened, by amending O&amp;S Procedure Rules to introduce a more flexible approach to topic selection through replacing the topic selection flow chart in OSC Procedure Rules with the PAPER tool.</p> <p>(5) That, in addition to raising questions at meetings, OSC members should have an opportunity for putting written questions to lead councillors attending OSC meetings in advance so that written answers may be prepared.</p> <p>(6) That lead councillors should normally present matters, with officer support, for discussion at EAB meetings and engage actively in a dialogue with the EABs regarding those matters, and that the terms of reference of the EABs be amended accordingly.</p> <p>(7) That EABs be encouraged to set up task groups to research and review areas for policy development, subject to:</p> <p>(a) consideration of implications for staff resources, and</p> <p>(b) to the relevant lead councillors attending meetings of such task groups in an ex officio capacity as appropriate.</p> <p>(8) That more proactive measures for public engagement in respect of the work of the OSC and the EABs be established by:</p>	Report scheduled for Council meeting on 25 July 2017. All recommendations were accepted to ensure that the Council's decision-making processes remain accessible, robust and accountable to local people.

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## SOCIETY EAB WORK PROGRAMME

Corporate Plan items are intended to give the EABs an early opportunity to consider major policies or projects.

### SOCIETY, ENVIRONMENT, AND COUNCIL DEVELOPMENT EAB

<b>23 NOVEMBER 2017 ****JOINT EAB****</b>					
<b>Item</b>	<b>Additional information</b>	<b>Corporate Plan Priority</b>	<b>Relevant Councillor(s)</b>	<b>Lead officer</b>	<b>Target completion</b>
Outline Budget 2018-19*	To consider the outline budget	No	Cllr Michael Illman	Head of Financial Services	February 2018
<b>11 JANUARY 2018</b>					
<b>Item</b>	<b>Additional information</b>	<b>Corporate Plan Priority</b>	<b>Relevant Councillor(s)</b>	<b>Lead officer</b>	<b>Target completion</b>
<b>22 FEBRUARY 2018</b>					
<b>Item</b>	<b>Additional information</b>	<b>Corporate Plan Priority</b>	<b>Relevant Councillor(s)</b>	<b>Lead officer</b>	<b>Target completion</b>
<b>05 APRIL 2018</b>					
<b>Item</b>	<b>Additional information</b>	<b>Corporate Plan Priority</b>	<b>Relevant Councillor(s)</b>	<b>Lead officer</b>	<b>Target completion</b>
<b>17 MAY 2018 tbc</b>					
<b>Item</b>	<b>Additional information</b>	<b>Corporate Plan Priority</b>	<b>Relevant Councillor(s)</b>	<b>Lead officer</b>	<b>Target completion</b>
<b>05 JULY 2018 tbc</b>					
<b>Item</b>	<b>Additional information</b>	<b>Corporate Plan Priority</b>	<b>Relevant Councillor(s)</b>	<b>Lead officer</b>	<b>Target completion</b>
Recycling Improvements: Review of Refuse and Recycling Service	(a) Review core recycling services to ensure that they remain fit-for-purpose.  (b) Carry out doorstep surveys in 2017 and 2019 to identify residents' views on current and future recycling services	Yes	Cllr Matt Furniss	Chris Wheeler	2019

**SOCIETY EAB WORK PROGRAMME**

**Unscheduled items**

**Society EAB**

<b>Item</b>	<b>Additional information</b>	<b>Corporate Plan Priority?</b>	<b>Relevant Lead Councillor(s)</b>	<b>Lead officer</b>	<b>Target completion</b>