



GUILDFORD
BOROUGH

Tom Horwood
Joint Chief Executive
of Guildford and Waverley
Borough Councils

www.guildford.gov.uk

Contact:

James Dearling

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31 October 2022

Dear Councillor,

Your attendance is requested at a meeting of the **OVERVIEW AND SCRUTINY COMMITTEE** to be held in Council Chamber, Millmead House, Millmead, Guildford, Surrey GU2 4BB on **TUESDAY, 8 NOVEMBER 2022 at 7.00 pm.**

Yours faithfully,

Tom Horwood
Joint Chief Executive

MEMBERS OF THE OVERVIEW AND SCRUTINY COMMITTEE

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

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

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

Authorised Substitute Members

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

QUORUM: 4

WEBCASTING NOTICE

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

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



THE COUNCIL'S STRATEGIC FRAMEWORK (2021-25)

Our Vision:

A green, thriving town and villages where people have the homes they need, access to quality employment, with strong and safe communities that come together to support those needing help.

Our Mission:

A trusted, efficient, innovative, and transparent Council that listens and responds quickly to the needs of our community.

Our Values:

- We will put the interests of our community first.
- We will listen to the views of residents and be open and accountable in our decision-making.
- We will deliver excellent customer service.
- We will spend money carefully and deliver good value for money services.
- We will put the environment at the heart of our actions and decisions to deliver on our commitment to the climate change emergency.
- We will support the most vulnerable members of our community as we believe that every person matters.
- We will support our local economy.
- We will work constructively with other councils, partners, businesses, and communities to achieve the best outcomes for all.
- We will ensure that our councillors and staff uphold the highest standards of conduct.

Our strategic priorities:

Homes and Jobs

- Revive Guildford town centre to unlock its full potential
- Provide and facilitate housing that people can afford
- Create employment opportunities through regeneration
- Support high quality development of strategic sites
- Support our business community and attract new inward investment
- Maximise opportunities for digital infrastructure improvements and smart places technology

Environment

- Provide leadership in our own operations by reducing carbon emissions, energy consumption and waste
- Engage with residents and businesses to encourage them to act in more environmentally sustainable ways through their waste, travel, and energy choices
- Work with partners to make travel more sustainable and reduce congestion
- Make every effort to protect and enhance our biodiversity and natural environment.

Community

- Tackling inequality in our communities
- Work with communities to support those in need
- Support the unemployed back into the workplace and facilitate opportunities for residents to enhance their skills
- Prevent homelessness and rough-sleeping in the borough

AGENDA

ITEM NO.

- 1 **APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTE MEMBERS**
- 2 **LOCAL CODE OF CONDUCT AND DECLARATION OF DISCLOSABLE PECUNIARY INTERESTS**

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

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

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

- 3 **MINUTES** (Pages 5 - 12)
To confirm the minutes of the Committee meeting held on 18 October 2022.
- 4 **UPDATE ON GUILDFORD-WAVERLEY COLLABORATION**
- 5 **BOROUGH RESPONSE TO REFUGEES** (Pages 13 - 22)
- 6 **COMMUNICATIONS REVIEW** (Pages 23 - 32)
- 7 **OVERVIEW AND SCRUTINY WORK PROGRAMME** (Pages 33 - 42)
To agree the draft Overview and Scrutiny work programme.
- 8 **ANNUAL REPORT: MODERN SLAVERY MOTION** (Pages 43 - 88)
Please contact us to request this document in an alternative format

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OVERVIEW AND SCRUTINY COMMITTEE

18 October 2022

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

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

*Present

Councillors Joss Bigmore (Deputy Leader of the Council and Lead Councillor for Governance), John Redpath (Lead Councillor for Economy), and James Steel (Lead Councillor for Environment) were also in attendance, with Councillors Julia McShane (Leader of the Council and Lead Councillor for Community and Housing) and Ramsey Nagaty in remote attendance.

In accordance with Council Procedure Rule 23(i), Councillor Ann McShee attended as a substitute for Councillor Maddy Redpath and Councillor Bob McShee attended as a substitute for Councillor Chris Blow.

OS16 APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTE MEMBERS

The Committee was advised of apologies for absence from Councillors Chris Blow, Maddy Redpath, and Tony Rooth and substitutions as detailed above.

OS17 LOCAL CODE OF CONDUCT AND DECLARATION OF DISCLOSABLE PECUNIARY INTERESTS

There were no declarations of Disclosable Pecuniary Interests.

OS18 MINUTES

The minutes of the Overview and Scrutiny Committee meeting held on 12 July 2022 were agreed.

OS19 LEAD COUNCILLOR QUESTION SESSION

The Chairman welcomed the Lead Councillor for Environment and reminded the meeting of Councillor Steel's areas of responsibility: Waste, Licensing (including Health and Safety regulation), Parking, Parks and Leisure, Arts and Tourism, Bereavement, and Environmental Health and Protection. The Chairman advised that the Lead Councillor for Environment had been informed of several potential question areas in advance of the meeting and that other question areas and specific queries would arise.

The following information and responses were provided during the ensuing discussion:

- In reply to questions about the Visit Surrey website, the Lead Councillor for Environment advised that Visit Surrey continued to be the top performing website for the visitor economy for Surrey. The Lead Councillor for Environment informed the meeting that many tourism or visitor economy businesses were working already with Visit Surrey and that the Council working with Visit Surrey avoided duplication of

information and resources for businesses. In addition, the meeting was informed that by using Visit Surrey the Council benefited from the use of campaigns managed centrally by Visit Britain and Visit England.

- The Lead Councillor for Environment indicated that the Council did not have feedback from residents concerning the Council's collaboration with Visit Surrey. He advised that ninety percent of people using the Visit Surrey website came from near-neighbour counties. The Committee was advised of the top Guildford-related webpages viewed on Visit Surrey since February 2022: the landing page; Shere; Newlands Corner; the paddling pool; the Lido; and the Jubilee page.
- In reply to questions, the Lead Councillor for Environment advised that it was not possible to measure the number of businesses taking up the free advertising events listing offered on the Visit Surrey website. The meeting was informed that the Council's web team were producing a video on Guildford for use on the Visit Surrey website. A member of the Committee suggested the value of measuring the effectiveness and value of the Visit Surrey website to Guildford businesses as the website continued to develop.
- In response to a query from a member of the Committee and with reference to the large number of questions to be put forward during the item, the Chairman noted the advantages of succinct answers during the Lead Councillor question session and the value of circulating fuller details to Committee members after the meeting.
- In reply to a question, the Lead Councillor for Environment indicated that Guildford had a dedicated section of the Visit Surrey website. A member of the Committee asked if the Council would be promoting the Guildford dedicated section of the Visit Surrey website. In reply, the Lead Councillor for Environment indicated queries would be directed to the appropriate part of the Visit Surrey website.
- In response to questions about the Council's waste and recycling fleet, the Lead Councillor for Environment advised the meeting that the Council was monitoring the development of electric vehicle and hydrogen trucks. He advised that power infrastructure limitations at the Council's current depot limited its ability to purchase larger electric vehicles, although planned electric vehicle infrastructure at the new depot would help a more rapid replacement of diesel with electric vehicle trucks. The meeting was informed that four dustcarts were needed this year and there was sufficient power and some funding to support these as electric vehicles.
- In reply to a question, the Lead Councillor for Environment advised that it was not possible at the current stage to state with accuracy the cost implications of making the whole waste and recycling fleet either electric vehicle or hydrogen.
- A member of the Committee asked about the conversion of the waste and recycling fleet to use hydrogenated vegetable oil. The Executive Head of Environmental Services advised that the benefits and costs of such a change were being examined at Waverley Borough Council and a similar exercise could be undertaken at Guildford Borough Council.
- A member of the Committee asked how the national waste strategy would affect the Council and the Borough. In response, the Lead Councillor for Environment indicated that the government had not finalised their plans and that the implications

for residents and Council operations would be dependent on these plans and associated legislation. In response to further questions about the practicalities and requirement for residents to store wheelie bins and containers, the Executive Head of Environmental Services indicated that recycling was planned on a property level across the Borough.

- In reply to a question on the running of G-Live, the Lead Councillor for Environment advised the Committee of a change in the venue director, recovering audience numbers, and the effect of the pandemic on the venue's programme.
- The Lead Councillor for Environment advised the Committee of actions taken relating to chemical reduction measures and a pesticide-free Guildford, including implementation of a programme of chemical-free playground maintenance, the trialling of chemical-free maintenance of hard surface areas, and work with Guildford Environmental Forum and other volunteers.
- In reply to a question about identified areas of concern within his portfolio, the Lead Councillor for Environment referred to the increased cost of utility bills at leisure venues, the limited staff resources for the Council's parks, and the potential implications of the national waste strategy. In response to a follow-up question from a Committee member, the Head of Culture, Heritage and Leisure Services indicated that the challenge of resources was across all Council departments and not all service levels were likely to be maintained.
- The Lead Councillor for Environment advised the meeting that all aspects of on-street parking would be managed directly by Surrey County Council from April 2023 and that decision-making for on-street parking had been removed from the Joint Committees earlier in the year. The Deputy Leader of the Council and Lead Councillor for Governance indicated the need for a governance process between the Council and Surrey County Council to ensure the change in on-street parking arrangements did not lead to divergence in on and off-street parking and enforcement policies. In addition, he highlighted the issue of park and ride arrangements. A member of the Committee referred to the difficulty of progressing on-street parking reviews in the period before management reverted to Surrey County Council in April 2023.
- In reply to a question on feedback from visitors, residents, or shopkeepers about car park charges, the Executive Head of Environmental Services referred to the high and steady usage by visitors of the Borough's car parks. The Deputy Leader of the Council and Lead Councillor for Governance noted the policy tensions of income generation from Council car parks alongside support for high street businesses through the provision of affordable car parking, together with disincentivising short journeys and encouraging use of park and ride, and the cost of living crisis.
- A member of the Committee expressed concern at the probable effect on air quality from the park and ride service no longer operating at the Onslow and Spectrum sites. In response, the Lead Councillor for Environment indicated that the sites were dependent on Surrey County Council securing an operator.
- In reply to a query about anti-idling, the Lead Councillor for Environment advised that there was nothing in the current licence conditions with regard to taxis or private hire vehicles leaving engines idling when stationary. He suggested that officers would

remind taxi and private hire drivers of the Highway Code requirement not to leave a vehicle engine running unnecessarily while the vehicle was stationary on a public road.

The Chairman thanked the Lead Councillor for Environment and officers for attending and answering questions and noted that the briefing notes provided to the Lead Councillor for Environment would be circulated to Committee members.

OS20 SAFER GUILDFORD PARTNERSHIP ANNUAL REPORT

The Chairman welcomed the Leader of the Council and Lead Councillor for Community and Housing, Inspector Alick James (Borough Commander, Surrey Police), Cath Jago (Chief Executive, South West Surrey Domestic Abuse Outreach Service), Louise Gibbins (Project Officer, Community Safety at Surrey County Council), and the Senior Policy Officer, Strategy and Communications, and the Policy Officer, Strategy and Communications. All were attending remotely.

The Leader of the Council and Lead Councillor for Community and Housing introduced the item and advised that the purpose of the report submitted to the Committee was to advise on the activities of the Safer Guildford Partnership during 2021-22 and provide an opportunity for comment on the appropriateness of the Safer Guildford Partnership Action Plan for 2022-23.

The Senior Policy Officer, Strategy and Communications, advised the meeting that the significant work within the Partnership was achieved largely through operational groups and Surrey-wide groups and forums.

The Chief Executive of South West Surrey Domestic Abuse Outreach Service and the Project Officer, Community Safety, Surrey County Council gave a presentation on the Partnership's impact on Domestic Abuse, one of the Partnership's priorities during 2021-24.

The meeting was advised that more than a quarter of women and around 1 in 6 men had experienced domestic abuse since the age of 16, that on average two women a week in England and Wales were killed by their partners or ex-partners, and more than 15 women a week attempted suicide as a result of domestic abuse. The Committee was informed that on average, victims at high risk of serious harm live with domestic abuse for 2-3 years before getting help. The meeting was informed that 345 Guildford residents were actively supported during 2021/22.

The presentation outlined the work of the Safer Guildford Partnership to tackle domestic abuse by raising awareness among communities, customers, and staff, of both the issue and the support available. The meeting was advised about the actions and outcomes on domestic abuse, including the Domestic Abuse pledge and the growth in referrals to South West Surrey Domestic Abuse Outreach Service between Sept 2021 and Aug 2022, together with the requirements of the Domestic Abuse Act 2021.

- In reply to questions, the Senior Policy Officer, Strategy and Communications, advised that the Safer Guildford Partnership's action plan had changed over the previous three years to become less complex and more focused and achievable. The Project Officer, Community Safety, Surrey County Council, informed the meeting of the difficulties of resolving anti-social behaviour issues and the advantages of the Partnership attempting to identify such problems at an earlier stage.

- In reply to a question about domestic abuse education for students, the Project Officer, Community Safety, Surrey County Council, advised that the Police and Crime Commissioner's Office had recently secured almost £1million of government funding which would be used in part to deliver specialist training in domestic abuse and related issues for teachers delivering PSHE lessons in the county. The value of a future update on the initiative from the Healthy Surrey team was suggested.
- A member of the Committee questioned the outcomes of the Guildford Public Spaces Protection Order (PSPO) review and what evidence would be required to include Ash and Kingston Meadows in East Horsley. In response, the meeting was advised that PSPOs were not the only ASB tool available and that the conditions included in the town centre PSPO would not necessarily be appropriate for Ash or East Horsley. Inspector James indicated that more traditional police responses could be more effective in reducing ASB and crime than a PSPO.
- With reference to an example of ASB in Burpham, another member of the Committee questioned the process to evaluate the need for action. In reply, the meeting was advised of changes, including the revision of the terms of reference and referral process of the Safer Guildford Partnership's Joint Action Group over the previous six months. The Head of Regulatory Services advised the members of the Committee that referrals could be made to the Joint Action Group online.
- Inspector James updated the meeting on county lines activity in the Borough.
- A member of the Committee suggested the value in quantified targets to judge the progress of the Safer Guildford Partnership action plan for 2022-23. In reply, the Senior Policy Officer, Strategy and Communications, undertook to re-evaluate such an approach.
- In response to a question, the Project Officer, Community Safety, Surrey County Council, advised the Committee of the YUVA (Youth Using Violence and Abuse) service.

The Chairman thanked all the attendees for their contributions to the item.

RESOLVED: That, subject to the comments above, the draft Safer Guildford Partnership Action Plan 2022-23 as set out in section 5 of the report submitted to the Committee be endorsed.

OS21 PERFORMANCE MONITORING REPORT 2022/23 QUARTER 1

With reference to the report submitted to the Committee, the Chairman indicated that Councillors with specific queries about performance indicators had been asked to submit these to the report author in advance of the meeting to enable an explanation to be given at the meeting.

The Policy Officer introduced the item and advised the meeting that previously the performance monitoring report had been considered by the Corporate Governance and Standards Committee. In addition to the initial review of indicators in Quarter 4, with reference to section 4.7 of the report the Committee was informed that a workshop to further consider the set of key performance indicators against the key themes, priorities, and core values within the Corporate Plan had been re-scheduled to early November 2022.

A member of the Committee suggested the value of some pre-COVID information to give additional context to some of the performance indicators. In response, the Policy Officer advised that such information tended to be shown for the previous five quarters only, but could be provided going back further for certain indicators in future reports if requested.

Members of the Committee familiar with the report through membership of the Corporate Governance and Standards Committee stressed the need to submit questions in advance of the meeting and the value in qualitative measures to monitor performance.

The Chairman thanked the Policy Officer for attending the meeting.

RESOLVED: That the contents of the report submitted to the Committee, along with the Performance Monitoring Report for quarter 1 of 2022/23 attached as appendix 1, be noted.

OS22 CUSTOMER SERVICES: PERFORMANCE AND PROGRESS UPDATE

The Lead Councillor for Economy introduced the item. He praised the progress of both the customer service team and the internet team and requested that Councillors share complaints with him.

- A member of the Committee questioned whether there was sufficient focus within the Council's customer services on the residents that were unable to use online platforms, particularly those trying to access services by telephone. In response, the Lead Councillor for Economy indicated that encouraging use of online services would free-up the phone service for those that were unable to use the internet and stated his confidence in the need and success of such an approach. The Strategic Director of Transformation and Governance stated that the aim was to move seventy-five percent of customer contacts online and that over 47,000 residents had signed up to a MyGuildford account. The Executive Head of Communications and Customer Services indicated that approximately eighty-five percent of residents contacting the Council's customer services had an online MyGuildford account.
- The Lead Councillor for Economy confirmed that the target operating model of customer contact – 75 percent of customer transactions undertaken online, 20 percent via telephone, and 5 percent face to face – came from the Future Guildford transformation programme. The Executive Head of Communications and Customer Services offered to share the customer service strategy with Committee members.
- In response to a question, the Lead Councillor for Economy suggested that automated service chatbots could help meet customer needs 24/7. He confirmed that additional investment would be required to deliver such improvements.
- With reference to the report submitted to the Committee, a member of the Committee queried how often the two-day average response time for online enquiries was met.
- The Lead Councillor for Economy stated that those people waiting on the Council's customer service phone line for ten minutes were offered a call back; the Executive Head of Communications and Customer Services confirmed that the goal was to lower the ten-minute waiting period.

- In response to a request from Committee members, the Lead Councillor for Economy and the Executive Head of Communications and Customer Services undertook to provide the October contact statistics for customer services.
- The Executive Head of Communications and Customer Services referred to the Council's customer insight testing and requested that Councillors share customer feedback.
- A member of the Committee suggested publishing the quietest times of day for customers to contact customer services. In response, the Executive Head of Communications and Customer Services indicated that doing so risked increasing call volumes and that there was seldom a time of day when people were not phoning customer services.
- A member of the Committee referred to a KPMG internal audit report, considered by the Council's Corporate Governance and Standards Committee, which had reviewed the Council's customer complaints handling. He stated that the audit had recommended the establishment of a central complaints team within the customer services team and the reporting of performance indicators for complaints handling. The Committee member asked if there was sufficient resource within the customer service team for such complaints handling and whether performance indicators would be updated to reflect the recommendation. The Lead Councillor for Economy advised that there were not sufficient resources within the customer services team to undertake complaints handling and suggested that it was not necessarily a role for customer services, or within his portfolio. The Deputy Leader of the Council and Lead Councillor for Governance advised the meeting that there was a management action plan to address the findings of the internal audit and that it could be shared with Committee members. The member of the Committee reiterated the request for relevant performance indicators for complaints handling to be reported to the Committee.

The Chairman thanked the Lead Councillor for Economy and the Executive Head of Communications and Customer Service.

RESOLVED: That an update on the performance and progress of the Council's customer service be provided to the Committee within 6-8 months.

OS23 UPDATE ON GUILDFORD-WAVERLEY COLLABORATION

The Strategic Director for Transformation and Governance introduced the item and highlighted the joint management team structure attached as appendix 1 to the report submitted to the Committee. He advised the meeting of both the interim and the recruitment arrangements for the Executive Heads of Planning Development and Legal & Democratic Services.

In response to a comment from a member of the Committee, the Deputy Leader of the Council and Lead Councillor for Governance contrasted the consultation with officers over the Guildford and Waverley collaboration with that undertaken for the Future Guildford transformation programme and praised the Joint Chief Executive.

RESOLVED: (I) That the update on the Guildford-Waverley collaboration provided in the report submitted to the Committee be noted.

Agenda item number: 3

(II) That regular updates on the Guildford-Waverley collaboration continue to be provided to the Committee.

OS24 OVERVIEW AND SCRUTINY WORK PROGRAMME

The Chairman indicated that at its pre-meeting Committee members had discussed the need to cover as much as possible of the overview and scrutiny work programme in the current municipal year and identify key issues for future scrutiny.

The meeting finished at 10.00 pm

Signed

Date

Chairman

Overview and Scrutiny Report

Report of Joint Strategic Director: Annie Righton: Community Wellbeing

Authors: Samantha Hutchison: Executive Head: Community Services
Justine Fuller: Head of Regulatory Services

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Lead Councillor responsible: Julia McShane

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Date: 8 November 2022

Borough Response to Refugees

Executive Summary

The Overview and Scrutiny committee requested information and an update on Guildford Borough Council's response to refugees. The purpose of this report is to inform the Committee about the support given to refugees in Guildford and ask for comment on the services delivered.

The Council is involved in supporting refugees through the following:

- Syrian Vulnerable People Resettlement Scheme (VPRS)
- Afghanistan Relocation and Assistance Policy (ARAP)
- Community Sponsorship
- Homes For Ukraine Scheme
- Asylum seeking bridging hotel (where people have claimed asylum and are awaiting a decision as to whether they will be allowed to stay in the UK as a refugee)

Each of the above is a different scheme led by central government to support the refugee crisis within the UK. The Council's duty and involvement varies depending on the scheme

For VPRS and ARAP, the Family Support Team within Community Services supports the refugee families to resettle safely within local Guildford communities. The Home Office provided funding to assist with this resettlement and Guildford has supported

- 8 Syrian families under VPRS
- 2 Afghan families under ARAP.

The Council also facilitates the Community Sponsorship Programme where a local community group can provide housing and wider support to Home Office registered refugee families from anywhere in the world in need of resettlement. Guildford has two community sponsorship programmes

- Resettle@Guildford
- Camino

The Homes For Ukraine Scheme was launched by the Department of Levelling Up: Housing and Communities (DLUHC) in March 2022 to support the crisis caused by the Ukraine invasion. The scheme facilitates Hosts in the UK to sponsor individuals or families – referred to as Guests- to live either with them or in a property owned by them for a minimum of 6 months. All Hosts receive a monthly thank you payment to contribute towards costs and on arrival the Guests are given a one-off welcome payment.

The scheme is coordinated through our Regulatory, Community and Housing teams and involves

- Housing compliance checks for Hosts
- Administration of welcome and thank you payments
- Safeguarding of Guests and Hosts
- Resettlement support within the wider community – help accessing Schools, GPs and Dentists
- Advice on housing options once Guest/Host arrangement ends

Guildford under the Homes For Ukraine Scheme has to date

- 207 host families
- 570 Guests

The Asylum-Seeking Bridging Hotel is independently contracted by the Home Office to Clearsprings Ready Homes (CSRH). CSRH provide a variety of ‘asylum-seeking housing’ across the South-East that includes purposing hotels and purchasing housing to become homes of multiple occupation.

In the East of Guildford, a hotel has been commissioned to support people whilst their asylum application is being considered. Although the council has no statutory obligation to support the hotel, the situation is incredibly sensitive for both residents within the hotel and local residents in the locality. The Community Services team offer support to the management team of the hotel and coordinate support from the health inclusion team and local volunteers.

Recommendation to Committee

The Committee is asked to

- Comment on the Council’s support to refugees.

Reason(s) for Recommendation:

To ensure Councillors are aware of this council’s approach to supporting refugees within our local communities.

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

No

1 Purpose of Report

- 1.1 The Overview and Scrutiny Committee requested information and an update on Guildford Borough Council's response to refugees. The purpose of this report is to inform the Committee about the support given to refugees within our communities. The Committee is asked to comment on this council's services and support provided to refugees.

2. Strategic Priorities

- 2.1 Supporting Refugees within our borough contributes to the strategic priority of supporting vulnerable people in our community.

3. Background

- 3.1 The definition of a refugee is someone who has been forced to leave their country in order to escape war and persecution. They are unable to return home until conditions are safe for them again.

- 3.2 Refugees are protected by international law under the 1951 United Nations Refugee Convention, of which the UK is a signatory.

- 3.3 Guildford Borough Council is supporting refugees (and those claiming asylum whilst their application to live in the UK as a refugee is considered) through the following schemes led by central government to support the refugee crisis within the UK.

- Syrian Vulnerable People Resettlement Scheme (VPRS)
- Afghanistan Relocation and Assistance Policy (ARAP)
- Community Sponsorship
- Homes For Ukraine Scheme
- Asylum seeking bridging hotel

3.4 Syrian Vulnerable People Resettlement Scheme (VPRS)

The Home Office launched the VPRS in January 2014 (working closely with the UN High Commissioner for Refugees (UNHCR)) to identify those most at risk from the war in Syria and bring them to the UK. The greatest need included people requiring urgent medical treatment, survivors of violence and torture, and women and children at risk.

- 3.5 The scheme was intended to provide sanctuary nationwide to several hundred vulnerable Syrians over three years. In July 2017, the Home Office expanded the scope of the scheme to include other refugees who fled the conflict in Syria but did not have Syrian nationality.

- 3.6 From 2016 to 2018, Guildford welcomed Eight Syrian families comprising of 47 individuals (16 adults, 31 children) under the VPRS. 5 children were later born in the UK post arrival.

3.7 The families were to be supported by the Family Support Team within Community Services for five years and the Home Office provided funding to the council to support the eight families at the following rates.

- Year 1 £8250 per person
- Year 2 £5000 per person
- Year 3 £3700 per person
- Year 4 £2300 per person
- Year 5 £1000 per person

3.8 Three families remain under the five-year programme and will stay within the scheme until late 2023.

3.9 The support offered entails access to private housing, health, education and learning English as a second language. A lot of support is given to help families acclimatise to life in the UK so that their needs are met to help them work towards independence and financial stability.

3.10 Afghanistan Relocation and Assistance Programme (ARAP)

The ARAP launched on 1 April 2021 to offer relocation or other assistance to former Locally Employed Staff who helped the British government and Armed Forces and were now deemed at risk due to the changing political dynamics within Afghanistan.

3.11 To support ARAP the council in 2021 secured the lease on two Ministry of Defence properties in Pirbright for up to five years to offer to families fleeing Afghanistan. Two families moved into the properties in January and February of 2022.

3.12 In accordance with Home Office guidelines, the council will provide three years of support to these two families with the following funding arrangements

- Year 1 £10,500 per person
- Year 2 £6000 per person
- Year 3 £4020 per person

3.13 These two families consist of 8 individuals – 4 adults and 4 children and they are both supported by the Family Support Team to help the families access health and education services as well as finding work so that they will become financially independent.

3.14 Community Sponsorship Programmes

In 2015 the Home Office introduced a Community Sponsorship Scheme whereby local community groups can take responsibility to welcome and support refugees from Syria and the surrounding region directly into their communities.

- The programme is to complement the resettlement work undertaken by local authorities as part of the VPRS and is designed to support refugee families resettle in the UK within a 5-year support window.
- 3.15 Guildford has two community sponsorship groups, Resettle@Guildford and Camino who both provide housing for a refugee family alongside the wider support needed. The council's involvement is to support the group with their safeguarding practices and to inspect the property to ensure it is compliant and safe for occupation.
- 3.16 The Home Office community sponsorship team undertake a rigorous application process and on completion require both the borough and county councils to support and approve the arrival of a family into the care of the sponsorship group.
- 3.17 The Homes For Ukraine Scheme
- The Homes For Ukraine Scheme was launched by the Department of Levelling Up: Housing and Communities (DLUHC) in March 2022 to support the crisis caused by the Ukraine invasion.
- 3.18 The scheme facilitates Hosts in the UK to sponsor Ukrainian individuals or families who have been impacted by the war in Ukraine (referred to as Guests) to live either with them or in a separate identified property for a minimum of six months.
- 3.19 All Hosts receive a monthly thank you payment to contribute towards costs and on arrival the Guests are given a one-off welcome payment via a pre-payment card to help with start-up costs.
- 3.20 The council coordinates this through our Regulatory, Community and Housing teams and the work involves
- Housing compliance checks for Hosts
 - Administration of welcome and thank you payments
 - Safeguarding of Guests and Hosts
 - Resettlement support within the wider community – help accessing Schools, GPs and Dentists
 - Advice on housing options once guest/host arrangement ends
 - Assistance with moving into new accommodation
- 3.21 £10,500 is given to the county and borough council for each person who arrives under the scheme to help provide the variety of resettlement support needed. This support includes any staffing costs associated with administering the scheme as well as supporting Guests to access school placements, NHS services, and possible future housing provision. The £10,500 will be divided between the county and borough councils with Guildford receiving 50% of funding per person.
- 3.22 Guildford under the Homes For Ukraine Scheme has to date

Agenda item number: 5

- 207 host families
 - 570 Guests
- 3.23 The Homes For Ukraine scheme is a serious challenge for the council. There have been significant difficulties in ensuring Guests can access school places, doctors and dentists. Most pressing however is the lack of suitable and affordable housing provision once the arrangement of Host and Guest ends.
- 3.24 From a series of community support events, it is clear that the expectations of both Hosts and Guests around the scheme have not been met. Many believed that the council would provide social housing for the Guests once the 6- month sponsor arrangement completed.
- 3.25 The council is offering Housing Options support to any of the Guests who require help with securing more permanent accommodation, but as with all our refugee support schemes, we cannot offer immediate social housing. Guests under the Homes for Ukraine Scheme are encouraged to explore a variety of options that include
- Extending their arrangement with their Host to 12 months
 - Searching for private housing
 - Joining the Housing Register
- 3.26 It continues to be a very challenging situation on a number of fronts. Access to private accommodation is not easy in Guildford. There is a significant lack of private housing available at an affordable rent and many Guests may find themselves in difficulty with the benefit gap, the need for a deposit and possibly a guarantor. Guests are also more than likely going to have to find accommodation in a different area to where they currently reside with their host meaning that there will be a further change in schooling and GP services.
- 3.27 We are seeing some breakdowns in the Host and Guest relationship and when this happens, we do all we can to rematch families to another registered sponsor. However, we are finding the appetite to be a sponsor and Host is dwindling. Until a rematch is made, we offer 7 days temporary accommodation under the scheme but if this is not successful, Guests will be advised to seek advice about housing options. The route to homelessness is something that we really want to prevent as much as possible.
- 3.28 We are also seeing a significant impact on the mental health of both Hosts and Guests within the scheme that cannot be underestimated. Not only are some Guests traumatised by what has happened to their country and their home, but Hosts are often trying to support their Guests to settle but are not equipped to help or cope with the diverse and traumatic needs of people who have fled a war zone and still have friends and family in the country.
- 3.29 Asylum-seeking Bridging Hotel

The Home Office as part of their response to the significant amount of people in the asylum accommodation system, have commissioned in the South-East,

ClearSprings Ready Homes (CSRH) to provide a variety of accommodation offers for those seeking asylum and applying to live in the UK as a refugee.

Accommodation may take the form of a hotel or houses of multiple occupation and be used as an initial form of accommodation for people who have recently made an asylum claim or as longer-term dispersal accommodation.

- 3.30 CSR has commissioned a hotel in the East of Guildford to act as a bridging hotel for those seeking to live in the UK as a refugee. The residents in the hotel are from all over the world and are at various stages of their asylum application process. There is a CSRH management team present at the hotel who are to support the everyday needs of the residents.
- 3.31 Although the council has no statutory obligation to support the hotel, the situation is incredibly sensitive for both residents within the hotel and local residents in the locality. The Community Services team offer support to the management team of the hotel and coordinate support from the Health Inclusion Team and local volunteers.
- 3.32 The local volunteer networks have been crucial in ensuring clothing and toiletries are provided to residents and have worked with Community Services to liaise with the hotel about ensuring children are registered for schooling and wider e language classes and supportive activities can take place in the hotel to help residents live well.
- 3.33 There are severe mental and physical health needs amongst the residents – many of whom have experienced significant trauma. The Health Inclusion Team visit the hotel weekly to hold clinics to support the residents with their health and wellbeing needs.

4. Key Risks

- 4.1 Refugee support within the borough is a very sensitive issue. Our teams work tirelessly to ensure all our residents are treated with humanity and dignity often in the face of local tensions around perceived favouritism of refugees when accessing housing and jobs or upset at perceived illegal entry to the UK.
- 4.2 The funding provided under the schemes helps the provision we offer remain sustainable, but the Homes For Ukraine scheme may require more financial input from central government if local authorities are expected to assist with the housing shortage. This will inevitably raise the number of homeless cases presented to the borough and the costs associated with our obligation to assist.
- 4.3 Ensuring we have staffing resilience for the Homes For Ukraine work is paramount and we have ensured that some of the funding provided has been allocated to recruit fixed term contract posts within the Regulatory, Community and Housing teams.

5. Financial Implications

- 5.1 Funding has been provided for the schemes by central government. There is an allocation per family as mentioned above. However, despite this allocation, there are back office and staffing costs absorbed by the council.
- 5.2 The £10,500 given to local authorities for each Ukrainian guest under the Homes For Ukraine Scheme is split between Surrey County Council and this council, There is a risk that this funding will not be enough to help guests transition into private rented accommodation. This has been raised by the South-East Migration Partnership with Central Government.

6. Legal Implications

- 6.1 There are no specific legal implications arising from refugee support the council offers. We operate under agreed government guidance for all of the schemes and have ensured proper governance is in place for any support offered to Community Sponsorship groups.
- 6.2 Legal implications may arise around the issue of homelessness prevention should refugees present as homeless, and these cases would be assessed by the Housing Team and legal advice sought on a case-by-case basis.

7. Human Resource Implications

- 7.1 We have resourced the VPRS and ARAP staffing within the Family Support Team with appropriate government funding and have used some of the Homes For Ukraine allocation to provide extra support to the Regulatory, Community and Housing teams. However, there is a lot of officer time and resource absorbed by the council within business as usual.

8 Equality and Diversity Implications

- 8.1 Public authorities are required to have due regard to the aims of the Public Sector Equality Duty (Equality Act 2010) when making decisions and setting policies.

Any work with refugees would require consideration of protected characteristics of the individuals involved, and we are with the Equality Act 2010.

- 8.2 Surrey County Council as part of the process supporting refugees will also have completed all the relevant assessments to ensure their statutory duty under section 149 of the Equality Act 2010 is fulfilled.
- 8.3 There are therefore no direct implications for this Council arising from the support offered to refugees.

9. Climate Change/Sustainability Implications

- 9.1 There are no specific climate change/sustainability implications directly related or attributed to refugee support in the borough.

10. Suggested issues for overview and scrutiny

- Are there any comments from the committee about the Borough's response to refugees?

11 Conclusion

11.1 The council offers significant support to refugees within our communities through the

- Syrian Vulnerable People Resettlement Scheme (VPRS)
- Afghanistan Relocation and Assistance Policy (ARAP)
- Community Sponsorship Programme
- Homes For Ukraine Scheme
- Asylum seeking bridging hotel

11.2 Our corporate commitment to supporting vulnerable people across the borough means that we actively work within the government schemes to ensure refugees are offered a safe place to live in Guildford with as much support as possible to integrate into the community and live independent and financially stable lives.

12. Background Papers

[VPRS \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

[Afghan Relocations and Assistance Policy - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

['Homes for Ukraine' scheme launches - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

[Apply for community sponsorship - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

[Supporting Ukraine - Guildford Borough Council](#)

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Overview and Scrutiny Committee Report

Ward(s) affected: All

Report of Joint Strategic Director, Community Wellbeing

Author: Nicola Haymes, Executive Head of Communications and Customer Services

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Email: nicola.haymes@guildford.gov.uk

Lead Councillor responsible: Councillor Tim Anderson

Tel: 07710 328560

Email: tim.anderson@guildford.gov.uk

Date: 8 November 2022

Communications Review

Executive Summary

In response to a request by the Committee, this report provides an overview of the Council's internal and external communications.

Recommendation to Committee

The Committee is invited to comment on the report.

Reason(s) for Recommendation:

The Committee requested a report on the Council's communications.

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

No

1. Purpose of Report

- 1.1 The report responds to a request from the Committee for an overview of our internal and external communications.

2. Strategic Priorities

- 2.1 Effective communication and engagement is vital for meeting our values of being a transparent Council that listen to the views of residents and is open and accountable in our decision-making. They also allow us to articulate our priorities to residents and engage them in delivery where relevant.

3. Background

- 3.1 As part of the Future Guildford programme, our communications, public relations and marketing functions were centralised within the former Strategy and Communications team. The aim was to promote a corporate 'one voice' approach

to articulating the Council’s work across all its channels (digital and traditional) and brands, whilst encouraging behavioural change by supporting channel shift from face-to-face, telephone and paper to digital via MyGuildford on the website.

- 3.2 Initially, the team comprised seven full-time equivalent (FTE) communications officers and three FTE digital content editors, with a number of officers transferring from a variety of services and roles and vacancies being filled through external recruitment. At the end of 2021, one full-time communications officer post was deleted for service efficiency savings.
- 3.3 The pace of work in an environment of ongoing organisational change and the key role in responding to the Coronavirus pandemic has provided a challenging period for the team since its establishment. These factors contributed to higher than normal turn-over and the team often operated at below its full staffing capacity.
- 3.4 However, improvements have been made to how the Council communicates and value for money digital channels have been prioritised. This was initiated through a series of facilitated workshops for councillors and officers to identify quick win changes and longer-term objectives. This report provides an overview of the Council’s communication channels both internal and external.
- 3.5 We are also taking a more proactive approach to external communications, particularly with the media. Working with councillors through the Executive to identify and prepare press releases in advance of any announcements to help prevent a reactive approach to any news stories.
- 3.6 The Council’s main external communication channels are:

Channel	Details	Evaluation
Staff and councillors	Face to face, telephone and email interactions. Daily communication by officers and councillors with residents, businesses and visitors.	Services monitor interactions.
Website	The main digital communications channel for information and transactions on our services. (This includes our customer service portal MyGuildford.)	Analytics are available on visits to the site.
Visit Guildford (part of the Visit Surrey website)	Part of our strategic visitor economy work.	Visit Surrey provide analytics.
Our sub-brands and project websites	Guildford Community Lottery Guildford Philanthropy Crowdfund Guildford Weyside Urban Village	Each website has its own analytics.

	Shaping Guildford's Future	
Social Media channels	<p>Twitter, Facebook, Instagram, Next Door, Linked in and Youtube accounts for the Council.</p> <p>Also social media accounts for:</p> <p>Visit Guildford Mayor of Guildford Heritage Services Guildford Philanthropy Guildford Community Lottery Guildford Farmers' Market Climate Change Guildford for Business</p>	<p>Analytics are reported through the service planning process (see <i>Appendix 1</i>).</p>
Press releases	<p>Our stories proactively issued to the local, national and trade press through an online press management system. We have 24 contacts in our local press distribution group and 126 contacts in our 'regular contacts' (local, national and trade press) group.</p>	<p>Outputs are reported through the service planning process (see <i>Appendix 2</i>). Uptake on press releases is around 55%.</p>
Council 'newsroom' on our corporate website	<p>This relatively new dedicated channel was developed following feedback from officer and councillor workshops. We have a development plan to add more video and podcasts to this area.</p>	<p>Analytics are available for these pages. "Click throughs" from social media to the newsroom can also be monitored.</p>
Video	<p>Video content is provided on our corporate Youtube channel and links provided through social media, our newsroom and press releases.</p>	<p>Youtube and social media provide 'views' analytics.</p>
E-newsletters	<p>We have an online e-newsletter tool to communicate to residents, businesses and community groups.</p>	<p>Volumes are monitored through the service</p>

		planning process.
Formal consultations	We use an online survey tool to run formal consultations and promote them through the other channels.	Services are provided with detailed analysis from surveys.
Partners and suppliers	We cascade information through a variety of partners (e.g. parish councils, resident associations, Experience Guildford, Surrey County Council, Surrey Police etc.).	
Banners and poster sites	Priority is given to arts and culture venues and charities. They are also used for corporate promotions.	

3.6 The Council's main internal communication channels are:

Channel	Details	Evaluation
Staff and councillors	Daily communication between officers and councillors. General all staff emails.	
All staff e-newsletter	The fortnightly newsletter provides information on services, staff support and benefits and events. The format has been improved using Microsoft Sway.	The rate at which the newsletter is opened can be monitored.
Staff surveys	Formal all staff surveys are initiated and led by Human Resources team. The last one was in 2021 after lockdown. In future, Yammer will be used for staff surveys.	Analytics are available as part of the Yammer tool.
Intranet news area	There is a dedicated area called 'latest news' which is to be developed for staff communications.	

4. Financial Implications

4.1 There are no financial implications arising from this report.

5. Legal Implications

5.1 There are no legal implications arising from this report.

6. Risks

6.1 Effective communication is essential to managing reputational risks to the Council.

6.2 Communication systems are spread across different cloud based SAAS (software as a service) systems which minuses the risk of technology failure.

7. Human Resource Implications

7.1 There are no legal implications arising from this report.

8. Equality and Diversity Implications

8.1 Our communications aim to reflect our diverse communities through their visual, written and accessible content across all channels.

9. Climate Change/Sustainability Implications

9.1 Communications and community engagement will be essential to deliver our ambitions to reduce carbon emissions in the borough.

10. Suggested issues for overview and scrutiny

10.1 As requested this report provides an overview of the Council's internal and external channels for the Committee to discuss.

11. Conclusion

11.1 Council communications have improved over the past four years and we have adopted new tools to better provide our residents, businesses and visitors with the information they need on our services and other important developments. We monitor our communications channels regularly, including website visits and social media engagement.

11.2 Whilst not solely responsible for all communications, the Communications Team plays a key role in providing advice, guidance and resource to meet the needs of services and staff.

12. Background Papers

None

13. Appendices

Appendix 1: Corporate social media accounts statistics: 1 April 2020 – 31 March 2021
Vs 1 April 2021 - 31 March 2022

Appendix 2: Press release output by service area. This does not include media enquiries that we receive.

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

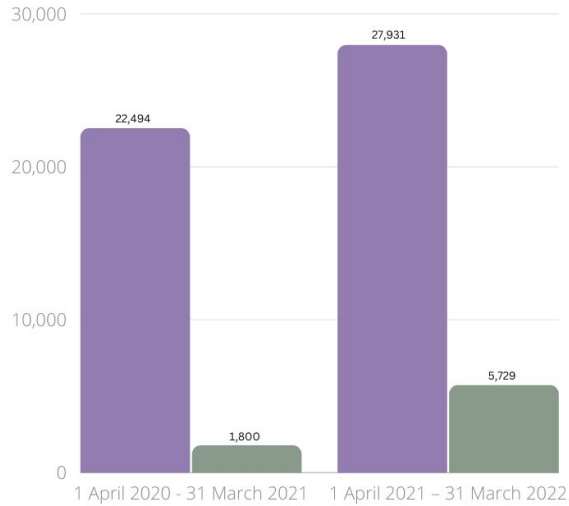
Service	Sign off date
<i>Finance / S.151 Officer</i>	<i>12th Oct</i>
<i>Legal / Governance</i>	<i>12th Oct</i>
<i>HR</i>	<i>12th Oct</i>
<i>Equalities</i>	<i>12th Oct</i>
<i>Lead Councillor</i>	<i>18th Oct</i>
<i>CMT</i>	<i>18th Oct</i>
<i>Executive Liaison</i>	<i>N/A</i>
<i>Committee Services</i>	<i>28/10/22</i>

Corporate social media accounts statistics: 1 April 2020 – 31 March 2021 Vs 1 April 2021 - 31 March 2022

Corporate socials
(Facebook, Twitter, Instagram, LinkedIn)

Followers
A follower refers to a person who subscribes to our accounts in order to receive our updates.

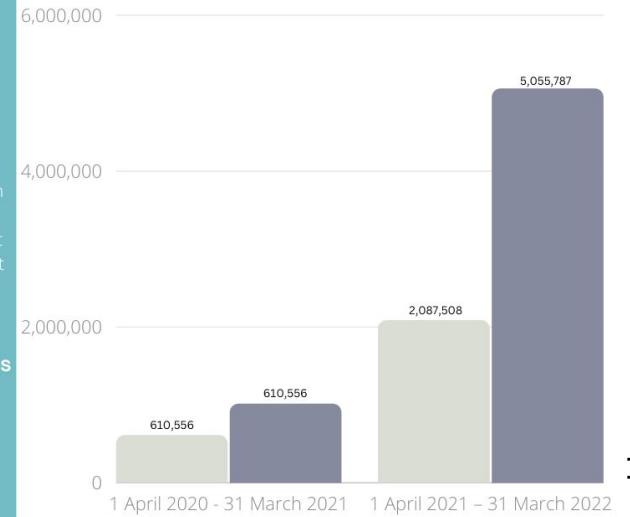
Published posts
This is the number of public posts we have published.



Corporate socials
(Facebook, Twitter, Instagram, LinkedIn)

Organic reach
This shows the total number of times our posts have been seen by different people. Please note, Twitter does not provide us with this data so it is not included in the total.

Post impressions
This gives the total number of times our posts have been shown on someone's screen. If posts are viewed out of the timeframe they are still included in this total.



Press release output by service area. This does not include media enquiries that we receive.

1 April 2020 – 31 March 2021

Category	Number of Releases
Business Systems	1
Communication Services	2
Community Care Services	2
Corporate	97
Corporate Development	4
Economic Development	22
Environmental Health and Licensing Services	7
Financial Services	4
Housing Advice Services	4
Legal and Democratic Services	8
Leisure Services	13
Mayor	8
Operational Services	12
Parks and Leisure services	20
Planning services	24
Revenues and Payments Services	2

1 April 2021 – 31 March 2022

Category	Number of Releases
Business Systems	2
Community Care Services	3
Corporate	29
Corporate Development	4
Economic Development	14
Environmental Health and Licensing Services	7
Financial Services	4
Housing Advice Services	1
Legal and Democratic Services	10
Leisure Services	11
Mayor	8
Neighbourhood and Housing Management	4
Operational Services	3
Parks and Leisure services	12
Planning services	42

Press release output by service area. This does not include media enquiries that we receive.

1 April 2020 – 31 March 2021

Category	Number of Releases
Business Systems	1
Communication Services	2
Community Care Services	2
Corporate	97
Corporate Development	4
Economic Development	22
Environmental Health and Licensing Services	7
Financial Services	4
Housing Advice Services	4
Legal and Democratic Services	8
Leisure Services	13
Mayor	8
Operational Services	12
Parks and Leisure services	20
Planning services	24
Revenues and Payments Services	2

1 April 2021 – 31 March 2022

Category	Number of Releases
Business Systems	2
Community Care Services	3
Corporate	29
Corporate Development	4
Economic Development	14
Environmental Health and Licensing Services	7
Financial Services	4
Housing Advice Services	1
Legal and Democratic Services	10
Leisure Services	11
Mayor	8
Neighbourhood and Housing Management	4
Operational Services	3
Parks and Leisure services	12
Planning services	42

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Overview and Scrutiny Committee Report
Report of Joint Strategic Director of Transformation and Governance
Author: James Dearling, Senior Democratic Officer (Scrutiny)
Tel: 01483 444141
Email: james.dearling@guildford.gov.uk
Date: 8 November 2022

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 2022-23.

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 16 November 2022 with subsequent meetings arranged for 18 January 2023 and 15 March 2023.
- 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, 28 October 2022
- 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, 2022-23

Overview & Scrutiny Committee items
<p>8 November 2022 meeting</p> <ul style="list-style-type: none"> • Guildford & Waverley Councils Collaboration: update • Borough’s response to refugees • Review of Council’s Communications • Annual Report on Charter Against Modern Slavery
<p>17 January 2023 meeting</p> <ul style="list-style-type: none"> • Lead Councillor Question Session – Councillor Tim Anderson, Lead Councillor for Resources • Guildford & Waverley Councils Collaboration: update • Annual report and monitoring arrangements for operation of the G-Live contract, 2021-22 • Performance Monitoring Report 2022-23 (Quarter 2) • Procurement Annual Report • Review of Dogbusters stray dog contract
<p>28 February 2023 meeting</p> <ul style="list-style-type: none"> • Lead Councillor Question Session – Councillor John Rigg, Lead Councillor for Regeneration • Lead Councillor Question Session – Councillor Tom Hunt, Lead Councillor for Development Management • Guildford & Waverley Councils Collaboration: update • Children and Young People’s Emotional Wellbeing and Mental Health Service: update [Minute OS71, 25 April OSC refers]

Currently unscheduled items

- Guildford’s Air Quality Strategy
- Operation of the Leisure Management contract, 2021-22
- Regeneration
- Management of community assets
- Review of Older People’s Services
- Visibility and transparency of asset disposals by the Council, including green spaces [information circulated to O&S Councillors by email on 26 September 2022]

Task and finish group

Title	Update
Affordable Housing	Membership: Cllrs Angela Gunning, Tony Rooth (Chair), Jo Randall, Ruth Brothwell, and Ramsey Nagaty. Evidence gathering sessions scheduled with Chair of NDH Ltd and Lead Councillor for Community and Housing. Report to Committee in 2023.

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P.A.P.E.R. topic 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

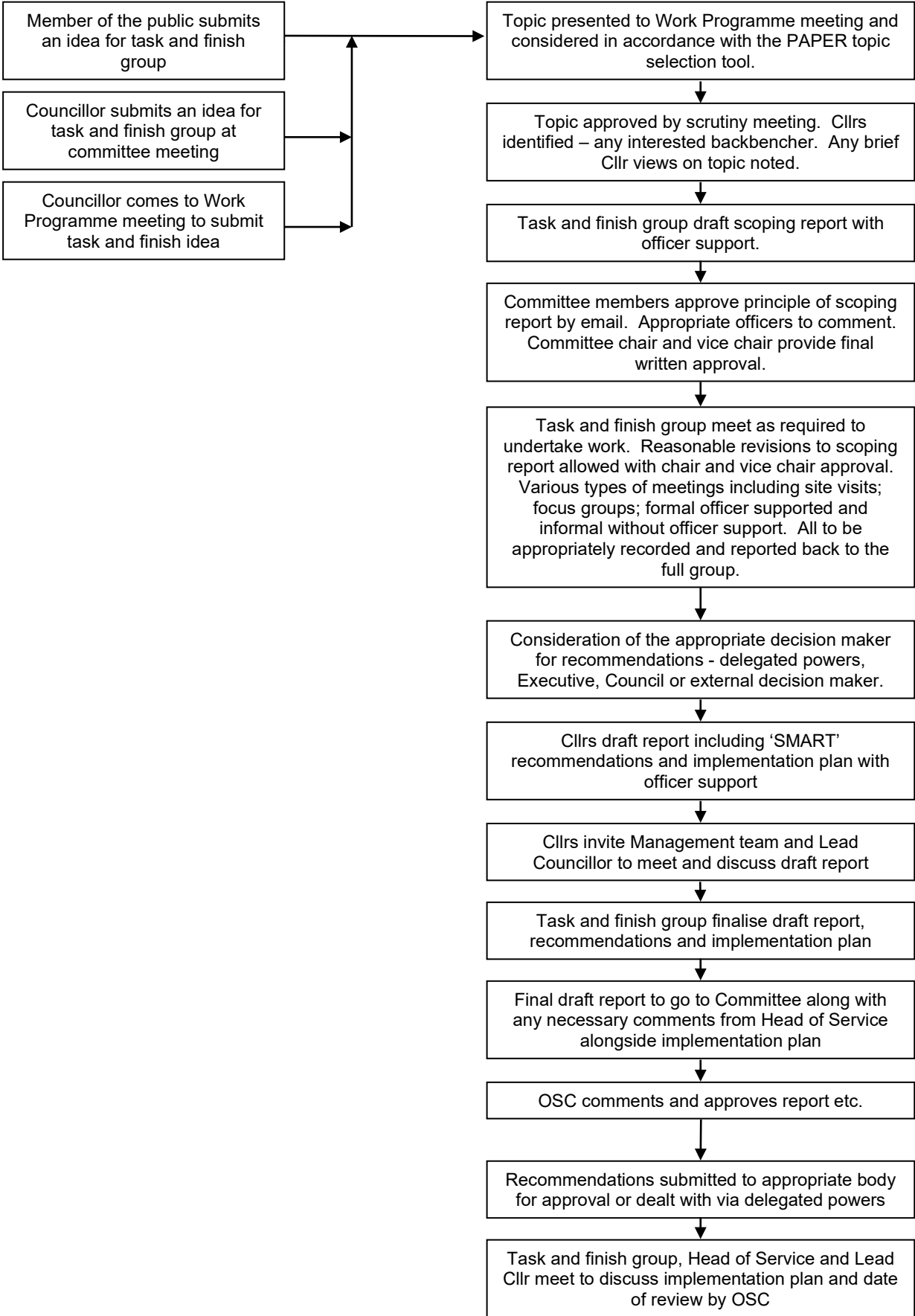
Performance: priority should be given to areas in which the Council and Partners are not performing well

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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Overview and Scrutiny Committee Report

Ward(s) affected: All wards

Report of Director of Transformation & Governance

Author: Adrian Swift, Senior Specialist Procurement (Interim)

Tel: 01483 444819

Email: adrian.swift@guildford.gov.uk

Lead Councillor responsible: Cllr Tim Anderson

Tel: 07710 328560

Email: tim.anderson@guildford.gov.uk

Date: 8 November 2022

Annual Report: Modern Slavery Motion

Executive Summary

The Modern Slavery Charter was adopted in February 2020 by the then Leader of the Council in order to implement measures to respond to the rise in modern slavery in its safeguarding policy and procedures. The primary aim of the Charter is to tackle exploitation in Guildford.

The Charter sets out specific measures to be undertaken in order to demonstrate adoption of the motion. Part of the commitment to adopt the motion is to report annually on the implementation of the Policy.

This annual report therefore outlines how the Council, through Procurement and contracting, continue to implement the Modern Slavery Motion. There are ten specific measures which this report outlines progress to date. Additional steps the Council are working towards to strengthen this work area includes consideration of some emerging policy from the Home Office published in September 2020 requiring certain organisations with a turnover exceeding £36 million to produce a Modern Slavery Statement within 6 months of the preceding Financial Year.

The Home Office Modern Slavery Statement 2020-2021 (the lead government department for crime (including modern slavery)) have published a package of measures to strengthen the transparency legislation including:

- Extending the reporting requirement to public bodies with a budget of £36 million or more
- Mandating the specific reporting topics statements must cover
- Requiring organisations to publish their statement on the new government modern slavery statement register
- and setting a single reporting deadline by which all modern slavery statements must be published.

The report concludes that the Council are currently undertaking sufficient measures to mitigate any potential Modern Slavery and or associated actions and should proceed to review the additional measures recommended by the Home Office.

Recommendation to Committee

That the Committee notes the annual update report on the Modern Slavery Motion for Financial year ending 31 March 2022.

Reason(s) for Recommendation:

The Council have an obligation to report annually on the implementation of the Policy.

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

No

1. Purpose of Report

- 1.1 To provide an annual report (for financial year ending 31 March 2022) as specified within the Modern Slavery Motion to demonstrate progress and measures taken to implement the Motion on practice through Contracting and Procurement.

2. Strategic Priorities

- 2.1 Procurement supports the Council's Strategic Framework, in particular the Innovation theme as it encourages sustainable and proportionate economic growth to help provide the prosperity and employment that people need.
- 2.2 Procurement and Commissioning is a highly innovative work area which utilises technology and new ways of working to improve value for money and efficiency in Council services.

3. Background

- 1.1 The Leader of the Council took the decision in 2020 to adopt the Modern Slavery Motion, see Appendix 1, as part of the Council's response to the rise in Modern Slavery.
- 1.2 The measures in Table 1 below have been implemented and progress updates have been provided which outline how Modern Slavery mitigation has been embedded in practice.

Table 1 – Measures and Progress of implementation of the Modern Slavery Motion

No	Modern Slavery Motion Measure	Progress Update
1	Train the Procurement team to understand modern slavery through the Chartered Institute of Procurement and Supply's (CIPS) online course on Ethical Procurement and Supply.	All procurement team members have undertaken the specified CIPS training and assessment.
2	Require its contractors to comply fully with the Modern Slavery Act 2015, wherever it applies, with contract termination as a potential sanction for non-compliance.	A clause is included in all the Council's Terms and Conditions which are issued for contracts by Legal Services. Legal Services also ensure that where alternate Terms and Conditions are used they contain a clause requiring the same level of compliance.
3	Challenge any abnormally low-cost tenders to ensure they do not rely upon the potential contractor practising modern slavery.	Abnormally low Tenders have been challenged (and some rejected) in line with the Public Contract Regulations 2015. Only when a satisfactory reason is received to justify the abnormally low price would the Tender be considered compliant and therefore accepted. This will include consideration of whether the contractor is practising modern slavery.
4	Highlight to its suppliers that contracted workers are free to join a trade union and are not to be treated unfairly for belonging to one.	A paragraph has been added into the template Invitation to Tender (ITT) and Request for Quotation (RFQ) documents.
5	Publicise its whistle-blowing system for staff to blow the whistle on any suspected examples of modern slavery.	Under the modern slavery paragraph in the ITT and RFQ it is stated that the Council will report any contractor expected of being involved with Modern Slavery.
6	Require its contractors to adopt a whistle-blowing policy which enables their staff to blow the whistle on any suspected examples of modern slavery.	This has been included in the ITT and RFQ stating that contractors have to abide by the Council's whistleblowing policy.
7	Review its contractual spending regularly to identify any potential issues with modern slavery.	The Council's Procurement Strategy adopted on 26 May 2020 specifies a Category Management model and a key component of this is spend analysis and visibility of expenditure across the organisation which is actively taking place.
8	Highlight for its suppliers any risks identified concerning modern slavery and refer them to the relevant agencies to be addressed.	A section within the ITT and RFQ stipulates that any indications of Modern Slavery will be reported to the National Crime Agency for investigation.
9	Refer for investigation via the National Crime Agency's national referral mechanism any of its contractors	The Council has not made any referrals to date because there have not been any

	identified as a cause for concern regarding modern slavery.	contractors identified as a cause of concern regarding modern slavery.
10	Report publicly on the implementation of this policy annually.	This report is the second annual report and there will be a further report available in 2023.

- 1.3 There is some additional work which is in development to further support the implementation of Modern Slavery mitigation measures.
- 1.4 Guildford Borough Council have published the Modern Slavery Motion together with PDF versions of the Council's Ethical Procurement Statement and Supplier Code of Conduct.
- 1.5 Consideration should also be made of some emerging policy from the Home Office published in September 2020 which requires certain organisations with a turnover exceeding £36 million to produce a Modern Slavery Statement for each Financial Year. The Government have outlined the intention to roll this out within Local Government and also for organisations of the same financial standing.
- 1.6 The Council should consider further training to teams responsible for contract management to assist identification of Modern Slavery when services are being delivered for the Council.
- 1.7 The Government have now released a Modern Slavery statement registry over 6,000 statements have been submitted covering over 20,000 organisations on a voluntary basis. The Council should publish the 2022 statement on the registry.
- 1.8 The Council should review the Home Office developments listed below:
 - a) A modern slavery risk prioritisation tool which aims to help departments risk assess their contracts in accordance with the Cabinet Office Procurement Policy Note – Tackling Modern Slavery in Government Supply Chains Action Note PPN 05/19 September 2019 guidance more easily.
 - b) An induction pack for anti-slavery advocates to ensure senior commercial directors are better equipped to oversee how their department is tackling modern slavery
 - c) Guidance on modern slavery statements to ensure departments have a clear understanding of key information they must include in their first statements
 - d) Guidance on developing modern slavery KPIs to help departments measure the effectiveness of the measures they are taking to combat modern slavery.

4. Consultations

- 4.1 Cllr Tim Anderson – Lead Councillor for Resources.

5. Key Risks

- 1.9 If progress is not demonstrated in relation to Modern Slavery and an annual report provided to Committee the Council are not fulfilling their obligations under the Modern Slavery Motion.
- 1.10 If progress is not made in this area and robust measures implemented there is a risk that exploitation could take place through the supply chain in Council contracts. It is paramount therefore that robust measures as outlined in section three are continued and progress is reported to the Committee on an annual basis.
- 1.11 Financial penalties may be imposed on organisations who fail to meet their statutory obligation to publish annual modern slavery statements.

6. Financial Implications

- 6.1 Financial penalties may be imposed if the Council does not meet its statutory obligations
- 6.2 Resource costs to undertake additional internal training as recommended.

7. Legal Implications

- 7.1 The Council as a public body has a duty to ensure that it is not complicit in modern slavery practice by utilising contractors who are breaching the Act. The Council by including a Modern Slavery clause in its contract terms is passing its duty onto its contractors and any sub-contractors.
- 7.2 The Modern Slavery Act 2015 (the 'Act') is aimed at preventing crimes of slavery and human trafficking. It is mandatory for the Council to prepare and publish a slavery and human trafficking statement under s.54 of the Act if its annual aggregate turnover is more than £36million. However, whether or not this condition is met it is still considered best practice for public bodies to prepare and publish these statements.

8. Human Resource Implications

- 8.1 No specific HR implications apply.

9. Equality and Diversity Implications

- 9.1 This report concerns ethical procurement and the eradication of Modern Slavery in Council contracts, there is therefore a strong theme of equality running throughout this report.

10. Climate Change/Sustainability Implications

- 10.1 No specific Climate change/sustainability implications apply

11. Suggested issues for overview and scrutiny

- 11.1 Overview and Scrutiny are asked to note the annual update report.

12. Summary of Options

- 12.1 Option 1 - to note the contents of this report including the further measures which can be undertaken in order to strengthen the Council's response to Modern Slavery.
- 12.2 Option 2 - to not consider this report.

13. Conclusion

- 1.12 By signing up to the Modern Slavery Charter, the Council have committed to implementing the steps outlined in Table One in section 3.2 of this report.
- 1.13 The Council should review the Home Office developments in section 3.8 of this report for future reporting
- 1.14 The Council will continually monitor progress in this area ensuring best practice is adhered to.

14. Background Papers

- 1.15 Home Office Modern Slavery Statement 01 April 2020 – 31 March 2021
- 1.16 Cabinet Office Procurement Policy Note – Tackling Modern Slavery in Government Supply Chains Action Note PPN 05/19 September 2019

15. Appendices

Modern Day Slavery Motion – 07 February 2020

Annual Report: Modern Day Slavery Motion - 08 June 2021

Home Office Modern Slavery Statement 01 April 2020 – 31 March 2021

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Motion to full council

Guildford Borough Council has embedded measures to address the evils of modern slavery in its safeguarding policy and procedures and we welcome this as an essential first step to tackling exploitation in Guildford.

However, with the number of people estimated to have been coerced into modern slavery nationally increasing tenfold between 2013 and 2016 – from 13,000 to 136,000 – we believe that a more proactive approach now needs to be taken by this council, in line with the 50 others – including Surrey County Council – that have signed up to the Charter against Modern Slavery.

Collectively, councils across the UK spend £40bn per year on procuring services from hundreds of contractors and sub-contractors and they oversee large supply chains in all areas of their business. As public bodies, accountable to the public, they have a duty to ensure that those supply chains do not hide the sins and iniquities of exploitation.

The Charter against Modern Slavery

By signing the Charter against Modern Slavery, Guildford Borough Council commits to:

1. Train its corporate procurement team to understand modern slavery through the Chartered Institute of Procurement and Supply's (CIPS) online course on Ethical Procurement and Supply.
2. Require its contractors to comply fully with the Modern Slavery Act 2015, wherever it applies, with contract termination as a potential sanction for non-compliance.
3. Challenge any abnormally low-cost tenders to ensure they do not rely upon the potential contractor practising modern slavery.
4. Highlight to its suppliers that contracted workers are free to join a trade union and are not to be treated unfairly for belonging to one.
5. Publicise its whistle-blowing system for staff to blow the whistle on any suspected examples of modern slavery.

6. Require its tendered contractors to adopt a whistle-blowing policy which enables their staff to blow the whistle on any suspected examples of modern slavery.
7. Review its contractual spending regularly to identify any potential issues with modern slavery.
8. Highlight for its suppliers any risks identified concerning modern slavery and refer them to the relevant agencies to be addressed.
9. Refer for investigation via the National Crime Agency's national referral mechanism any of its contractors identified as a cause for concern regarding modern slavery.
10. Report publicly on the implementation of this policy annually.

Councils who sign this charter can access cost-free support through the Transparency in Supply Chains report (<https://tiscreport.org/>), an NGO that will monitor companies supplying the council in relation to their compliance with section 54 of the Modern Day Slavery Act 2015.

This council resolves:

1. To sign the Charter Against Modern Slavery, which encompasses points 1 to 10 above, immediately to ensure that it does not inadvertently rely on exploitation and modern slavery in use of suppliers.
2. To report back on progress to Full Council on an annual basis, one year from the date the Charter is signed and each year thereafter.

Overview and Scrutiny Committee

Ward(s) affected: All wards

Report of Director of Resources

Author: Faye Gould Senior Specialist Procurement

Tel: 01483 444120

Email: faye.gould@guildford.gov.uk

Lead Councillor responsible: Cllr Tim Anderson

Tel: 07710 328560

Email: tim.anderson@guildford.gov.uk

Date: Tuesday 8 June 2021

Annual Report: Modern Slavery Motion

Executive Summary

The Modern Slavery Charter was adopted in February 2020 by the then Leader of the Council in order to implement measures to respond to the rise in modern slavery in its safeguarding policy and procedures. The primary aim of the Charter is to tackle exploitation in Guildford.

The Charter set out specific measures to be undertaken in order to demonstrate adoption of the motion. Part of the commitment to adopt the motion is to report annually on the implementation of the Policy.

This annual report therefore outlines how the Council, through Procurement and contracting, are implementing the Modern Slavery Motion. There are ten specific measures which this report outlines progress to date. Additional steps the Council are working towards to strengthen this work area includes consideration of some emerging policy from the Home Office published in September 2020 requiring certain organisations with a turnover of £36 million + to produce a Modern Slavery Statement for each Financial Year. The Government have outlined that there is an intention to roll this out within Local Government.

The report concludes that the Council are undertaking sufficient measures to mitigate any potential Modern Slavery and or associated actions.

Recommendation to Committee

That the Committee notes the annual update report on the Modern Slavery Motion.

Reason(s) for Recommendation:

The Council have an obligation to report annually on the implementation of the Policy.

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

No

1. Purpose of Report

- 1.1 To provide an annual report as specified within the Modern Slavery Motion to demonstrate progress and measures taken to implement the Motion in practise through Contracting and Procurement.

2. Strategic Priorities

- 2.1 Procurement supports the Councils Strategic Framework, in particular the Innovation theme as it encourages sustainable and proportionate economic growth to help provide the prosperity and employment that people need.
- 2.2 Procurement and Commissioning is a highly innovative work area which utilises technology and new ways of working to improve value for money and efficiency in Council services.

3. Background

- 3.1 The Leader of the Council took the decision in 2020 to adopt the Modern Slavery Motion, see Appendix 1, as part of the Council’s response to the rise in modern slavery.
- 3.2 The measures in Table 1 below have been implemented and progress updates have been provided which outline how Modern Slavery mitigation has been embedded in practise.

Table 1 – Measures and Progress of implementation of the Modern Slavery Motion

Modern Slavery Motion Measure	Progress Update
1. Train its corporate procurement team to understand modern slavery through the Chartered Institute of Procurement and Supply’s (CIPS) online course on Ethical Procurement and Supply	All permanent procurement team members have undertaken the specified CIPS training and assessment.
2. Require its contractors to comply fully with the Modern Slavery Act 2015, wherever it applies, with contract termination as a potential sanction for non-compliance	A clause is included in the Council’s template Terms and Conditions which are issued for contracts by Legal Services.
3. Challenge any abnormally low-cost tenders to ensure they do not rely upon the potential contractor practising modern slavery.	Abnormally low Tenders if received are challenged in any event in line with the Public Contract Regulations 2015. Only when a satisfactory reason is received to justify the abnormally low price

	would the Tender be considered compliant and therefore accepted. This will include consideration of whether the contractor is practising modern slavery
4. Highlight to its suppliers that contracted workers are free to join a trade union and are not to be treated unfairly for belonging to one	A paragraph has been added into the template Invitation to Tender (ITT).
5. Publicise its whistle-blowing system for staff to blow the whistle on any suspected examples of modern slavery	Under the modern slavery paragraph in the ITT it is stated that the Council will report any contractor expected of being involved with Modern Slavery.
6. Require its tendered contractors to adopt a whistle-blowing policy which enables their staff to blow the whistle on any suspected examples of modern slavery	This has been included in the ITT contractors have to abide by the Council's whistleblowing policy.
7. Review its contractual spending regularly to identify any potential issues with modern slavery.	The Council's Procurement Strategy adopted on 26 May 2020 specifies a Category Management model and a key component of this is spend analysis and visibility of expenditure across the organisation which is actively taking place.
8. Highlight for its suppliers any risks identified concerning modern slavery and refer them to the relevant agencies to be addressed	A section within the ITT stipulates that any indications of Modern Slavery will be reported to the National Crime Agency for investigation.
9. Refer for investigation via the National Crime Agency's national referral mechanism any of its contractors identified as a cause for concern regarding modern slavery	The Council has not made any referrals to date because there have not been any contractors identified as a cause of concern regarding modern slavery.
10. Report publicly on the implementation of this policy annually.	This report is the first annual report and there will be a further report available in 2022.

- 3.3 There is some additional work which is in development to further support the implementation of Modern Slavery mitigation measures.
- 3.4 Following a benchmarking exercise it is evident that some other Local Authorities have some supplementary information on their website to further cement the principles of ethical procurement. Surrey County Council for example have two statements on their website which are an 'Ethical Procurement Statement' and 'Supplier Code of Conduct'.
- 3.5 While Guildford Borough Council have these measures in contract terms and conditions it is suggested specific policy documents are drafted and added to the public website to further demonstrate the Council's commitment to tackling Modern Slavery.
- 3.6 Consideration should also be made of some emerging policy from the Home Office published in September 2020 which requires certain organisations with a turnover of £36 million + to produce a Modern Slavery Statement for each Financial Year. The Government have outlined that they intention to roll this out within Local Government also for organisations of the same financial standing.

4. Consultations

Cllr Tim Anderson – Lead Councillor for Resources

- 4.1 The Council has signed the Charter Against Modern Slavery. The details of what this covers are summarised in this report. By signing, the Council should report publicly on the implementation of this policy annually.
- 4.2 The annual report will include additional measures as recommended; a Modern Slavery Statement, an ethical procurement statement and publication of a supplier code of conduct.

5. Key Risks

- 5.1 If progress is not demonstrated in relation to Modern Slavery and an annual report provided to Committee the Council are not fulfilling their obligations under the Modern Slavery Motion.
- 5.2 If progress is not made in this area and robust measures implemented there is a risk that exploitation could take place through the supply chain in Council contracts. It is paramount therefore that robust measures as outlined in section three are continued and progress is reported to Committee on an annual basis.

6. Financial Implications

- 6.1 No specific Financial implications apply.

7. Legal Implications

- 7.1 The Modern Slavery Act 2015 is aimed at preventing crimes of slavery and human trafficking. The Council as a public body has a duty to ensure that it is not complicit in modern slavery practice by utilising contractors who are breaching the Act. The Council by including a Modern Slavery clause in its contract terms is passing its duty onto its contractors and any sub-contractors. Currently the provision (under s.54 of the Act) to prepare and publish a slavery and human trafficking statement is not mandatory for local authorities, however it is likely it will be in the future, also it is considered best practice for public bodies to prepare and publish these statements.

8. Human Resource Implications

- 8.1 No specific HR implications apply.

9. Equality and Diversity Implications

- 9.1 This report concerns ethical procurement and the eradication of Modern Slavery in Council contracts, there is therefore a strong theme of equality running throughout this report.

10. Climate Change/Sustainability Implications

- 10.1 No specific Climate change/sustainability implications apply

11. Suggested issues for overview and scrutiny

- 11.1 Overview and Scrutiny are asked to note the annual update report.

12. Summary of Options

- 12.1 Option 1 - To note the contents of this report, including the further measures which can be undertaken in order to strengthen the Council's response to Modern Slavery.
- 12.2 Option 2 – To not consider this report.

13. Conclusion

- 13.1 By signing up to the Modern Slavery Charter, the Council have committed to implementing the steps outlined in Table One in section 3.2 of this report.

Agenda item number: 8
Appendix 2

13.2 The Council will continually monitor progress in this area ensuring best practice is adhered to.

14. Background Papers

None

15. Appendices

Appendix 1 - The Modern Slavery Charter

Service	Sign off date
<i>Finance / S.151 Officer</i>	<i>20/04/21</i>
<i>Legal / Governance</i>	<i>09/04/21</i>
<i>Finance Lead Specialist</i>	<i>09/04/21</i>
<i>HR</i>	<i>N/A</i>
<i>Equalities</i>	<i>N/A</i>
<i>Lead Councillor</i>	<i>27/04/21</i>
<i>CMT</i>	<i>20/04/21</i>
<i>Committee Services</i>	<i>18/05/21</i>



HM Government



**UK GOVERNMENT
MODERN
SLAVERY
STATEMENT**

CONTENTS

PRIME MINISTER FOREWORD	1
EXECUTIVE SUMMARY	2
SECTION 1	
STRUCTURE, BUSINESS AND SUPPLY CHAINS	4
SECTION 2	
POLICIES IN RELATION TO MODERN SLAVERY	7
SECTION 3	
RISK ASSESSMENT AND DUE DILIGENCE	10
SECTION 4	
TRAINING AND AWARENESS RAISING	23
SECTION 5	
GOALS AND KEY PERFORMANCE INDICATORS (KPIs)	25

PRIME MINISTER FOREWORD



Around the world, something in the region of 40 million innocent men, women and even children have been forced into various forms of modern slavery.

Many are here in the UK. Still more are abroad. All are victims of a vile business that has no place in the last century, let alone this one.

Those behind such crimes, these traders in human misery, must and will be ruthlessly hunted down and brought to justice.

And, while that happens, we should absolutely not be lining their pockets with British taxpayers' money.

That may sound like a statement of the blindingly obvious.

But with complex and often opaque modern-day supply chains and sub-contracts stretching, tentacle-like, not just across the country but around the world, it is all too easy for the unscrupulous and the exploitative to take a share of the £50 billion that central government spends on goods and services each year.

That's why it's not enough for governments and businesses to simply say they don't tolerate modern slavery.

Of course they don't – more than 230 years after Wilberforce dragged the horrors of the Atlantic slave trade firmly before the British public, no-one with even a shred of moral decency would condone the kind of barbaric practices we see everywhere from sub-Saharan sweatshops to your local nail bar.

But if we are serious about tackling this increasingly pervasive evil then words alone are not enough – we have to take active steps to drive it out of our supply chains. And then we have to go out, look under the bonnet, peer into the shadows and satisfy ourselves that we have succeeded in doing so.

That is what this statement is all about. Matching words with actions. Showing the British people what we are doing to tackle slavery, exploitation and trafficking and letting them suggest where we could do more. And, I hope, setting an example that will be followed by governments and businesses right around the world.

As a government we don't have to produce this statement. But we want to. Because the brutal truth is that modern slavery will endure only as long as it is profitable for the criminals – and it will only remain profitable as long as businesses and governments are prepared to look the other way.

In 2020, for millions of people around the world the price of liberty remains eternal vigilance. And, as this statement shows, the UK government continues to lead the way in providing just that.

Rt Hon Boris Johnson MP
Prime Minister

EXECUTIVE SUMMARY

Modern slavery is so pervasive that it is likely to exist in the supply chains of the goods and services purchased by governments across the globe, from the technology we buy to the construction projects we fund. All governments have a responsibility to ensure taxpayers' money does not inadvertently fund criminal activity and to protect vulnerable workers in their supply chains from exploitation.

This statement explains the steps that the UK government took in 2019 to identify, prevent and mitigate modern slavery in our operations and supply chains.¹ Ministerial government departments will publish their own modern slavery statements annually, starting from financial year 2020/21. These first individual departmental statements will be published by 30 September 2021.²

The potential for change is huge: public procurement represents a significant share of the global economy, accounting for 15% – 20% of global GDP.³ We want this statement to encourage other governments and public bodies to leverage their spending power to help realise United Nations Sustainable Development Goal Target 8.7 to eradicate forced labour, modern slavery and human trafficking by 2030.

Finding and acting on modern slavery in our supply chains is a huge challenge which requires sustained effort over time.

We have tens of thousands of suppliers, many of whom have complex global supply chains where effective oversight is difficult to achieve, especially in lower tiers of sub-contracting. This statement describes the steps we have taken to assess where the risks are highest across government, where we have greatest leverage, and where we want to prioritise action.

In September 2019, we published guidance setting out the steps that all ministerial government departments⁴ must take to identify and mitigate modern slavery risks throughout the commercial life cycle, from defining contract requirements and procuring goods to managing supplier relationships and ensuring remediation where exploitation has been uncovered.

ICT hardware and electronics, construction and service staff (e.g. cleaning and catering) are the areas modern slavery risks are highest for most ministerial departments. We are piloting innovative programmes and taking steps to tackle the root cause of worker vulnerability in these areas.

1 This statement covers ministerial departments, HMRC, non-ministerial public bodies and executive agencies where spend is reported centrally. It does not cover devolved authorities in Wales, Scotland and North Ireland. Information about how government works can be found on [GOV.UK](https://www.gov.uk). This statement covers the steps we are taking to prevent modern slavery in our commercial spend. Ministerial departments will reflect what steps they are taking in more detail when they publish their individual modern slavery statements.

2 A list of ministerial government departments can be found on [GOV.UK](https://www.gov.uk).

3 See the European Commission's webpage on [International Public Procurement](https://ec.europa.eu/euro-iss/inter-national-public-procurement/).

4 Including their executive agencies and non-departmental public bodies.

Over the last year, we have increased the capability of commercial teams across government to prevent modern slavery. We have delivered training to over 250 commercial staff on how to carry out modern slavery risk assessments so they can put this into practice in their departments. We have partnered with the Chartered Institute of Procurement and Supply to develop the modern slavery content in their [ethical procurement e-learning and test](#).

We are working closely with our suppliers so that they see robust modern slavery due diligence as business as usual activity. We have developed a tool to strengthen our suppliers' modern slavery due diligence. More than 1,000 organisations have completed the assessment since March 2019. Using this tool, we have directly worked with around 400 suppliers on the steps they should take to make their supply chains more resilient to modern slavery.

We are introducing strong incentives for government suppliers to improve their anti-slavery activity. All major procurements in central government will explicitly evaluate social value (where relevant and proportionate), with a minimum 10% weighting at award stage.⁵ Ministerial departments will select from a list of 'social value' policy outcomes, including reducing modern slavery risks (where relevant to the contract). Delivery will be measured against standard metrics, to be used for both contract management and impact reporting by departments.

We are collaborating with a range of partners to uncover exploitation and develop sustainable solutions. The Crown Commercial Service is working with [Electronics Watch](#), an independent monitoring organisation, to improve conditions for workers at factory level in our ICT hardware supply chains. Electronics

Watch's work has led to workers in government supply chains being reimbursed for recruitment fees they paid. A wide range of partners across the public sector, other governments, academia, businesses and non-governmental organisations (NGOs) have been crucial to the ongoing development of our approach to tackling modern slavery in government supply chains, and informing the content of this statement.

We are working internationally to reduce the prevalence of modern slavery in global supply chains. The UK has jointly launched [Principles to Combat Human Trafficking in Supply Chains](#) alongside our partners in the US, Canada, Australia and New Zealand. These principles provide a framework for the UK's international approach to tackling modern slavery in global supply chains.

The UK has committed £200m in Overseas Development Assistance to combat modern slavery which includes action to tackle modern slavery in global supply chains such as public and private sector partnerships to improve workers' rights. The UK has appointed its first Migration and Modern Slavery Envoy to advocate for tackling modern slavery globally, including in global supply chains.

This statement will help the public to understand the steps we have taken to prevent modern slavery in government supply chains, and to be transparent about where we need to improve. This statement also provides examples that public bodies, government suppliers and other organisations can learn from, particularly those who are at an early stage in identifying and preventing modern slavery.

We have set ourselves goals at the end of this statement, and we will publish a progress update in 2021.

SECTION I

STRUCTURE, BUSINESS AND SUPPLY CHAINS

This section explains which government bodies are covered by this statement and sets out our governance structure for preventing modern slavery in our supply chains. It highlights the size and diversity of our supply base and explains why it is important that our action is targeted.

FACTS AND FIGURES ON CENTRAL GOVERNMENT SPENDING⁶

24 MINISTERIAL
GOVERNMENT DEPARTMENTS



1,748 SUPPLIERS

in scope of the Transparency
in Supply Chains regulations⁷



AROUND **£50** BILLION
GOVERNMENT SPEND



554
SUBCATEGORIES OF SPEND⁸



4,000
COMMERCIAL STAFF⁹



34
STRATEGIC SUPPLIERS



- ⁶ Spend and supplier data in this statement covers the financial year 1 April 2018 to 31 March 2019 and is for central government (ministerial departments, HMRC and non-ministerial public bodies and Executive Agencies where spend is reported centrally). The number of strategic suppliers is correct as of October 2019.
- ⁷ Section 54 of the Modern Slavery Act (Transparency in Supply Chains) requires certain commercial organisations with a turnover above £36 million+ to publish an annual modern slavery statement. Home Office estimates around 1,748 suppliers to central government departments were in scope of this requirement for financial year 2017/18.
- ⁸ In accordance with EU procurement law we group our spend using Common Procurement Vocabulary (CPV) codes. Government spend is split into CPV code master, category and subcategory. There are 29 master categories of spend, which split down to 134 categories and further down to 554 subcategories. List of categories of spend can be found [here](#).
- ⁹ Within the [Government Commercial Function](#) (GCF).

This statement covers the steps taken by ministerial government departments during the calendar year 2019 to prevent modern slavery in our supply chains.

Ministerial government departments will publish their own modern slavery statements from financial year 2020/21.

To ensure senior accountability, statements will be signed by the accounting officer (usually the permanent secretary) for each department and approved by their executive committee and relevant minister.

ORGANISATIONAL STRUCTURE TO MITIGATE MODERN SLAVERY IN PROCUREMENT

Our strategy and policies to tackle modern slavery in government supply chains have been jointly developed by the Home Office, Cabinet Office and Crown Commercial Service (CCS) in consultation with the cross-government Modern Slavery and Procurement Implementation Group.¹⁰

The accounting officer for each ministerial department (usually the permanent secretary) is responsible for the regularity and propriety of department's spending decisions, including the steps that the department has taken to prevent modern slavery in departmental supply chains. Accounting officers in ministerial departments are directly and personally accountable to parliament for spending decisions. The Chief Executive of the [Civil Service](#) leads the efficiency programme, working with permanent secretaries across government to put in place reforms including those that get a better deal for taxpayers from commercial decisions and supplier management. Further information about how government works is available on [GOV.UK](#)

The Department for International Trade and the Home Office have nominated anti-slavery advocates to develop and promote policies and programmes to address modern slavery in commercial activity. This approach will be rolled out across departments.

We have worked with a wide range of partners across the public sector, other governments, academia, businesses and NGOs to develop our approach, including consulting the Business Against Slavery Forum,¹¹ the Modern Slavery Strategy Implementation Group¹² and the Office of the Independent Anti-Slavery Commissioner on the content of this statement, as well as self-assessing against the Ethical Trading Initiative's [evaluation framework](#) for modern slavery statements.

¹⁰ This cross-government group meets regularly to consult on government's strategy and policies to address modern slavery risks in commercial spend and co-ordinate activity.

¹¹ The forum, chaired by the Home Secretary, is a partnership between government and CEOs of 13 multinational business to accelerate progress and help smaller businesses to act in their sectors and beyond.

¹² The group was established to support implementation of the UK government's modern slavery agenda through collaboration and engagement between the government, devolved administrations, NGOs and businesses.

OUR SUPPLY CHAINS

The government buys a vast range of goods and services, from military equipment to food and facilities management.

In 2018/19 we spent approximately £50 billion buying goods and services from our direct (tier 1) suppliers.

As of October 2019 there were 34 strategic suppliers to government, who account for around £15 billion annual spend. The strategic suppliers offer a wide range of strategically important goods and services to government. Ministerial departments may have their own separate strategic suppliers.

Over 90% of our tier 1 suppliers are registered in the UK but many of their operations and supply chains are global.

Some of our suppliers have complex supply chains with multiple tiers of sub-contracting and we have little visibility over where many products are made. We are taking a targeted approach, prioritising steps to achieve greater supply chain visibility where our risks are highest, recognising that workers in the lowest tiers of supply chains are often the most vulnerable.

Ministerial departments aim to map their highest-risk supply chains,

beginning with collecting data on their tier 2 suppliers in those supply chains, where it is not held already. By increasing the visibility of their high-risk supply chains, ministerial departments will gain a better understanding of how and where to target their due diligence activity.

SECTION 2

POLICIES IN RELATION TO MODERN SLAVERY

This section is about the government's policies to prevent modern slavery in our operations and supply chains. In particular, this section details how we have recently required government departments to identify and mitigate modern slavery risks throughout the commercial life cycle. Section 3 details the steps we have taken to implement these policies.

CROSS-GOVERNMENT ACTIVITY TO TACKLE MODERN SLAVERY

This statement focuses specifically on what government has done to identify, prevent and mitigate risks of modern slavery within our own operations and supply chains. This is in line with our commitment under the [Principles to Combat Human Trafficking in Global Supply Chains](#) to address the risk of modern slavery in government procurement.

The [2019 Annual Report on Modern Slavery](#) describes the government's wider work to tackle modern slavery, including how we support victims, our international advocacy, and the law enforcement response.

Our work to tackle modern slavery forms part of the government's wider work to implement the UN Guiding Principles on Business and Human Rights which is set out in the [UK's National Action Plan on Business and Human Rights](#).

INTERNATIONAL LEADERSHIP

We are working internationally to reduce the prevalence of modern slavery in global supply chains. This forms part of the UK's international approach to combatting modern slavery, which is supported by the UK's first Migration and Modern Slavery Envoy.

The UK jointly launched [Principles to Combat Human Trafficking in Supply Chains](#) alongside our partners in the US, Canada, Australia and New Zealand which provide the framework for the UK's international approach to tackling modern slavery in global supply chains..

The UK has committed £200m in Overseas Development Assistance to combat modern slavery, which includes action to tackle modern slavery in global supply chains. For example, the Modern Slavery Innovation Fund is also supporting projects to improve workers' rights in Mauritius and Malaysia.

HOW WE BUY GOODS AND SERVICES

Generally, ministerial departments buy their own goods and services, though there are some exceptions.¹³

The Cabinet Office has responsibility for setting the government's commercial policy and commercial standards which define how all central government bodies should conduct their commercial activities. These standards are set out in the [Government Commercial Function \(GCF\) Standards](#) and in [Procurement Policy Notes \(PPNs\)](#) which ministerial departments are obligated to apply. An overview of the Government Commercial Function can be found [here](#).

The Crown Commercial Service (CCS) sits within the GCF and **creates and manages commercial agreements for common 'commodity' goods and services.** Ministerial departments and the wider public sector are encouraged to collaborate and use [CCS framework agreements](#) to procure common goods and services.

PROCUREMENT LEGISLATION AND POLICIES

The [Public Contracts Regulations 2015](#) are the principal UK legal framework for public procurement and incorporate national and international public procurement obligations.¹⁴

The [Supplier Code of Conduct](#) underpins all of our commercial relationships and sets out the behaviours that government buyers and suppliers can expect of each other, including specific provisions on human rights and employment law.

A separate [Code of Conduct for Grant Recipients](#) requires that grant recipients comply with all applicable human rights and employment laws in the jurisdictions in which they work and have robust means of ensuring that the subcontractors in their supply chain also comply.

In September 2019, the Cabinet Office published [guidance](#) setting out the action that all central government departments¹⁵ must take to identify and mitigate modern slavery risks throughout the commercial life cycle, from defining contract requirements and procuring goods, to managing supplier relationships and remediation where exploitation has been uncovered. The Cabinet Office developed the guidance in collaboration with a wide range of government, business, public sector and civil society stakeholders to ensure it is evidence-based, practical and reflects good practice.

¹³ For example, Department for International Trade manages procurement on behalf of UK Export Finance.

¹⁴ Specific regulations apply to defence, concessions and utilities. Further information can be found [here](#). Regulations are supplemented by [Procurement Policy Notes](#) and [Cabinet Office Controls](#) including [Spend Controls](#).

¹⁵ Including their executive agencies and non-departmental public bodies.

The guidance applies to all ministerial and non-ministerial government departments, their executive agencies and non-departmental public bodies. Other types of public bodies are also encouraged to apply the guidance. The guidance requires all procurements that meet relevant procurement value thresholds¹⁶ to be subject to a modern slavery risk assessment to establish whether modern slavery is a high, medium or low risk in that procurement.

The guidance will ensure a consistent cross-government approach to assessing and mitigating modern slavery risks, but ministerial departments might also have their own additional policies or requirements of suppliers.¹⁷ It is important we retain this flexibility so that ministerial departments can pilot new initiatives and tailor their action to their individual organisational needs and priorities.

GOVERNMENT SUPPLIERS AND COMPLIANCE WITH THE MODERN SLAVERY ACT 2015

Companies who bid for public contracts and who have failed to meet their legal obligations in the last three years risk being excluded from public procurements, unless they can demonstrate that they have taken measures to remedy the failures and prevent recurrence. The Home Office is undertaking a compliance audit and may name and shame companies who do not take steps to become compliant.

Bidders for public contracts who have been convicted of certain modern slavery offences under the Modern Slavery Act within the last 5 years must be excluded from public procurements, unless they can demonstrate that they have taken measures to remedy the failures and prevent recurrence.¹⁸ We have [specific guidance](#) on applying these exclusions for government buyers.

We are also taking steps to improve the quality of our suppliers' modern slavery statements. The University of Liverpool, in collaboration with CCS and the Ethical Trading Initiative, has analysed 95 modern slavery statements for some of CCS's largest suppliers against the Ethical Trading Initiative's [Modern Slavery Statements Evaluation Framework](#). The analysis found suggested areas of improvements around supply chain transparency for each supplier, which CCS will discuss with suppliers.

¹⁶ See [PPN 06/19](#) for threshold levels that apply to procurement regulations.

¹⁷ For example [Joint Schedule 5](#) of the Public Sector Contract (which is commonly used when calling off CCS agreements) expands on the requirements of the code of conduct.

¹⁸ As set out in the Public Contracts Regulations 2015. Exclusion is also mandatory if the person convicted is a member of the bidder's administrative, management or supervisory body or has power of decision, representation or control in the bidder, e.g. a director or a member of the management board.

SECTION 3

RISK ASSESSMENT AND DUE DILIGENCE¹⁹

This section describes the modern slavery due diligence we have undertaken, and how we are implementing and incentivising responsible business practices to protect workers in our supply chains. This section also details our understanding of the most significant modern slavery risks in central government supply chains, and where we want to prioritise action.

DUE DILIGENCE WITH OUR SUPPLIERS: MODERN SLAVERY ASSESSMENT TOOL (MSAT)

The Government has developed MSAT - a free modern slavery risk identification and management tool for public bodies to use with their suppliers.

The tool gives suppliers tailored good practice recommendations to improve their anti-slavery activity, from how they conduct risk assessments to ensuring their due diligence helps prevent debt bondage.

Following a pilot with over 200 suppliers and consultation with over 60 external stakeholders (including SMEs), the Home Office designed MSAT to ensure it helps public bodies work practically with suppliers to reduce the risk of worker exploitation in their supply chains. Government has produced 'evaluator guidance' to aid public bodies in their discussions with suppliers.

Over 1,000 organisations have completed the assessment since the new version of MSAT was launched in March 2019 and have either acknowledged the recommendations or are currently considering them. We have directly worked with around 400 suppliers on the steps they should take to make their supply chains more resilient to modern slavery.

MSAT WITH MAJOR GOVERNMENT SUPPLIERS: KEY FINDINGS

Strategic suppliers

The Cabinet Office required all 34 strategic suppliers to Government, accounting for around £15 billion annual spend, to complete MSAT in 2019.²⁰

MSAT can provide an individual supplier with a maximum of 35 tailored recommendations based on the six themes in the Home Office's modern slavery guidance.²¹

Across the 34 strategic suppliers, MSAT provided recommendations focussing largely on risk assessment, due diligence, training and key performance indicators.

The Crown Representatives,²² supported by Cabinet Office and the Home Office, are leading **one-to-one follow-up discussions** with strategic suppliers, prioritising implementation of the recommendations around undertaking robust risk assessments and implementing due diligence practices that help reduce worker vulnerability. Strategic suppliers will be invited to complete MSAT annually and the Cabinet Office will be monitoring the strategic suppliers' implementation of MSAT recommendations.

Common goods and services suppliers

In 2019, **CCS carried out a detailed risk assessment of all its commercial agreements**. The risk assessment categorised 26 commercial frameworks as having a high or medium risk of modern slavery occurring. All 295 suppliers on these frameworks, accounting for around £2.8 billion annual spend, were invited to complete the Modern Slavery Assessment Tool in Autumn 2019 and currently 210 have completed it. **CCS will be discussing results with suppliers and monitoring implementation of the recommendations.**

20 This covers FY 2018/19 spend with the 34 strategic suppliers as of October 2019.

21 Depending on the type of supplier, their capacity and type of risks, they may be able to implement some recommendations easily, while some recommendations require longer-term commitment. A small number of the recommendations may also not apply to every type of business.

22 Crown Representatives help the government act as a single customer by managing cross-cutting supplier-related issues for each strategic supplier.

CROSS-CUTTING DUE DILIGENCE PRIORITIES

RESPONSIBLE PURCHASING PRACTICES

Governments can have a profound impact on the conditions of workers in supply chains through their own purchasing practices.

Aggressive pricing, short lead times and late payments are just a few examples of purchasing practices that can unintentionally create modern slavery risks.

Where suppliers (and their supply chains) are under pressure to meet buyer requirements, this can lead to exploitative situations, for example a supplier not receiving payment on time may not be able to pay workers their salaries.

We recognise the importance of embedding cross-cutting due diligence measures to prevent exploitation in our supply chains

in addition to addressing risk in specific high-risk supply chains. This includes introducing and embedding responsible purchasing and recruitment practices, and prioritising efforts to listen and learn from the direct experiences of workers in our supply chains.

Social Value

We are introducing strong incentives for government suppliers to improve their anti-slavery activity.

All major procurements in central government will explicitly evaluate social value (where relevant and proportionate), with a minimum 10% weighting at award stage.²³ Ministerial departments will select from a list of 'social value' policy outcomes, including reducing modern slavery risks (where relevant to the contract). Delivery will be measured against standard metrics, to be used for both contract management and impact reporting by departments. Cabinet Office will publish more detail on the social value procurement arrangements in due course.

²³ See [PPN 06/19](#) for threshold levels that apply to procurement regulations.

EMBEDDING MODERN SLAVERY PREVENTION IN GOVERNMENT CONTRACTS – THE VICTIM CARE CONTRACT

The [Modern Slavery Victim Care Contract](#) provides support to victims of modern slavery so they can recover from their experiences and move on with their lives. The Home Office is currently procuring a new Victim Care Contract.

As well as delivering the core services, the contract includes requirements for the supplier to ensure they are taking steps to prevent modern slavery in their supply chains. We have attributed 10% of the overall evaluation of bids to social value, which includes consideration of how organisations would perform the contract in a way that reduces modern slavery risks and how they will monitor and measure this. The chosen supplier will also need to complete the Modern Slavery Assessment Tool after the contract is awarded.

Prompt Payment

Ministerial departments must:

- Pay invoices within 30 days to direct suppliers;
- Publish data demonstrating compliance with this obligation;
- Pay 90% of undisputed, valid invoices from SMEs within 5 days; and
- Pay 100% of undisputed, valid invoices from SMEs within 30 days

We have reformed the prompt payment policy so government suppliers for contracts in excess of £5 million a year must:

- Demonstrate effective payment systems to ensure a reliable supply chain;
- Pay 95% of their suppliers within 60 days; and
- Publish their payment data on GOV.UK

Holding ourselves to account

The [Public Procurement Review Service](#) allows government suppliers and potential government suppliers to raise concerns anonymously about unfair public sector procurement practice, including supply chain issues. Government can then investigate and resolve these concerns. The service also conducts spot checks on government buyers. The results of cases are published regularly on the Public Procurement Review Service results page.

UNDERSTANDING THE FIRST HAND EXPERIENCES AND NEEDS OF WORKERS IN OUR SUPPLY CHAINS

We aim to introduce a worker-centred approach to due diligence, where workers are empowered to report issues and are directly involved in conversations about how to protect their rights. We

will work with civil society, unions and our suppliers to develop this approach. We know from our analysis of modern slavery statements that this is also an area where many businesses need to improve.

We know how important it is for workers to trust the mechanisms in place and be confident that they will receive appropriate safeguarding and remediation.

The government guidance on tackling modern slavery in government supply chains encourages commercial and procurement staff to contact the GLAA or the police if they are concerned about a potential victim, or suspicious about a situation that is potentially exploitative in the UK. The guidance also includes a blueprint for how departments should work with suppliers to develop and enforce remedial action plans when issues are uncovered.

RESPONSIBLE RECRUITMENT PRACTICES

The International Labour Organisation estimates that 50% of all victims of forced labour in the private economy are in debt bondage, and over 70% for adults in agriculture, domestic work, and manufacturing.²⁴

Indirect methods of recruitment can increase opportunities for exploitation, due to the absence of oversight and governance by the recipient organisation.²⁵

Recruiters may charge workers excessive recruitment fees and related costs, creating a form of debt bondage over the workers.

Under our commitments to implement the [Principles to Combat Human Trafficking in Supply Chains](#), the government has been encouraging businesses, including suppliers, to strengthen their recruitment practices and endorse initiatives such as the [Employer Pays Principle](#).

Responsible recruitment research

In response to evidence of excessive worker-paid recruitment fees in our rubber manufacturing supply chains in Malaysia, **we commissioned research into best practice interventions that prevent debt bondage** within this industry (and related industries).

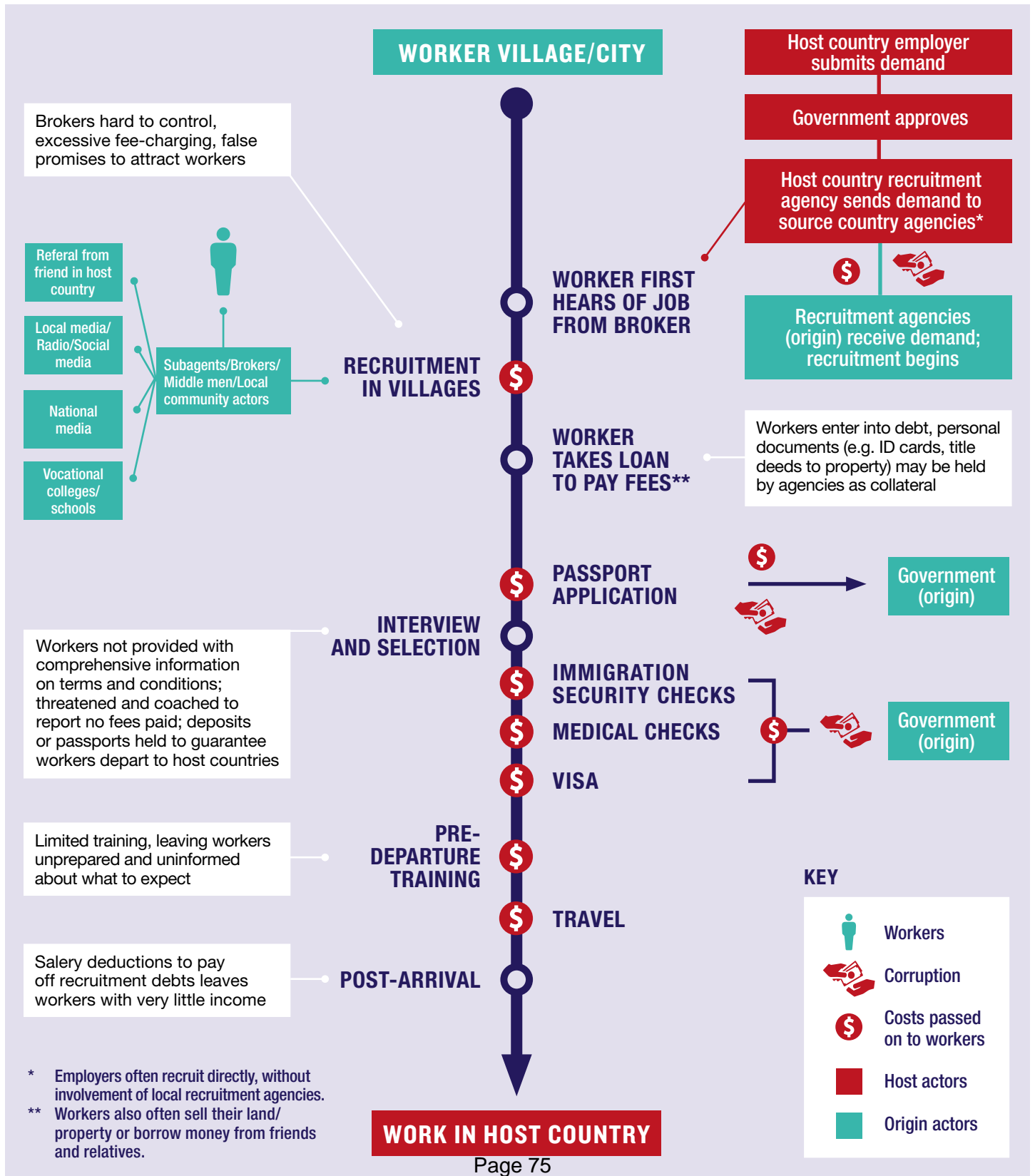
By mapping these interventions against migrant worker journeys from their home countries to working in factories, this work identified where further interventions may be needed throughout this supply chain to improve recruitment practices and reduce vulnerability to exploitation. We are considering how best to progress the findings from this research.

²⁴ ILO (2017), [Global Estimates of Modern Slavery](#).

²⁵ [Work-finding fees](#) are illegal in the UK but may be legal in countries our suppliers operate in. The GLAA operates a licensing scheme to regulate the provision of workers for roles in the UK fresh produce sector - agriculture, horticulture, shellfish gathering and any associated processing and packaging. There are [additional 'related costs'](#) that workers recruited into GLAA licensed schemes cannot be charged.

RECRUITMENT JOURNEY

This infographic provides an example of how workers can be trapped in debt bondage in an international recruitment process. The infographic highlights stages where fees may be charged to workers, key vulnerabilities workers are exposed to and areas where corruption may be a risk.



CROSS-GOVERNMENT RISKS

Modern slavery can affect virtually any industry and any country. **To have the greatest impact on the lives of vulnerable workers, we need to target action where the risks of exploitation are most severe, salient and strategic**, in line with the [UN Guiding Principles on Business and Human Rights](#).

In 2019, the Home Office carried out a high-level modern slavery risk assessment for central government accounting for approximately £50 billion of government spend using the methodology in the Cabinet Office [guidance](#). We assessed against the risk factors in the table below.²⁶

We used a range of data sources (referred to in the guidance) to inform our understanding of risk, including but not limited to: International Labour Organisation (ILO) sector and country reports, the [GLAA nature and scale of labour exploitation across all sectors in the United Kingdom](#), the [Global Slavery Index](#), [Responsible Sourcing Tool](#), ITUC's [Global Rights Index](#) and the U.S. [List of Goods made by Child Labour or Forced Labour](#). We also used sector specific information from our category specialists and bodies such as the [CIOB](#), [Electronics Watch](#) and the [Responsible Business Alliance](#).

Strategic risk e.g. the government's level of spend and associated leverage	
Industry type e.g. construction and manufacturing	Commodity e.g. cotton and electronics
Country risk e.g. manufacturing in South East Asian countries	Business and supply chain models e.g. sub-contracting and reliance on outsourced recruitment
Nature of the workforce e.g. low-skilled temporary work	Context of the supply chain e.g. weak labour laws and high levels of poverty

²⁶ This covered 197 different 'spend categories'. To help us understand our spend patterns we group spend into categories of similar types of spend.

The following results provide an overview of the most severe, salient and strategic risks that we have identified across most ministerial departments. These results do not reflect all risks in the government's global supply chains. There may be significant risks for individual departments that are not included in this table – these will be covered when departments publish their own modern slavery statements.

We recognise that we need to strengthen the steps we are taking to mitigate these risks now that we have identified them as priority areas. We will be setting up cross-government groups to support this activity and ensure we have a co-ordinated approach.

ICT HARDWARE AND ELECTRONICS

What is the issue and how does it affect government supply chains?

- **We spent around £6.5 billion on ICT** (including services and software) in 2018/19.
- **Our ICT supply chains include commodities and services that are critical to government operations and services**, from printers and laptops to computer software.
- **Our procurement of ICT hardware is complex** as it covers a large number of commodities that we may buy directly or indirectly, in bulk or in small quantities, from a range of vendors depending on business needs.
- **We have limited visibility of our ICT supply chains.** This is partly due to the multiple levels of sub-contracting for the raw material extraction, component manufacturing, assembly and logistics.

What are we doing about it?

- **We are increasing visibility of our ICT supply chains.** CCS is mapping (to factory level) purchases of the top 200 products covering [58 manufacturers](#). This will help us work with suppliers to improve conditions on the ground.
- **We are working with [Electronics Watch](#)**, an independent monitoring organisation, which brings together public buyers with in-country civil society experts to conduct and share worker-driven factory-level audits and remediate issues identified in collaboration with brands and the [Responsible Business Alliance](#). Examples of remediation by Electronics Watch in government supply chains include:
 - Reimbursement of recruitment fees and related costs;
 - Ensuring workers have full access to their identification documents; and
 - Ensuring overtime is only undertaken on a voluntary basis.

- **There are documented cases of forced labour in ICT component manufacturing and assembly** in a number of countries where our supply chains are based, such as (but not exclusively) China and Malaysia. These cases include debt bondage, withholding of identity documents and excessive overtime. We are also aware of risks in the sourcing of key ICT commodities, such as cobalt from the Democratic Republic of Congo.
- **We are working with several multi-stakeholder initiatives to improve transparency and governance in the mining sector in DRC.** For example, we are funding the Effective Approaches to Ending the Worst Forms of Child Labour in Fragile Contexts (EAPEC) programme, which brings together a consortium of NGOs, local partners, private sector and media development agencies to develop innovative approaches to ending child labour, including tackling the supply and demand issues which result in child labour in fragile states.
- **We are supporting suppliers to strengthen their due diligence.** CCS has invited its technology hardware suppliers on several frameworks²⁷ to complete the Modern Slavery Assessment Tool (further details on page 18) to understand what due diligence suppliers have in place. CCS is now working with these suppliers to agree improvements.
- **We are strengthening our requirements of ICT suppliers.** We are reviewing the Government Buying Standard for ICT to include minimum standards on modern slavery and developing our approach to monitor adherence to these standards.

CONSTRUCTION

What is the issue and how does it affect government supply chains?

- **We spent around £4.2 billion on construction** in financial year 2018/19.
- **Our construction supply chains include construction services used to build public infrastructure e.g. Crossrail, and the commodities used to build them e.g. bricks and timber.**
- **We have limited visibility of the labour and raw materials supply chains for our construction projects,** due to multiple levels of subcontracting.
- **Nearly one fifth of modern slavery victims in the private sector globally are being exploited in construction.**²⁸
- **Construction workers in the UK are known to be vulnerable to exploitation** due to a range of structural challenges in the industry, such as a reliance on temporary low skilled migrant labour, fragmented supply chains and low-cost tendering.²⁹
- **Foreign migrant workers in our UK construction projects may be more vulnerable to debt bondage,** through exploitative recruitment fees or fraudulent online recruitment.
- We are also aware of risks in the sourcing and processing of key commodities for construction, such as timber and bricks from a range of countries.³⁰

What are we doing about it?

- **We are improving our purchasing practices to reduce structural problems in the industry that increase the risk of exploitation:**
 - Through the [Project Bank Accounts](#), mandated for large scale construction projects, we are working to ensure our construction supply chains receive payment in five days or less from the due date.
 - We ask bidders to explain any prices/costs which appear abnormally low in line with the Public Contracts Regulations 2015.³¹
- **We are working with industry to improve standards and share intelligence with government.** The Gangmasters and Labour Abuse Authority has launched the [Construction Protocol](#), an agreement between government and construction companies (including many government suppliers) to work together to share intelligence on suspected worker exploitation and to improve practice. The Protocol has over 140 signatories, is free to join and is open to suppliers, subcontractors, labour agencies, SMEs and clients. 72% of signatories surveyed have made improvements to their due diligence.

²⁸ See the ILO's report on the [Global Estimates of Modern Slavery](#).

²⁹ See CIOB's report on [Construction and the Modern Slavery Act](#) and the DLME's [Labour Market Enforcement Strategy 2019/20](#).

³⁰ See the U.S. Department of Labor's [2018 List of Goods Produced by Child Labor or Forced Labor](#).

³¹ Regulation 69 of the Public Contracts Regulations 2015 places a duty on the contracting authority to investigate tenders it considers abnormally low. Contracting Authorities must reject tenders which are abnormally low because they are in breach of social or labour law provisions or one of the international conventions.

- **We are piloting new ways to identify modern slavery in UK construction projects.** HMRC is piloting a programme to detect modern slavery in their construction projects in Northern Ireland using intelligence on labour and tax fraud and audits of construction sites.
- **We require all timber and wood-derived products be from sustainable sources** that are independently verifiable under our [Timber Procurement Policy](#).

SERVICE STAFF WORKING ON GOVERNMENT SITES AND IN OUR SUPPLY CHAINS

What is the issue and how does it affect government supply chains?

- **We spent around £1 billion on cleaning, catering, security (and supporting goods) in 2018/19.** These staff were provided directly and indirectly via recruitment agencies, service providers or subcontractors at our sites, as well as service staff working in our supply chains.
- **Accommodation and food service activities accounts for 10% of forced labour victims globally in the private sector,** according to the ILO.³²
- **We assess that the business model for these service providers (e.g. low-cost procurement) and nature of work (e.g. reliance on low-skilled temporary labour, often recruited indirectly in the UK³³)** mean that there is an increased risk of modern slavery in this workforce.

What are we doing about it?

- **We are running a pilot to embed modern slavery considerations at each stage of the commercial life-cycle.** The pilot is taking place in CCS' [Vehicle Hire](#) framework, which includes vulnerable workers in hand car wash services to support the delivery of contracts under this framework. The pilot includes:
 - Pre-market engagement: suppliers were engaged before the tender documents were issued, and briefed on the risks in car washes raised by the parliamentary [EAC enquiry](#).
 - Requirements on ethical employment and recruitment practices in the framework, e.g. ensuring workers are provided with written contracts and reimbursed for any illegally charged recruitment fees.
 - A Service Level Agreement setting out clearly how buyers and suppliers will behave in respect of identifying and acting on any suspected instances of modern slavery.
 - A requirement for suppliers (including SMEs) to be transparent about how they are addressing modern slavery risk both during contract award and then annually thereafter. Suppliers' responses will be used to benchmark improvements in performance over the life of the contract.

³² See the ILO's report on the [Global Estimates of Modern Slavery](#).

³³ See the GLAA's [Problem Profile: The Nature and Scale of Labour Exploitation across all Sectors within the United Kingdom](#).

- **We are supporting facilities management suppliers to strengthen their due diligence.** Cabinet Office has required all of government's strategic suppliers, including several facilities management suppliers, to complete the Modern Slavery Assessment Tool (further details on page 10) to understand what due diligence suppliers have in place and work with them to make improvements. For example, a large facilities management supplier has agreed to work with their principal recruitment agency to strengthen their due diligence. Cabinet Office will be monitoring implementation of recommended improvements in supplier management meetings.

Individual departments will undertake more detailed risk assessments specific to their contracts and will report on these risks in their own modern slavery statements in 2021. This will improve our understanding of cross-government risks and how we should collaborate across government to address them.

SECTION 4

TRAINING AND AWARENESS RAISING

This section describes the training we have delivered to our own procurement and commercial staff and suppliers to build their capability to identify and address modern slavery risks. We are focussing our training efforts on commercial staff because of their increasing responsibility to prevent modern slavery in government supply chains.

How do we train procurement and commercial professionals in government to prevent modern slavery in the commercial life cycle?

Over the past year, we have developed and delivered training to government procurement and commercial staff to raise their awareness of modern slavery, building their capability to prevent it at each stage of the commercial life cycle:

- **The government has partnered with the Chartered Institute of Procurement and Supply (CIPS) to develop the modern slavery content in the CIPS ethical procurement e-learning and test.** This training helps procurement professionals build and demonstrate their understanding of how modern slavery manifests and provides guidance on measures they can take to identify and prevent it. Successfully undertaking and passing the annual test is a mandatory element to gaining and maintaining Chartered CIPS Membership or Chartered CIPS Fellowship (MCIPS and FCIPS). There are 328 Chartered MCIPS and FCIPS holders in central government that are required to complete this training to maintain their Chartered MCIPS and FCIPS status.

- **The Home Office has delivered risk assessment training to over 250 Government commercial staff.**

This training focused on how to apply the risk assessment methodology in Cabinet Office guidance and allowed recipients to practice applying it before they begin conducting a risk assessment for their departments. A further 455 government commercial staff, public sector and third sector organisations have attended CCS and Home Office modern slavery training events to raise awareness of modern slavery in public procurement and practical steps to prevent it.

- **HMRC has delivered supply chain due diligence training for its Threat Response Unit focussing on explaining the links between tax, VAT and labour fraud and modern slavery, and how to spot it.** HMRC plans to apply this training in due diligence for their construction projects in Northern Ireland in 2020.

What are we doing to up-skill government suppliers and public-sector buyers?

In addition to training government commercial staff, we have worked to upskill government suppliers to help them to take effective steps to prevent modern slavery in the supply chains of the goods and services they provide government:

- **We are upskilling our strategic suppliers using the Modern Slavery Assessment Tool and follow-up meetings with the Home Office and Cabinet Office.** Through the tool we provide the suppliers with guidance on how to improve their due diligence and will monitor implementation through future assessments and follow-up meetings.
- **We are supporting SMEs who may have limited resources to address modern slavery risks.** The Department for International Development funds a **Business Integrity Consultancy Service** for SMEs, run by the Ethical Trading Initiative. Under this subsidised, SME-targeted programme, ETI will provide up to 5 days of consultancy, providing practical guidance and support on all aspects of Human Rights Due Diligence, including how to identify and tackle the risk of modern slavery, risk assessment, mitigation strategies, grievance and remediation mechanisms.
- **We have presented at supplier and buyer events attended by nearly 10,000 delegates in 2018/19** to discuss modern slavery and what government expects from our suppliers and buyers, including technical advice on human rights due diligence.

We also want to ensure public-sector buyers outside government are taking effective action in their own supply chains and have run events to increase their awareness of modern slavery risks. This work has included publicising the Cabinet Office's guidance in CIPS Supply Management daily bulletins to 200,000 people worldwide.

We have worked to raise the profile of modern slavery risks amongst international public sector buyers. We ran the first International Conference on Tackling Modern Slavery in Public Sector Supply Chains in collaboration with the Ethical Trading Initiative and the Organisation for Security and Co-operation in Europe.

The conference focused on issues in the construction, electronics, health and general manufacturing sectors and what action procurement staff should prioritise. The conference was attended by more than 170 delegates, including ministers and senior government officials from eight countries, public and private sector bodies, international organisations, trade unions and civil society organisations. The report and summary can be found [here](#).

We have taken steps to raise awareness of frontline professionals who may be in contact with potential victims.

We launched a 'Hidden in Plain Sight' behaviour change campaign in April 2019. The campaign sought to reduce labour exploitation, focussing on three regions in England (West Midlands, West Yorkshire and Cambridgeshire). The campaign targeted frontline professionals in the financial, healthcare and recruitment sectors to spot the signs of labour exploitation and know how to report. Early analysis has shown positive increases in campaign engagement and increased referrals into the National Referral Mechanism.

SECTION 5

GOALS AND KEY PERFORMANCE INDICATORS (KPIs)

This section provides goals for the next financial year as part of our efforts to continuously improve how we protect workers from exploitation, including supporting ministerial departments to develop their own KPIs.

As this will be the only cross-government statement (individual ministerial departments will begin publishing individual statements in 2021), we haven't established year-on-year performance indicators. Instead we have set goals for financial year 2020/21 and we will report against these goals in a progress update in 2021. Ministerial departments will develop their own KPIs based on the Cabinet Office guidance.

Delivery against the goals in this statement will be monitored by the cross-government Modern Slavery and Procurement Implementation Group, which has representatives from commercial teams across government.

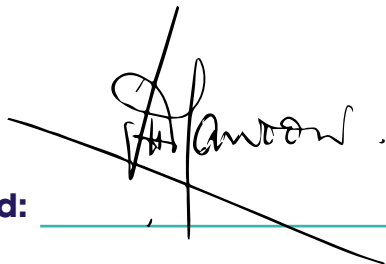
Goals for ministerial departments:

We will continue to build capability across government, particularly in commercial and procurement roles, so that our staff understand what steps they should be taking to prevent modern slavery in government supply chains. To achieve this, in 2020/21 we will:

1. Appoint **anti-slavery advocates** at director level in each department to help co-ordinate their activity and increase awareness of action their department should take.
2. Support ministerial departments to develop their own **Key Performance Indicators** to help us understand whether the action we are taking is working well and where we need to improve e.g. measuring the number of times modern slavery has been considered in tenders, and number of instances of labour exploitation identified and remediated.
3. Support ministerial departments with **guidance on how to produce high quality modern slavery statements**, with input from stakeholders.
4. Develop **training and workshops on how to implement the resources the government has developed** to help public bodies prevent modern slavery in their supply chains for ministerial departments and the wider public sector.
5. Launch a **government-run registry of modern slavery statements**, which will help departments easily assess suppliers' compliance with the Modern Slavery Act 2015.

We will strengthen our risk identification and due diligence measures. To achieve this, in 2020/21 we will:

6. Establish **cross-government working groups to support collaboration** on ICT, construction and facilities management services sectors.
7. **Launch the social value in procurement model**, including evaluation criteria on modern slavery.
8. Explore how we can **embed worker voice and rights in government supply chains**, in partnership with business and worker representative groups.
9. Continue government engagement with the US, Canada, Australia and New Zealand and the wider international community to **implement the Principles to Combat Human Trafficking in Global Supply Chains**.
10. Ensure **departments review, and where relevant amend, their procurement policies** following publication of [PPN 05/19](#).
11. Ensure **departments begin or continue their own risk assessments** to ensure their action plans are targeted.
12. Ensure **departments begin mapping their tier 2 suppliers** for their high-risk supply chains.
13. Ensure **departments invite all their major suppliers in high risk areas to complete the MSAT**, with follow up meetings to help them to better understand the anti-slavery activity they should be undertaking.



Signed: _____

Date: 18 March 2020

This statement was approved by the secretaries of state of all ministerial departments in March 2020.

JOHN MANZONI
CHIEF EXECUTIVE OF THE CIVIL SERVICE

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