



GUILDFORD
BOROUGH

Tom Horwood
Joint Chief Executive
of Guildford and Waverley
Borough Councils

www.guildford.gov.uk

Contact:

James Dearling

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17 February 2023

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, 28 FEBRUARY 2023 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 Ruth Brothwell
Councillor Guida Esteves
Councillor Graham Eyre
Councillor Angela Goodwin
Councillor Richard Morris

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 - 14)

To confirm the minutes of the Committee meeting held on 17 January 2023.

4 **CHILDREN AND YOUNG PEOPLE'S EMOTIONAL WELLBEING AND MENTAL HEALTH (EWMH) SERVICE – UPDATE** (Pages 15 - 38)

To consider an update on the EWMH services, Mindworks Surrey.

5 **UPDATE ON GUILDFORD-WAVERLEY COLLABORATION**

6 **LEAD COUNCILLOR QUESTION SESSION**

A question session with the Lead Councillor for Lead Councillor for Planning Development, Legal & Democratic Services. Councillor Tom Hunt's specific areas of responsibility: Planning applications; Planning enforcement; Planning integration and improvement; Democratic and committee services; Elections; Executive and civic support; GDPR; Information security, governance; Legal; and Overview & Scrutiny support.

7 **LEAD COUNCILLOR QUESTION SESSION**

A question session with the Lead Councillor for Lead Councillor for Regeneration. Councillor John Rigg's specific areas of responsibility: Corporate capital projects; Housing delivery; Transport; and Regeneration.

8 **OVERVIEW AND SCRUTINY WORK PROGRAMME** (Pages 39 - 48)

To agree the draft Overview and Scrutiny work programme.

Please contact us to request this document in an alternative format

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OVERVIEW AND SCRUTINY COMMITTEE

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

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|-----------------------------|-------------------------------|
| 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 Richard Morris | * Councillor Fiona White |

*Present

Councillors Tim Anderson (Lead Councillor for Assets and Property), Joss Bigmore (Deputy Leader of the Council and Lead Councillor for Finance and Planning Policy), Julia McShane (Leader of the Council and Lead Councillor for Community and Housing), George Potter (Lead Councillor for Climate Change and Organisational Development), and James Steel (Lead Councillor for Environment and Regulatory Services) were also in attendance, with Councillor John Redpath (Lead Councillor for Customer and Commercial Services) in remote attendance.

In accordance with Council Procedure Rule 23(i), Councillors Ruth Brothwell and Ramsey Nagaty attended as substitutes for Councillors Chris Blow and Guida Esteves respectively.

OS33 APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTE MEMBERS

The Committee was advised of apologies for absence from Councillors Guida Esteves and Chris Blow and substitutions as detailed above.

OS34 LOCAL CODE OF CONDUCT AND DECLARATION OF DISCLOSABLE PECUNIARY INTERESTS

There were no declarations of Disclosable Pecuniary Interests.

In relation to item 9, Operation of the Leisure Management Contract 2021-22, the Chairman, Councillor Paul Spooner, disclosed a non-pecuniary interest as a governor of Ash Manor School.

OS35 MINUTES

The minutes of the Overview and Scrutiny Committee meeting held on 8 November 2022 were agreed.

OS36 LEAD COUNCILLOR QUESTION SESSION

The Chairman welcomed the Deputy Leader of the Council and Lead Councillor for Finance and Planning Policy and the Lead Councillor for Assets and Property. The meeting was advised that the session would cover Councillor Anderson's new portfolio, together with finance and procurement, both recently moved to Councillor Bigmore's portfolio.

During the ensuing discussion a number of points were made and clarifications offered:

- In response to questions about Old Millmead House (OMH), the Lead Councillor for Assets and Property advised the Committee that existing tenants within part of OMH

provided an income of almost £99k per annum. He indicated that the vacant office accommodation within OMH were being prepared for marketing, with refurbishment of much of the area and the introduction of dedicated wifi connectivity and an intercom system. The meeting was advised that agents would soon be instructed and that the building would be available from April. The Lead Councillor for Assets and Property indicated that refurbishment of the offices was necessary. The Joint Executive Head of Assets and Property advised that agents to handle the marketing of the office space in OMH had been procured in accordance with Council procedures.

- In reply to a question about the current situation of the Toll House Turbine, the Lead Councillor for Assets and Property advised the turbine was working but had not been able to generate electricity due to the high downstream river level. He indicated the turbine would be operating once the river level returned to normal.
- The Deputy Leader of the Council and Lead Council for Finance and Planning Policy was asked for his view on the impact of the Council's procurement policies on climate change and matters such as safe working practices or the elimination of child labour. In his response, he referred to the value of monitoring the number of tenders received that fell outside the Council's policies.
- In response to a request for information about businesses struggling to meet rent payments to the Council during the pandemic and steps taken to recover such debts, the Deputy Leader of the Council and Lead Council for Finance and Planning Policy suggested unpaid debts or failures to meet amended payment plans were minimal and indicated that the Joint Executive Head of Assets and Property could confirm the situation. In addition, he proposed the worth in monitoring for rent arrears and such difficulties during the cost of living crisis.
- In response to comments from a member of the Committee, the Deputy Leader of the Council and Lead Council for Finance and Planning Policy advised that formal decisions were required for significant adjustments or virements to capital project budgets if unexpected issues arose. He suggested that particular queries concerning specific spending on a project be addressed through the Major Projects Board.

The Chairman thanked the Deputy Leader of the Council and Lead Council for Finance and Planning Policy and the Lead Councillor for Assets and Property for attending and answering questions.

OS37 UPDATE ON GUILDFORD-WAVERLEY COLLABORATION

The Joint Chief Executive of Guildford and Waverley Councils advised the meeting that the Joint Management Team had been in post for three months and had started to review services for transformation and collaboration opportunities. The Committee was informed that the two vacancies in the Joint Management Team would soon be filled: a new Joint Executive Head of Legal and Democratic Services would be in post by April and the Joint Executive Head of Planning Development would be able to be announced shortly.

The Joint Chief Executive stated that business cases for further collaboration would be brought forward informally to Executives of both Councils and then circulated to all Councillors thereafter. He advised that the Joint Governance Committee had recommended a minor modification to the Inter-Authority Agreement between Guildford and Waverley Councils and that the suggestion would be brought to meetings of full Council for approval. He confirmed that the Joint Governance Committee had scrutinised the risk register associated with the collaboration.

The Leader of the Council and Lead Councillor for Community and Housing thanked the Joint Chief Executive for his update and indicated her support for the collaboration.

There were no questions or comments from Councillors.

The Chairman thanked the Joint Chief Executive for attending and updating the Committee.

OS38 PROCUREMENT ANNUAL REPORT

The Interim Senior Specialist Procurement introduced the item. He advised that the report submitted to the Committee provided an update on the Procurement Service Strategy, the Procurement Savings Strategy, and the Modern Slavery Charter. The meeting was informed that the savings reported to the Committee were solely from procurement activity and did not include service redesign or efficiency savings.

The Interim Senior Specialist Procurement indicated that approximately thirty-six percent of the procurement savings target had been achieved. He explained that the report identified both vired savings, that is to say, savings moved to other budgets, and other savings that were yet to be audited or vired. The Interim Senior Specialist Procurement advised that more than £2 million of non-General Fund savings were listed within an appendix. He confirmed that the report covered the period until 31 March 2022.

The Deputy Leader of the Council and Lead Council for Finance and Planning Policy indicated that the delivery of procurement savings was on track. He outlined the complexity of identifying procurement savings in a period of high inflation, noted the difficulties of the transition to a centralised model of procurement, and referred to the opportunities from collaboration with Waverley.

In reply to questions, the Interim Senior Specialist Procurement confirmed the difference within the report between savings achieved and moved to another budget and total savings identified and awaiting financial approval. In addition, he explained the projected procurement savings in the report.

A member of the Committee asked for evidence on the effectiveness of the Council's No PO No Pay policy initiative. In reply, the meeting was advised that the No PO No Pay function was promoted but not controlled by procurement officers. The Lead Specialist Finance advised that there was an additional staff cost saving associated with the change in purchasing policy and that suppliers were paid quicker than previously.

In response to a question about modern slavery and whether the Council had received any abnormally low tenders, the Interim Senior Specialist Procurement advised that the Council always challenged such tenders in line with the Public Contract Regulations 2015 and asked bidders to justify such bids. He indicated that bidders not able to justify an abnormally low price were rejected from the tender process.

In reply to concerns raised about rising costs for suppliers and their difficulties in delivering at an agreed price, the Interim Senior Specialist Procurement indicated that the Council did engage with contractors experiencing such issues.

In response to questions, the Interim Senior Specialist Procurement undertook to investigate the measures taken to address the recommendations and risks identified within the internal audit report attached as Appendix 1 to the report submitted to the Committee. In addition, he suggested the value of future joint procurement collaboration activity with Waverley.

In reply to a question, the Deputy Leader of the Council and Lead Council for Finance and Planning Policy advised the meeting that, although the business case for each proposal would need to be developed and assessed, the procurement function seemed well suited for closer working between Guildford and Waverley Councils. The Lead Councillor for Climate Change and Organisational Development indicated that the development and approval of business cases for joint working between Guildford and Waverley Councils would not be possible before the May elections.

The Lead Councillor for Customer and Commercial Services suggested action to encourage local businesses and retailers to bid for Council contracts. The Deputy Leader of the Council and Lead Council for Finance and Planning Policy indicated that local supplier was a factor in the scoring of tenders and welcomed the suggestion of a workshop for local businesses to encourage bidding for Council contracts.

The Chair thanked officers and the Deputy Leader of the Council and Lead Council for Finance and Planning Policy for attending and answering questions.

RESOLVED: That the Annual Procurement Report submitted for the financial year ending March 2022 be welcomed by the Committee.

OS39 PERFORMANCE MONITORING REPORT 2022-23 QUARTER 2

The Chairman reminded the Committee that members with queries about specific performance indicators in the report had been asked to submit these in advance to the Policy Officer, Strategy and Communications, to enable an explanation to be given at the meeting.

The Lead Councillor for Climate Change and Organisational Development introduced the report submitted to the Committee. He advised that the key performance indicators (KPIs) within the report had been updated as a result of feedback from the Committee and a recent review workshop and meeting of the Council's Executive Liaison Group.

In addition, the Policy Officer, Strategy and Communications, informed the Committee that the review of performance indicators had reduced the number of KPIs to approximately forty from Quarter 3 reporting onwards. She advised that some previous KPIs would continue to be monitored through the service planning process.

The Policy Officer, Strategy and Communications, advised the Committee of an amendment to a figure within the report; namely, the Quarter 1 amount for COU11, Speed of determining planning applications for minor development, was 40.39 percent, rather than 52.17 percent.

In response to questions on COU3 and COU4 and aligning KPIs and internal service targets with the Council's priority outcomes, the Policy Officer, Strategy and Communications advised that the Joint Executive Head of Communications and Customer Service would be consulted on the merit in reviewing the KPIs further.

With reference to COU15, 16, 21, 22, and 23, a member of the Committee asked for an informal update on the Council's customer service performance. The Policy Officer, Strategy and Communications, summarised a response provided by the Joint Executive Head of Communications and Customer Service; the meeting was advised of a different approach from the Council's communication and engagement through social media and the reasons for increased call wait times to the Council's customer services in December. In addition, the Policy Officer, Strategy and Communications, indicated that online requests were being dealt with within advertised timescales, informed the Committee that there were over 51,000

customers registered with MyGuildford accounts, and provided details recruitment to customer services.

In reply to a question linking the number of homeless families placed in bed and breakfast accommodation with the possible use of unoccupied Council housing, the Leader of the Council and Lead Councillor for Community and Housing pointed out that void houses were often in need of repair. She undertook to arrange for more information on the issue to be provided to Committee members.

The Committee was informed that the Quarter 2 data for the KPI relating to affordable housing units granted planning permission on eligible sites (H&J20) was not available due the reporting function on the database not working. The Policy Officer, Strategy and Communications, indicated that further information could be provided to Committee members.

The Lead Councillor for Climate Change and Organisational Development made clear that comments from Committee members on improvements to KPIs would be welcomed at any time.

RESOLVED: (I) That the Performance Monitoring Report for 2022/23 Quarter 2, attached as Appendix 1 to the report submitted to the Committee, be noted.

(II) That the invitation from the Lead Councillor for Climate Change and Organisational Development to put forward suggestions and comments on improvements to performance indicators in the Council's performance framework be welcomed.

OS40 AIR QUALITY STRATEGY - WORKPLAN UPDATE

The Lead Councillor for Climate Change and Organisational Development introduced the item. He indicated that the Council was continuing to work with National Highways and Surrey County Council to improve air quality along the A3 as it passes through Guildford although detailed information was not yet able to be made public.

The Joint Executive Head of Regulatory Services noted that the report updated the Committee on Guildford town centre Air Quality Management Area (AQMA), the Air Quality Action Plans for Shalford and Compton, and the A3 through Guildford. He confirmed that the review of the Air Quality Strategy would take place in 2023. The Senior Specialist Environmental Protection declared that the Air Quality Action Plan for Guildford town centre had been approved by Defra subject to minor amendments only.

In reply to a question from a member of the Committee, the Senior Specialist Environmental Protection confirmed the help and support received from Surrey County Council.

A member of the Committee advised the meeting of air quality monitoring undertaken by the Council in the locality of Onslow Infant School and thanked officers.

Another member of the Committee highlighted the importance of considering climate change and sustainability implications in the Council's decision-making and providing officer resource for actions in the Borough's AQMAs. The Lead Councillor for Climate Change and Organisational Development indicated that an update report on the Shalford AQMA was planned for 2023 and that preparation for the report would include meetings with local councillors.

In reply to a question, the meeting was advised that the Council produced an Air Quality Annual Status Report that summarised air quality in the Borough and reported progress to improve air quality; these reports were available on the Council's website.

In response to questions, the Senior Specialist Environmental Protection informed the Committee that the Air Quality Strategy was for a five-year period and covered the whole Borough. He stated that the Air Quality Action Plans had specific and ambitious targets to achieve as they progressed. He confirmed those officers involved in air quality worked closely with officers engaged in the Town Centre Masterplan. The Lead Councillor for Climate Change and Organisational Development stressed that air quality action was a statutory responsibility for the Council with a strict timetable, whereas Council initiatives such as Shaping Guildford's Future were discretionary and could not be counted on to be contribute to the improvement of air quality within the same timeframe.

A member of the Committee raised concern that the anti-vehicle idling campaign within the 2017-22 Strategy had not yet started. In reply, the meeting was advised of the value of working with schools and the requirement for civil enforcement officers if the Council were to enforce such measures. The Lead Councillor for Climate Change and Organisational Development suggested the benefit of installing advisory anti-idling signage. The Leader of the Council and Lead Councillor for Community and Housing stated that the issue of vehicle idling outside schools could be taken forward by the Council's communications team. The Joint Executive Head of Regulatory Services indicated that officers would liaise with colleagues at Surrey County Council with a view to providing anti-idling campaign materials for schools.

RESOLVED: (I) That the report submitted to the Committee be noted.
(II) That the proposed review of the Guildford Air Quality Strategy 2017-22 be endorsed.

OS41 OPERATION OF LEISURE MANAGEMENT CONTRACT 2021-22

[During this item, the Chairman, Councillor Spooner, disclosed a non-pecuniary interest as a governor of Ash Manor School.]

The Lead Councillor for Environment and Regulatory Services introduced the item. He advised the meeting that the first four-month period of the contract year was impacted by Covid restrictions and that the leisure facilities were subject to industry-wide changes. The Lead Councillor for Environment and Regulatory Services noted that the report submitted to the Committee contained the Annual Report from Freedom Leisure and the minutes of the Annual Report presentation. He stated that the declared position at the end of the financial year for the contract overall was a deficit of £383,268.

The Lead Councillor for Environment and Regulatory Services indicated that the members of the overview and scrutiny Leisure Partnership Agreement working group attending the Annual Report presentation by Freedom Leisure had recognised the challenges facing the industry and were generally happy with the day to day operation of the facilities and how the facilities appeared to be recovering following the pandemic. He invited the Committee members to comment on the performance of Guildford Spectrum, Guildford Lido, and Ash Manor Sports Centre.

The Joint Executive Head of Commercial Services advised the Committee that the impact of Covid increased the difficulty of comparing performance over recent years.

In response to questions about the comments from service users, the Joint Executive Head of Commercial Services informed the Committee that there had not been any specific complaints about accessibility. He agreed to take forward a suggestion to seek customer feedback about accessibility of the facilities.

A member of the Committee referred to the issues with Ash Manor School, including the impact on income from the main hall and the dispute about the energy bill. In reply, the Joint Executive Head of Commercial Services confirmed that he was the officer responsible for progressing these issues and hoped to be meeting the school's headteacher soon.

In reply to points raised about gym facilities and membership, the Joint Executive Head of Commercial Services told the meeting that the Spectrum gym area had been refurbished and that the issue of available gym staff would be followed up with the contractor.

In response to concerns raised about energy costs, the Joint Executive Head of Commercial Services advised that the Council was working with Freedom Leisure to bring in energy reductions at the Spectrum. He indicated that the age of the Spectrum increased the challenge of reducing energy costs there.

The Chairman summarised the discussion and suggested the value to the Borough of the Council's leisure services. He expressed support for those involved in efforts to continue Council leisure services in the Borough and sympathy for the challenges facing the operator.

RESOLVED: That the Leisure Partnership Agreement objectives detailed at section 3.4 of the report submitted to the Committee be endorsed.

OS42 REVIEW OF THE ANNUAL REPORT AND MONITORING ARRANGEMENTS FOR THE OPERATION OF THE G LIVE CONTRACT 2021-2022

The Lead Councillor for Environment and Regulatory Services introduced the item, stating that the Council's contract with HQ Theatres Guildford Limited to operate and manage G Live had been extended until 30 September 2024. The meeting was reminded that the G Live Annual Report and the minutes of the Annual Report presentation were attached as appendices to the report submitted to the Committee. The Lead Councillor for Environment and Regulatory Services stated that the eleventh contract year was considered a recovery period – impacted by Covid with the emergence of the Omnicron variant, plus reduced attendance levels in some areas as customers gained confidence in returning to entertainment venues.

The Lead Councillor for Environment and Regulatory Services stated that the members of the overview and scrutiny G Live working group attending the Annual Report presentation by Trafalgar had recognised the challenges facing the industry and were pleased overall by the performance of the operator. He declared that the operator had reported a surplus of £276,931, which meant the Council received £55,386.

A number of points were made in the ensuing discussion:

- The Joint Executive Head of Commercial Services confirmed that touring content was pitched toward younger audiences in the contract year, in part due to the number of comedians keen to tour after the pandemic.
- In reply to a Committee member's query, the Joint Executive Head of Commercial Services indicated that feedback on local community partnerships and community development activities would help inform the service specification for the next G Live contract. He indicated that the future balance and range of G Live's programme could be shaped by performance measures specified within the tendering and contract management processes. The Committee was informed that the operator was limited to the touring product that was available and therefore had little control over the exact number of performances in each genre.

- In response to a query, a member of the overview and scrutiny G Live working group praised the commitment of the G Live management team towards community development events. In addition, he noted that he was keen to resolve catering issues at the venue.

RESOLVED: That the report submitted to the Committee be endorsed.

(II) That the operator and Council's Leisure Client Team be commended for the relative success of the 2021-22 contract year.

OS43 STRAY DOG SERVICE

The Lead Councillor for Environment and Regulatory Services introduced the report submitted to the Committee. He advised the meeting of the Council's statutory responsibility to have measures in place to respond to stray dogs found in the Borough and the appointment of Dogbusters in 2019 to provide a stray dog collection and reception service on behalf of the Council. The Lead Councillor for Environment and Regulatory Services noted that the report set out the Council's responsibilities, details of the stray dog service, relevant statistics, contract management, complaints, and the contract review timetable and process.

The Senior Specialist for Licensing and Community Safety indicated that the Council had a duty to respond to stray dogs and no kennelling facilities of its own, hence the need to procure an outside contractor.

During the ensuing discussion a number of suggestions were made and clarifications offered:

- In reply to a request to provide the cost to the Council of the contract with Dogbusters to aid scrutiny of the service, the Senior Specialist for Licensing and Community Safety indicated the commercial sensitivity of the cost and undertook to seek advice about sharing the information with Committee members.
- Members questioned Dogbusters' handling of communications with members of the public. With reference to another stray dog service provider operating in the county, and the lack of contact details and publicly available information for Dogbusters, a member of the Committee questioned the transparency and accountability of the Council's contractor. In addition, the specification used in the procurement process in 2019 was challenged given that the stray dog service provided by Dogbusters was apparently used by just one other council.
- In reply to questions, the Senior Specialist for Licensing and Community Safety advised the meeting that since 2019 the Council had received three complaints relating to Dogbusters and that the company had dealt with over four hundred stray dogs in the same period. He suggested that Dogbusters was careful about divulging to members of the public any details about stray dogs in its kennels due to concerns about the public accessing their facility in order to reclaim their dogs without paying the fee, as had happened with the previous contractor on a number of occasions; however, he indicated that the contractor should respond positively to finders of stray dogs contacting them to request information about whether the dog had been returned to its owner, and any matters of concern could be referred to officers to investigate.
- In response to questions raised by the Committee, the Senior Specialist for Licensing and Community Safety advised that Dogbusters facilities were inspected regularly by Council officers, there was a contract monitoring schedule with regular meetings, and

the contractor was accountable to the Council. He indicated that Dogbusters was a licensed boarding kennels located in the Surrey area, rated as a five-star facility, the highest rating available under the Licensing Regulations, and with the exact location judged commercially sensitive for reasons of security.

- The Senior Specialist for Licensing and Community Safety confirmed that Dogbusters had been awarded the contract to provide the service after an open procurement exercise, with tenders scored on both cost and technical specification. He indicated that the contract was about to be re-tendered and included areas such as staff training, kennel management, rehoming unclaimed dogs, the provision of emergency medical treatment, dealing with customers, and returning dogs to owners.
- A member of the Committee questioned the quality of the Dogbusters website and the public's perception of both the service and, by association, the Council. The same member of the Committee asked how many complaints had been made direct to the contractor, besides the three formal complaints received by the Council about the service. The Senior Specialist for Licensing and Community Safety suggested that the quality of the information provided to customers could be included within the service specification when the next contract was put out to tender. He indicated that the expectation was for the contractor to manage service complaints made directly to them.
- A member of the Committee asked about the seven-day holding period, the rehoming of unclaimed dogs and the possible role of breed club rescue societies, the value of councillors viewing facilities at the stray dog service, and whether the police used the same boarding kennels. The same member of the Committee queried the number of dogs rehomed or placed in foster care (36) and the number returned to owners (7) in the current year and noted the likely usefulness of a site visit to speak to the contractor.
- In reply to the above questions, the Senior Specialist for Licensing and Community Safety advised that the seven-day holding period was legislated whereby dogs legally become the property of the Council after this period, however during this time every effort is made to reunite the dog with their owner. He informed the meeting that Dogbusters worked with a number of foster families and other rescue centres, including Battersea Dogs Home. In reply to a comment about Battersea Dogs Home, the Senior Specialist for Licensing and Community Safety indicated that the contractor was specifically instructed to never euthanise a healthy dog or pass one along to a charity that would. He advised that many dogs which are unclaimed are not 'pedigree' breeds which would enable the use of a charity for that breed. He suggested that the specification for the new contract would consider the rehoming arrangements. The Senior Specialist for Licensing and Community Safety advised the meeting that he was not aware whether the police used the contractor. The meeting was advised that an increase in the number of dogs being rehomed or sent to foster care in the current year was due to owners not reclaiming their dogs, possibly as a result of an increase in dog ownership during covid and dogs not being microchipped or microchip details not being updated by owners.
- A member of the Committee suggested the merit of Councillor oversight or involvement in the contract preparation process, including consultation about the specification of the contract when it was re-tendered, and ensuring Councillors had a clear understanding of the contract management process and elements of the procurement process, together with information on the costs paid by the Council for the current service. The Chairman expressed support for these sentiments and

suggested to the Lead Councillor for Environment and Regulatory Services the value in a consultation with councillors with a view to improving the specification of the next contract when put out to tender. In response, the Lead Councillor for Environment and Regulatory Services indicated his support for input from Councillors.

RESOLVED: (I) That the Executive be requested to ensure Councillor involvement in the processes for the procurement, contract preparation, and contract management of the stray dog service.

(II) That the Lead Councillor for Environment and Regulatory Services ensure details of the cost and fees paid to Dogbusters for provision of the stray dog service be provided to Overview and Scrutiny Committee members.

OS44 OVERVIEW AND SCRUTINY WORK PROGRAMME

The Senior Democratic Services Officer (Scrutiny) invited questions on the work programme. There were no questions or comments.

RESOLVED: That the work programme attached at Appendix 1 to the report submitted to the Committee be approved.

The meeting finished at 10.00 pm

Signed

Date

Chairman

Guildford Overview & Scrutiny Committee:
Children and Young People's Emotional Wellbeing and
Mental Health Service- Update
February 2023



Reminder of Mindworks: Partnership, Services & Framework-ITHRIVE

Agenda item number: 4



Key principles for system change:

1. **Common Language**
2. **Needs-Led:**
3. **Shared Decision Making:**
4. **Proactive Prevention and Promotion**
5. **Partnership Working:**
6. **Outcome-Informed:**
7. **Reducing Stigma:**
8. **Accessibility:**

Our alliance of partners and wider partners commissioned by EWMH, will work together to advise, help and support children, young people and their families to **THRIVE** through the following services:

- **access and advice** - advice, signposting to existing support or passing through to specialist or clinical support. Access & Advice Mon-Fri 8am to 8pm Sat 9am to 12pm.
 - CYP Havens: 2 drop-in centres Guildford and Epsom (3.30 pm to 7pm)
 - CYP Haven Virtual service - lines are open Monday to Friday, 3.30pm to 7.00pm, Sunday, 1pm to 4pm
- **school-based needs** - a new model, co-produced with schools, using a cluster model with emphasis in school based support and consultation
 - School support - enhanced support for schools and parents, carers and young people delivered by alliance partners
- **building resilience** - help to access services in the local community, such as counselling, mentoring or wellbeing projects
 - Community-based practitioners connecting with children and families as soon as they feel they are struggling. Mentoring to CYP who have presented in crisis (Emerge). Counselling, Early Intervention Co-ordinators. SWP partnership delivering specified interventions to individuals and groups of young people
- **CYPS Community Teams** - for more complex young people and families who would benefit from extensive or intensive treatment using evidence based interventions –
 - Area based Children and young people's community Teams, Eating Disorders, EIIP, STARS, Learning Disability Team, New Leaf (Children in Care, Post Adoption Service, Care Leavers Service), HOPE Service
- **crisis admission avoidance** - supports children and young people who present with high risk behaviour and helps avoid Emergency Department (A&E) attendance or acute hospital admission
 - Crisis helpline 24/7. Consultation line for acute hospitals 5pm -11pm - 7 days. Children's Crisis Intensive Support Service (CCISS), reduced bed offer (HOPE House), 5pm to 11 pm telephone support and outreach visits for vulnerable CYP at risk (Extended HOPE), Emergency Duty Team Mon-Fri 5pm to 9am (24hrs weekends)
- **reaching out** – support for the most isolated and vulnerable children and young people, such as those at risk of offending, school exclusions, experiencing transitions delivered as a multi-agency network using outreach, groupwork, risk support, mentoring, clinical interventions
- **neurodevelopmental services** – a radically transformed service model which we believe will reach children and young people who need help earlier
 - ND pathway team needs based support and diagnoses, Third Sector partners working with children and families living with neurodevelopmental challenges, including parental support, 1 2 1 for Child and Parents, transition support, parenting sessions, drop-in sessions, stepping up Autism Course (8 weeks) for parents and training for CYP with co-morbidity. ND Helpline 5pm-11pm 365 days

<p>Surrey and Borders Partnership NHS Foundation Trust</p> <p>Clinical service delivery and oversight - is the lead service provider focused on delivery of clinical interventions and crisis support as well as getting help and getting more help.</p>	
<p>Barnardo's</p> <p>Engagement and family support - delivers specialist family support service, leads on participation with young people, and provides neurodevelopmental (ND) support in partnership with National Autistic Society and Learning Space.</p>	
<p>Learning Space</p> <p>Neurodevelopmental support - focuses on service delivery with an emphasis on the neurodevelopmental pathway providing support to children, young people and families in partnership with Barnardo's and National Autistic Society.</p>	
<p>National Autistic Society</p> <p>Neurodevelopmental support - service delivery with a focus on the neurodevelopmental pathway providing support for children, young people and their families in partnership with Learning Space and Barnardo's. Also offering regular drop-in clinics to quickly engage children and young people.</p>	
<p>The Surrey Wellbeing Partnership (SWP)</p> <p>Early intervention - plays a key role in early support, building resilience and developing relationships with children, young people and families, and strengthening links with the wider community provision. Delivering advice, signposting and support.</p> <p>SWP is a group of 13 local and national voluntary sector (not for profit) organisations comprising: Barnardo's, The East to West Trust, The Elkon Charity, Emerge, Learning Space, Leatherhead Youth Project, The Matrix Trust, The National Autistic Society, Peer Productions, Relate West Surrey, Step by Step Partnership Ltd, Surrey Care Trust and YMCA East Surrey.</p>	
<p>The Tavistock and Portman NHS Foundation Trust</p> <p>THRIVE development, leadership and outcomes - co-author of the THRIVE Framework along with the Anna Freud National Centre for Children and Families. Develops the Surrey THRIVE Framework, supports its implementation and provides a clinical training programme to strengthen clinical leadership and support an outcomes-based framework.</p>	

Engagement and Coproduction



- Amplify (our young people led board/group) are hosting the second Mindworks Surrey event. All colleagues, families & stakeholders in Surrey are welcome; just scan the QR code or click here:

<https://www.eventbrite.com/e/516836009417>

Mindworks Surrey Event: 4th March 2023



MINDWORKS SURREY PRESENTS...

Surrey Spring Wellbeing Festival

Saturday 4th March 2023

11am – 3pm

Guildford County School, Guildford, GU2 4LU

This is a free, ticketed event for children, young people and families living in Surrey. Please register your interest via the Eventbrite page using the QR code below.

Join us for:

A wellbeing treasure hunt

Performances from young people

Stalls run by Mindworks wellbeing services

Wellbeing arts and crafts

And so much more!

Giveaways

Please note, the first 30 mins of this event will be quiet time for those with additional accessibility needs. For more information, please email amplify.mindworks@sabp.nhs.uk.



Find us on social media:



@amplifysurrey
@mindworkssurrey



Co-production and Engagement with our schools:

Reference Group purpose:

- To share understanding about iThrive, the new contract and the alliance with some key groups
- Provide a forum for colleagues from the Alliance to test thinking on operational design of new/revised services and get feedback during the early months of mobilisation
- Partners to share experiences of the offer delivered and work together on solutions.

The Primary School Reference Group:

- Informed the need to invest in more parental support. Barnardos have been asked to undertake this work and are developing Parent Support Groups, to be rolled out over the coming term
- Build primary school capacity to strengthen the work they are doing on anxiety – plans in place, for example the 'Fantastic FRED Experience', an experiential play approach to supporting children with EWMH needs in primary school settings. This new initiative has already been booked for 220 Surrey schools for the forthcoming school year
- Some SWP partners also provide support to primary schools, which sits outside the Mindworks service - we are continuing to work together to ensure that support is sensibly integrated

Secondary School: focus 21/22.

- Working in partnership with secondary schools, public Health, SCC, Mindworks and Commissioning to agree the process for safety plans that are created for CYP within crisis, to be shared with schools as part of safeguarding requirements where appropriate or with consent.
- Process agreed with designated safeguarding leads
- Pilot project started October 22 within Epsom Acute and Royal Surrey Hospital Trust. This will be evaluated by Easter and rolled out to all Trusts and all schools.

The Special Schools: It was recognised in our special school reference group that these schools needed a new and bespoke emotional wellbeing and mental health offer. As a result, we set up networks for the four different types of school with colleagues from SWP and Educational Psychology

- COIN - Communication and Interaction Needs
- LAN - Learning and Additional Needs
- SEMH - Social and Emotional Mental Health
- SPAN - Severe Learning difficulty

What was the agreed offer:

- Staff support
- Consultation
- Whole School Approach
- Parent workshops and drop ins
- Signposting and Referrals

Transitions Services



Transitions from Primary to Secondary School

Improving transitions for CYP as they move from primary to secondary school and reach adulthood is a priority for the Surrey children's system. Within the Mindworks offer, support to the primary to secondary transition is via the Community Wellbeing Teams, School-based Needs Teams, and the Mental Health Support Teams.

The average age of referral into the MHSTs is 12 years and through a digital support offer 'Kooth,' they can quantify and illustrate that children who are or have transitioned from primary to secondary school tend to use this online service more. Mindworks teams are collectively working together to see how to build more support to respond to this including building family resilience, offering more intervention packages for under tens / primary school and CYP in transition.

Our Kooth counselling service offer is an anonymous service for CYP in Surrey. CYP choose what information they provide. We receive quarterly reports on protected characteristics, age, and support needs of the CYP that choose to share this information. We are also able to see their goal-based outcomes and experiences.

Transitions in to Adulthood

The Reaching out service works with 16–25-year-olds who are hard to reach or difficult to engage. This has been piloted support for Young People (YP) at 17 ¾ to 18 ¼ as they transition out of YP Services into Adult Services. A transition checklist has been co-produced with YP and is being piloted which acts as a guide and prompt to areas YP may require support with their transition, which then forms a care plan. YP transitioning to adult services are supported to manage expectations and anxieties about their transition and supported to engage with the new team and coordinator. YP who are transitioning out of services are encouraged to identify goals to help them move forward and link with appropriate services or community activities. They offer individual low intensity Cognitive Behavioural Therapy (CBT) with a senior wellbeing practitioner and a virtual 'Improving Wellbeing' CBT course. They have also worked with recovery colleges and piloted a "virtual transition, online" module.

To support the young person to transition to Adult Services, Community Mental Health Recovery Service (CMHRS) allocate a Lead Professional to jointly work with Mindworks to help all involved to understand the young adult's care and support needs. CMHRS Teams have weekly CMHRS Multidisciplinary Team (MDT) meetings and have three standing agenda slots to discuss: Complexity and Risky behaviours, Disengaging clients, and clients for discharge. This ensures strong MDT oversight is exercised and ensures all reasonable steps are taken to engage the person and family before discharge. The allocated Lead Professional is required to inform the person using the services, their GP and when appropriate carer/parent or legal guardian, of this decision in writing with clear guidance on how they may access services in the future should they wish to do so. There is a plan to evaluate the effectiveness of this approach in Q2 2023/24.

The National Autistic society (NAS) offer one to one support for autistic CYP aged 16-18 years through school transitions, to identify post sixteen opportunities as well as support them to access these and bridge the existing gap between CYP and adult services. The NAS Coordinator works in partnership with schools, post sixteen settings and post 18 teams to smooth the transition for CYP, as well as addressing specific issues experienced by this cohort (puberty, sex and relationships, gender identity, social acceptance, moving towards independence.) The NAS can signpost 18+ years to young adult social groups (18-25 years) which are based in Guildford and Redhill. These young adult groups meet twice a month and are facilitated by NAS staff. Currently the groups meet once a month on a virtual platform, the individuals can 'check in' with NAS staff and discuss any issues or concerns they may have. The virtual session is structured to provide time to talk and then a group social game or topic of discussion. The second session of the month is face to face, the group will meet in the local community and may access social activities with the support of NAS staff. These activities may include going for a drink, meal, cinema, bowling, snooker hall as well as a structured topic-based sessions, which are chosen by the group attendees. NAS is also able to provide further signposting to their 18+ ASSIST service where individuals can access further one to one support if required and other social activities. In addition, NAS have a further two adult social groups which are based in Guildford and Aldershot that meet once a month and these are aimed at people aged or 25+ years.

Mindworks Reaching Out Service

Our Reaching Out service (previously known as Mindful) supports young people aged 16 to 25 who are isolated and/or vulnerable.

Young people often come to us because they are finding it hard to engage in the important things in life like interests, education and employment, friendships and being with family. Young people may also need support in finding somewhere to live or support in engaging in the services they need.

The service covers the whole of Surrey and works across agencies to engage with, and facilitate, mental health care for young people who are hard to reach.

Our service offers a flexible and friendly approach. We support the most isolated and vulnerable children and young people including those who are:

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- homeless or at risk of homelessness (ages 16 to 25)
- not in education, employment or training (NEET) or at risk of this (ages 8 to 18)
- struggling with drug and alcohol difficulties (ages 16 to 25)
- those 17/18 year olds needing support to transition from Children's Services to Adult Services
- young offenders (ages 10 to 18)
- and those who are hard to reach and/or difficult to engage with (ages 16 to 25)

If you, or a young person you know, are feeling worried, anxious or overwhelmed, finding it hard to engage in life, concentrate at work, school, college or university, becoming isolated or experiencing changes to sleep patterns or appetite, we might be able to help.

Blurring the boundaries

Guildford & Waverley Mindworks Prototype



4 Themes and opportunity areas were identified

Theme 1: CYP bouncing between services and interactions

- How might we grow the number of 'warm handovers'?
- How might we enable some joint-holding of CYP, especially when risk exists

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Theme 2: A disconnected system

- How might we reduce the number of times we ask CYP to repeat their story? How can we help CYP feel that the system is genuinely listening to them and remembering them?
- How can we get better at introducing CYPF to available local offers?
- How can we enable staff to short-cut bureaucratic processes for example, by simply picking up the phone or finding ways of avoiding a referral on?
- How can we grow effective multi-agency teamworking across more areas?

Theme 3: The long shadow of the old (clinical) system

- What is the real impact of retaining the deeply embedded language, terminology and practices of old CAMHS and the Tier system?
- How can we re-build more trust and understanding between people and services?
- Can we create a more joined-up system by changing the language and how we communicate?
- "Service guidelines are limiting us" - truth or myth? Can we make these guidelines less rigid?

Theme 4: Scarcity versus abundance

- How can we celebrate what we do well, and get better at maximising our own resources?
- How can we fairly tap into the great services and offers already available (e.g. schools and community orgs) to meet need?
- What are the opportunities for looking after ourselves and colleagues under the stresses and strains of our work?

4 strategies for improvement



1. **Soft landings:** rethinking how we offer better, more flexible end of support, to reduce the chances of re-referral (Maristelle and Nuala)

Managing and sharing risk: Shared risk management across partners, including frameworks and shared consultations spaces (Dan and Lisa)

In-between spaces: check in calls and useful information for those awaiting support; tracking referrals (Kirsty and Lewis)

Warm handovers: Holding three-way conversations with the YP and those handing over support; streamlining back-office processes to enable better handover (Kerry and Nikki)

How did the prototyping create energy & hope?

<p><i>Real change happens in real work</i></p>	<p>With support, the team got quickly off the page and into the real world, applying and testing their thinking in real cases. This work wasn't theoretical.</p>
<p><i>Those who do the work do the change</i></p>	<p>Everyone who was involved in the prototype learnt from it, and was changed by it. Change is embodied in those who are involved in it, not in a written strategy or report. If you want change, get involved in the work of change.</p>
<p><i>People own what they help to create</i></p>	<p>If people aren't involved in creating the idea, they are likely (consciously or otherwise) to recreate it to suit their own purposes when it finally reaches them. Here, the ideas have sustaining energy because they were developed by those who will be applying them.</p>
<p><i>Connect the system to more of itself</i></p>	<p>The simple power of getting practitioners and managers from across Mindworks and the wider system in the same room and working together created learning and value from the off. The building of relationships is a key part of the work of complex change, and needs prioritisation.</p>
<p><i>Start anywhere... follow it everywhere</i></p>	<p>With an initial focus on CYP who might bounce between community and clinical services, Sprint 1 started with the task of interviewing CYP&F and other colleagues. Revelations from this learning and prototypers' observations led quickly to ideas about what could be done differently and better. The key thing isn't finding the perfect place to start, it's to get started...</p>
<p><i>The process you use to get to the future is the future you will get</i></p>	<p>We cannot expect to grow a Thrive-like, coherent and consistent system if what we create isn't co-designed by Mindworks and wider system workforce colleagues in deep partnership. This prototype set up a deliberately multi-agency and multidisciplinary space, where there was equality of voice, permission to experiment and reflect. We need to design the <u>way</u> we work to be more generative of the future we are hoping to create.</p>

Performance and Outcomes

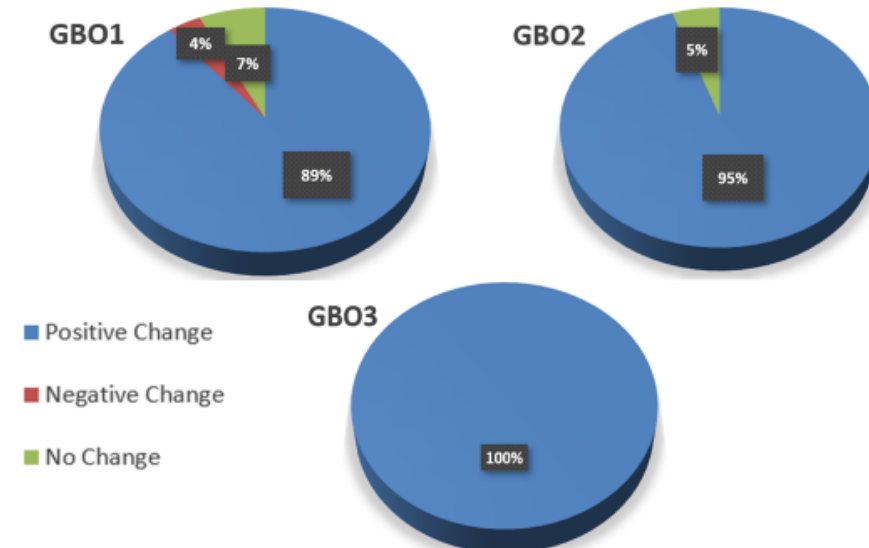


Building Resilience examples of feedback and outcomes

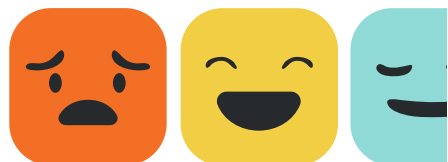
- SWP have begun using Goal Based Outcomes (GBO) across all partners from September 2022
- Initial results show an overwhelmingly positive response. YMCA figures, for example show:
 - On average, 94% of young people achieved positive change across their goals
- Other experiential feedback is routinely sought and that supports an overwhelmingly positive interaction and benefits of the services



Community Wellbeing Team
Goal-Based Outcomes data for 36 clients that completed sessions between July 2022 – Sept 2022

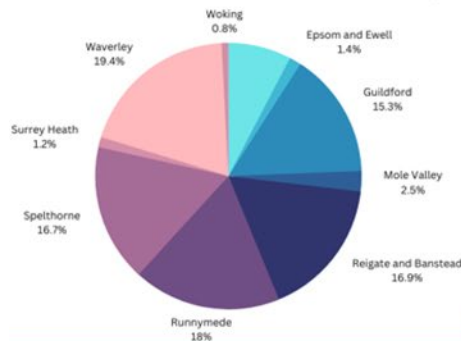


On average, 94% of young people achieved positive change across their goals



Year 2 with Surrey Child Wellbeing Practitioners (CWPs)

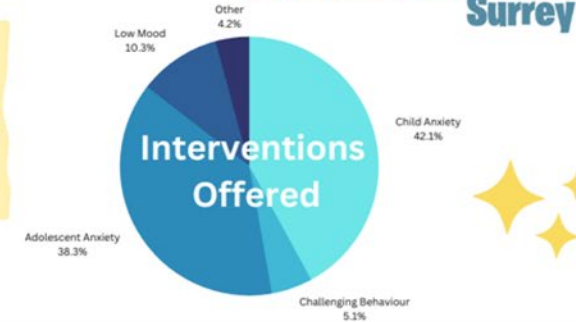
Referrals received from each borough



484 Requests for Support
292 individuals were offered a 1:1 intervention
between April 2021-March 2022

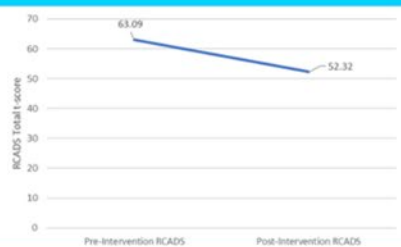


60% of referrals were female; 30% male; 10% other



What we found...

To monitor progress, CWPs ask young people to complete questionnaires every session as well as at the start and end of the intervention.



Average anxiety and low mood scores reduced from moderate to mild following support from CWPs

Significant increase in goal achievement following support from CWPs



What young people told US...

I am grateful for this support

My CWP adapted strategies based on my interests and life circumstances

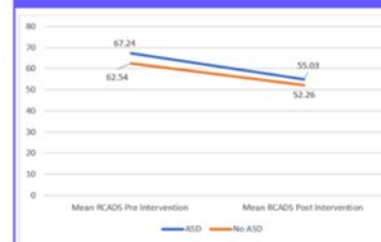
I felt respected and not judged

Helped me to understand myself better

The sessions helped me to feel empowered

What about those with ASD/ ADHD

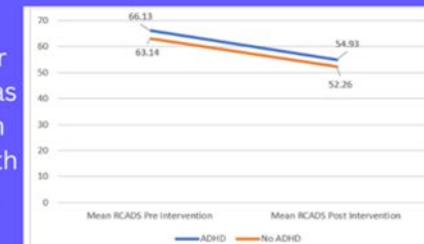
Out of the 292 individuals who were offered 1:1 support, 34% of those were diagnosed or waiting to be assessed for ASD and 14% for ADHD.



Those with ASD showed higher anxiety & low mood scores before and after sessions compared to those without ASD.

However, those with ASD still showed a reduction in anxiety & low mood scores after having sessions with CWPs.

A similar effect was found in those with ADHD



Surrey Heath Mental Health Support Team in Schools

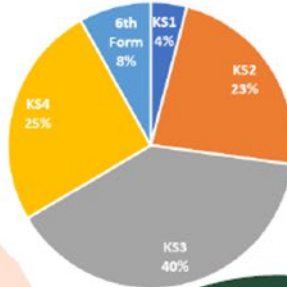
66% female; 32% male
2% transgender or non-binary
28% had suspected or diagnosed ASD
11% had suspected or diagnosed ADHD

Average age of referrals: 12

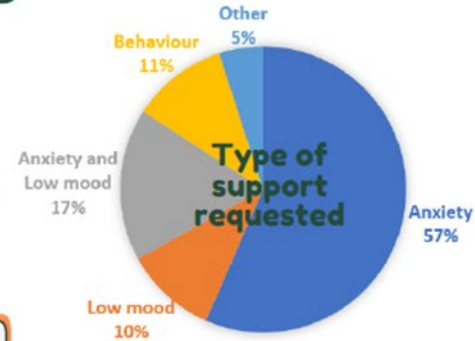


221 Requests for Support April 2021-April 2022

Key Stage at Time of Referral



Senior Clinician Assessments: 42
EMHP Assessments: 119
Assessment by other: 2
Declined an assessment: 12
Referral not accepted (signposted): 46



Feedback from People who Completed Interventions

I felt open to speak every session and it helped me

I felt like I was taken seriously and given genuine ways of being helped

It was very relaxed and helped with day to day life

It helped me a lot

WORKSHOPS

31 workshops for students and 16 workshops for parents covering Low Mood, Anxiety, Friendships and Exam Stress

4 workshops for staff covering Mental Health Awareness and Staff Wellbeing

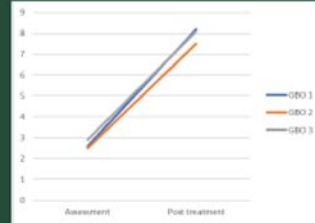


Consultations and advice offered for 270 young people

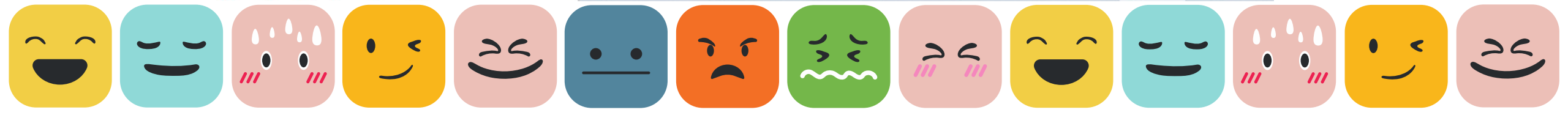
Routine Outcome Measures



On average RCADs scores tracking anxiety and depression symptoms decreased by 26% following treatment.



100% of young people made progress towards their goals

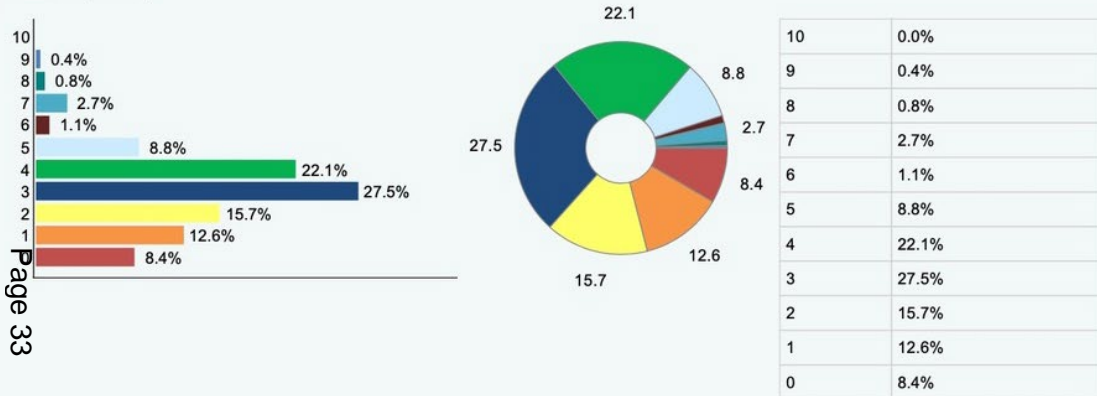


Youth Counselling Service: Outcomes



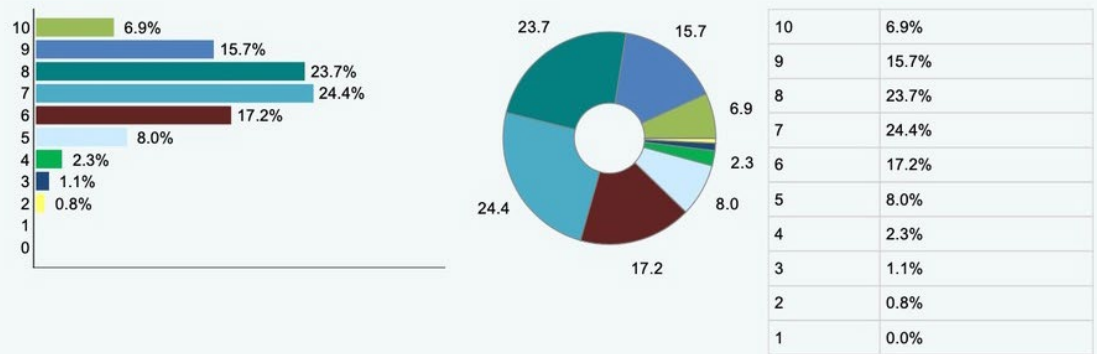
Exclude NA / Dont know: No

2. How did you feel before you started counselling: On a scale of 10 to 0. With 10 = great and 0 = terrible. Score for this question: 29.39% (based on 262 responses)



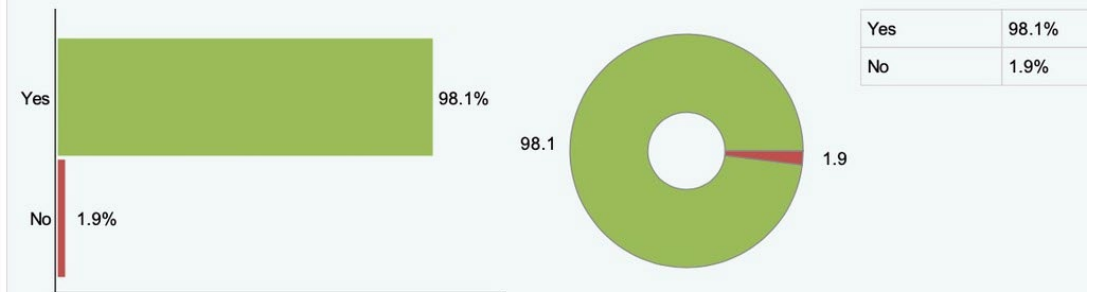
Score for this question: 29.39% (based on 262 responses)

3. How did you feel as a result of your counselling: On a scale of 10 to 0. With 10 = great and 0 = terrible. Score for this question: 72.71% (based on 262 responses)



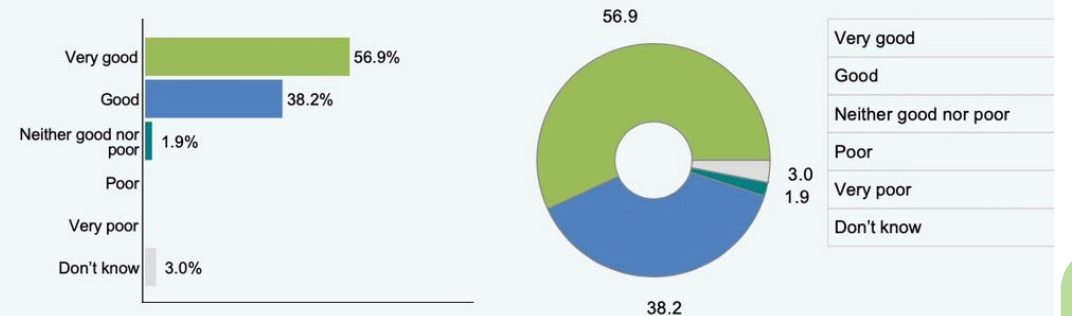
Score for this question: 89.17% (based on 262 responses)

4. If you felt you needed further support, would you use our service again?

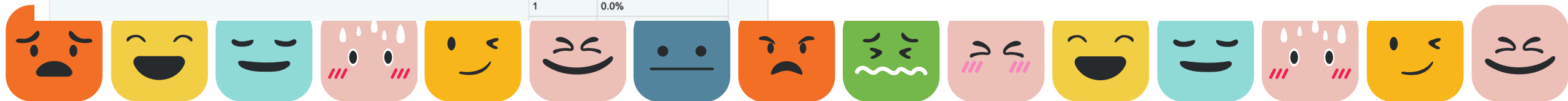


Score for this question: 98.09% (based on 262 responses)

5. Thinking about your visit, overall, how was your experience of our service?



Score for this question: 89.17% (based on 262 responses)



Key Messages Mindworks Surrey Alliance Performance Position YTD M09 - Dec 2022

Targets

- The 2021/22 referral and activity targets have been rolled into 2022/2023 for now. Once agreed, they will be included/adjusted in the Alliance wide Reporting Template.

Demand

- **LSP** - Demand has exceeded Annual Contracted levels YTD M09 at **187%** of Annual Contracted Activity
- **NAS** - Referrals at **140%** of total contracted activity. However low volumes received for **ADHD 1:1 service at 17% of annual contracted activity**
- **Barnardo's** - In general demand at **144%** of total contracted activity. **CYP 1:1 Service at 62%** of contracted activity
- **SWP** – Demand at **57%** - **5,363** referrals received YTD M09 against annual contracted activity of **9,287**

- **SABP** - Demand at **121%** of contracted activity as at YTD M09 **14,527 referrals** against contracted annual target of **11,972**

Activity

SABP - YTD M09 a total of **5311** assessments carried out at **160%** of annual contracted target of **3315 Assessments**. YTD M09 a total of **52, 294 treatments (98%)** delivered against contracted target of **52,967** YTD M09 a total of **57,605 assessments and treatments** delivered against contracted target of **56,280 (102%)**

LSP - In general activity is at **114%** of annual contracted activity as at YTD M09 Dec

NAS - In general activity is at **64%** of annual contracted activity as at YTD M09 Dec. There is capacity within the CYP 1:1 direct work at **2.1%** annual contracted activity

Barnardo's - In general activity is at **56%** of annual contracted activity as at YTD M09 Dec. There is capacity within the CYP 1:1 direct work at **21%** of annual contracted activity

SWP - In general activity is at **78%** of annual contracted activity as at YTD M09 Dec.

YTD M09 Dec Alliance Position

Referrals - YTD M09 Dec: total alliance position at **23,533** referrals against total annual contracted target of 19,074 (**123%**)

Activity - YTD M09 Dec: total alliance position at **117,785** of total annual contracted activity of **135,703 (86%)**

You can view the entire performance pack here: [Mindworks Alliance Performance Position Report YTD M09 Dec 240123 v71](#)

Mindworks Local Named Practitioners

	Primary Mental Health Worker (PMHW):	Early Intervention Coordinator (EIC):	Children's Wellbeing practitioner (CWP)	Mental Health Support Team Lead
Guildford Page 35	Holly Bloom Holly.Bloom@sabp.nhs.uk	Mark Nelson	Marie Wheeler	Kerrie Waller – launching January 2023
Waverley	Nikki Brunton Smith nicola.brunton-smith@sabp.nhs.uk	Maristelle Preece	Ella Jarvis	Sandra Hooper – Launching January 2023

How to access support in a crisis: Contact lines, in and out-of-hours

CYPS Crisis Line (24-hour telephone support)- Tel: **0800 915 4644** offering support and advice to families and young people in crisis

Neurodevelopmental Helpline: offering out of hours support (5pm to 11pm) and advice to families with a child with underlying neurodevelopmental issues: Tel: **0300 222 5755**.

CYPS Havens- offering youth focused drop-in support to young people. Please refer to the website for the opening hours of your local centre (<https://www.cyphaven.net>)

For Out of hours support:

Extended Hope Service Tel: 01483 517878-offering telephone support from 5pm to 11pm for young people and parents where there are concerns regarding a mental health crisis.

In the event of a medical emergency:

- NHS 111 for non-urgent medical advice
- A&E department for urgent medical care



Discussion Themes, challenges and next steps

Discussion:

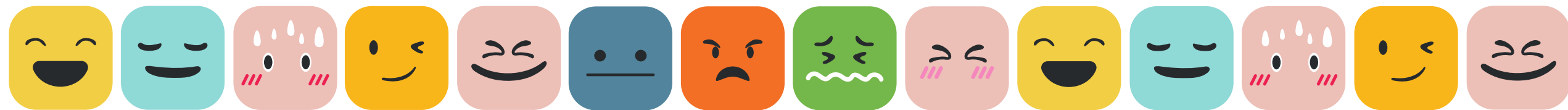
- Normalisation of EWMH being part of peoples lives, and so building confidence in self care and not all issues being a diagnosable issue – reduce stigma and help build Getting Advice and Getting Support.
- Parental Support Value when a CYP is identified within families as having EWMH issue

Challenges:

- Demand for support in our Mindworks services especially within the Neurodevelopmental service out weighs our capacity to meet CYP's needs in a timely way
- We are seeing more CYP with complex needs and increased acuity
- The financial pressures on Mindworks Surrey and other CYP & families support services is impacting need and capacity to meet that need

Next steps:

- Surrey-wide approach to responding to anxiety, self harm and our neurodiverse CYP
- Build family resilience / intervention packages for under 10's / primary school and CYP in transition



Any Questions?



Find out more at mindworks-surrey.org



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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: 28 February 2023

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 2023.

2. Work Programme Meetings

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

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

attached as Appendix 2 to these procedure rules [and as Appendix 2 to this report].

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

- 2.2 The next work programme meeting of the chairmen and vice-chairmen of the OSC and the EABs is scheduled for 15 March 2023, with subsequent meetings to be arranged.
- 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, February 2023
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, 2023

Overview & Scrutiny Committee items
<p>6 June 2023 meeting</p> <ul style="list-style-type: none">• Lead Councillor Question Session (tbc)• Guildford & Waverley Collaboration: update• Spend on consultants and agency workers, 2022-23• Council's Customer Services Update• Performance Monitoring Report 2022-23 (Quarter 4)
<p>11 July 2023 meeting</p> <ul style="list-style-type: none">• Lead Councillor Question Session (tbc)• Guildford & Waverley Collaboration: update• Update on Borough's Response to Refugees• Procurement Annual Report, including Charter Against Modern Slavery (tbc)• Overview and Scrutiny Annual Report, 2022-23• Establishment of G Live and Leisure Management Scrutiny Working Groups
<p>12 September 2023 meeting</p> <ul style="list-style-type: none">• Lead Councillor Question Session (tbc)• Guildford & Waverley Collaboration: update• Safer Guildford Partnership Annual Report 2023• Performance Monitoring Report 2023-24 (Quarter 1)
<p>7 November 2023 meeting</p> <ul style="list-style-type: none">• Lead Councillor Question Session (tbc)• Guildford & Waverley Collaboration: update• Operation of the Leisure Management contract, 2022-23

Currently unscheduled items

- Regeneration
- Report of the Affordable Housing task group
- Management of community assets
- Review of Older People's Services
- Visibility and transparency of asset disposals by the Council, including green spaces [latest 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. Final evidence gathering with formulation of findings and recommendations and report to Committee in 2023.

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

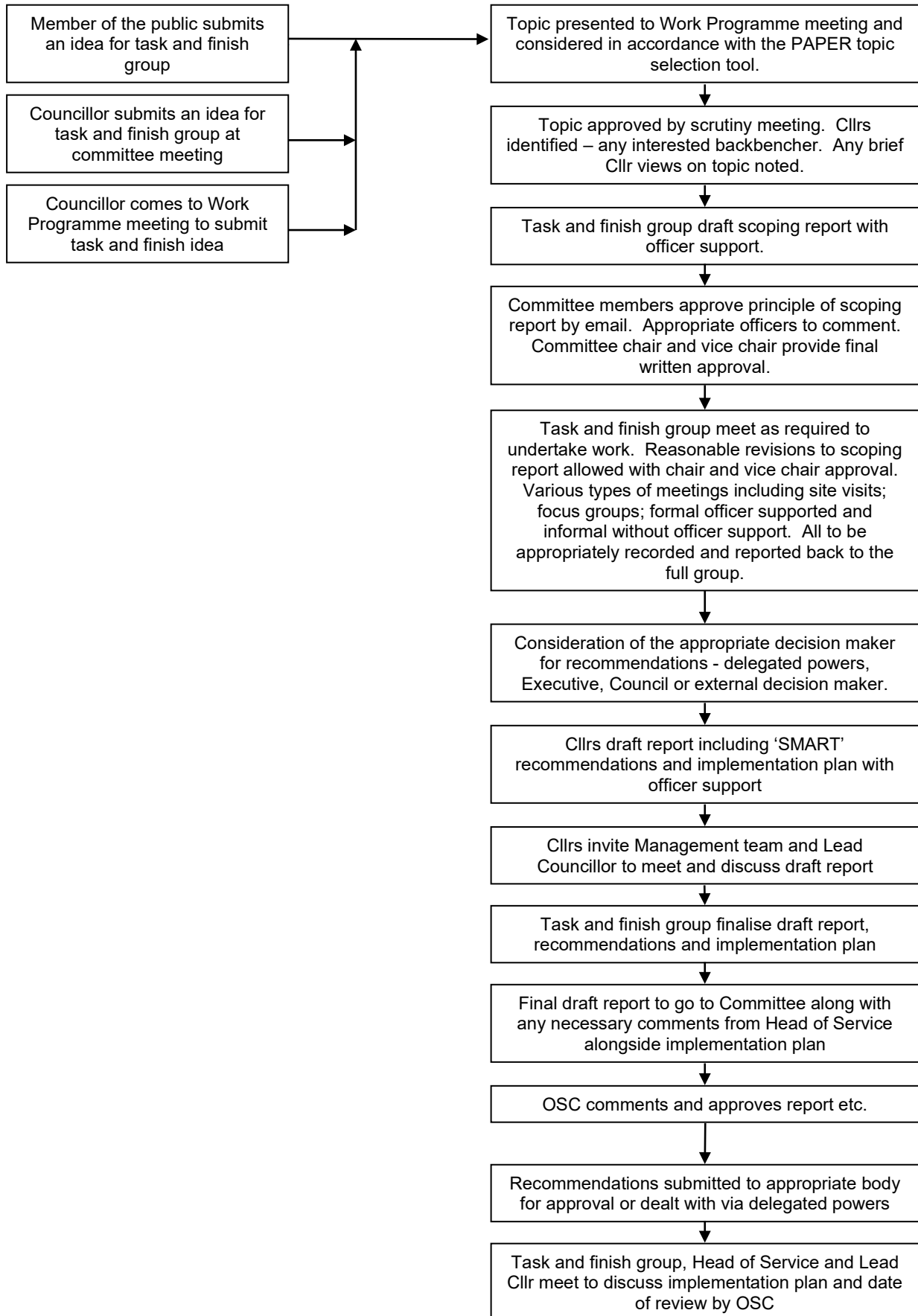
Performance: priority should be given to areas in which the Council and Partners are not performing well

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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