Councillors Richard Billington, Lead Councillor for Community Safety and Health, Councillor Sarah Creedy, Lead Councillor for Housing and Social Welfare and Matt Furniss, Lead Councillor for Environment, were also in attendance.

In accordance with Council Procedure Rule 17(m), Councillor Steve Freeman attended as a substitute for Councillor Tony Phillips.

CC04 – APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTES
Apologies for absence were submitted on behalf of Councillors Jayne Hewlett and Tony Phillips. The Committee was advised of a substitution as detailed above.

CC05 – LOCAL CODE OF CONDUCT – DISCLOSURE OF INTERESTS
There were no disclosures.

CC06 – MINUTES
The minutes of the meeting of the Customer and Community Scrutiny Committee held on 11 March 2014 and the minutes of the Joint Scrutiny Committee held on 3 April 2014 were confirmed and signed.

CC07 – WEY AHEAD NEWSLETTER ITEMS – COUNCILLOR QUESTIONS
No questions were received. However, the Chairman noted that it was important for any major World War I commemorative events to be included in the Wey Ahead.

CC08 – GUILDFORD FAMILY SUPPORT PROGRAMME
The Lead Councillors for Community Safety and Health and Housing and Social Welfare welcomed Sean Rafferty, Surrey County Council to the meeting and introduced the report, explaining that the initiative offered support and aimed to ‘turn around’ the lives of families with complex and multiple needs.

The Committee noted that as the lead agency, Surrey County Council commissioned the borough and district councils to deliver the programme locally. The programme offered support to families through the ‘Team Around the Family’ model with a period of intensive support (on average 12 weeks) provided by a local team. Thereafter, the family was offered up to a further nine months of support by a lead professional and the network of agencies involved with the family.
The programme had been in place for a year and a key aspect of the programme was demonstrating effective outcomes. There were specific measures set by the Department for Communities and Local Government based on ensuring that the families engage in school and employment and reduce criminal and anti-social behaviour, which if achieved, additional ‘payment by results’ funding of up to £4,000 per family may be paid.

The Committee noted that the Government announced the extension and expansion of the programme as part of the Comprehensive Spending Review 2013. The national programme would be expanded and extended to cover another 400,000 families for a further five year period from 2015-2020 which translated to approximately an increase from 1,050 to 4,200 families in Surrey. The problems targeted by the current programme, namely youth crime, anti-social behaviour, poor school attendance and unemployment would remain relevant but the expanded programme would focus on families with a broader range of problems including those affected by family violence, vulnerable children and with a range of mental and physical health problems.

The funding for the extended programme had yet to be confirmed by the Government, however, the Committee noted that the Borough Council had only made a commitment to support the current programme until March 2015. As a result, the family support team members were currently on fixed term contracts until the end of March 2015. The Council would therefore need to consider whether it would provide ongoing support and if so submit a growth bid, prior to Christmas 2014.

The Committee asked a number of detailed questions and the responses are summarised below:

- Families that did not currently meet the criteria for the scheme were also supported and signposted to the correct support networks;
- The Family Support Team worked in close partnership with the Guildford Child and Adolescent Mental Health team and GP’s which allowed early intervention; and
- Whilst the long term benefits of the programme were awaited, initial results had shown improvements in school attendance and anti-social behaviour, although getting families into work was more challenging.

The Committee recognised the benefits and long-term value of the programme. As such, the Committee were keen to impress on the Executive its support for the programme and the importance of the Council making an early decision in terms of financial support beyond March 2015. Therefore, the Committee

RESOLVED: That the Executive be advised that the Customer and Community Scrutiny Committee supports the continuation of the Guildford Family Support Programme and the provision of ongoing financial support for the programme beyond March 2015.

**CC09 – FUNDAMENTAL SERVICE REVIEW OF STREET CLEANING**

The Lead Councillor for Environment introduced the report which set out the approach to undertaking the review of the service, the findings and resulting action plan to be implemented.

The Executive Head of Environment and the Cleansing Manager explained that this was the first full review in 11 years. The review had given councillors, on the review group, the opportunity to look in detail at how the service was carried out, take into account any changes and consider the future service.
The Committee noted that the review commenced in 2012, however, there had been other
decisions which had a direct impact on the service and its management and had delayed the
review, most notably the decision to implement ‘Recycling More’ and garden waste services
in 2013. In addition, a review of public conveniences had been carried out within the
timescale and this review was incorporated into the report and action plan.

Given the timescale of the review, Councillors were pleased to note that a number of actions
and changes had already been made, including; the introduction of an evening business
waste collection service, new sweepers, online forms for litter and dog fouling, more
involvement from the Parishes, a dog fouling campaign and the introduction of the ‘Glutton’
(a small hand pulled electric vacuum cleaner in the town centre).

The Committee noted the comprehensive 16 point action plan (attached at Appendix 8 of the
report to Committee) and made a number of points as summarised below:

- The potential efficiencies of integrating street cleaning and parks and countryside
teams were being explored;
- The key findings of the Association of Public Service Excellence (APSE) regarding
  below average performance on litter and detritus performance had already been
  improved since the benchmarking survey;
- The Committee suggested that slip and trunk roads should be cleaned more regularly
  than twice a year, however, the cost of traffic management arrangements and the
  requirements to safeguard staff were recognised;
- The cost of removing chewing gum and previous campaigns to target offenders were
  noted and it was suggested that the ‘Chewing Gum Boards’ (specific boards for
  people to deposit their chewing gum on) should be reinstated;
- A social enterprise initiative called ‘GLADE’, had received a contract for some grass
  cutting and street cleaning services for a 2 year trial. Councillors and the local
  community would be involved in monitoring the contract once the governance
  arrangements had been established.

The Committee,

RESOLVED (I) That the action plan arising from the fundamental review of street cleaning
be endorsed;

(II) That the Executive be requested to:

(a) authorise the Executive Head of Environment to carry out the necessary
    procurement, staffing changes and service changes in consultation with the
    Lead Member for Environment in order to complete the action plan;
(b) exclude street cleaning services from the community right to challenge until
    April 2017, to allow the service changes from the action plan to settle in and
    allow suitable time to review the services delivered under the two year
    arrangement with GLADE.

CC10 – REVIEW OF HOUSING ALLOCATION SCHEME
The Lead Councillor Housing and Social Welfare introduced the report which set out the
proposed changes to the Housing Allocation Scheme ahead of the final period of
consultation with registered providers.

At its meeting on 16 January 2014, this Committee agreed that the scheme did not require a
major review, however, it was agreed that the scope would include restricting access to Council housing for certain households by reviewing the criteria regarding local connections, financial circumstances ownership of property; behaviour and limiting the number of offers housing applicants receive. Having consulted with housing applicants, the Tenants Action Group and Registered Providers, the main changes proposed were as follows:

- People without a local connection would be excluded from the register. In addition, the definition of local connection would be strengthened by increasing the employment qualification and removing former residence in the Borough;
- Armed forces did not require a local connection to be on the register, however, those with a local connection would have increased priority;
- Housing applicants that owned or had an interest in property anywhere in the world would be excluded, as well as those who had sold a property within the last five years;
- Income thresholds of £35,000 for a single person and £70,000 for a couple would be introduced with a savings and capital threshold of £30,000;
- In relation to behaviour and conduct of applicants, there would be requirements to address housing related debts and anti-social behaviour with exclusion from the register proposed in certain circumstances;
- A limit of three suitable offers made to applicants or one in the case of households in temporary accommodation;
- Increased priority for tenants with larger families in one bedroom flats; and
- Greater flexibility with supported housing allocations and transfers.

Having discussed and endorsed the proposals and thanked the Officers, the Committee

RESOLVED: That the revised Housing Allocation scheme be approved for final formal consultation with Registered Providers and other relevant stakeholders prior to submission to the Executive on 22 July 2014.

CC11 – CUSTOMER AND COMMUNITY SCRUTINY COMMITTEE – WORK PROGRAMME
The Committee considered the work programme proposed for the Customer and Community Scrutiny Committee as recommended by the agenda setting meeting held on 24 March 2014.

The Committee noted the proposed format for the two forthcoming Joint Scrutiny Committees scheduled for 17 June and 13 November 2014.

RESOLVED: That the work programme, as set out in Appendix 1 to the report submitted to the Committee, be approved, subject to the removal of the words “state of the area” in relation to the Leader’s Report for consideration at the Joint Scrutiny Committee on 17 June 2014.

Chairman
15 July 2014