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To: MEMBERS OF THE COMMUNITY SERVICES COMMITTEE
Councillors Wren (Chair), Swann (Vice-Chair), Allen, Caulcott, Connolly, Crane, Hammond, Lee, Mansfield, North, O'Driscoll and Stamp

for any enquiries, please contact:
customerservices@tandridge.gov.uk
01883 722000

Substitute Councillors: Bourne, Duck, Gaffney and Moore

C.C. All Other Members of the Council

15 November 2021

Dear Sir/Madam

COMMUNITY SERVICES COMMITTEE TUESDAY, 23RD NOVEMBER, 2021 AT 7.30 PM

The agenda for this meeting of the Committee to be held in the Council Chamber, Council Offices, Station Road East, Oxted is set out below. If a member of the Committee is unable to attend the meeting, please notify officers accordingly.

Should members require clarification about any item of business, they are urged to contact officers before the meeting. In this respect, reports contain authors' names and contact details.

If a Member of the Council, not being a member of the Committee, proposes to attend the meeting, please let the officers know by no later than noon on the day of the meeting.

Yours faithfully,

David Ford
Chief Executive

AGENDA

- 1. Apologies for absence (if any)**
- 2. Declarations of interest**

All Members present are required to declare, at this point in the meeting or as soon as possible thereafter:

- (i) any Disclosable Pecuniary Interests (DPIs) and / or
- (ii) other interests arising under the Code of Conduct

in respect of any item(s) of business being considered at the meeting. Anyone with a DPI must, unless a dispensation has been granted, withdraw from the meeting during consideration of the relevant item of business. If in doubt, advice should be sought from the Monitoring Officer or her staff prior to the meeting.

- 3. Minutes of the meeting held on the 21st September 2021 (Pages 3 - 8)**

To confirm as a correct record

- 4. To deal with any questions submitted under Standing Order 30**
- 5. Presentation on behalf of the Caterham & Warlingham and Oxted Citizens Advice Bureaux**
- 6. Community Services Quarter 2 2021-2022 Performance Report (Pages 9 - 28)**
- 7. Review of Statutory Taxi & Private Hire Vehicle Standards (Pages 29 - 48)**
- 8. Queens Park Improvements Project (Pages 49 - 78)**
- 9. Any other business which, in the opinion of the Chair, should be considered as a matter of urgency**

TANDRIDGE DISTRICT COUNCIL

COMMUNITY SERVICES COMMITTEE

Minutes and report to Council of the meeting of the Committee held in the Council Chamber, Council Offices, Station Road East, Oxted on the 21st September 2021 at 7.30pm.

PRESENT: Councillors Wren (Chair), Swann (Vice-Chair), Caulcott, Crane, Gaffney (substitute in place of Lee), Hammond, Mansfield, Moore (substitute in place of Allen), North, O'Driscoll and Stamp.

ALSO PRESENT: Councillors Farr and Lockwood

APOLOGIES FOR ABSENCE: Councillors Allen, Connolly and Lee

112. MINUTES OF THE MEETING HELD ON THE 22ND JUNE 2021

These minutes were approved and signed by the Chair.

113. TO DEAL WITH ANY QUESTIONS SUBMITTED UNDER STANDING ORDER 30

Questions had been submitted by Councillors O'Driscoll (2) and Caulcott (1). The questions and responses are provided at Appendix A to these minutes.

114. COMMUNITY SERVICES QUARTER 1 21/22 PERFORMANCE REPORT

The Committee considered an analysis of progress against key performance indicators, together with an updated risk register for the first quarter of 2021/22.

Members discussed persistent anti-social behaviour in some areas. Officers confirmed that partnership working with other agencies such as the police took place to minimise anti-social behaviour across the District. Officers confirmed that a briefing to members of the committee would be arranged for a future date.

Information about the methodology for measuring performance against the street cleanliness indicator was also included. In response to questions from members, Officers confirmed that the methodology used had been developed by Tidy Britain and was commonly used by local authorities. They highlighted that it was beneficial to use the same methodology as others so that comparisons can be made easily.

Members also raised questions regarding food hygiene ratings and inspections conducted by the Environmental Health Team. Officers agreed to arrange a briefing session with committee members and the Environmental Health Team to discuss inspections and the food hygiene rating process.

RESOLVED – that the Quarter 1 (2021/22) performance and risks for the Community Services Committee be noted.

115. ANIMAL WARDEN SERVICE

The Chair informed the Committee about trial arrangements for the provision of this service across both Tandridge and Mole Valley districts. Two Animal Wardens (one for each District) had been employed by the shared environmental health service, but one had recently retired. In light of this, a four month trial commenced in August 2021 with one warden covering both districts. A decision on whether to fill a second post would be based on an assessment (to be informed by the trial) about whether service levels can be maintained within acceptable limits whilst reducing partnership costs. The Chair explained that she represented the Council on the Environmental Health Joint Partnership Board and would work with Mole Valley's lead Member and senior officers to assess the effectiveness of the single post operating model.

The Chair also summarised the main tasks undertaken by the warden, namely the collection of stray domestic animals and inspection of premises for licensing purposes. Other activities, such as joint work with local police teams and the investigation of animal noise complaints would be undertaken on a priority basis.

Rising 8.38 pm

Community Services Committee – 21st September 2021
Standing Order 30 questions and responses

Questions from Councillor O'Driscoll

1. Residents have raised concerns about garden waste not being collected. While I recognise the external factors that have influenced this situation, I would like to know what steps are being taken by Tandridge to get garden waste collected and when will collections run on time again? I would also like to thank Simon Mander for his wonderful work on sorting this.

Response from Simon Mander (Locality Services Manager):

There were certain factors out of our control. The suspension of the garden waste service for a fortnight was due to HGV driver shortages which are affecting a myriad of businesses and local authorities across the country. For example, the garden waste collections in the joint waste collection contract area in the west of Surrey has been suspended until 2022 and flats in the South London Waste Partnership area are having their recycling collected as refuse. Therefore, in comparison to others, the two-week suspension has been frustrating for residents and ourselves but it feels like a good result taking into account those factors.

As part of the suspension, subscribers were notified that they could put out 3 additional sacks when the service resumes. In terms of volume, it's the same volume as a 240 litre bin so when Biffa started collecting again they were, in effect, collecting double the amount. Therefore, it is easy to understand that those collections took longer than planned. If the collection could not be completed on the day, we were rolling it to the next day and Biffa have been working Saturdays to complete all the garden waste collections. Unfortunately, last Saturday Biffa were not able to complete due to volumes presented and there was one day in the week when one of the two vehicles was not working. All the outstanding collections were made on Monday 20th September 2021.

Personally, over the two weeks, I have received very few concerns from residents about delays from either direct contract or through the Customer Services Team. I would like to thank all Members and parish clerks who have passed on my updates to residents as I'm sure this has helped manage the message.

No more excess will be collected from today (Tuesday 21st), and there's the opportunity that the service can resume to normality although it does rely on there being no further issues with agency drivers going to different jobs, sickness and the volumes of garden waste do not increase further. It's an important factor that the amount of garden waste collected is still above levels seen before the lockdown period. The amount of tonnage Biffa are collecting has gone up.

A word of caution – the garden waste service is not a statutory service and therefore the Council's legal priority is to ensure that the statutory collections (refuse and recycling) take place. Defra have issued non-statutory guidance on which services should be prioritised and I can confirm that Garden Waste is a low priority service to continue if there are driver and loader shortages.

In terms of building more resilience:

- *2 x loaders are currently going through LGV training and 4 x agency loaders are being trained to LGV standard by Biffa agency to serve on the Tandridge contract. However, it will take between 4 – 6 months to complete the training and test compared to a pre Covid times of around 2 months; and*
- *drivers have had their employment packages reviewed in light of market forces in order to improve retention.*

There is a meeting of the Surrey Environmental Partnership tomorrow (September 22nd) and there is going to be an update about driver shortages across Surrey as we are not in a unique position.

- 2. The wildflower project in Tandridge and especially in Hambledon Linear Park in my ward has been very positively received. Will this scheme be expanded to other green spaces in Tandridge and how can we work to enhance our green spaces, especially in Caterham?**

Response from Alison Boote (Executive Head of Communities):

I'm pleased to confirm that the wildflower meadows project will continue in both current locations and we are also planning to establish new meadows in other parts of the District.

We're following the Open Space Strategy ... number 25 of the District-wide actions states that we should review verge cutting frequency, consider wildflower meadows and, in particular, leave parts of the open space unmanaged so that wildlife can flourish. Also, number 2 of the Open Space Strategy states that we should explore opportunities to encourage biodiversity within the District's parks and open spaces. We are also going to look for opportunities to create wildflower corridors that provide safe havens for wildlife from one open space to the next. Wild spaces work so much better if they are connected in corridors rather than in isolation.

Question from Councillor Caulcott

I am pleased to see that Freedom Leisure are reporting a more favourable financial situation. However, I had been led to understand that the performance indicators for Freedom Leisure are poor, and difficult to enforce, leading to a less than ideal quality of service. What steps can the Council take to ensure that the quality of the provision by Freedom Leisure is acceptable and improves?

Response from Kate Haacke (Lead Asset Management Specialist):

An update on Freedom Leisure is provided in the agenda pack for item 4 on page 13. Prior to Covid, there were some concerns about the quality of the service, including the cleanliness of facilities. Those concerns had to be addressed during the pandemic to ensure they uphold high standards of cleaning for customers to feel comfortable to go back and use the facilities.

The contract that the Council has with Freedom Leisure does not specify specific KPIs, so enforcing good performance is challenging. Officers have been working on building a relationship with Freedom Leisure and this is going quite well.

We hold quarterly partnership meetings, the last of which was in July. We request key performance indicators from Freedom Leisure. The current area manager is very obliging and always happy to provide the information we request. We will continue to monitor their performance.

They were awarded some money from the National Leisure Recovery Fund grant from Sport England and one of the conditions was participation by the leisure provider [Freedom Leisure] in ongoing monitoring. This includes customer feedback surveys. Officers have not seen the results yet, but we will try to get hold of them.

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Community Services Quarter 2 2021-2022 Performance Report

Community Services Committee Tuesday, 23 November 2021

Report of: Executive Head of Communities

Purpose: For information

Publication status: Open

Wards affected: All

Executive summary:

- The appendices to this report contain data on the Committee's key performance indicators and risks for Quarter 2 2021-2022, to enable the Committee to monitor how the Council is delivering the services for which it is responsible.
 - Performance and risk headlines are included in Section 3.
 - It is recommended that the following performance indicator is omitted from future reporting as it does not represent service performance: CS5 Percentage of establishments with a rating of 3 (generally satisfactory) or better under the Food Hygiene Rating Scheme.
-

This report supports the Council's priority of: Building a better Council

Contact officer William Mace – Programme Management Officer
wmace@tandridge.gov.uk

Recommendation to Committee:

(A) That the Quarter 2 2021-2022 performance and risks for the Community Services Committee be noted.

(B) That the committee agree to remove performance indicator CS5 from future reports.

Reason for recommendations:

To support the Committee to monitor and manage its performance and risks.

1. Introduction and background

1.1. Performance and risk reports are presented to each policy committee at the end of each quarter. The reports include a covering report and an appendix with individual performance charts and commentary for each performance indicator, and the committee’s risk register.

2. Notes on performance and risk data

2.1. See Appendix A and Appendix B for the Community Services performance data and risk register respectively.

2.2. Wherever possible the most recent data has been included in the appendices, regardless of whether it technically falls into the reported quarter. However, due to the committee report timelines, there may be occasions where data is not available in time for the committee report. In these cases, the data will be provided in the next scheduled report.

2.3. The Council uses the following risk management scoring matrix:

Likelihood	Very Likely	4	4	8	12	16
	Likely	3	3	6	9	12
	Possible	2	2	4	6	8
	Unlikely	1	1	2	3	4
			1	2	3	4
			Low	Medium	High	Very High
			Impact			

2.4. Parking permit data: This data is provided in the Quarter 2 and Quarter 4 reports each year. The update for Quarter 2 is as follows:

TANDRIDGE PARKING PERMITS	Permits (Q4 20/21)	Permits (Q2 21/22)	Waiting list	Maximum
On-street				

Court Farm Road - Zone B - 0	19	13	0	*
Court Farm Road - Zone B - 1	5	8	0	*
Hillbury Road - Zone A - 0	24	18	0	**
Hillbury Road - Zone A - 1	9	10	0	**
Station Road - Zone C - 0	13	12	0	*
Station Road - Zone C - 1	2	3	0	*
Westerham Road - Zone D - 0	18	16	0	*
Westerham Road - Zone D - 1	8	7	0	*
Zone OX1 - Amy Road & Ellice Road 0	12	11	0	*
Zone OX1 - Amy Road & Ellice Road 1	3	1	0	*
Off-street				
Gun pit road, Lingfield	4	9	0	8
Hillside, Whyteleafe	5	5	26	5
Station Road / Whyteleafe Rec	20	21		20
Town end, Caterham	11	11		11
Mill Lane, Hurst Green	0	5	0	6
Ellice Road, Oxted	79	89	2	90
Other				
Other	23	1	0	N/A
Grand Total:	255	239	28	N/A

* - No Maximum: The number of vehicles at property minus the number of off-street parking spaces at property

** (i) One vehicle with no off street space = maximum one permit ;

(ii) two or more vehicles, one off street space = maximum one permit

(iii) two or more vehicles, no off street space = maximum two permits.

3. Quarter headlines

3.1. Performance

3.1.1. The first version of the new performance monitoring framework for our waste services has been included at the beginning of Appendix A. In this edition of the report data from Quarter 1 and Quarter 2 has been included. Please see the commentary next to each graph for further information.

3.1.2. Regarding indicator CS5 – food establishment ratings. Councillors were sent an update on this indicator following the last committee. The programme management officer has also discussed the indicator with the lead officer for our shared environmental health service. Through these discussions it is clear that this indicator does not in fact represent the performance of the shared service. The indicator reflects the number of businesses that received a rating of three or higher based on their food hygiene practices, rather than whether the shared service is achieving its performance indicators. There is a risk that this nuance may not be grasped by readers of the report, which

could lead to the data misrepresenting the performance of the shared service.

- 3.1.3. The environmental health shared service has clear governance arrangements in place, which includes representation from senior officers and councillors from each partner council to ensure oversight.
- 3.1.4. Given the two paragraphs above it is recommended that this performance indicator is removed from future reporting. While changes to performance indicators and targets would usually be put forward in the Quarter 3 report, as the current process adds additional administration time for the council and the shared service team, it would be beneficial for the committee to consider this recommendation (B) as early as possible.
- 3.1.5. See Appendix A for more details on the committee's performance indicators.

3.2. Risk

- 3.2.1. At the time of writing there were two risks with red rating:
 - Inability to carry out waste collection service in-line with the performance management framework.
- 3.2.2. See Appendix B for details.

4. Key implications

4.1. Comments of the Chief Finance Officer

4.2. Comments of the Head of Legal Services

- 4.2.1. As this report is for noting, there are no direct legal implications arising from this report, but the report does provide Members with an overview of the achievement of targets in the past quarter and highlights risk management considerations where appropriate. These risks should align with the Corporate Risk Register. The periodic review of these documents should ensure that they remain aligned.

4.3. Other corporate implications

- 4.3.1. Not applicable.

4.4. Equality

- 4.4.1. This report contains no proposals that would disadvantage any particular minority groups.

4.5. Climate change

- 4.5.1. This report contains no proposals that would impact on the Council's commitment to climate change.

5. Appendices

5.1. Appendix 'A' – Performance Charts

5.2. Appendix 'B' - Risk Register

6. Background papers

6.1. None.

----- end of report -----

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APPENDIX A - Community Services Performance Charts
New waste collection performance indicators (replacing CS1a & CS1b)

Quarter 1 – Missed Rubbish

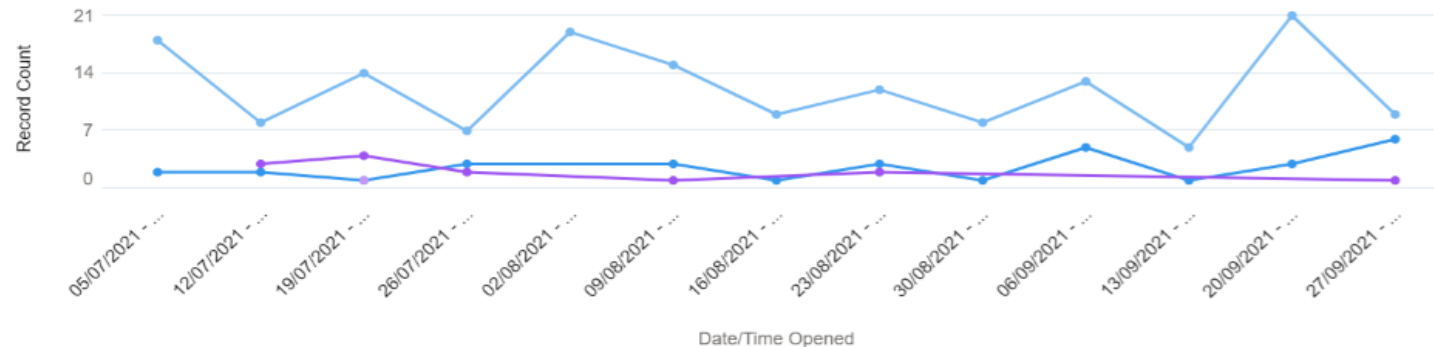
Number of Missed Rubbish



Bin resolution: Failed (dark blue), Completed (light blue), Rejected (purple), Cancelled (pink)

Quarter 2 – Missed rubbish

Number of Missed Rubbish



Bin resolution: Failed (dark blue), Completed (light blue), Rejected (purple), Cancelled (pink)

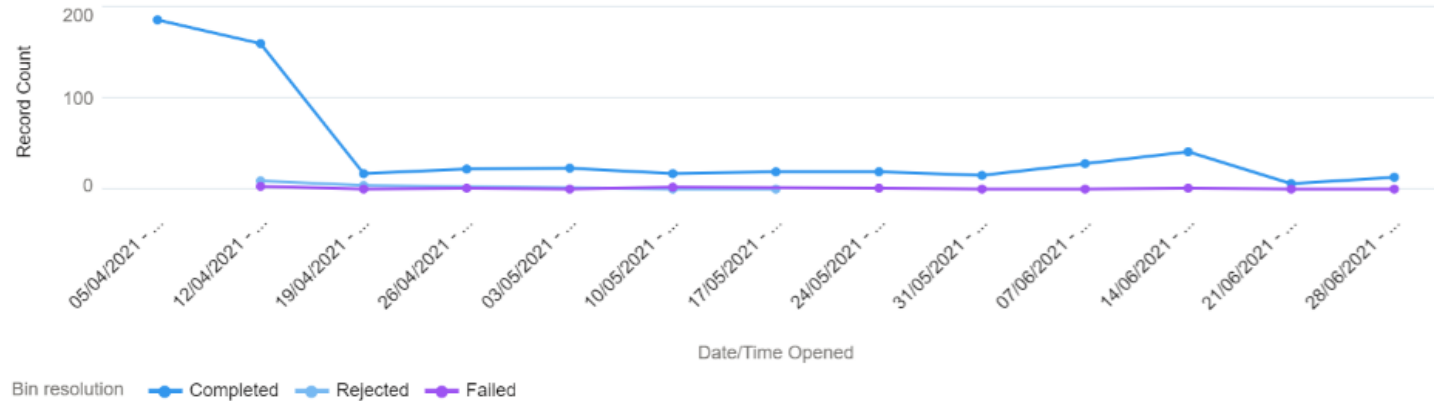
Performance Summary

- As can be seen from the graphs there has been a significant improvement in the number of missed rubbish bins being reported by residents. This was as expected as it has taken some time for the new service to bed in. Over the last four weeks of Quarter 2 the average number of misses per week is 13 per week.
- Please note, the scale on the y-axis is reduced on the Quarter 2 graph, in comparison to the Quarter 1 graph, due to improved performance.

APPENDIX A - Community Services Performance Charts

Quarter 1 – Missed mixed recycling

No of Missed Mixed Recycling

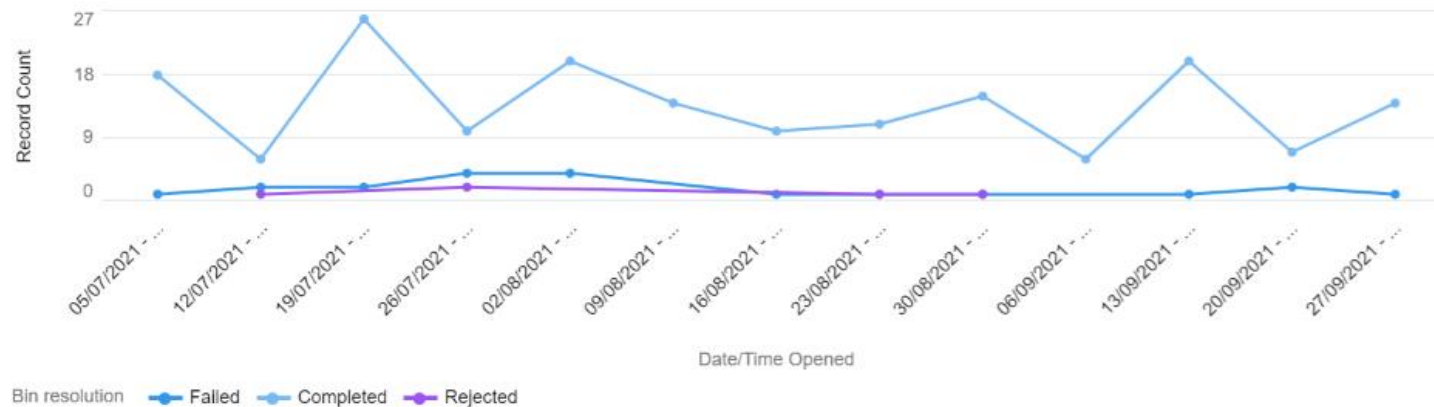


Performance Summary

- The missed mixed recycling performance closely mirrors that seen for the missed rubbish bins. As the service has stabilised the number of misses has reduced, and over the last four weeks of Quarter 2 the average miss per week was 12 missed mixed recycling bins.
- Please note, the scale on the y-axis is reduced on the Quarter 2 graph, in comparison to the Quarter 1 graph, due to improved performance.

Quarter 2 – Missed mixed recycling

No of Missed Mixed Recycling



APPENDIX A - Community Services Performance Charts

Quarter 1 – Missed food waste

Number of Missed Food Waste

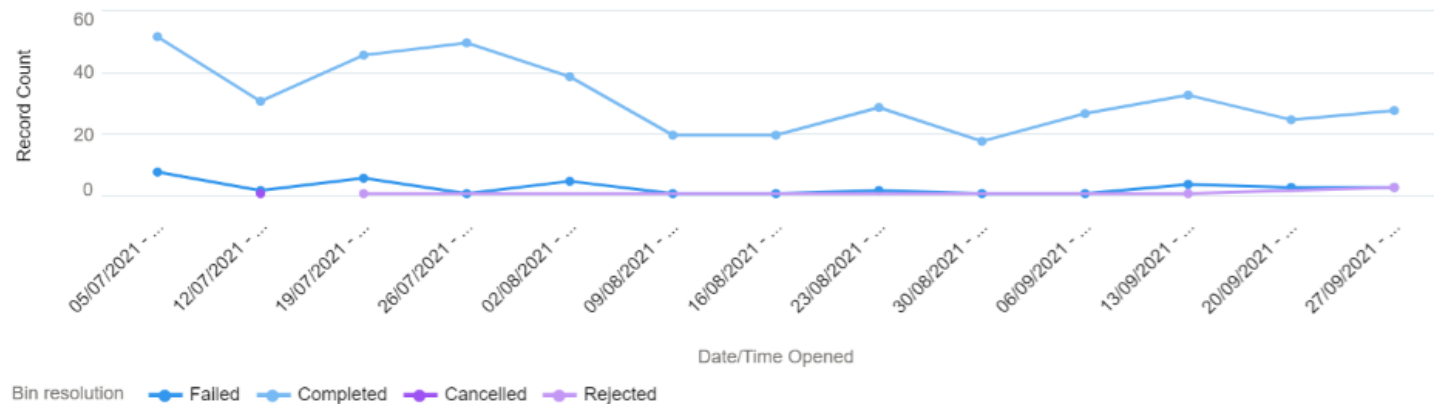


Performance Summary

- Even though there has been an improvement in the food waste service the level of misses appears high compared to the rubbish and recycling services. The average misses per week over the last four weeks of Quarter 2 is at 28 per week.
- However, this is a weekly service and if you take the total misses for rubbish and mixed recycling it comes out at 25 per week. Officers continue to work with Biffa on the food waste collection to improve the collections and this is being supported by messages in the newsletter.
- Please note, the scale on the y-axis is reduced on the Quarter 2 graph, in comparison to the Quarter 1 graph, due to improved performance.

Quarter 2 – Missed food waste

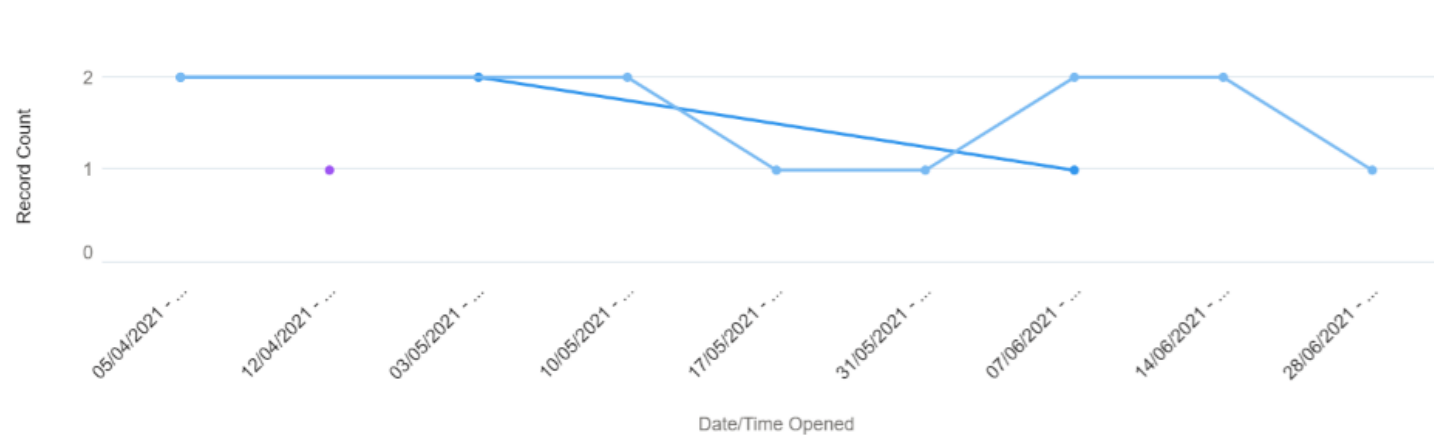
Number of Missed Food Waste



APPENDIX A - Community Services Performance Charts

Quarter 1 – Missed small WEEE, textiles and batteries

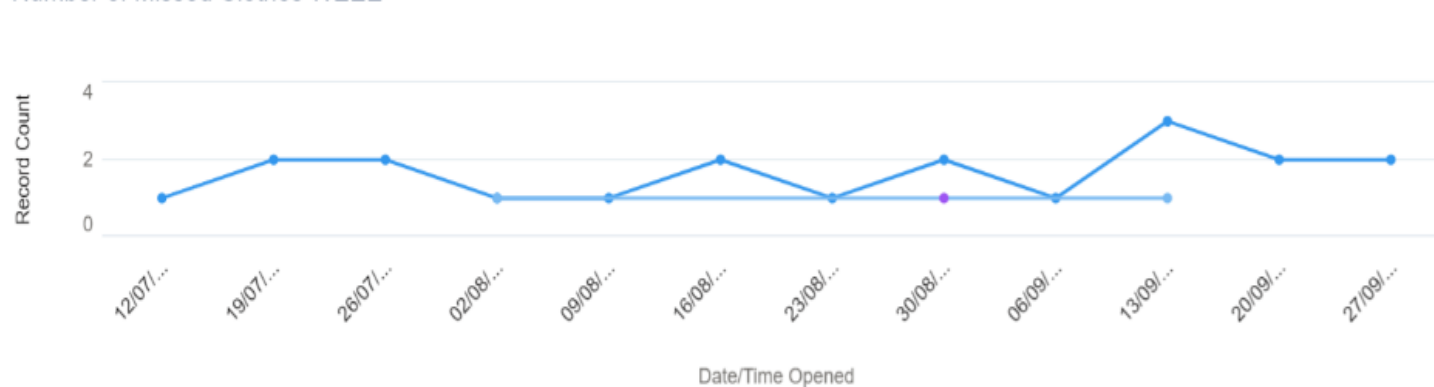
Number of Missed Clothes WEEE



Bin resolution Failed Completed Rejected

Quarter 2 – Missed small WEEE, textiles and batteries

Number of Missed Clothes WEEE



Bin resolution Completed Failed Rejected

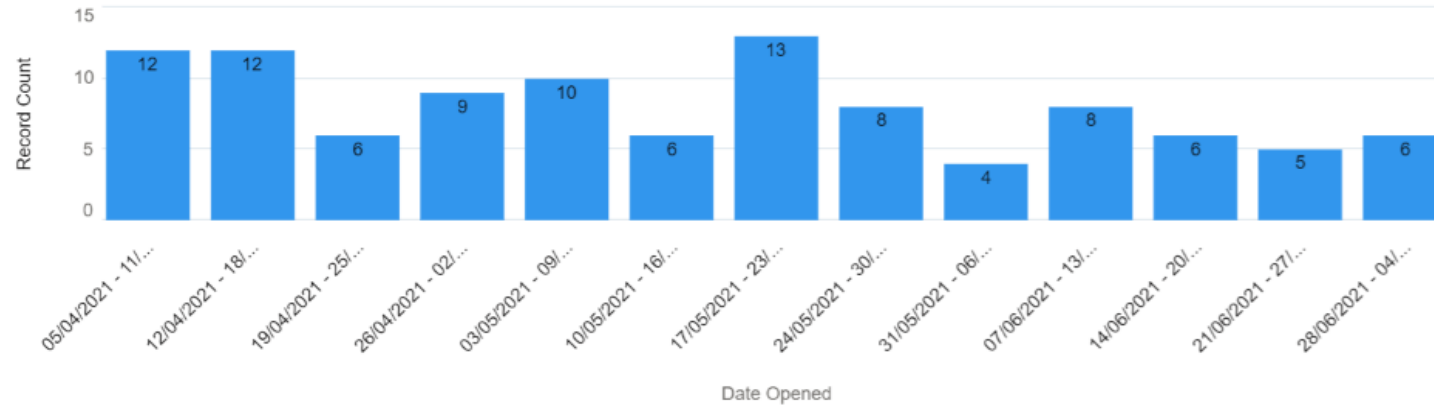
Performance Summary

- The number of missed collections for textiles, small WEEE and Batteries is low and there are no issues currently being highlighted by Biffa with this service. There has been concerns raised that flats have stopped receiving this service. Currently only 3 sets of flats receive this service through dedicated containers and officers are looking into the concerns raised.

APPENDIX A - Community Services Performance Charts

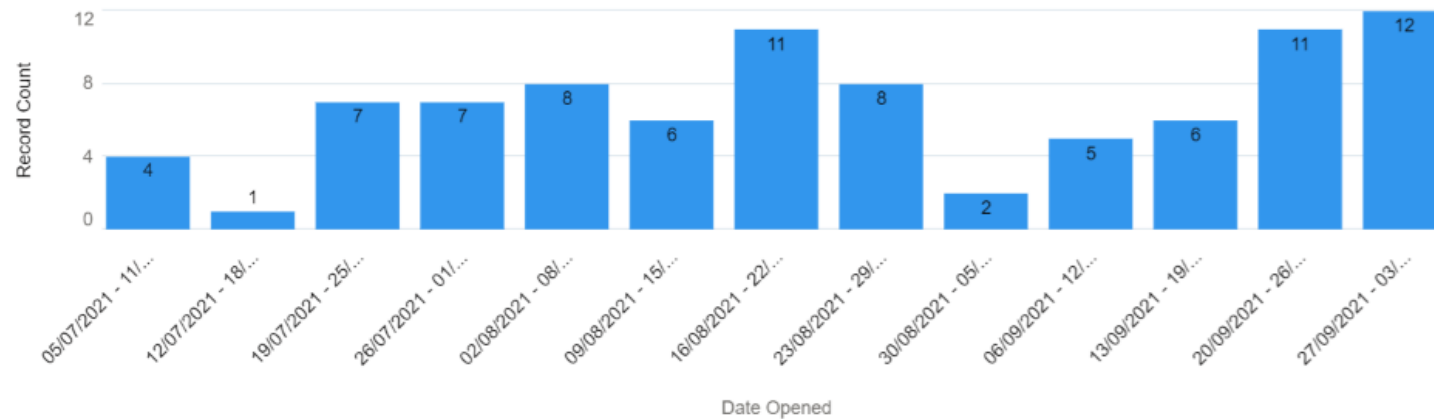
Quarter 1 – Missed assisted collections

Missed Assisted Collections



Quarter 2 – Missed assisted collections

Missed Assisted Collections



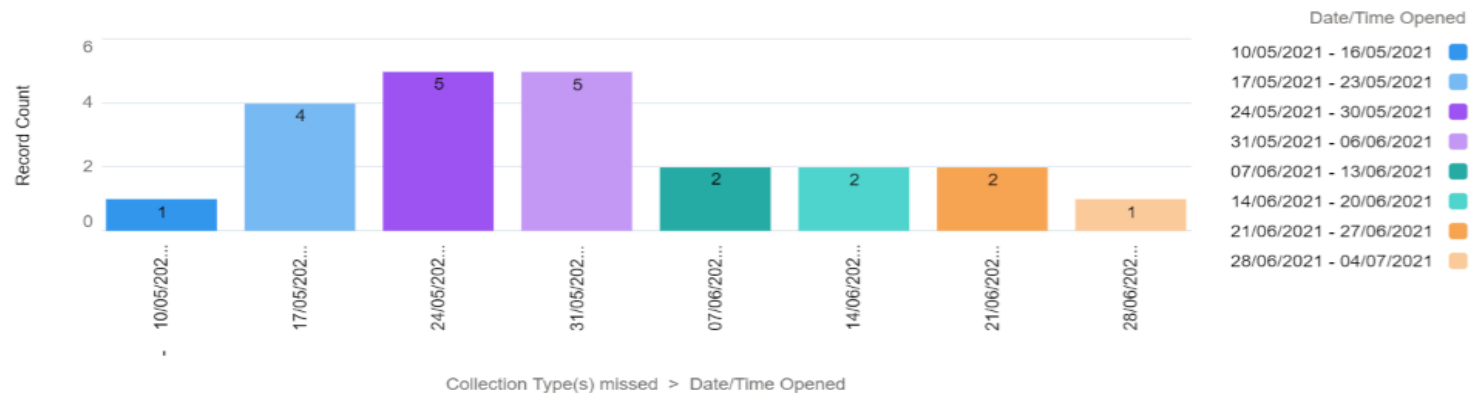
Performance Summary

- The level of misses has remained constant over Quarter 1 and Quarter 2 and stands at 8 missed assisted collections per week.
- There are 1,767 assisted collections per week across all the services and the miss rate is at 0.5%. This does not appear high, though the residents receiving assisted collections are some of our more vulnerable ones and as such do get quite concerned when they have a missed collection. Officers continue to work with Biffa to make an improvement here.

APPENDIX A - Community Services Performance Charts

Quarter 1 – Fail to rectify

Failed to Rectify



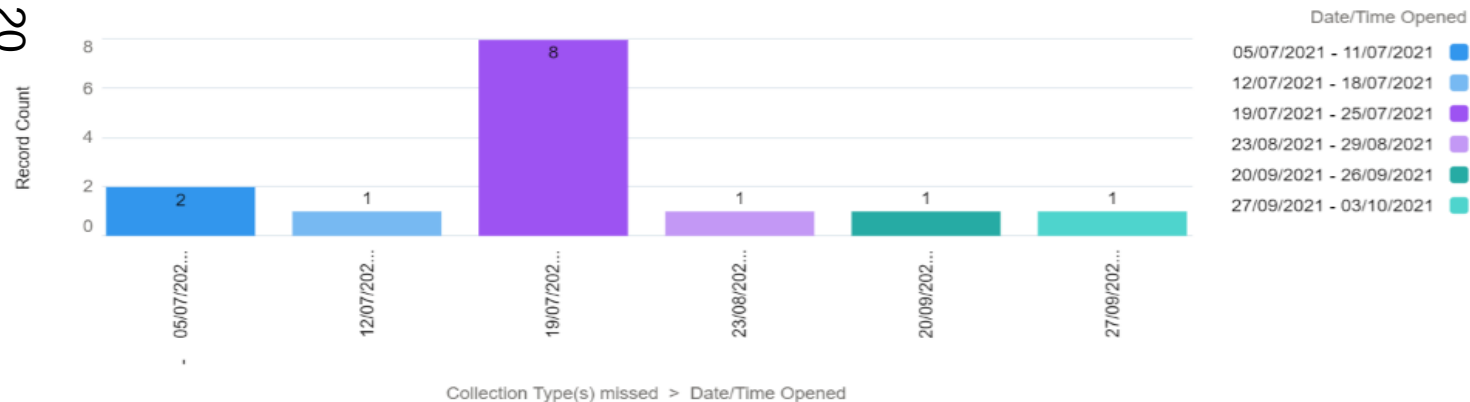
Performance Summary

- A fail to rectify is when Biffa have failed to return to a missed collection within 24 hours of it being reported.
- This measure does rely on the resident notifying the Council that the missed bin was not collected and as such there could be an element of under reporting here, whereby the resident does not report as they expect Biffa to return at some point to collect.

Quarter 2 – Fail to rectify

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Failed to Rectify

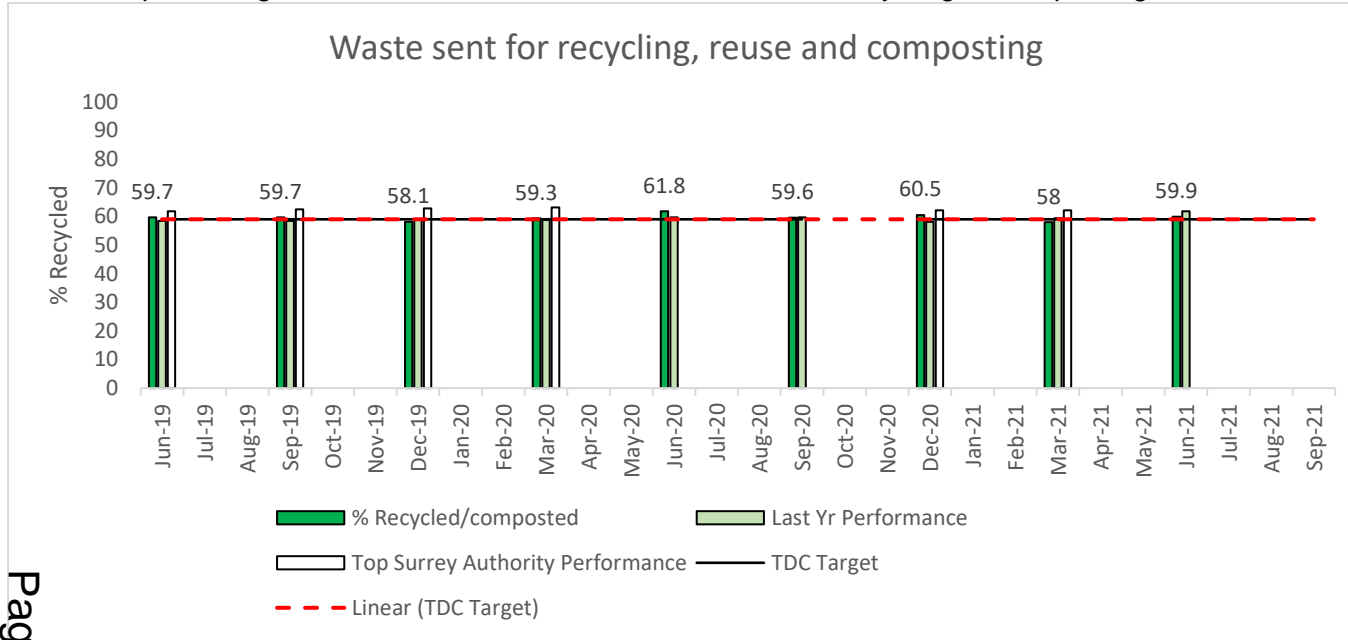


Overall Summary

The number of misses has stabilised since the start of the contract though there are areas for improvement needed. The previous performance measure was for Biffa to complete 99.9% of collections first time and using the latest four-week data that performance is still at 99.9%.

APPENDIX A - Community Services Performance Charts

CS2 - The percentage of household waste that is sent for reuse, recycling or composting.

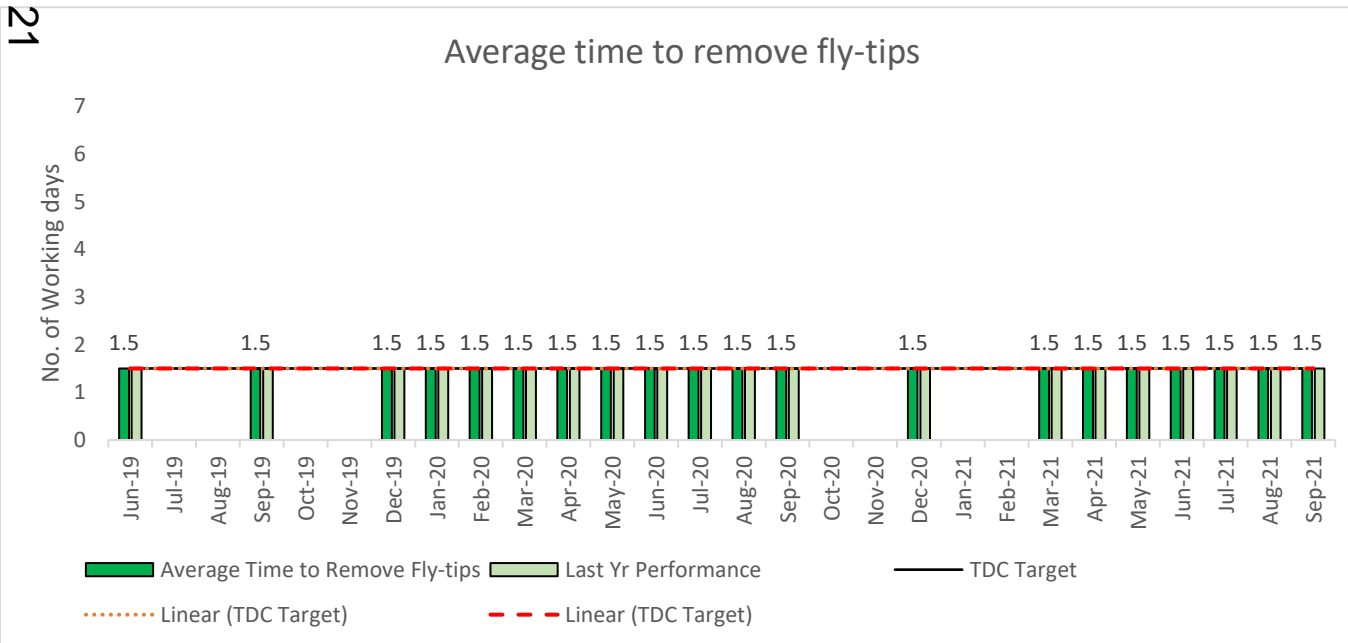


Performance Summary

- The data for Quarter 2 has not been processed by our partner agency yet. We are expecting it to be available in December.
- Note: data is subject to annual audit by the Department for Environment, Food and Rural Affairs and their subsequent sign-off (October / November).
- Target: 59%.

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CS3 - Average time to remove fly-tips (working days)

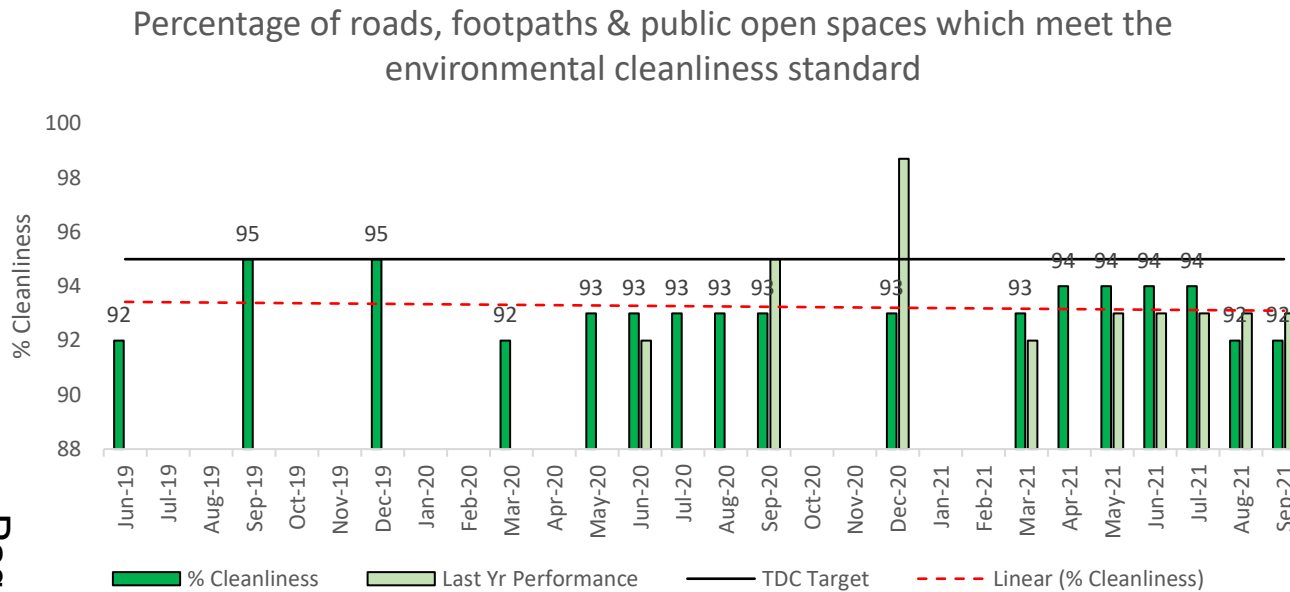


Performance Summary

- Consistent performance into Quarter 2 2021/22.
- Note: this indicator does not measure waste left outside properties that is due to be collected by regular household waste service. Further, if a case is reported, and then further reports received on the same case, the duplicate cases are closed immediately as the case has already been logged on the system.
- Target: 1.5 days (2021/22)

APPENDIX A - Community Services Performance Charts

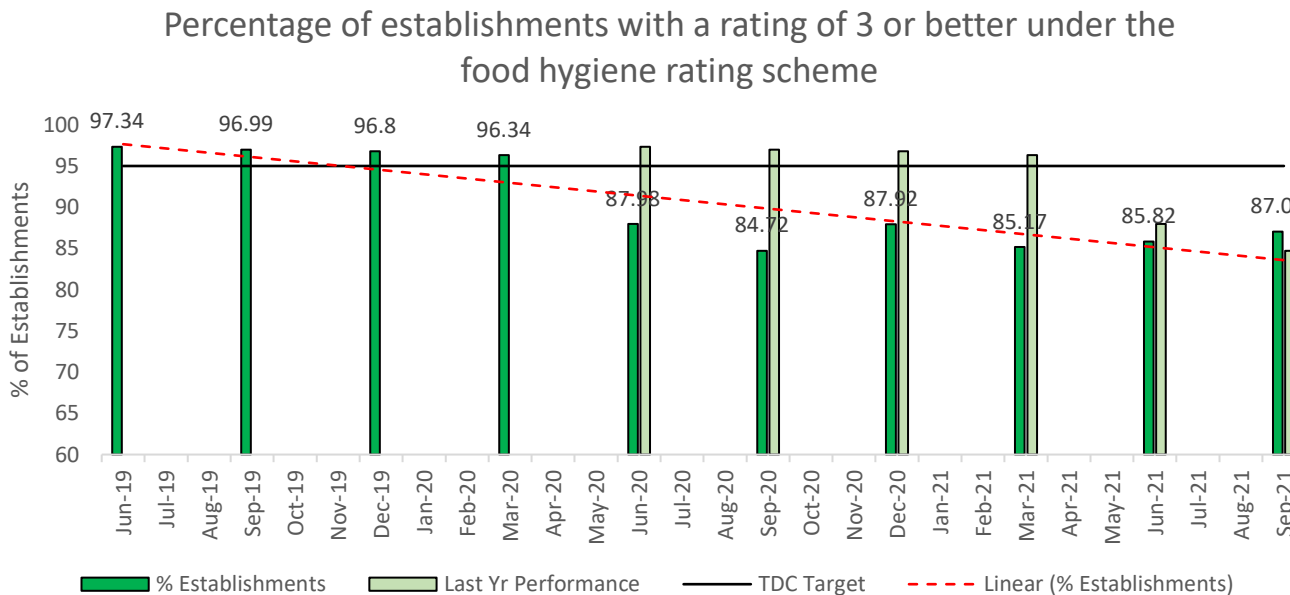
CS4 – Percentage of roads, footpaths and public open spaces, which are TDC’s responsibility which meet the environment cleanliness standard



Performance Summary

- Performance marginally below target in Quarter 2 due to long term sickness absences.
- Officers are currently reviewing the methodology for this indicator to find a more appropriate approach.
- Target: 95% (2021/22)

CS5 – Percentage of establishments with a rating of 3 (generally satisfactory) or better under the Food Hygiene Rating Scheme

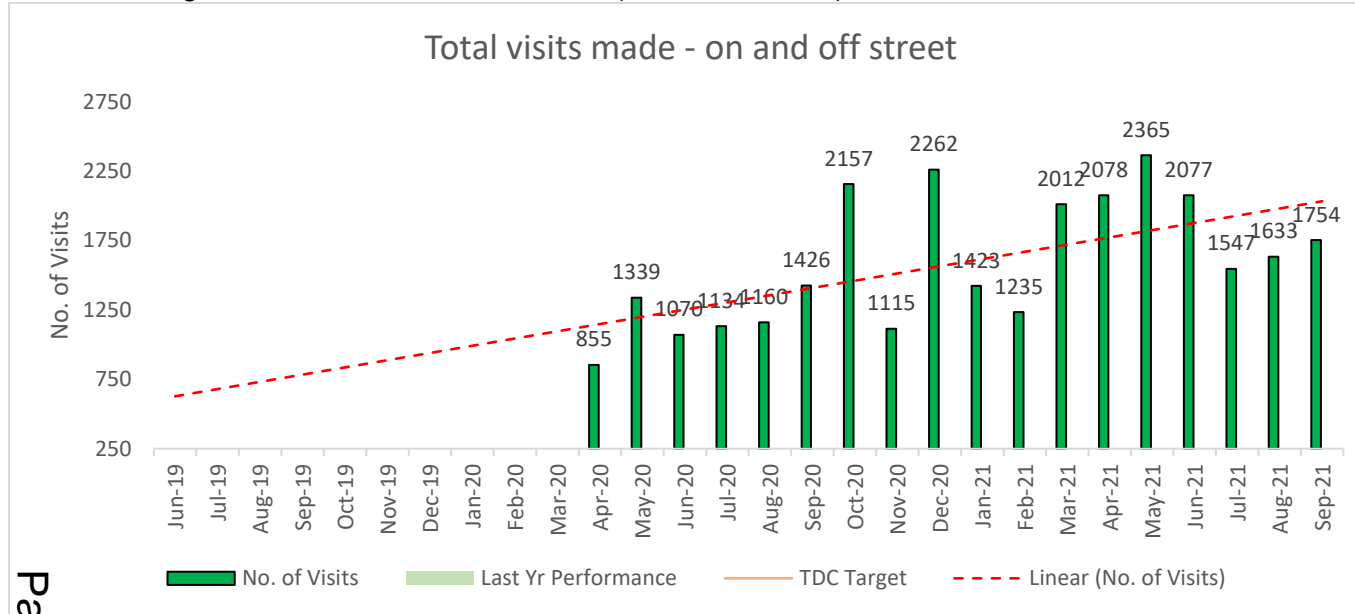


Performance Summary

- As per the covering report to this appendix, it is recommended that this indicator is removed from future reporting.
- Target: 95% (2021/22)

APPENDIX A - Community Services Performance Charts

CS6 – Parking enforcement: Total visits made (on and off street)

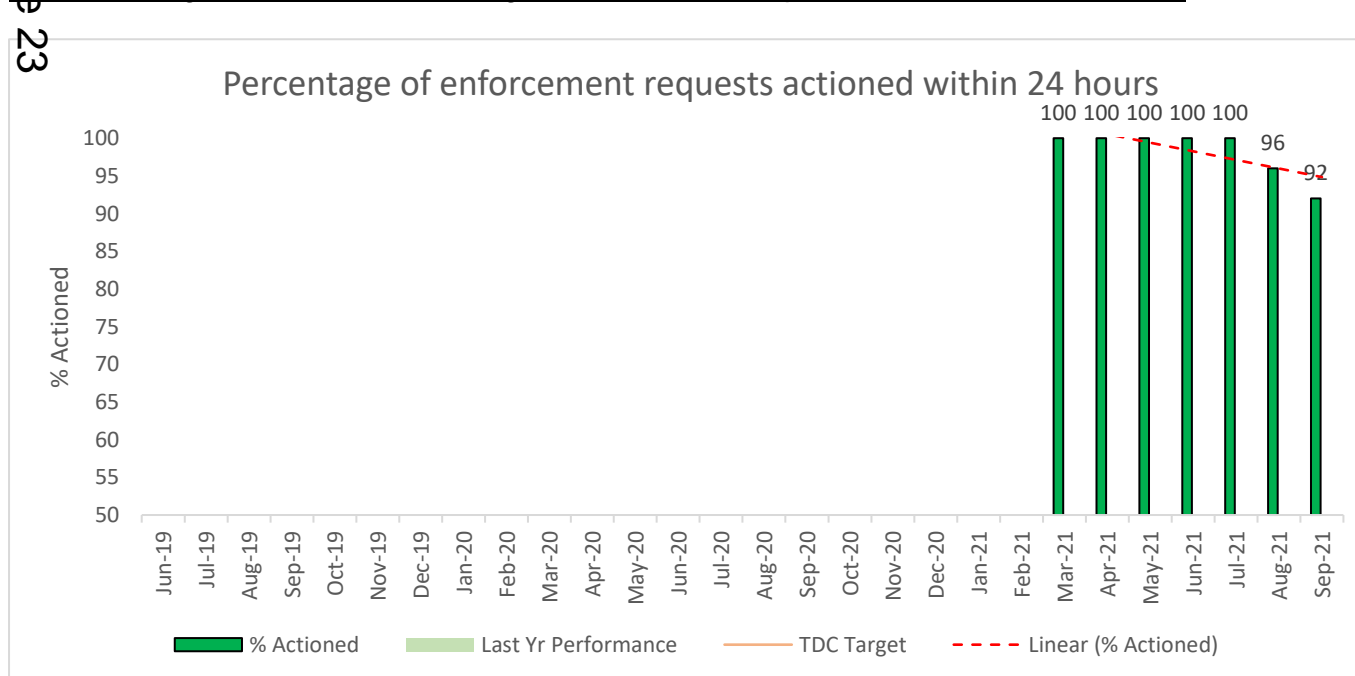


Performance Summary

- The performance is in line with expectations. This KPI needs to be viewed together with "recorded time spent" in the district. Some roads are longer than others and take a greater amount of time to enforce.
- No target set.

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CS7 – Parking enforcement: Percentage of enforcement requests actioned within 24 hours

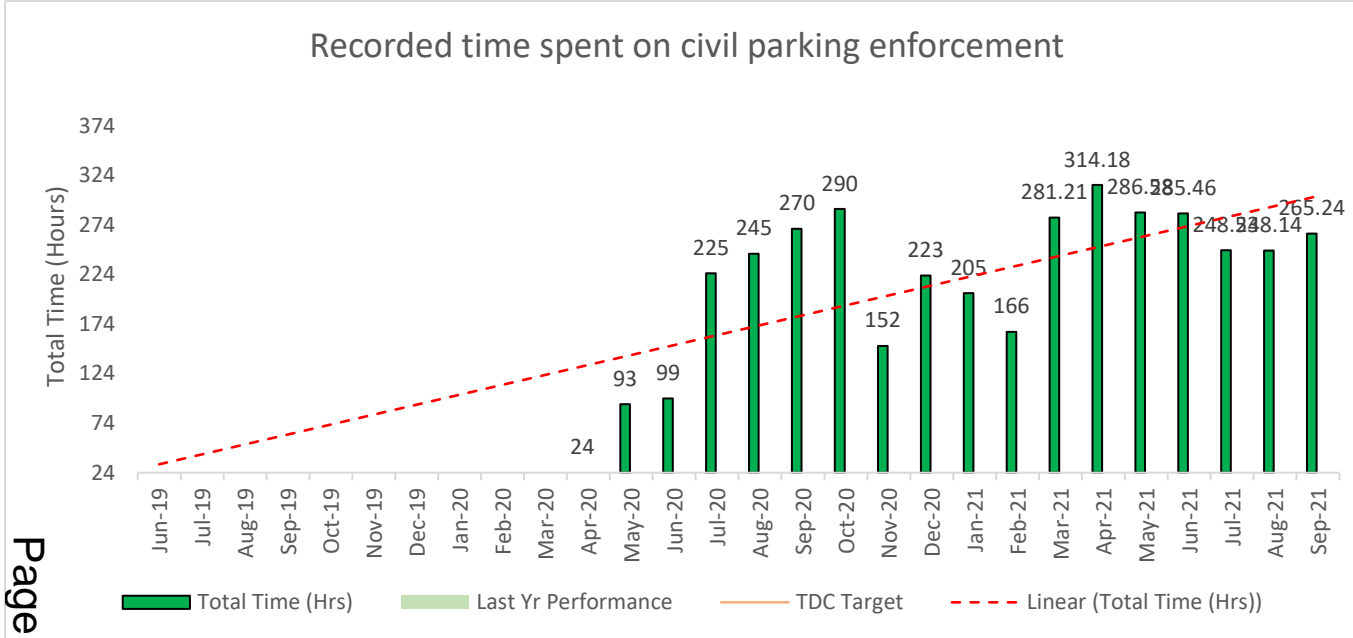


Performance Summary

- The drop in performance equates to one out of twelve requests not being met within 24 hours. This resulted in a marginal dip in performance. Officers were happy with the reason why the request was not met.
- No target set.

APPENDIX A - Community Services Performance Charts

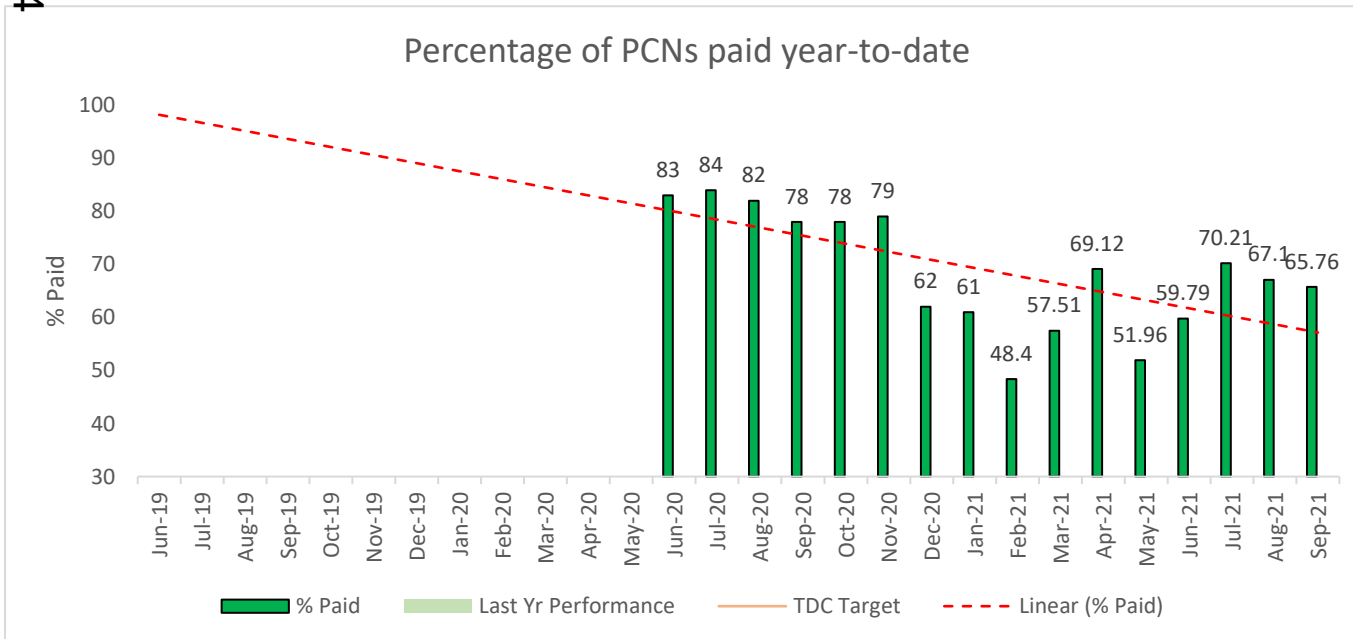
CS8 – Parking enforcement: Recorded time spent on civil parking enforcement



Performance Summary

- In line with expectations.
- No target set.

CS9 – Parking enforcement: Percentage of PCNs paid year-to-date



Performance Summary

- In line with expectations.
- No target set.

APPENDIX A - Community Services Performance Charts

CS10 – Parking notices issued by area

Area Name	May-21		Jun-21		Jul-21		Aug-21		Sep-21	
	Tickets	Warnings	Tickets	Warnings	Tickets	Warnings	Tickets	Warnings	Tickets	Warnings
Bletchingley and Nutfield	2		2		1		1			
Burstow, Horne, Smallfield and Outwood	1		2				4		1	
Caterham (including Chaldon, Harestone, Portley, Queens Park & Vall	198	7	188	4	191	1	263	1	224	
Dormansland and Felcourt	1		3				1			
Felbridge										
Godstone	1		1		1		5		1	
Limpsfield	8		2		13		7		3	
Lingfield and Crowhurst	7		22		16		12		8	
Oxted North & Tandridge	34	1	81		101		112	1	121	
Oxted South	2		2				1			
Tatsfield and Titsey										
Warlingham East, Warlingham West and Chelsham and Farleigh	22	2	20		40	3	61		50	
Westway										
Whyteleafe	55	3	59	3	63		74		70	
Woldingham			1		7				1	
Totals:	331		383	7	433	4	541	2	479	

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APPENDIX B - Community Services Risk Register

Ref:	Category	Risk cause and event	Risk consequences	Risk Owner	L	I	RAG	Mitigating actions and responsibility	Status update	Listed on corporate risk register
CS2	Governance	Inability to carry out waste collection service in-line with the performance management framework	<ul style="list-style-type: none"> * Waste left on the street. * Environmental impact. * Poor reputation for Council. * No alternative for residents. 	Locality Services Manager	4	3	12	<ul style="list-style-type: none"> * Hierarchy of services has been agreed for when/if there is insufficient staff. * Process in place for Biffa to provide a daily update when staff absent, including the rectification proposals. * Monitoring availability of agency staff. * Surrey Waste Officers Group meet weekly to understand issues across the County and to horizon scan for any upcoming issues based on others experiences. 	<ul style="list-style-type: none"> * There is a continued risk to the service due to the HGV national shortage and the reliance on agency drivers. The garden waste services has been reinstated after the two weeks suspension though is still subject to some disruption due to sickness. * The creation of the new performance dashboard has been created and officers continue to refine the reporting. 	Yes
CS1	Operational	Trespass on council land leading to damage and nuisance	<ul style="list-style-type: none"> * Repair costs. * Anti-social behaviour. 	Head of Operational Services	3	3	9	<ul style="list-style-type: none"> * Continued review and implementation of infrastructure to prevent trespass. * Working with police to identify potential land. * Continue to work with neighbouring authorities. * Seek transit site locations. * Follow police protocol. 	<ul style="list-style-type: none"> * Risk score lowered from 4 to 3, as the Council has not received reports of unauthorised encampments reported. 	NO
CS3	Operational	Incident due to illegal activities in our public toilets	<ul style="list-style-type: none"> * Illegal activities on Council property. * Public conveniences closed. * Poor reputational impact. 	Head of Operational Services	3	3	9	<ul style="list-style-type: none"> * Ongoing project to replace toilets in 21/22. * Working with the Police and Surrey County Council. * Seek best practice in capital replacement programme for public conveniences. * Continued liaison and monitoring with police. * Monitor social media activity. 	<ul style="list-style-type: none"> * Risk reviewed, no changes to score or mitigations in Quarter 2. 	NO
CS4	Operational	Loss of Goods Vehicle Operating Licence at the depot (due to lack of resilience)	<ul style="list-style-type: none"> * Inability to carry out cess pool services impacting on public health. * Reputational impact. 	Head of Operational Services	4	2	8	<ul style="list-style-type: none"> * Administration support identified and being implemented. * Fleet software provider unable to support software and contract cancelled. Currently working with neighbouring district on a fleet software solution. * Ensure compliance. * Training additional staff to support transport administration and compliance requirements. 	<ul style="list-style-type: none"> * Risk reviewed, no change to score. Mitigations updated in-line with the previous status update. 	NO
CS7	Operational	Impact on residential and commercial property from major flooding incident	<ul style="list-style-type: none"> * Flood damage to properties and District infrastructure. 	Head of Operational Services	2	4	8	<ul style="list-style-type: none"> * Work with Surrey CC, utility companies and local communities through Flood Action Groups and Emergency Planning to minimise incidence and enhance emergency response. * Council's emergency plan in place. * Council reviewing its internal processes to see if enhancements could be made to response/co-ordination/horizon scanning. 	<ul style="list-style-type: none"> * Risk reviewed in October - likelihood increased due to increased flash flooding and impact to property. 	NO

APPENDIX B - Community Services Risk Register

CS5	Commercial	Inability to resource and respond to a major environmental health incident	<ul style="list-style-type: none"> * Inability to respond. * Impact on District. * Sickness and illness to residents. 	Head of Operational Services	2	3	6	<ul style="list-style-type: none"> * Maintain development of Environmental Health partnership with Mole Valley DC to provide resilience. 	<ul style="list-style-type: none"> * Risk reviewed, no changes to score or mitigations in Quarter 2. 	NO
CS6	Commercial	Failure of Freedom Leisure Contract	<ul style="list-style-type: none"> * Loss of facilities in District. * Financial implications. 	Executive Head of Communities	1	4	4	<ul style="list-style-type: none"> * Grant funding secured to support. * Contractual due diligence. * Regular communication. 	<ul style="list-style-type: none"> * Risk reviewed, no changes to score or mitigations in Quarter 2. 	NO
CS8	Commercial	Failure of new parking enforcement contract for on-and off-street parking	<ul style="list-style-type: none"> * Inability to manage parking throughout district. * Unable to meet obligations with Surrey County Council. * Not support local businesses by encouraging churn. * Poor reputation for the Council. * Financial impact through lack of PCNs being issued. 	Head of Operational Services	1	3	3	<ul style="list-style-type: none"> * Contract management in place. * KPIs in place. * Procurement process followed. 	<ul style="list-style-type: none"> * Risk reviewed, no changes to score or mitigations in Quarter 2. 	NO

Review of Statutory Taxi & Private Hire Vehicle Standards

Community Services Committee – 23rd November 2021

Report of: Alison Boote, Executive Head of Communities

Purpose: For decision

Publication status: Unrestricted

Wards affected: All

Executive summary:

Following the publication of the Statutory Taxi & Private Hire Vehicle Standards, the Council should consider the standards and publish a delivery plan for the steps necessary to fully achieve these standards.

As a result, the Council's 'Guidance for proprietors and drivers of Hackney carriage and private hire vehicles' will need to be revised, subject to a public consultation.

Members are asked to note the review of the National Standards attached at Appendix 'A', and, subject to any comments, amendments or additions, agree to the delivery plan attached at Appendix 'B'.

This report supports the Council's priority of:

Supporting economic recovery in Tandridge

The implementation of the Statutory Taxi & Private Hire Vehicle Standards will raise taxi safety standards across the nation. This will support local communities and businesses that rely on a safe local taxi service.

Contact Officer Paul Holliday - Senior Licensing Officer
pholliday@tandridge.gov.uk

Recommendations to Committee:

That:

- A. Members note the review of the Statutory Taxi & Private Hire Vehicle Standards as shown in Appendix 'A'.
 - B. Members agree to the delivery plan for meeting the Statutory Taxi & Private Hire Vehicle Standards as shown in Appendix 'B'.
-

Reason for recommendation:

On the 21st July 2020, the Government issued the Statutory Standards to licensing authorities to enhance the safeguarding measures the taxi and private hire vehicle licensing regime requires and so protect the most vulnerable in communities.

Making the necessary changes to our policy to align them with the Statutory Standards is important to secure the safety of passengers.

The Department for Transport's view is that the review should be completed before 31 December 2021, so that any changes to policies can be in place as soon as possible in 2022.

Introduction and background

- 1 Under the Policing and Crime Act 2017 the Secretary of State for Transport is enabled to issue statutory guidance on the exercising of taxi and private hire vehicle licensing functions to protect children and vulnerable individuals who are over 18 from harm when using these services.
- 2 On 21 July 2020, the Department of Transport issued Statutory Taxi & Private Hire Vehicle Standards, referred to in this report as the 'The Statutory Standards'.
- 3 The Statutory Standards replace relevant sections of the Best Practice Guidance issued by the Department in 2010. Where there is a conflict between the Statutory Taxi and Private Hire Vehicle Standards and the Best Practice Guidance, the Statutory Standards take precedence.
- 4 The Statutory Standards are the result of extensive consultation with the police, the trade, the Institute of Licensing and others and sets out the approach that Licensing Authorities must adopt when carrying out their functions.

- 5 The introduction to the Statutory Standards states that the Department for Transport “expects these recommendations to be implemented unless there is a compelling local reason not to.”
- 6 It is clear therefore that it is the desire of the Government to see consistent standards applied by taxi and private hire licensing authorities across the country and state within the guidance- ‘In the interest of transparency, all licensing authorities should publish their consideration of the measures contained in Statutory Taxi and Private Hire Vehicle Standards, and the policies and delivery plans that stem from these’.
- 7 This authority has already previously implemented a number of the recommendations on its own volition. However the review of the Statutory Standards provides the opportunity to consider further changes.
- 8 The areas considered within the Statutory Standards cover a wide range subjects. The Statutory Standards are available in full as a [background paper](#).

The Review of the Statutory Standards

- 9 A summary of the recommendations within the Statutory Standards, along with an assessment on the current position at Tandridge D.C. and the action necessary to achieve the Statutory Standard is attached at Appendix ‘A’.
- 10 A proposed delivery plan setting out the process for implementing the Statutory Standards is attached at Appendix ‘B’.

Key implications

Comments of the Chief Finance Officer

There are no revenue or capital financial implications contained within the recommendations.

Comments of the Head of Legal Services

The Statutory Taxis and Private Hire Vehicles Standards have been issued under the Policing and Crime Act 2017 and came into effect on 20 July 2020. The Act enables the Secretary of State for Transport to issue Statutory Guidance on exercising Taxi and Private Hire licensing functions to protect children and vulnerable adults from harm when using these services. Section 177(4) of the Act places a statutory duty upon any public authority which has licensing functions under taxi and private hire vehicle legislation to have regard to any such guidance. These functions include developing, implementing and reviewing their taxi and private hire vehicle licensing regimes. In accordance with the provisions within the Act, the Department for Transport published the final Statutory Taxi and Private Hire Vehicle Standards in July 2020. Standards have been issued in light of evidence that taxis and private hire vehicles are viewed as a high-risk environment, specifically in terms of risks to passengers.

The Licensing team have reviewed the Council's current policy against the Department for Transport's Standards and the result of this review is set out in Appendix A to this report. Recommendations contained within the document which are not currently in place will require addressing.

Equality

The proposals within this report do not have the potential to disadvantage or discriminate against different groups on the community.

It is not considered that an Equalities Impact Assessment is required for the agreement on the delivery plan.

Climate change

There are no significant environmental / sustainability implications associated with this report.

Appendices

Appendix 'A' - Review of the Statutory Standard

Appendix 'B' - Delivery Plan

Background papers

[The Statutory Taxi & Private Hire Vehicle Standards](#)

----- end of report -----

Appendix A - Summary of the recommendation within the Statutory Taxi & Private Hire Vehicle Standards

A summary of the recommendations within the Statutory Standards (shown within the boxed area), with an assessment on the current position at Tandridge D.C., and the action necessary to achieve the Statutory Standard.

Statutory Standards Paragraph number



3.5 Review of Policies

Licensing authorities should review their licensing policies every five years, but should also consider interim reviews should there be significant issues arising in their area, and their performance annually.

The current 'Guidance for proprietors and drivers of Hackney carriage and private hire vehicles' acts as the de facto taxi licensing policy. Whilst this guidance has been amended in recent years to reflect changes to licensing policy, a comprehensively policy review is overdue. In order to meet the Statutory Standards our current 'guidance' should be reviewed, with future review dates set for at least every 5 years thereafter.

3.7 Duration of licences

The Local Government (Miscellaneous Provisions) Act 1976 (as amended) sets a standard length at three years for taxi and private hire vehicle drivers and five years for private hire vehicle operators. Any shorter duration licence should only be issued when the licensing authority thinks it is appropriate in the specific circumstances of the case.

Tandridge D.C. offers licences at the standard length shown in the Statutory Standards.

3.8 Whistleblowing

Licensing authorities should have effective internal procedures in place for staff to raise concerns and for any concerns to be dealt with openly and fairly. Local authorities should ensure they have an effective 'whistleblowing' policy and that all staff are aware of it.

Environmental Health and Licensing provides a shared service with Mole Valley District Council, with licensing officers employed by MVDC on behalf to provide a service for Tandridge D.C. The MVDC's whistleblowing policy is

published on their [website](#). Tandridge D.C.'s Whistle Blowing policy extends to contractors and is available on their intranet. These policies together provide protection to staff should they need to make confidential disclosures to either authority of any wrong-doing that they may encounter in the workplace.

As a result Tandridge D.C. already follows in full the recommendations shown at para. 3.8 of the Statutory Standards.

3.12 Consultation at the local level

Licensing authorities should consult on proposed changes in licensing rules that may have significant impacts on passengers and/or the trade. Such consultation should include not only the taxi and private hire vehicle trades but also groups likely to be the trades' customers. Licensing authorities should also engage with neighbouring areas to identify any concerns and issues that might arise from a proposed change

Tandridge D.C. will consult widely on any changes to licensing rules in accordance with the Statutory Standards.

3.14 Changing licensing policy and requirements

Any changes in licensing requirements should be followed by a review of the licences already issued.

Tandridge D.C.'s position is that we follow in full the recommendations shown at para 3.14 of the Statutory Standards.

4.21 Gathering and Sharing Information

Licensing authorities must consider as full a range of information available to them when making a decision whether to grant a licence and to meet their ongoing obligation to ensure a licensee remains suitable to hold a licence.

Tandridge D.C. make use of a full range resources to meet our obligations, for example Police, DVLA, HM immigration, national register of taxi drivers' revocations and refusals and medical reports from the applicant's G.P.

4.2 The Disclosure and Barring Service

The Disclosure and Barring Service (DBS) provides access to criminal record information through its disclosure service for England and Wales.

Tandridge D.C. makes use of the DBS service as per the Statutory Standards.

4.5 The Disclosure and Barring Service Update Service

Subscription to the DBS Update Service allows those with standard and enhanced certificates to keep these up to date online and, with the individual's consent, allows nominees to check the status of a certificate online at any time.

Tandridge D.C. requires all new applicants and existing drivers to subscribe to this service at the time of their first (in the case of new applicants) or next (in the case of current drivers) DBS check.

This process will ensure that within the next three years all Tandridge D.C. will be subscribed to the DBS update service as set out at para. 4.5 of the Statutory Standards.

4.9 Common Law Police Disclosure

Common Law Police Disclosure replaced the Notifiable Occupations Scheme (NOS) in March 2015 and focuses on providing timely and relevant information which might indicate a public protection risk. Licensing authorities should maintain close links with the police to ensure effective and efficient information sharing procedures and protocols are in place and are being used.

As a result of difficulties across Surrey District and Boroughs in obtaining updates from the police on current relevant cases, last year the Surrey Police Licensing Enforcement Officer for each District was nominated as a single point of contact. These officers have received training on the protocols for the disclosure of relevant information and the need to update licensing authorities of information that may be relevant to the suitability of a licensee to continue holding a licence. Whilst this procedure has yet to be tested in this district, a good working relationship exists with this point of contact through their work on the Licensing Act 2003, and anecdotal information from other Surrey Districts & Boroughs is that this system of disclosure works well.

Officers believe Tandridge D.C. already follows in full the recommendations shown at para. 4.9 of the Statutory Standards.

4.12 Licensee self-reporting

Licence holders should be required to notify the issuing authority within 48 hours of an arrest and release, charge or conviction of any sexual offence, any offence involving dishonesty or violence and any motoring offence.

Tandridge D.C.'s current position is that the time allowed for licence holders to inform the issuing authority is five working days of receiving a driving licence endorsement, fixed penalty notice, warning, reprimand, police caution, criminal conviction or other criminal proceedings (including their acquittal as part of a criminal case). In addition, licence holders must inform the council within 3 working days of their arrest for any matter (whether subsequently charged or not).

Meeting the Statutory Standards will require a change in policy and conditions of licence.

4.14 Referrals to the Disclosure and Barring Service and the Police

A decision to refuse or revoke a licence as the individual is thought to present a risk of harm to a child or vulnerable adult, should be referred to the DBS.

Tandridge D.C. already follows in full the recommendations shown at para. 4.14 of the Statutory Standards.

4.17 Working with the Police

As part of building an effective working relationship between the licensing authority and the police, action taken by the licensing authority as a result of information received should be fed-back to the police.

Tandridge D.C. already follows in full the recommendations shown at para. 4.17 of the Statutory Standards.

4.20 Sharing licensing information with other licensing authorities

Applicants and licensees should be required to disclose if they hold or have previously held a licence with another authority. An applicant should also be required to disclose if they have had an application for a licence refused, or a licence revoked or suspended by any other licensing authority. Licensing authorities should explicitly advise on their application forms that making a false statement or omitting to provide the information requested may be a criminal offence.

Tandridge D.C. already follows in full the recommendations shown at para. 4.20 of the Statutory Standards.

4.21-4.25 Use of the National register of taxi and private hire vehicle driver licence refusals and revocations ('NR3' register)

Tools such as NR3 should be used by licensing authorities to share information on a more consistent basis to mitigate the risk of nondisclosure of relevant information by applicants.

Tandridge D.C. already follows in full the recommendations shown at para. 4.21 to 4.25 of the Statutory Standards.

4.26 - 4.28 Multi Agency Safeguarding Hub (MASH)

All licensing authorities should operate or establish a means to facilitate the objectives of a MASH (i.e. the sharing of necessary and relevant information between stakeholders). The Children's Commissioner's 2013 Inquiry into Child Sexual Exploitation in Gangs and Groups found that both police and local authorities still identified the inability to share information as a key barrier to safeguarding children from sexual abuse and exploitation.

The local MASH is based in Guildford police station and can be contact via <https://www.surreyscp.org.uk/professionals/information-on-c-spa/> for concerns about children.

Facilitating the objectives of the MASH is a Multi-Agency Information Sharing Protocol (MAISP). The MAISP exists between public bodies in Surrey which establishes an agreed set of principles about sharing personal or confidential information. It enables each organisation signed up to the protocol to understand the circumstances in which it should share information and what its responsibilities are. The Surrey MAISP has been developed in partnership by representatives from Surrey's county and district councils, the health service and Surrey Police. Further information on the MAISP is available via <https://www.surreycc.gov.uk/council-and-democracy/your-privacy/protocol-for-multi-agency-staff>

The Surrey MAISP does not replace context-specific protocols, but provides a framework within which they can all operate. It provides both a common understanding for all the agencies in Surrey to work to and is recommended for use as a template for situations where there is no context-specific protocol. Organisations that sign up to an approved context-specific information sharing protocol automatically become signatories of the Surrey MAISP, the over-arching protocol and are bound by its principles. D&B's, SCC, health services and Surrey police can share personal information under this protocol.

Tandridge D.C.'s position is that participation in the MAISP ensures compliance with the recommendations shown at para. 4.26-28 of the Statutory Standards.

4.29 Complaints against licensees

All licensing authorities should have a robust system for recording complaints, including analysing trends across all licensees as well as complaints against individual licensees.

Licensees with a high number of complaints made against them should be contacted by the licensing authority and concerns raised with the driver and operator (if appropriate).

To ensure that passengers know who to complain to, licensing authorities should produce guidance for passengers on making complaints directly to the licensing authority that should be available on their website.

Ways to make complaint to the authority should be displayed in all licensed vehicles.

Licensing authorities must ensure that drivers are aware of a requirement to display information on how to complain.

Tandridge D.C's current position is that complaints are recorded against individual licensees, however the current software being used does not allow for analysing trends across all licensees. The Council has recently invested in new software for Environmental Health and Licensing that will allow for improved complaint analysis when implemented.

All drivers are contacted and spoken to personally regarding any substantive complaint.

The Tandridge D.C. website contains details of how to make a complaint in relation to taxis, however this information should be made easier to find and displayed more prominently.

Information on how to make a complaint is displayed on the fare chart that is available within all hackney carriages, but not private hire vehicles. Information on how to make a complaint will be included on the internal licence plate on the vehicles windscreen, facing in towards the cabin. This step will be taken when the next order of internal plates is made.

4.34 - 4.35 Overseas convictions

The DBS cannot access criminal records held overseas, only foreign convictions that are held on the Police National Computer may, subject to the disclosure rules, be disclosed. Licensing authorities should seek or require applicants to provide where possible criminal records information or a 'Certificate of Good Character' from overseas in this circumstance to properly assess risk and support the decision- making process.

Tandridge D.C.'s current position is that all the above measures are already met in our Policy regarding the relevance of convictions and other related information, section 18.

4.36 Overseas convictions

Where an individual is aware that they have committed an offence overseas which may be equivalent to those listed in the annex to this document

(Annex – Assessment of previous convictions), licensing authorities should advise the applicant to seek independent expert or legal advice to ensure that they provide information that is truthful and accurate.

Should this circumstance arise officers will offer this advice as shown in the Statutory Standards. The new hackney carriage and private hire licensing policy will include this guidance to applicants.

5.1 – 5.2 Administration of the licensing framework

Licensing authorities should ensure that all individuals that determine whether a licence is issued or refused are adequately resourced to allow them to discharge the function effectively and correctly. The function may be delegated to a committee, a sub-committee or an officer – which should be set out within a clear scheme of delegation.

Under the Council's constitution the refusal or revocation of hackney carriage or private hire licences is delegated to the Regulatory Sub-Committee of the Community Services Committee.

Paras 5.1 and 5.2 of the Constitution delegates the suspension of licences to officers, in so much that this power is not reserved for determination by the Council, Committee or Sub-committee.

A clear scheme of delegation should be published that clearly authorises officers to suspend hackney carriage and private hire licences.

The shared Environmental Health and Licensing service provides added resilience in officer resources. However the licensing service remains lean overall, and this means, for example, that this review of licensing policy has to be implemented within realistic timeframes, prioritising the most important steps.

5.2 – 5.5 Training decision makers

All individuals that determine whether a licence is issued should be required to undertake sufficient training. As a minimum, training for a member of a licensing committee should include licensing procedures, natural justice, understanding the risks of CSAE, disability and equality awareness and the making of difficult and potentially controversial decisions. Training should not simply relate to procedures, but should include the use of case study material to provide context and real scenarios. All training should be formally recorded by the licensing authority and require a signature from the person that has received the training.

It has been a number of years since training was provided to the Regulatory Sub-Committee, and should take place as early as possible. However it would seem sensible that it followed the implementation of the planned changes to the policy set out in this report.

The requirement that decision makers have received adequate training and that this is recorded should be included in the revised taxi licensing policy.

5.6– 5.11 The regulatory structure

It is recommended that councils operate with a Regulatory Committee or Board that is convened at periodic intervals to determine licensing matters, with individual cases being considered by a panel of elected and suitably trained councillors drawn from a larger Regulatory Committee or Board. Regardless of which approach is adopted, all licensing authorities should consider arrangements for dealing with serious matters that may require the immediate revocation of a licence. It is recommended that this role is delegated to a senior officer/manager with responsibility for the licensing service.

Under the Council's constitution the refusal or revocation of hackney carriage or private hire licences is delegated to the Regulatory Sub-Committee of the Community Services Committee.

However, this has given rise to difficulties when a licence needs to be immediately revoked on public safety grounds (e.g. following an admission of a serious offence), when convening a regulatory sub-committee would create an unacceptable delay. Currently immediate revocation can be achieved by use of the Chief Executive's Emergency Powers.

A clear scheme of delegation should be published that clearly authorises the Executive Head with responsibility for Environmental Health and Licensing to immediately revoke a licence when it is necessary to do so on the grounds of public safety.

5.12 – 5.14 Fit and proper test

Licensing authorities have a duty to ensure that any person to whom they grant a taxi or private hire vehicle driver's licence is a 'fit and proper' person to be a licensee.

Tandridge District Council's [Policy regarding the relevance of convictions and other related information](#) sets out at para 1.8 our interpretation of the 'fit and proper' person test, and it is officers opinion that this meets the Statutory Standards

5.15 – 5.17 Criminal convictions and rehabilitation

In considering an individual's criminal record, licensing authorities must consider each case on its merits. In order to achieve consistency, and to mitigate the risk of successful legal challenge, licensing authorities should have a clear policy for the consideration of criminal records. Annexed to this document are the Department's recommendations on the assessment of previous convictions.

Until the publication of the Statutory Standards, each District or Borough set their own convictions policy, allowing for variations in standards between neighbouring authorities. To avoid 'licence shopping', The Surrey Licensing Authorities, including Tandridge D.C, pro-actively worked together and produced a convictions policy which is currently in use County wide. The recommended assessment of criminal convictions shown in the Statutory Standards is very similar to the one already in use in Tandridge D.C. and the rest of Surrey. There are however some differences (e.g. In the Statutory Standards someone conviction for possession of a weapon would not be granted a licence until at least seven years have elapsed, while in the Surrey wide policy it is 5 years). It will be appropriate to discuss with the Surrey Licensing Officers group to assess the differences and whether to make recommendations to Committee for changes. This is likely to be subject of a future report.

6.1 – 6.4 Criminology checks for drivers

Licensing authorities are entitled to request an enhanced criminal record certificate with check of the barred lists from the DBS for all driver licence holders or applicants. In the interests of public safety, licensing authorities should not, as part of their policies, issue a licence to any individual that appears on either barred list.

Tandridge District Council's [Policy regarding the relevance of convictions and other related information](#) sets out at paragraph 14 that a licence will not be normally be granted if an applicant has been found unfit to work with children or vulnerable adults . Whilst this policy is consistent with the Statutory Standards, the revised taxi policy should specifically set out that licensing authorities will not issue a licence to any individual that appears on either barred list.

6.5 – 6.7 Safeguarding awareness

All licensing authorities should provide safeguarding advice and guidance to the trade and should require taxi and private hire vehicle drivers to undertake safeguarding training.

Tandridge D.C.'s position is that we have a safeguarding awareness course in place. This is mandatory for all existing drivers and it is a requirement of licensing for any new applicant to complete it prior to a licence being granted.

6.8 – 6.13 'County lines' exploitation

Safeguarding awareness training should include the ways in which drivers can help to identify county lines exploitation.

Tandridge District Council's position is that 'County Lines' awareness information which was given to the Council by the Police has been passed on to all drivers and operators.

Currently the Safeguarding Awareness training does not include reference to county lines exploitation. The Safeguarding Awareness training we require drivers to undertake is delivered by Barnardos to all Surrey taxi licensing authorities. Discussions are currently ongoing between the Surrey Licensing Authorities and Barnardos to include county lines exploitation within their training. Alternative training providers may also have to be considered.

Training in county lines exploitation will need to be compulsory for all licensed drivers, including those who have already completed the Safeguarding awareness training. This will require amendments to the conditions of licences, and this will need to be included in the proposed taxi policy review.

6.14 – 6.15 Language proficiency

A licensing authority's test of a driver's proficiency should cover both oral and written English language skills to achieve the objectives stated above.

Tandridge D.C.'s current position is that we do not have a specific language test in place. The knowledge test all applicants are required to undertake requires written language skills, and officers believe that anyone passing this test would be capable of reading and writing English to an adequate standard.

Whilst reasonable oral communication is necessary to engage with licensing officers prior to obtaining a licence, the standard is not currently tested. The implementation of this would be subject of a further report and consultation.

7.2 Criminality checks for vehicle proprietors

Licensing authorities should require a basic disclosure from the DBS and that a check is undertaken annually.

Tandridge D.C.'s current position is that all our licensed vehicles are owned by the licensed drivers or operators, who will have undergone DBS checks as a result of obtaining those licences. As a result it has not been necessary to require a Basic DBS from persons who are vehicle proprietors only. However, to meet the Statutory Standards this requirement should be included in future taxi licensing policy.

7.5 Fit and proper tests for directors or partners

Private hire vehicle operator and vehicle licences may be applied for by a company or partnership; licensing authorities should apply the 'fit and proper' test to each of the directors or partners in that company or partnership.

Tandridge D.C. applies this standard in practice, however the taxi policy should be amended to make this requirement for directors or partners transparent.

7.7-7.13 In-vehicle visual and audio recording – CCTV

All licensing authorities should consult to identify if there are local circumstances which indicate that the installation of CCTV in vehicles would have either a positive or an adverse net effect on the safety of taxi and private hire vehicle users, including children or vulnerable adults, and taking into account potential privacy issues.

Tandridge D.C. does not currently mandate in cab CCTV. In order to meet the Statutory Standards a consultation would have to take place to assess if there are local circumstances which indicate that the installation of CCTV in vehicles would have either a positive or an adverse net effect on the safety of taxi and private hire vehicle users. Some of the issues around CCTV range from cost (who pays for it), proportionality, necessity and data control.

7.15 – 7.15 Stretched Limousines

It is the Department's view that it is not a legitimate course of action for licensing authorities to adopt policies that exclude limousines as a matter of principle thereby excluding these services from the scope of the private hire vehicle regime and the safety benefits this provides.

Tandridge D.C. does not have a policy that excludes limousines from being licensed, and we therefore comply with Statutory Standards. However, our taxi policy does not set out our approach to licensing this type of vehicle, and this should be considered as part of the taxi policy review.

8.2– 8.6 Criminality checks for private hire vehicle operators

Enhanced DBS and barred list checks are not available for private hire vehicle operator licensing. Licensing authorities should request a basic disclosure from the DBS and that a check is undertaken annually.

Tandridge D.C. current position is that basic DBS certificates for operators on application only. This would have to be amended to meet the Statutory Standards.

8.7– 8.12 Booking and dispatch staff

Licensing authorities should be satisfied that private hire vehicle operators can demonstrate that all staff that have contact with the public and/or oversee the dispatching of vehicles do not pose a risk to the public. Licensing authorities should, as a condition of granting an operator licence,

require a register of all staff that will take bookings or dispatch vehicles is kept.

Operators should be required to evidence that they have had sight of a Basic DBS check on all individuals listed on their register of booking and dispatch staff and to ensure that Basic DBS checks are conducted on any individuals added to the register and that this is compatible with their policy on employing ex-offenders. DBS certificates provided by the individual should be recently issued when viewed, alternatively the operator could use a 'responsible organisation' to request the check on their behalf. When individuals start taking bookings and dispatching vehicles for an operator they should be required, as part of their employment contract, to advise the operator of any convictions while they are employed in this role.

Tandridge D.C.'s current position is that this is not currently a requirement a change in policy and conditions of licence would be required to meet the 'Statutory Standards.

8.13 – 8.15 Record keeping

Licensing authorities should as a minimum require private hire vehicle operators to record specific information for each booking.

Tandridge D.C.'s currently requires operators to record information that is similar to that shown in the Statutory Standards, but with some difference. The policy and conditions of licence would need to be amended to meet the Statutory Standards.

8.16 – 8.17 Use of passenger carrying vehicles (PCV) licensed drivers

The use of a driver who holds a PCV licence and the use of a public service vehicle (PSV) such as a minibus to undertake a private hire vehicle booking should not be permitted as a condition of the private hire vehicle operator's licence without the informed consent of the booker.

Tandridge D.C.'s current position is that this restriction it not in our policy. A change in policy would be required to meet the 'Guidance'. Officers are not aware of PHV operators operating PCV in this district.

9.2 Joint authorisation of enforcement officers

Licensing authorities should, where the need arises, jointly authorises officers from other authorities so that compliance and enforcement action can be taken against licensees from outside their area.

Tandridge D.C's current position is that joint authorisation formally exists between all Surrey Licensing Authorities. This should be expanded to other authorities when opportunity or necessity requires, and the scheme of

published scheme of delegation should allow for this authorisation process to be simplified.

9.3– 9.4 Setting expectations and monitoring

Licensing authorities should ensure that drivers are aware of the policies that they must adhere and are properly informed of what is expected of them and the repercussions for failing to do so.

Tandridge's current position is that on grant of a licence a copy of the conditions is given to the licensee, and it is a requirement of application that conditions and licensing policy have been read and understood.

9.5– 9.10 Suspension and revocation of licences

Before any decision is made, the licensing authority must give full consideration to the available evidence and the driver should be given the opportunity to state his or her case. If a period of suspension is imposed, it cannot be extended or changed to revocation at a later date.

TDC's position is that we follow the Statutory Standards.

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Appendix B - Delivery plan

No.	Action	Responsible Person	Target Completion Date
1	Improve the prominence of information on the Tandridge D.C. website on how to make a complaint in relation to taxis.	Licensing officer	1 month
2	'Ways to make complaint to the authority' to be displayed in licensed private hire vehicles.	Licensing officer	3 months
3	Identify and liaise with key stakeholders on areas of taxi licensing policy that may benefit from review (e.g. the licensing of electric vehicles, access to taxis by wheelchair users)	Senior licensing officer	3 months
4	Implement the new shared database for Environmental Health and Licensing to allow for the analysis of trends across all licensees as well as complaints against individual licensees.	Env Health & Licensing team leader	6 months
5	Review of delegations so that the Executive Head with responsibility for Environmental Health and Licensing is authorised to immediately revoke a licence when it is necessary to do so on the grounds of public safety.	Senior licensing officer	6 months
6	<p>Draft revised Hackney Carriage and Private Hire Licensing Policy, to incorporate the following recommendation from the Statutory Standards;-</p> <ul style="list-style-type: none"> • Licence holders should be required to notify the issuing authority within 48 hours of an arrest and release, charge or conviction of any sexual offence, any offence involving dishonesty or violence and any motoring offence. • 'The Surrey Wide Convictions Policy' adopted by TDC be revised to incorporate the recommendations shown in Appendix to the Statutory Standards on the assessment of previous convictions. • Mandatory training in county lines exploitation for all licensed drivers, including those who have already completed the safeguarding awareness training. • The test of a driver's proficiency to include an oral language skills assessment. • Annual criminality checks for vehicle proprietors. 	Senior licensing officer	6 months

	<ul style="list-style-type: none"> • An assessment as to whether there are local circumstances which indicate that the installation of CCTV in vehicles would have either a positive or an adverse net effect on the safety of taxi and private hire vehicle users. • Annual criminality checks (basic DBS) for private hire vehicle operators • Private hire vehicle operators to provide a register of booking and dispatch staff, and evidence that they have had sight of a Basic DBS check on all individuals listed on their register, and to ensure that Basic DBS checks are conducted on any individuals added to the register and that this is compatible with their policy on employing ex-offenders. • Amend the requirements for record keeping for private hire vehicle operators to align them with the Statutory Standards. 		
7	Seek approval from the Community Services Committee to consult on the draft Hackney Carriage and Private Hire Licensing Policy.	Senior licensing officer	6 months
8	12 week public consultation on proposed changes to licensing rules	Senior licensing officer	9 months
9	Seek approval from the Community Services Committee for the adoption of the revised Hackney Carriage and Private Hire Licensing Policy	Senior licensing officer	9 months
10	Publication of scheme of delegation that clearly authorises officers to suspend hackney carriage and private hire licences.	Senior licensing officer	9 months
11	Training for members of the Regulatory Sub-Committee on licensing procedures, natural justice, understanding the risks of CSAE, disability and equality awareness and the making of difficult and potentially controversial decisions.	Senior licensing officer	12 months
12	Review of the licences already issued that may be effected by any changes in licensing requirements as a result of policy review.	Licensing officer	12 months
13	Undertake further reviews of Hackney Carriage and Private Hire Licensing Policy	Senior licensing officer	At least every 5 years

Queens Park Improvements Project

Community Services Committee Tuesday, 23 November 2021

Report of: Executive Head of Communities

Purpose: Information

Publication status: Open

Wards affected: Queens Park Ward

Executive summary:

- This report is to inform Committee about the proposed Queens Park Improvements Project
 - The project arises from the actions within the Open Spaces Strategy, which was adopted by this Committee in March this year.
 - The proposed improvements will also support the Council's Strategic Priorities, for example the ambition to improve opportunities for health and wellbeing, build resilience to flooding and increase biodiversity.
-

This report supports the Council's priority of:

- Creating the homes, infrastructure and environment we need
- Becoming a greener, more sustainable District

Contact officer Kate Haacke Asset Management Specialist
KHaacke@tandridge.gov.uk –

Recommendation to Committee:

That the Committee supports the progression of the Queens Park Improvements Project and notes its aims, objectives and draft timetable.

Reason for recommendation:

The Community Services Committee is responsible for formulating and reviewing the Council's policies in respect of the leisure, cultural, environmental health and amenity needs of the District including the provision and maintenance of leisure facilities including formal parks, pavilions and open spaces. Officers seek the Committee's support to take forward the Queens Park Improvements Project, which will:

- Build resilience to flooding in Caterham on the Hill
- Improve biodiversity in the park
- Improve the facilities within the park

Introduction and background

- 1 The Open Spaces Strategy (OSS) was adopted in March 2021. It sets out how the Council will manage and improve open spaces across the district until 2025 and identifies priority actions for each year of the Strategy. The District-Wide Objectives of the Open Spaces Strategy were:
 - To encourage a diverse network of sustainable open space of high quality which helps fulfil the health and wellbeing needs of those living and working within the district
 - To protect, manage and enhance our open spaces for the benefit of biodiversity and to mitigate the effects of climate change
 - Explore opportunities to make more of our open spaces through commercialisation, educational and cultural events
 - Ensure equipment and grounds are of high quality, safe, well maintained and suitable for its users
 - Work with local communities for opportunities to manage, improve and deliver appropriate open spaces
2. In addition to District-wide actions, there were actions for each open space within the control of the Council. The action for Queens Park was:

“To upgrade Queens Park (Field in Trust) and investigate improvements.”
3. The improvements to be investigated were wide-ranging and are set out in Appendix A.

4. In addition to investigating the possible improvements that were recommended in the Open Spaces Strategy, Officers would like to ensure that councillors are aware that:
- The playground equipment at Queens Park is nearing the end of its life and requires replacement
 - Surrey County Council's Flood Resilience Project recognises that Queens Park lies at the top of the water catchment and that storing excess surface water in Queens Park during heavy rainfall, would be a significant contribution to improving flood resilience in Caterham on the Hill. Recent flooding events occurred in winter 2013/14, June 2016, Dec 2019 and Feb/March 2020 and flood risk modelling identified more than 200 properties at risk. The aspiration for the design solution is to create storage for around 1500-2000m³ for a 1:30 year event. The aspiration is to remove the above volume of water from the downstream network, and some infiltration will be feasible, together with some flow control back into the sewer network.

Next Steps, Consultation & Project Programme

5. In order to take forward this important work, Officers have appointed landscape architects and a drainage engineer who will help design some options that can be shared with the community. Officers are aware that Queens Park is an extremely well-loved park, and that any changes will need the support of the local community. To that end, officers met with local ward and parish councillors in July 2021 and carried out a pre-design engagement exercise with the local community in August and September 2021. The engagement was a very open exercise (see Appendix D). The aim of the exercise was to find out what is most important to local people and groups who regularly use the park. The findings of this early engagement are shared in Appendix E. The landscape architect is now progressing initial design options that will be shared with councillors and the local community in due course, and subject to a more formal consultation. The proposed timing for this consultation is early 2022 (estimated Jan/Feb/March). Other consultations are being procured to assist, as required, e.g. cost consultants and an architect. A DRAFT project programme is shown below:

Inception Meeting & Site visit	June 2021
Councillor initial pre-design meeting	July 2021
Initial engagement with local community	Aug & Sept 2021
Initial design work	Oct, Nov, Dec 2021
Meeting with councillors – early design work	Dec 2021
Public consultation/engagement on options	Jan/Feb/March 2022
Refine options	March/April 2022
Report and recommendations to community services committee	April/May 2022
Planning application	May/June 2022
Funding applications	April/May/June 2022
Construction	2022/23

Project Finance & Resources

6. The budget for early design work is £50,000. This is being paid for from the parks and open spaces capital works budget. We are very pleased to report that Surrey County Council are contributing £20,000 to this important work.
7. We have assumed that total project costs are likely to be in the region of £1m. However, this is subject to design and subject to the availability of funding. Finance for the works element of the project will need to be sought via grant funding applications. Potential sources of funding include the Community Infrastructure Levy, Surrey County Council (for the flood attenuation element), National Lottery Heritage or Other National Lottery Funds, Surrey County Council's Your Fund and so forth. External grant applications tend to score more highly if an element of match funding can be demonstrated. TDC could demonstrate match funding by committing the equivalent of the amount that would be required for the refurbishment of the playground.
8. Officers will need to advise on the ongoing maintenance cost implications of all design options, as the project progresses
9. Staff resource is key to the success of the project. At present the project is being driven the Asset Management Team with the assistance of colleagues in Parks, Strategy & Finance.

Income generation

10. The Council provide services which keep our parks open and accessible for public enjoyment. These services are provided at considerable cost, given the need for regular grass cutting, hedge trimming, landscaping, play equipment, tree surgery, building maintenance, footpath maintenance and so forth. Our parks and open spaces provide numerous public health, wellbeing and environmental benefits and the Council recognises the value that our parks service makes to these wider health benefits.

11. However, given ever tightening Local Authority budgets, it is important that we generate income where appropriate, to assist with the high cost of providing parks services and to help the Council to continue to provide a good quality parks service across the District.
12. Officers will, when evaluation the advantages and disadvantages of design options, take into account potential for revenue generation as one of the assessment criteria. Opportunities for revenue generation might include a café paying a market rate, hiring or letting a pavilion to an appropriate user, ensuring appropriate facilities are available for sports associations, who would pay an appropriate fee in return for the use of the space.

Key implications

Comments of the Chief Finance Officer

It should be noted that any financial implications to do with this report will be funded by the capital programme and/or grant funding we are to seek from third parties. It is not expected that significant revenue costs will be incurred.

Comments of the Head of Legal

The proposed infrastructure investment at Queens Park is needed to ensure that the basic infrastructure at the park is fit-for-purpose, whilst also enabling the park to develop and adapt to reflect the changing needs of the public and future tenants, recognising the importance of our critical green spaces. A range of contracts will need to be procured pursuant to delegated powers to undertake proposed works and Legal Services will need to be involved once appointments have been made.

Equality

Any improvements will need to carefully consider the impact on groups with protected characteristics. The OSS consultation included groups such as Age UK and Disability Forum. Appendix 4 of the OSS provided a list of requirements/suggestions that would help ensure Accessibility for All. These will be taken into account in the design of any improvements to Queens Park. And we will seek the views of groups such as Age UK and Disability Forum with respect to the specific proposals within this project.

Climate change

Parks and open spaces and blue spaces have a role to play in aiding the regulation of temperature, water flow, noise and air pollution. This is partly because trees & shrubs help to capture CO2 and other pollutants such as nitrogen dioxide and particulates. Urban green and blue spaces can also reduce the 'Heat Island Effect' in built-up areas. For example, trees and woods can help to reduce midsummer temperatures in urban areas through shading and evaporative cooling from leaf surfaces. Green and blue spaces, including trees,

help absorb water and capture runoff from heavy storms both through the water absorbent effects of roots and soil. Our aspiration is that any improvements to Queens Park should have a positive impact on TDC's carbon footprint and should improve sustainability and biodiversity. For example, this might be achieved by:

- Planting more trees
- Replacing trees that are reaching the end of their life
- Creating new habitats e.g. as might be achieved if were to create a pond
- Supporting creation of wildlife corridors
- Improving park buildings in accordance with sustainability best practice e.g. maximising opportunities for rainwater harvesting and renewable energy use
- Utilising all of the above to help educate and inspire the public
- Considering and promoting active travel i.e. walking cycling to/from the park

Additionally, it is important to note that the possibility of creating storage capacity for surface water within Queens Park will improve our resilience to the impact of climate change.

Appendices

Appendix 'A' – Extract from the Open Spaces Strategy - Actions for Queens Park

Appendix 'B' – Photographs of surface water in the park

Appendix 'C' – Flood modelling

Appendix 'D' – Presentation from public engagement exercise

Appendix 'E' – Feedback from initial public engagement exercise

Background papers

TDC Open Spaces Strategy

----- end of report -----

Appendix A

Actions for Queens Park within the Open Spaces Strategy

Caterham on the Hill Open Space Priority Actions	
Action	Objective
<p>Upgrade Queens park (Field in Trust) and investigate improvements including:</p> <ul style="list-style-type: none"> ■ Car parking linked to access for all ■ Better refreshment and toilet facilities, ideally adjacent to play area ■ Water play activity ■ Seating with shade and rain cover near play area for picnic and comfort ■ Permanent table tennis ■ Cycle network to access park and cycle storage ■ Trim Trail with dual cycle use around park ■ MUGA Court / Paddle Board court ■ Flood alleviation solution – landscaping, rain gardens, water meadow, small pond ■ Sustain quality at Queens Park for football, cricket and rugby through appropriate maintenance and charging. This should include: <ul style="list-style-type: none"> • Remarking of pitches to accommodate demand for youth football • Retaining the cricket square accompanied by the non-turf pitch for utilisation from Caterham Cricket Club and consider re-designation of second square for rugby union purposes providing that all cricket demand is met. ■ Improve litter management ■ Potential to renovate basketball court with better quality panels ■ Maintain area for outdoor gym ■ Improve community noticeboard 	All

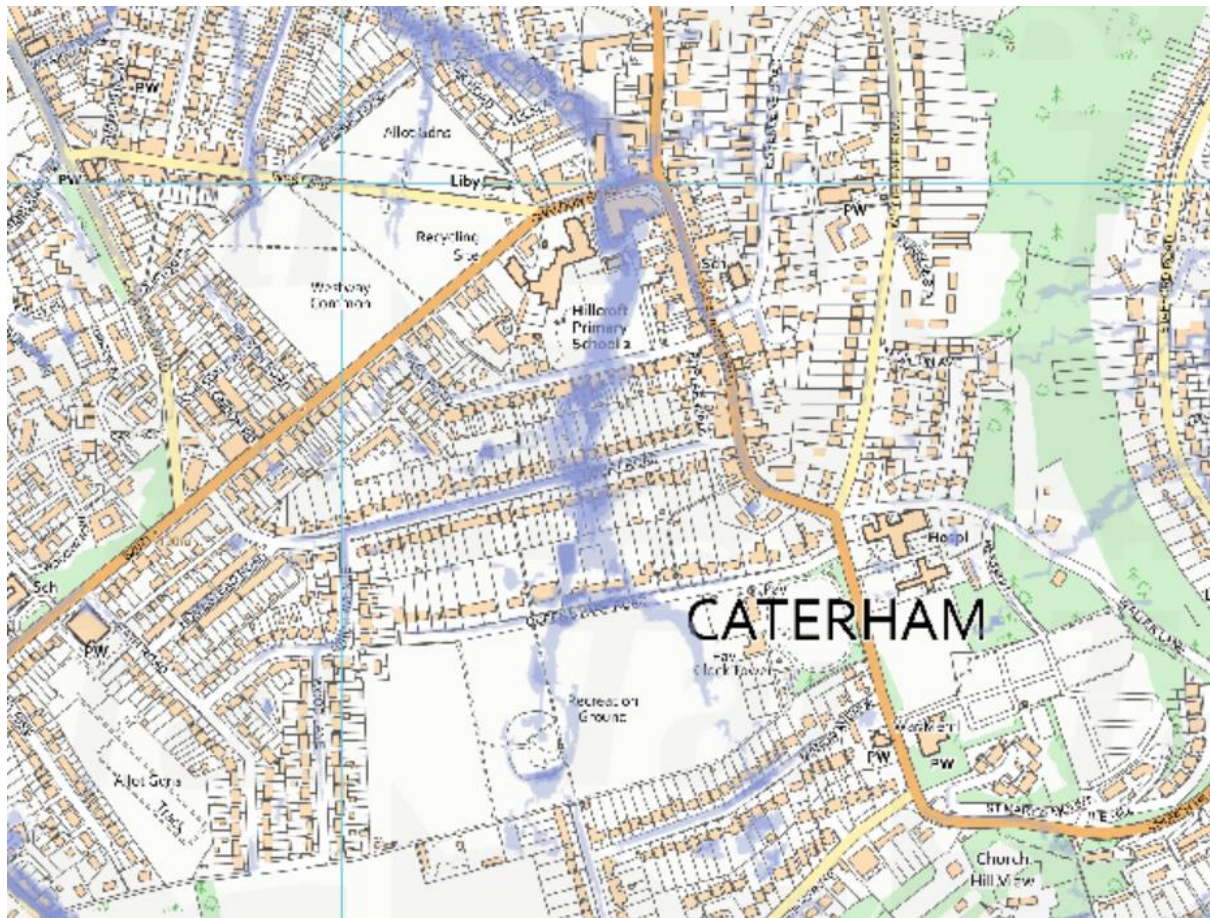
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Appendix B - Photos of Flooding following heavy rainfall on 4th October 2021





Appendix C – Caterham on the Hill Flood Modelling (Environment Agency)



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A photograph of a park with a large tree in the foreground, a path, and a green field in the background. The text is overlaid on the right side of the image.

Welcome to the Queens Park Improvement Project: Initial engagement with residents and the local community

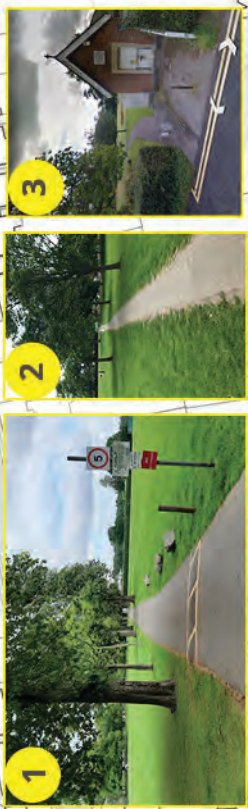
How we will engage with residents and the local community:

- Tandridge Council has adopted an Open Space Strategy for the period 2021 - 25
- The Strategy has identified a need to improve Queens Park - e.g. through better toilet and refreshment facilities, better flood alleviation and by promoting biodiversity
- We'll discuss these ideas with you in August and September 2021
- We'll develop design ideas based on these discussions
- We'll ask you to comment on these proposals before the end of 2021
- Having taken your comments into account, we'll prepare a planning application. You'll also have the chance to comment on the proposals then

- Queens Park in context
Queens Park is part of a network of greenspaces

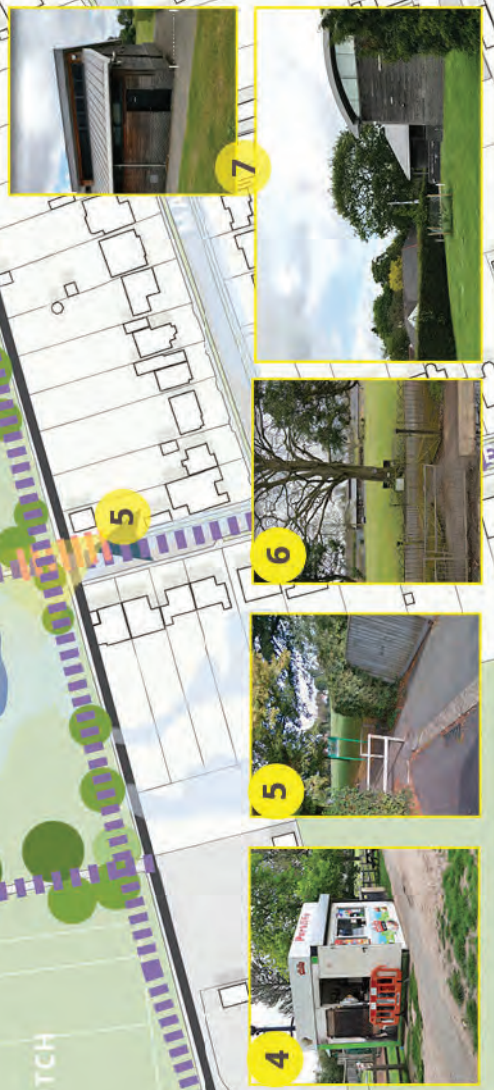


Things that we might want to fix



KEY

●	Good Condition Existing Tree
○	Fair Condition Existing Tree
▲	Poor Condition Existing Tree
■	Major Entrance
■	Minor Entrance
■	Poor Condition Entrance
■	Heavily Trafficked Main Road
■	View Blocking High Shrubs
■	Pedestrian Circulation
■	Low Risk Of Flood
■	Medium Risk Of Flood
■	High Risk Of Flood
■	Poor Connection Between Areas
■	Historical Water Feature
■	Historical Clock
■	Poor Condition Kiosk
■	Pavilion Possibly In Need Of Adaptation



CLIENT: Tandridge District Council

JON SHEAFF & ASSOCIATES

PROJECT: Queens Park Caterham

DRAWING TITLE: Queens Park Site Analysis

STATUS: RIBA Stage 2

DRAWN BY: MO

DATE: 21.07.07

SCALE: 1:1000 A3

CHECKED: JS

JOB NO: DRAWING NO: A1813

REV: *

Things we want to consider

- History

Queens Park became a park at the turn of the 20th century



• 1868



• 1895



• 1910



• 1933

Things that the park can provide

- Sports

The park can help people to stay healthy



Things that the park can provide

- Play

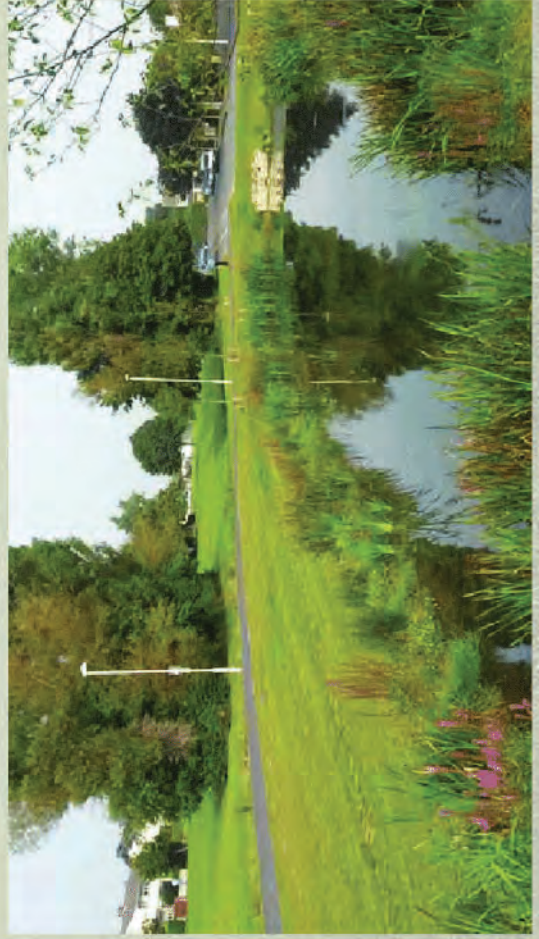
The park should be a great place for children to play



Things that the park can provide

- Flood Attenuation

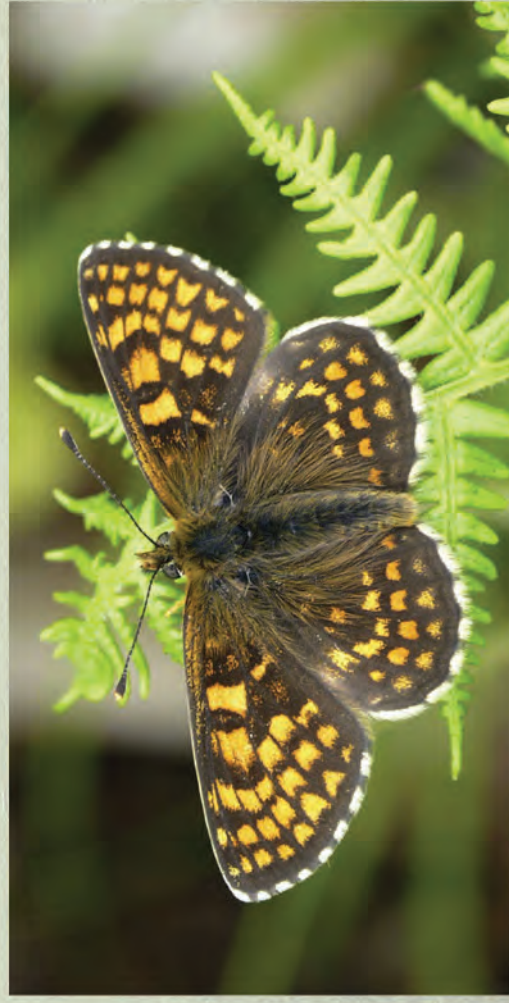
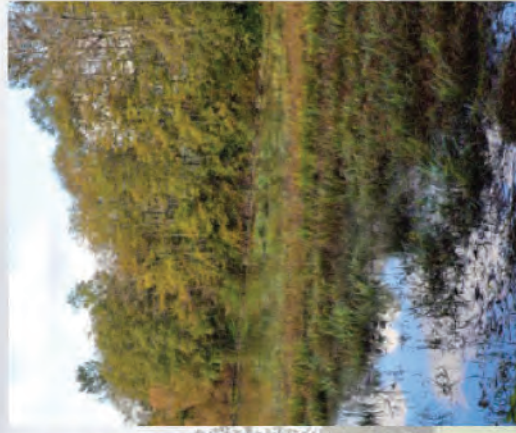
The park can help to reduce flooding in Caterham on the Hill



Things that the park can provide

- Biodiversity

The park can support biodiversity by providing different habitats



Things that the park can provide Queens Park - can be a place for everyone



What do you want to see or do in Queens Park?

You can send more comments to us at: queensparkproject@tandridge.gov.uk

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Subject	Consultation responses:	Design responses:
<p>FLORA/FAUNA</p>	<ul style="list-style-type: none"> • Extra wild flowers and native planting. • Leave the existing vegetation as it is. • Provide extra trees for the avenue. • No bee attracting plants next to benches. <p>Possible allergic reactions to bee sting.</p> <ul style="list-style-type: none"> • Keep regular cutting of the grass. • Design for climate change. • Install bird boxes and bat boxes. 	<ul style="list-style-type: none"> • Planting will concentrate on native species. • Additional trees to reinstate the avenue and elsewhere in the park to replace poor quality specimens. • Bird boxes and bat boxes will be included.
<p>SENSORY GARDEN</p>	<ul style="list-style-type: none"> • Better CCTV in sensory garden. • Refresh the area. 	<ul style="list-style-type: none"> • No plans for additional CCTV • Explore the possibility of enhancing connectivity for the sensory garden
<p>PROPOSED POND/ ATTENUATION</p>	<ul style="list-style-type: none"> • Need to be aware of flood risk • Pond to manage flood risk with native plants and a safety fence. • Marshland with boardwalks. 	<ul style="list-style-type: none"> • Attenuation in the park will ease local flooding issues • Design will take safety into account
<p>CAR PARKING</p>	<ul style="list-style-type: none"> • Do not sacrifice any green space for parking. 	<ul style="list-style-type: none"> • The re-designed park will not have a car park. • The park is green belt – a new car park is not a possibility

<p>SPORTS FACILITIES</p>	<ul style="list-style-type: none"> • Higher fences around tennis court due to keep balls from flying out • Retain tennis courts. • Courts should be locked and opened at a reasonable time. • Cricket area is well-used but players come early in the morning and make noise. Perhaps relocate to west end of the park? • Badminton needs to be made available in the pavilion. • Basketball area might need lighting in the evening otherwise people have to leave when it gets dark. • Football goals are needed. • Bring "pitch and putt" back to the park. 	<ul style="list-style-type: none"> • Retain tennis courts • Consider re-configuration of sports facilities while keeping same capacity (tennis, basketball, rugby, football, cricket, bowls, croquet) • No plan for out of hours lighting. Would not obtain planning permission
<p>PAVILLION</p>	<ul style="list-style-type: none"> • Better looking pavilion. • Provide new pavilion building. • More use of the pavilion including extra toilets and possibly, a café. • Make a place for functions/events. 	<ul style="list-style-type: none"> • Consider how pavilion functions • Can it face both ways (i.e. both the croquet circle and the western end of the park)? • Can it provide more facilities?
<p>CHANGING ROOMS</p>	<ul style="list-style-type: none"> • Convert to toilets <p>Or</p> <ul style="list-style-type: none"> • Remove (if not useful) 	<ul style="list-style-type: none"> • Consider how this building functions and whether or not is useful/is in the right place

PLAYGROUND	<ul style="list-style-type: none"> • Move playground nearer to pavilion to provide access to the toilets. • Do not move the playground but provide toilets nearby. • Improve the playground. • Improve drainage near play area – it floods occasionally. • Make the playground a no-smoking zone. • Provide a shelter next to the playground. • Provide playground equipment for children with special needs. • Provide play equipment for older children. 	<ul style="list-style-type: none"> • Consider options for the location of the playground (and associated toilets, café etc..) • Consider new playground design as much of the equipment is reaching the end of its life
EXERCISE EQUIPMENT	<ul style="list-style-type: none"> • Keep it away from playground. • Provide an accessible exercise room in the pavilion. 	<ul style="list-style-type: none"> • Consider options for the location of outdoor gym and other equipment
ACTIVITY	<ul style="list-style-type: none"> • Table tennis/chess board/crazy golf/skate park/lido/volleyball/badminton • Bigger children activity area such as climbing/spinning • Zip wire/splash park 	<ul style="list-style-type: none"> • Consider options for other types of leisure/sport/play
TOILETS	<ul style="list-style-type: none"> • Provide new/more toilet facilities by either.. • Building new toilets next to playground <p>Or</p> <ul style="list-style-type: none"> • Renovating toilets in the pavilion. 	<ul style="list-style-type: none"> • Consider options for toilet provision relative to other facilities – playground, café etc...

KIOSK	<ul style="list-style-type: none"> • Improve the kiosk. • Keep it near to playground. 	<ul style="list-style-type: none"> • Consider options for catering provision to satisfy demand and generate income, including position relative to other facilities – e.g. playground. Possible use of Pavilion as a café.
BINS	<ul style="list-style-type: none"> • Bins should have lids to deter foxes • More rubbish bins are needed. • Dog waste bins are needed. • Bins should offer opportunity for re-cycling 	<ul style="list-style-type: none"> • Consider options for bins co-ordinated with the Council's waste management operational arrangements
SEATING	<ul style="list-style-type: none"> • Provide covered seats near to the café. • Provide more benches. • Provide additional picnic tables. • Provide sheltered seating. • Provide sun beds/loungers. 	<ul style="list-style-type: none"> • Consider type and position of seating to cater for all needs
LIGHTING	<ul style="list-style-type: none"> • Improve lighting for safety. • No floodlights 	<ul style="list-style-type: none"> • No plans to increase lighting provision (due to Green Belt status).
PATHS	<ul style="list-style-type: none"> • Wider path all around the park. • Provide a running path (perhaps bark or resin). • Provide cycling routes. • Painted distance markers on running paths. 	<ul style="list-style-type: none"> • Provide a hierarchy of paths for different purposes across the park.

<p>BIKE RACKS</p>	<ul style="list-style-type: none"> • Provide bike racks so that families can secure their bikes. • Provide scooter racks. 	<ul style="list-style-type: none"> • Bike and scooter parking provision to be included.
<p>NON-SPECIFIC ADDITIONAL COMMENTS</p>	<ul style="list-style-type: none"> • Stop drivers blocking the footpath on Birch Avenue. • Free facilities for teenagers. • Depot areas used to be tennis courts but now parking for the park maintenance vehicles. But it is not ideal to have large vehicles crossing the park. • Safety problem while crossing the Queens Park Road. • Building contractors park on Queens Park Road taking up space. • Queens Park Road is too busy; there is no space to park. • Defibrillator for the park. • Water bottle filler station. • Art/sculpture pieces for the croquet area. • Water drinking fountains. 	<ul style="list-style-type: none"> • All matters to consider but some are out of scope (e.g. parking and road crossing safety)

<p style="text-align: center;">GENERAL COMMENTS</p>	<ul style="list-style-type: none"> • The park is well-loved and heavily used for generations of residents – don't change it • This is a local park – don't make it too attractive to a wider audience 	<ul style="list-style-type: none"> • Consider options for changes to improve the park an bring these back to the community for comment
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General views:

- Consultees did not have an appetite for change which would increase usage. Consultees do not want a busy, noisy park next on their doorstep.
- Majority do not want to have a car park inside the park. Most people expressed the need for more benches and more bins (with lids).
- There was agreement that more toilets are needed, especially near to the playground. Some expressed the view the playground could be re-located. Others were against this idea. And thought it a waste of money.
- Most felt that the pavilion is under-utilised. Under-use has led to ASB issues.
- Most people understood the need to address climate change and of the need to native wild plants in the area. Most support more tree planting. The concept of attenuation was supported by concerns were raised over safety.

General concerns and opinions:

- A new pond would have to be effectively maintained.
- Car parking will reduce the green space.
- The park should always support family gatherings.
- Cricket is actively supported. 4- 5 teams use the main pitch every week.
- Changing room containers are an eyesore. A better design solution.