

TANDRIDGE DISTRICT COUNCIL

COMMUNITY SERVICES COMMITTEE

Minutes and report to Council of the virtual meeting of the Committee held on the 9th March 2021 at 7.30pm.

PRESENT: Councillors Connolly (Chair), Vickers (Vice-Chair), Wren (Vice-Chair), Allen, Lee, Ridge, Rujbally (substitute in place of Mansfield), Stamp, Swann and N.White

ALSO PRESENT: Councillors Bloore, Duck, Farr, Elias, Gray, Jones, Lockwood and Mills.

APOLOGIES FOR ABSENCE: Councillors Mansfield and Milton

280. MINUTES OF THE MEETING HELD ON THE 18TH JANUARY 2021

These minutes were approved as a correct record.

281. PRESENTATION ON BEHALF OF THE CATERHAM & WARLINGHAM AND OXTED CITIZENS ADVICE BUREAUX

Sarah Henke-Monti and Catherine Wynchol (managers of the Caterham & Warlingham and Oxted Bureaux respectively) gave a joint presentation to inform Members about their services, including:

- the fact that the Bureaux are two independent charities, operating as members of one large national organisation, offering free, confidential and impartial advice to residents in need and providing knowledge and confidence to help them overcome their difficulties;
- staffing complements (43 volunteers and 6 part-time paid staff) and training costs given that each volunteer takes between 12 to 18 months to train;
- funding sources (the cost of services being £1.37 per Tandridge resident);
- activities during the pandemic;
- issues dealt with during 2020/21, with a breakdown of benefits issues and a case study of support given to a client with complex needs; and
- future challenges, including the need for financial support to keep pace with demand (pent up demand was likely to ensue following the pandemic).

Members welcomed the presentation and praised the Bureaux for their valued services. Among the comments was a suggestion that a follow-up presentation be given to the Committee in twelve months' time.

282. QUARTER 3 CORPORATE PERFORMANCE & RISKS - COMMUNITY SERVICES

Members were presented with an analysis of the Committee's key performance indicators and risks for the third quarter of 2020/21, together with updates on progress against Strategic Plan actions and proposed amendments to performance indicators for 2021/22.

In response to Members' questions, officers advised that:

- a KPI could be added to measure the speed of issuing parking permits, although alternative incentive schemes to take up permits for the Hillside Road, Whyteleaf car park had become exhausted and an alternative form of parking use would now have to be considered;
- the possibility of splitting the data for the monthly issue of parking penalty charge notices in Caterham between the Hill and the Valley would be investigated – Ward level analysis could also be provided on request;
- the new refuse and recycling collection contract would include an enhanced performance framework for services and that a suitably amended suite of KPIs would be presented for the Committee's consideration approximately three months after the launch;
- the accuracy of performance data against the 1.5 days target for removing fly-tips would be investigated (this was in response to concerns that fly-tips may have been erroneously recorded as having been cleared).

RESOLVED – that:

- A. the Quarter 3 (2020/21) performance and risks for the Community Services Committee be noted; and
- B. the proposed amendments to performance indicators for 2021/22, as attached at Appendix A to these minutes, be adopted.

283. COMMUNITY SERVICES FINANCE REPORT - MONTH 10

A report concerning the Committee's revenue budget and capital programme as at the end of January 2021 (month 10) was presented.

An overspend of £867,000 against the revenue budget baseline of £6.4 million was projected, representing a deterioration of £7,000 compared with the previous month, and included the following elements:

- £308,000 for an under-recovery of rent and interest payments from Freedom Leisure
- £263,000 in respect of the refuse and recycling collection service (additional health & safety requirements due to Covid-19, and costs associated with the renewal of the current contract)
- £474,000 loss of income from car parking, taxi licenses and Tandridge Commercial Services.

The above items were offset by a £59,000 Covid-19 income support grant and a net £119,000 underspend on business as usual activities.

The revised £3.8 million capital programme was forecast to be £900,000 underspent due to delayed expenditure on refuse collection vehicles, garden waste bins, and parks / open spaces.

RESOLVED – that the Committee’s forecast revenue and capital forecast revenue position for the year be noted.

284. OPEN SPACE STRATEGY

A proposed final version of the Open Space Strategy (2021-25) was presented. This followed previous consideration by the Committee and a six-week public consultation period which ran from 28th September to 9th November 2020. Revisions to the strategy had been made in light of the consultation responses and feedback from Members at the Committee’s 12th November 2020 meeting. Further amendments were made following a final consultation with Members and Parish Councils in January 2021.

The accompanying report provided access to a tracked changed version of the Strategy to highlight the amendments arising from the consultations referred to above.

The Strategy contained 26 District wide actions and a series of further actions relating to specific parishes.

During the debate, the need to link the strategy to other relevant Council policy areas, such as health & wellbeing, was acknowledged. The potential cost implications of delivering the strategy were also discussed, including the need to seek external funding sources where appropriate.

RESOLVED – that the Open Space Strategy for a five-year period (2021-2025) be adopted.

285. PUBLIC SPACE PROTECTION ORDERS

A report was considered which updated the Committee about the use of Public Space Protection Orders (PSPOs) under the Anti-Social Behaviour, Crime and Policing Act 2014. PSPOs enabled councils and their partners to address anti-social behaviour in local areas. The report confirmed that two PSPOs had been implemented in Smallfield to prohibit the racing of a horse drawn carriage on Broadbridge Lane (2019) and Plough Road Recreation Ground (2020). In such cases, enforcement activities would usually require a police presence which would depend on police resource availability at the time of the request.

The Committee was also informed about current Home Office guidance which placed greater emphasis on the need to ensure that powers are used to target specific nuisance behaviours. The report acknowledged that enforcement of PSPOs required the issue of a fixed penalty notice to a person and that only police officers could demand an individual’s name and address.

Discussion focused on the scope for utilising the Act to deal with dog fouling and the fact that a previous attempt to trial PSPOs in Master Park, Oxted for this purpose had failed to materialise. The Committee was advised that any efforts to revisit such initiatives would depend upon robust evidence to justify a PSPO and adequate staffing resources for effective implementation.

RESOLVED – that the update report on Public Space Protection Orders implemented in the District in accordance with the Anti-Social Behaviour, Crime and Policing Act 2014 be noted.

286. COMMUNITY TENNIS OPTIONS

The Committee considered proposals for a more strategic approach to public tennis court provision in the District, to be delivered in partnership with the Lawn Tennis Association. The Council's courts (in Queens Park, Caterham and Whyteleafe Recreation Ground) had been operating on a 'council maintained and free to use' model for many years and the report advocated:

- entering into partnership with the Lawn Tennis Association, using their ClubSpark platform, to provide a court booking/membership system (the Council would also implement gate access technology that would work in conjunction with ClubSpark)
- working with the LTA to actively promote park tennis to all residents and encouraging coaching sessions
- charging £35 for an annual season ticket or £6.50 per hour for a pay and play session (charging to be restricted to the months of March to October).

These recommendations had been formulated in light of current maintenance costs and charging regimes in other Local Authority areas.

While accepting the rationale for seeking to review the current provision of tennis facilities, concerns were expressed that implementation of the proposed initiative was premature at this stage in the absence of a formal consultation (although officers explained that the proposed fees and other operational aspects could be varied).

Councillor Lee, seconded by Councillor Rujbally, proposed that a decision on the matter be deferred, pending the outcome of a consultation exercise. Upon being put to the vote, the motion was carried.

RESOLVED – that a decision on future options for the use of Council-owned tennis courts be deferred to a future meeting of the Committee, following a consultation exercise involving local residents and relevant Village and Parish Councils.

Rising 9.14 pm

APPENDIX A

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Community Services Committee - proposed amendments to performance indicators for 2021/22

Indicator	Directorate	What does it measure?	Why is it a useful?	Current target	Rationale for target	Comments	Proposed amendments for next year
Percentage of waste collected - quarterly	Communities <i>Locality Services</i>	Percentage of waste collected – quarterly.	To measure the Biffa performance in terms of collections completed.	99%	The target was set several years ago. The current contract has relatively few performance indicators within it and this was the most meaningful one to use.	This indicator is not fit for purpose and amendments are proposed.	Under the new contract there is a new Performance Management Framework which will monitor a range of services delivered. Once the new contracting regime is bedded down, this indicator will be amended after consultation with this Committee.
Percentage of waste collected - year to date	Communities <i>Locality Services</i>	Percentage of waste collected - year to date.	To measure the Biffa performance in terms of collections completed.	99%	The target was set several years ago. The current contract has relatively few performance indicators within it and this was the most meaningful one to use.	This indicator is not fit for purpose and amendments are proposed.	Under the new contract there is a new Performance Management Framework which will monitor a range of services delivered. Once the new contracting regime is bedded down then this indicator will be amended after consultation with this Committee.

Indicator	Directorate	What does it measure?	Why is it a useful?	Current target	Rationale for target	Comments	Proposed amendments for next year
Household waste that is sent for reuse, recycling or composting	Communities <i>Locality Services</i>	Rolling annual figure, calculated by comparing the amount of waste sent for recycling, reuse and composting against the total waste collected. This figure includes street sweepings.	This is the national indicator for recycling.	59%	The target set was based on the previous performance and what Officers believed was achievable under the current circumstances.	There has been a delay to publication of the national recycling league table for 2019/20. This document is useful as it allows us to compare our performance against others.	This is the national indicator to measure overall recycling and allows an easy comparison with other Councils performance. As such there is no change proposed. Changes in waste composition and circumstances, such as more residents at home due to Covid, have had an impact on the recycling rate. Officers are keen to propose a new indicator based on our national performance compared to others.
Average time to remove fly-tips (working days)	Communities <i>Operational Services</i>	Average time to remove fly-tips in working days.	To establish a local performance indicator as there are no national performance indicators for this service.	1.5 days	Historic performance weighed against capacity.	None.	None.

Indicator	Directorate	What does it measure?	Why is it a useful?	Current target	Rationale for target	Comments	Proposed amendments for next year
Roads, Footpaths & Public Open Spaces which meet the Environmental Cleanliness Standard	Communities <i>Operational Services</i>	Percentage of roads, footpaths and public open spaces, which are the Council's responsibility, and which meet the environment cleanliness standard.	To establish a local performance indicator as there are no national performance indicators for this service.	95%	The target was set several years ago. There are no national performance indicators for this service. The local indicator is based on the historic national indicator for street cleanliness.	None.	None.
Establishments with a Rating of 3 or Better Under the Food Hygiene Rating Scheme	Communities <i>Environmental Health (shared service)</i>	Percentage of establishments with a rating of 3 (generally satisfactory) or better under the Food Hygiene Rating Scheme.	Provides an overview of the hygiene standard of relevant food service establishments in the district.	95%	Desired quality level agreed by the shared service partnership board.	None.	No amendments put forward.
Parking enforcement visits made (on- and off-street)	Communities <i>Sevenoaks District Council (shared service)</i>	The number of streets / off street car parks visited by the Civil Enforcement Officers (CEOs) per month.	Ensure that the Officers are recording activity and recording visits to streets.	To be confirmed.	To be confirmed.	New indicator. No targets set at present as more data is required to baseline.	Proposed new indicator for next year (example in Appendix C to the report)

Indicator	Directorate	What does it measure?	Why is it a useful?	Current target	Rationale for target	Comments	Proposed amendments for next year
Percentage of enforcement requests actioned within 24 hours	Communities <i>Sevenoaks District Council (shared service)</i>	Percentage of specific parking enforcement requests made on the website, or by telephone, responded to by parking enforcement officers within 24 hours.	To ensure that the enforcement team are acting on requests for additional enforcement.	To be confirmed.	To be confirmed.	New indicator. No targets set at present as more data is required to baseline.	Proposed new indicator.
Recorded time spent on civil parking enforcement	Communities <i>Sevenoaks District Council (shared service)</i>	The total time spent by Civil Enforcement Officers within the district.	Ensure that the Officers are spending appropriate length of time operating in the district.	To be confirmed.	To be confirmed.	New indicator. No targets set at present as more data is required to baseline.	Proposed new indicator for next year (example in Appendix C to the report).
Percentage of Penalty Charge Notices (PCNs) paid year to date	Communities <i>Sevenoaks District Council (shared service)</i>	Percentage of PCNs that have been paid by motorists.	Ensure that parking income is being collected.	To be confirmed.	To be confirmed.	New indicator. No targets set at present as more data is required to baseline.	Proposed new indicator for next year (example in Appendix C to the report).

Indicator	Directorate	What does it measure?	Why is it a useful?	Current target	Rationale for target	Comments	Proposed amendments for next year
Penalty charge notices (PCNs) issued per area	Communities <i>Sevenoaks District Council (shared service)</i>	How many PCNs have been issued per area.	As requested, to provide Members with information on where the majority of tickets are issued. For information only.	None.	Not applicable.	Note that this is not a performance indicator and will not have a set target against it.	Proposed new information for next year (example in Appendix C to the report).
Percentage of waste collected - quarterly	Communities <i>Locality Services</i>	Percentage of waste collected – quarterly.	To measure the Biffa performance in terms of collections completed.	99%	The target was set several years ago. The current contract has relatively few performance indicators within it and this was the most meaningful one to use.	This indicator is not fit for purpose and amendments are proposed.	Under the new contract there is a new Performance Management Framework which will monitor a range of services delivered. Once the new contracting regime is bedded down, this indicator will be amended after consultation with this Committee.