

Crawley Borough Council

Minutes of Overview and Scrutiny Commission

Monday, 6 November 2017 at 7.00 pm

Councillors Present:

B A Smith (Chair)

T G Belben (Vice-Chair)

M L Ayling, R G Burgess, C A Cheshire, I T Irvine, R A Lanzer, T Lunnon, A Pendlington,
T Rana and K Sudan

Also in Attendance:

Councillors B J Burgess, K L Jaggard, A C Skudder, P C Smith and J Tarrant

Officers Present:

Sarah Barnes	Service Development and Project Manager
Ann-Maria Brown	Head of Legal and Democratic Services
Carrie Burton	Transformation Manager
Karen Dodds	Head of Crawley Homes
Lucasta Grayson	Head of People and Technology
Heather Girling	Democratic Services Officer
Chris Pedlow	Democratic Services Manager

Apologies for Absence:

Councillor Dr H S Bloom

Natalie Brahma-Pearl

Absent:

Councillor L Vitler

1. Disclosures of Interest and Whipping Declarations

The following disclosures were made:

Councillor	Item and Minute	Type and Nature of Disclosure
Councillor R A Lanzer	Transformation Plan and Review of Current Progress (Minute 5)	Personal Interest – Member of WSCC
Councillor C A Cheshire	Town Centre Parking Scrutiny Panel (Minute 6)	Personal Interest – Member of TAG
Councillor R A Lanzer	Town Centre Parking Scrutiny Panel (Minute 6)	Personal Interest – Member of WSCC
Councillor B A Smith	Town Centre Parking Scrutiny Panel (Minute 6)	Personal Interest – Member of WSCC

2. Minutes

The minutes of the meeting of the Commission held on 2 October 2017 were approved as a correct record and signed by the Chair.

3. Public Question Time

No questions from the public were asked.

4. Receiving Customers in the Town Hall

The Commission considered report PAT/30 with the Head of People and Technology and the Service Development and Project Manager. An update was provided to Members on the significant improvements that had been made to the delivery of services.

During the discussion, the following points were expressed:

- It was acknowledged that there were limitations within the existing building.
- The current podium had assisted in providing a focal point for customers and officers. However, it was felt that this could be more prominent.
- Queries were raised regarding the ICT equipment, potential lack of privacy and the welfare of staff. It was recognised that the ICT equipment had improved considerably and the floorwalkers provided flexibility in terms of privacy. Health and safety was a prime concern and training and risk assessments were undertaken.
- Confirmation was sought and obtained on the frequency of fire alarm testing within the building.
- There was recognition that there were benefits in providing good signage, clear identity for staff whilst offering flexibility in terms of roles.
- It was felt it would be beneficial to take steps to manager customer flow.

- There was concern raised regarding the access to the Town Hall building in the evenings and requested an update on its operation. It was recognised that positive elements of access wanted to be recreated in the design of the accommodation brief of the new town hall.
- Concept designs for the new town hall were still being progressed, along with the development of the facilities management contract. It was important to continue to experiment with different ideas.
- It was acknowledged that it was most important to provide the best possible service to customers and various approaches would be consulted upon, including a further Members' seminar.

RESOLVED

That the contents of the report be noted and that the Cabinet Member and Community Facilities Manager consider the comments. The Chair thanked the officers for their contribution and attendance at the Commission.

5. Transformation Plan and Review of Current Progress

The Commission received an update from the Transformation Manager. The Transformation Plan was currently being revised and it was envisaged that this would provide a more holistic approach focusing on 7 pillars:

1. Values and Behaviours
2. New town hall
3. Digital Transformation
4. Systems Thinking
5. New Ways of Working
6. Commercial
7. Removing Bureaucracy

It was thought that this would bring together service functions and promote future direction. The new Transformation Plan would provide individual actions for each area and it was felt that updates would still be presented to the Commission and that Members would use the Transformation Plan to scrutinise council services and future delivery.

Members' main comments included:

- Values and behaviours included aspects such as 'good communicators', 'being decisive' and 'customer orientated'.
- It was important that services needed to be easy for customers to access. Services need to be more efficient and digital transformation needed to be driven by customer demand.
- It was recognised that 'web chat' had exceeded email communication for some customers. It was important to respond to customer need and methods of customer contact.
- There was acknowledgement that the holistic approach would provide a more joined up way of working between services and assist in future delivery.
- The new Transformation Plan would be presented to the Commission once designed.

RESOLVED

The Commission welcomed the update and would look forward to receiving the new Transformation Plan.

6. Town Centre Parking Scrutiny Panel Update Report

The Commission considered report CH/177 with the Head of Crawley Homes. The purpose of the report was to provide the Commission with an update following the conclusion of the Town Centre Car Parking Scrutiny Panel.

It was added that further changes would be progressed as part of the Town Centre Regeneration, Town Centre Signage and Wayfinding projects and WSCC Road Space Audit.

During the discussion, Members made the following comments:

- It was recognised that the introduction of a car parking app may not be wholly beneficial as the majority of information was available on websites.
- It was thought it would be beneficial to have an electronic display system at the entrance to Queensway to notify of any empty spaces for the Parkside car park. This would assist the reduction in traffic flow along Queensway.
- It was acknowledged that some disabled bays within the town do not meet full British standards. Furthermore some car parks require further signage with regards to disabled parking.
- Concern was raised over the future residential parking in the town centre and the need for promoting different modes of transport including electric vehicles.
- There was recognition that the report confirmed the actions following the previous scrutiny review and that any further work should not compromise or contradict the work of the Road Space Audit.
- Acknowledgement that there was presently only one air pollution monitoring station within the town and vehicle emissions may be one way to promote the use of alternative methods of transport.
- There were concerns regarding the enforcement within the town as it was felt this was under resourced within neighbourhoods. Whilst an explanation was provided regarding the arrangements between WSCC and CBC, further information was requested regarding the current finances, funding and operation of the enforcement service. It was agreed that any detail concerning the road space audit could be compiled for WSCC.

RESOLVED

That the contents of the report be noted and that further information be requested from the Head of Crawley Homes. Any detail concerning the road space audit could be compiled for WSCC. The Chair thanked the Head of Crawley Homes for their contribution and attendance at the Commission.

7. Health and Adult Social Care Select Committee (HASC)

The next meeting of HASC was scheduled for 9 November 2017. An update would follow at the next meeting.

8. Forward Plan - and Provisional List of Reports for the Commission's following Meetings

The Commission confirmed the following reports:

- Treasury Management Mid-Year Review
- Town Centre Signage and Wayfinding
- Town Centre Regeneration Programme

Closure of Meeting

With the business of the Overview and Scrutiny Commission concluded, the Chair declared the meeting closed at 9.05pm.

B A Smith
Chair