

# Scoping Framework

## Council-owned Neighbourhood Parades Scrutiny Panel

### PART 1: THE REVIEW

#### **Section I - Terms of reference**

To examine the various roles of council-owned neighbourhood parades to explore:

- How effectively these are currently being discharged.
- What improvements might be made for the future.

#### **Section II – Reasons for the review**

The Council owns 11 neighbourhood parades across Crawley. An important revenue stream is provided by the parades, which are intended to be 'community assets' due to the provision of local shopping facilities. The current neighbourhood parade policy (the [Property Strategy](#)) was adopted in May 2004 and aimed for a commercial approach to the Council's property portfolio. The policy has been in place for 16 years, so there is an opportunity to examine how effective it has been over this substantial time period in meeting its objectives.

The desired outcome is an appraisal of the effectiveness of neighbourhood parade policies in meeting agreed objectives since May 2004 and consideration of possible changes for the future.

#### **Section III - Key objectives of review**

The review will involve consideration of the following:

- How successful has the revenue stream from the parades been under the current policy? How important is this revenue stream to council services?
- Are the parades perceived as 'community assets' by locals (an objective of the Property Strategy)? If so, how do the parades meet this objective? E.g. how successfully do they provide access to shops without the need to travel? Does the diversity of shops fulfil this?
- What else do residents want from their local parade(s)?
- Consideration of the information provided within report [FIN/499](#) regarding:
  - The current tenant/use mix of the parades and changes of use over time.
  - The number of vacant units.
  - The number (and usage requirements) of parties on the waiting list for a unit.
  - The policy regarding flats over the retail units.
  - The policy regarding the 21 year rule on extensions to the property.
  - The policy for responsibility for maintenance.

And whether these matters meet the objectives of the Local Plan.

- Clarity on the rent review/lease renewal process.
- Analysis of the real increase in rents allowing for inflation (RPI).
- How a potential tenant's ability to run a business is assessed/supported – the Council offers some signposting to resources but is limited in the ways it can help support tenants to run a business (such as training/guidance).
- How the Coronavirus pandemic has affected retail on the parades.
- The financial position of the Council in the context of the Coronavirus pandemic.

After consideration of the above, what options might there be for change?

## Appendix A

### Section IV - What will not be included in the scope (and why)?

It is proposed that the review should be kept proportionate, by focusing on the aims, objectives and scope as set out in the suggestion form, in order to target the areas which will add the most value. The scope could be very wide-reaching but should be kept to considerations which are directly relevant to the matter at hand.

Scrutiny should not duplicate any other work currently being undertaken within the Council.

## **PART 2: EVIDENCE GATHERING AND PLANNING**

### Section V - Key documents and background information the panel may find useful

1. [Property Strategy May 2004](#)
2. [Report FIN/499 - Council-owned Neighbourhood Parades Introductory Report](#)
3. [Competition Act 1988](#)
4. ["Running of Crawley's neighbourhood parades to be reviewed", Crawley Observer, 10.06.20](#)
5. [Facebook post and public comments – "what would you change about your nearest neighbourhood parade if you could?" Crawley Observer](#)
6. [CBC website – support and advice during the Coronavirus outbreak for business and employers](#)
7. [Gov.uk website – financial support for businesses during coronavirus \(COVID-19\)](#)
8. Information and evidence from CBC officers
9. Witness sessions with relevant parties
10. Consultation with public.

Regard should be had for current (and proposed) policy documents and legislation when undertaking the panel's work to ensure compliance with Council policies and priorities.

Any consultation will need to take into account Coronavirus restrictions and the safety of residents and CBC staff, together with resources and time constraints. The CfPS guidance on understanding scrutiny work during the Coronavirus pandemic can be found [here](#). Early discussion with the communications team will be essential.

### Section VI – Suggested witnesses to be invited

<b><u>Organisation/Position</u></b>	<b><u>Type of Feedback</u></b>	<b><u>Reason for Inviting</u></b>
<b>CBC</b>  Asset Manager	Witness session	<ul style="list-style-type: none"><li>• To provide information on how the current strategy has worked in regard to the revenue stream and how important this revenue is to council services, together with information on how rents are calculated. Gather their views on the Property Strategy and suggestions for any areas for improvement.</li><li>• NB - discussion may be in exempt session.</li></ul>

## Appendix A

Head of Corporate Finance/Chief Accountant	Witness session	<ul style="list-style-type: none"> <li>To assist the panel in its analysis of the real increase in rents allowing for inflation (RPI) and the revenue stream gathered from the parades. Gather their suggestions for any areas for improvement.</li> <li>NB - discussion may be in exempt session.</li> </ul>
Community Services Manager/Officer	Witness session (feedback on Facebook – see V.5 above – is partly focused on crime and disorder issues on the parades)	<ul style="list-style-type: none"> <li>To provide the panel with a perspective on the community safety aspects of/nearby the neighbourhood parades.</li> </ul>
Cabinet Members	Witness sessions	<ul style="list-style-type: none"> <li>To gather views on the current strategy.</li> <li>To provide information on how residents may be affected by the Coronavirus situation and the impact this may have on the parades (and how/to what extent they are meeting the objectives).</li> </ul>
<b>External</b> Representative of a similar 'new town' council	Witness session	<ul style="list-style-type: none"> <li>To give information on neighbourhood parade strategies/policies elsewhere in order to compare to those of CBC.</li> </ul>
Letting Agent	Witness session	<ul style="list-style-type: none"> <li>To update on the Coronavirus situation and give views on how the policy works in practice.</li> </ul>
Parade tenants	Witness sessions	<ul style="list-style-type: none"> <li>To give views on how the policy works in practice and to recognise and understand any changes tenants would like made.</li> </ul>
Sussex Police	Witness session or information provided through CBC Community Services	<ul style="list-style-type: none"> <li>To provide the panel with a perspective on the community safety aspects of/nearby the neighbourhood parades.</li> </ul>

### Section VII - Site Visits by Panel Members *(dependent on Coronavirus restrictions and safety)*

<u>Location/Event</u>	<u>Date</u>	<u>Purpose of Visit</u>
TBC	TBC	TBC

### Section VIII - Community Engagement Proposals

## Appendix A

Consultation with the public via web survey, publicised via community noticeboards. In-person and paper-based consultation more difficult to ensure Covid safe. Details of survey questions TBC.

### **PART 3: ADMINISTRATIVE CHECKLIST**

<b>Section IX – Planning the Panel’s Work Programme</b>		
	<b><u>Date (prov)</u></b>	<b><u>Details: (e.g. witnesses, objectives etc.)</u></b>
Projected start date	Nov 20	
Panel meeting 1	08/12/20	Background report and scoping framework
Panel meeting 2	02/02/21	Reviews by other LAs; CBC Asset Management & Community Services witness sessions
Panel meeting 3	11/03/21	Details of consultation
Panel meeting 4	23/06/21	Results of consultation; tenant witness sessions
Panel meeting 5	26/07/21	Assessment of the panel’s progress/recommendations so far
Panel meeting 6	14/10/21	CBC Neighbourhood Services & Graves Jenkins witness sessions
Further meetings – if required		

<b>Section X - Resources and Responsibilities</b>	
Chair	Cllr Lanzer
Members	Cllrs Ayling, Lunnon, S Mullins, Mwagale, and Peck
Lead Officers	Sue Bader/ Richard Gammie (Asset Manager) Karen Hayes (Head of Corporate Finance)
Democratic Services Officer	Jess Tamplin
Head of Service	Head of Corporate Finance

<b>Section XI - Reporting Arrangements</b>	
<b><u>Committee/body</u></b>	<b><u>Date (prov.)</u></b>
Final report of panel to Overview and Scrutiny Commission	TBC
Final report to Cabinet (as appropriate)	TBC
Final report to other committee, Full Council or body (as appropriate)	TBC

<b>Section XII – Approvals</b>		
<b><u>Details</u></b>	<b><u>By whom</u></b>	<b><u>Date</u></b>
Terms of reference/Panel agreed	OSC	28/09/20
Scoping Framework - drafted	Democratic Services	Nov 20
Scoping Framework - first agreed	Panel	08/12/20