

Crawley Borough Council

Minutes of Overview and Scrutiny Commission

Monday, 4 June 2018 at 7.00 pm

Councillors Present:

T G Belben (Acting Chair)

M L Ayling, R G Burgess, D Crow, F Guidera, I T Irvine, R A Lanzer, S Malik,
A Pendlington, M W Pickett, K Sudan and L Willcock

Also in Attendance:

Councillors T Lunnon and G Thomas

Officers Present:

Natalie Brahma-Pearl	Chief Executive
Carrie Burton	Transformation Manager
Heather Girling	Democratic Services Officer
Chris Harris	Head of Community Services

Apologies for Absence:

Councillor C A Cheshire

1. Disclosures of Interest and Whipping Declarations

The following disclosures were made:

Councillor	Item and Minute	Type and Nature of Disclosure
Councillor D Crow	Broadfield Residents Parking Petition – To have more grass verges for parking at Halley Close, Eddington Hill, Broadfield (Minute 4)	Personal Interest – Member of WSCC
Councillor R A Lanzer	Broadfield Residents Parking Petition – To have more grass verges for parking at Halley Close, Eddington Hill, Broadfield (Minute 4)	Personal Interest – Member of WSCC

2. Minutes

The Acting Chair welcomed new and returning Members to the Commission's first meeting of the new Municipal year. Members of the public were also welcomed.

The minutes of the meeting of the Commission held on 19 March 2018 were approved and signed as a correct record by the Acting Chair.

3. Public Question Time

No questions from the public were asked as it was agreed that:

Susan Redfearn would be invited to address the Commission in response to report HCS/06 in relation to the petition.

4. Broadfield Residents Parking Petition - To have more grass verges for parking at Halley Close, Eddington Hill, Broadfield

The Commission considered report HCS/06 of the Head of Community Services.

The report responded to the petition about residents' parking concerns in Broadfield, which requested grass verges be removed and more car spaces be allocated at Halley Close, Eddington Hill, Broadfield. The petition documented the concerns and issues with the current parking situation in the area.

The report outlined the research that had been undertaken following receipt of the petition and documented whether the Council could consider the request. The report outlined the key areas for consideration. Members considered this and the additional information.

Susan Redfearn and Pamela Bostock were in attendance. Susan Redfearn (principal petitioner) was invited to address the Commission and raised the following concerns:

- An increase in the number of HMOs in the local area had increased the demand of parking spaces.
- The damage to vehicles that was being experienced needed to be addressed as it was felt this should not just be solely a police matter.
- The increase in parking obstructed access for emergency vehicles.
- The children's play area has been vandalised and was infrequently used.
- Alternative, cheaper parking solutions could be provided.

The Commission thanked both Susan Redfearn and Pamela Bostock for attending and for their contribution.

Members were informed that the key areas for consideration and recommendation within report HCS/06 were:

- To enable creation of additional parking spaces in Halley Close, green amenity open space would be permanently removed from the area, including a significant number of mature trees being felled, and potentially the children's playground removed.
- The options proposed within the petition are costly, approximately in the region of £700,000-£800,000.
- WSCC are currently undertaking a Road Space Audit for Crawley and this Council is currently updating its sustainable transport plan.
- The Council will have further powers as a result of legislation coming into force on 1st October 2018 to extend the mandatory licensing of houses in multiple occupation (HMOs) under the Housing Act 2004 to include two storey HMOs with five or more occupants forming two or more households. However, parking is not a consideration for this licensing.

During the discussion, Members made the following comments:

- It was noted that the WSCC Road Space Audit was progressing and hotspots were being identified. Contact could be made to the WSCC Parking Manager to request the area as a hotspot. A Road Space Audit seeks to provide essential technical data that identifies and assesses the current demands upon the road network and parking stock, whether these demands are actually being met as well as residents and users views.
- It was recognised that the outcome of the Road Space Audit was to inform the design for a particular place that defines how parking, various alternative travel solutions, infrastructure improvements, safety considerations and future development can be integrated so that the road network is used and managed in the most efficient way possible.
- Concerns were expressed that there were parking issues throughout the town and it would be necessary to seek to acknowledge these rather than merely an isolated case.
- Concerns expressed that the costings appeared excessive and perhaps alternative options could be sought.
- A multi-agency approach was discussed as an effective method in order to assist in exploring possible options.
- Acknowledgment that although many residents may be happy to replace grass verges with parking spaces, many residents were equally likely to want to retain their green open spaces and trees.
- Concerns were raised regarding the removal of the children's play area and the impact of children's obesity together the felling of mature trees.
- It was felt further consultation would be beneficial between officers, the Cabinet Member and residents to establish creative options and a potential way forward to address issues.
- It was recognised that the residential environmental improvement scheme was no longer available.

Having considered all the matters in detail, and as a result of the comprehensive discussion and subsequent voting, the following recommendations were to be referred to the Cabinet Member for Environmental Services and Sustainability:

1. That the Commission requests that the Cabinet Member, the Cabinet and the Budget Advisory Group give consideration to reintroducing the Residential Environmental Improvement Scheme for the 2019/20 budget.
2. That the Commission urge the Cabinet Member to work with officers to engage with the Principal Petitioner and the local residents to ascertain the issues in detail and work to identify potential solutions.
3. That the Head of Community Services liaise with Miles Davey (Parking Manager, Transport and Countryside Services, WSCC) – via the Broadfield County Councillor if required – to request the area as a hotspot within the Crawley Road Space Audit.

RESOLVED

That the Cabinet Member for Environmental Services and Sustainability consider the Commission's comments and recommendations (appendix to the minutes) and provide the Principal Petitioner with a response.

5. Proposed War Memorial - Current Status

The Commission received a verbal update from Head of Community Services as to the current status on the Proposed War Memorial.

The Council is working with the Crawley Civil Military Partnership (CCMP) to establish a new memorial of reflection in the town. Consultation previously took place on various designs and 75 responses were received. Funding options are being considered and the project is progressing. The Commission would receive a further briefing in the future.

RESOLVED

That the Head of Community Services was thanked for the update and the Commission would look forward to future progress.

6. Chief Executive Discussion

The Commission received an update from the Chief Executive on her current role and responsibilities.

The following topics were discussed:

- Throughout the 'discovery phase' of joining the council, the Chief Executive undertook internal and external meetings (this included meeting with nearly all staff, numerous service teams and Ward meetings with Councillors) together with partners, businesses and voluntary sector representatives.
- Key findings included: committed engaged staff, a common endeavour to make a difference, whilst providing good customer service.
- It was recognised that systems thinking reviews had been successful, with the greatest benefit being realised in services with high transactional processes. Additional work was required to shift the organisation forward, drive efficiency and improve the customer experience through a digital offer and this was to be covered in the draft Transformation Plan.
- Priority objectives included delivering the budget strategy, efficient decision making, delivering the Crawley growth programme, staff engagement together with innovation and creativity in the workplace.
- The prime challenge of the future was the new town hall delivery and cultural shift.

RESOLVED

That the Overview and Scrutiny Commission thanked the Chief Executive for attending and for the informative discussion that had ensued.

7. Transformation Plan and Future Operations

Members received an update from the Chief Executive and Transformation Manager. The Commission has within its function to review the council's transformation plan, measures, and performance information (including budgetary information) together with service reviews.

The Council's Purpose was to deliver what matters to customers, which encompassed:

- New Administration Priorities 2018
- Transformation Plan 2018/2020 7 Pillars
- Transformation Dashboard of Measures

The Transformation Plan was currently being developed and it was envisaged that this would provide a more holistic corporate approach focusing on 7 pillars:

1. Delivering a **New Town Hall**
2. Delivering **Digital Transformation** of services to meet customer demand, making it easy to do business and creating efficiency
3. Developing **New Ways of Working** to meet the needs of the business whilst delivering what matters to customers
4. Developing the organisation and staff, defining the culture and being clear about expectations – **Values and Behaviours**
5. Redesigning services from the customers perspective using **Systems Thinking** methodology to deliver efficiency savings whilst protecting frontline services
6. Developing a more **Commercial Approach** to how the council operates and ensuring that Income Generation opportunities are maximised
7. **Blitz on Bureaucracy** in order to streamline the decision making process

Progress had been made in several areas including recruitment to key management posts, commencement of a corporate management restructure, initiating the drive for paperless working and continued systems thinking work. Draft plans for each of the seven pillars had been developed.

It was highlighted that it would be important to recognise the involvement of staff in taking the organisation forward and capitalising on their creativity and innovation going forward.

Members' main comments included:

- Systems thinking principles had been embedded within the organisation and had resulted in efficiencies and savings.
- Support for new ways of working and flexible ways in supporting customers' needs going forward. Digital solutions were welcomed together with creating capacity for 'face to face' communication.
- Recognition that measures, behaviours and values were important drivers for change and success in the workplace, with the understanding that measures should not consume the workload, but used as an internal tool.

There was enthusiasm for a Members' seminar on the Transformation Plan once approved in its final format.

RESOLVED

That the Commission welcomed the presentation and looked forward to a further update.

8. Establishment of and Appointments to the Scrutiny Panels for 2018-2019

In relation to the membership it was noted that there was a change from the nominations published within the AGM paper on 18 May 2018. In respect of the membership of the Social Mobility Scrutiny Panel Councillor Ayling should replace Councillor Pickett.

RESOLVED

Review of Outside Bodies and Organisations Scrutiny Panel

That the Review of Outside Bodies and Organisations Scrutiny Panel, be re-constituted, with a membership of Councillors M L Ayling, R G Burgess, C A Cheshire, R Fiveash, A Pendlington and that Councillor C A Cheshire be appointed as Chair for 2018/2019.

Social Mobility Scrutiny Panel

That the Social Mobility Scrutiny Panel, be re-constituted, with a membership of Councillors M L Ayling, T G Belben, R Fiveash, I T Irvine, K L Jaggard, K Sudan, L Vitler and that Councillor K Sudan be appointed as Chair for 2018/2019.

9. Appointments

RESOLVED

That the Commission endorsed the following appointments:

West Sussex Health and Adult Social Care Select Committee (HASC)

Councillor T G Belben

West Sussex Joint Scrutiny Steering Group (JSSG)

Councillor C A Cheshire

10. Scrutiny Review Workshop

The OSC Review Workshop originally planned for Tuesday 12 June 2018 has been rescheduled for Monday 3 September 2018 at 6.00pm, when OSC Members plan to consider the scrutiny suggestions that have been submitted. The meeting of the Overview and Scrutiny Commission on Monday 3 September 2018 will commence at 7.30pm.

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

The Commission confirmed the following reports for the OSC:

25 June

- Treasury Management Outturn 2017-2018
- Licensing Two Storey Houses in Multiple Occupation (HMOs)
- Crawley Growth Programme Update

3 September

- District Heat Network

24 September

- Budget Strategy 2019/20 – 2023/24.

19 November

- Treasury Management Mid-Year Review 2018 - 2019.
- Three Bridges Improvement Scheme Final Design.

Closure of Meeting

With the business of the Overview and Scrutiny Commission concluded, the Acting Chair declared the meeting closed at 9.45 pm

T G Belben
Acting Chair

Appendix

Cabinet Member for Environmental Services and Sustainability

Comments from the Overview and Scrutiny Commission at its meeting on Monday 4 June 2018 OSC/269

Broadfield Residents Parking Petition – To have more grass verges for parking at Halley Close, Eddington Hill, Broadfield

A petition submitted to the Council in March 2018 documented concerns and issues with the current parking situation in the above area.

The Commission considered report HCS/06 of the Head of Community Services, which provided evidence in response. The key areas for consideration and recommendation within report HCS/06 were:

- To enable creation of additional parking spaces in Halley Close, green amenity open space would be permanently removed from the area, including a significant number of mature trees being felled, and potentially the children's playground removed.
- The options proposed within the petition are costly, approximately in the region of £700,000-£800,000.
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Comments and Recommendations

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- Acknowledgment that although many residents may be happy to replace grass verges with parking spaces, many residents were equally likely to want to retain their green open spaces and trees.
- Concerns were raised regarding the removal of the children's play area and the impact of children's obesity together the felling of mature trees.
- It was felt further consultation would be beneficial between officers, the Cabinet Member and residents to establish creative options and a potential way forward to address issues.
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RESOLVED

That the Cabinet Member for Environmental Services and Sustainability consider the Commission's comments and recommendations and provides the Principal Petitioner with a response.

**Councillor Tina Belben
Acting Chair, Overview and Scrutiny
Commission 4 June 2018**