

Minutes of the meeting of the Scrutiny Committee for Customer Services and Service Delivery held on 11 October 2017 from 7:00 p.m. to 8:05 p.m.

Present: Anne Boutrup (Chairman)
Margaret Belsey (Vice Chairman)

Liz Bennett*	Sandy Ellis	Judy Llewellyn-Burke
Michelle Binks*	Claire Fussell	Howard Muddin
Pete Bradbury	Colin Holden	Kirsty Page
Cherry Catharine	Anthea Lea	Dick Sweatman
Colin Trumble		

* Absent

Also Present: Councillors Marsh, Thomas-Atkin, E. Belsey and Wall.

1. SUBSTITUTES AT MEETINGS OF COMMITTEE – COUNCIL PROCEDURE RULE 4

The Committee noted that, in accordance with Council Procedure Rule 4, Councillor Edward Belsey had replaced Councillor Bennett.

2. APOLOGIES FOR ABSENCE

Apologies were received from Councillors Bennett and Binks.

3. DECLARATIONS OF INTEREST

Councillor Bradbury declared a personal interest in Item 6 as he is a Member of West Sussex County Council.

Councillor Fussell declared a personal interest in Item 6 as she had involvement in a parking scheme at St Wilfrid's Primary School, Burgess Hill,

4. MINUTES

Cllr Trumble highlighted that he was in fact in attendance to the committee as he is not listed on the Minutes. The Minutes of the previous meetings held on 5 July 2017 were amended and then agreed as correct record and signed by the Chairman.

5. URGENT BUSINESS

None.

6. PARKING SERVICES ANNUAL REVIEW 2016/17

Rob Anderton, Divisional Leader for Commercial Services & Contracts, introduced the Report of the Parking Review for the period of 2016 to 2017. He outlined how the Report covers all aspects of parking from car parks to controlled parking zones in addition to looking at improvements to the service over the 2017/18 period by embracing more digital technology.

A Member queried if the 33% listed on Item 28 in the Report is the national average of

debt recovered by Enforcement Agents.

Claire Onslow, Business Unit Leader for Parking Services, confirmed it is the national average for recovered debts.

A Member enquired which long stay car park referenced in point 7 of the Report does not have season tickets available to its customers and asked why this was the case. He also asked why only 17 of the 34 public car parks have received the 'Park Mark' status from the British Parking Association.

The Business Unit Leader for Parking Services confirmed that it is Heath Road Car Park in Haywards Heath that does not have season tickets available and this is due to the demand for parking at that car park. In regard to his second query, she explained that not all car parks were promoted to receive the 'Park Mark' award as not all currently meet the standards required to receive the accreditation.

The Member followed up his enquires by asking where the income from parking discs goes and in relation to point 18 why some appeals are accepted and some not.

The Business Unit Leader for Parking Services outlined how the discs are bought by the retailer for £1 and resold so there is no income from the discs to the Council. . She added that appeals are carried out by an independent adjudicator who may have a different judgement to that of the officers.

A Member raised concerns with faded lines along some roads and asked for a list of the roads that had received remedial works as part of the project with WSCC. The Member supplemented her question by asking how the total of 200 maximum residents for the Taxi Voucher Scheme was formulated as she notes that Mid Sussex has a growing older population.

Judy Holmes, Assistant Chief Executive, explained that the taxi voucher allows for a maximum of £30 of vouchers which are only available to those who can demonstrate that they are not able to use public transport. . She added that there is no fixed maximum number of vouchers and the number of 200 is based on historic demand.

The Chairman drew attention to point 13 of the Report and asked whether the Assistant Chief Executive could expand on the information.

The Assistant Chief Executive explained that any surplus from car parking is recycled into traffic management and complementary services.

A Member raised a number of concerns regarding the car parks in Burgess Hill specifically: whether a trolley store could be provided in the Station Road Car Park, and if to the Council could increase the number of electric car charging point and why the fence in Cyprus Road Car Park had not been removed.

The Business Unit Leader for Parking Services confirmed that there was a trolley park in Station Road Car Park, but she would check this. She confirmed that the fence in Cyprus Road Car Park helped to define the long and short stay parking areas. In relation to the charging points she directed the Member to the Cabinet Member for Service Delivery who had recently approved the release of S106 funds to upgrade existing provision to Fast chargers in car parks around Mid Sussex.

A Member highlighted his concerns with the car parks in his ward. He explained how the additional 7 car parking spaces at the Queensway Car Park were not sufficient and that he had received reports from residents that the discharge of water from the

nearby car wash was tearing up the tarmac on the car park. The Member also enquired how often the Civil Enforcement Officers (CEO) enforce parking in East Grinstead on Sundays.

The Business Unit Leader for Parking Services confirmed that she was aware of the demand of the car park and that the Road Space-Audit will provide more information as to what improvements could be made. In regards to the water issue she would ensure this was investigated. She also confirmed that the CEO contract with West Sussex County Council provides Monday to Saturday enforcement with one Sunday a month.

The Chairman queried if the Civil Enforcement Officers can be dispatched across the District on Sundays.

The Business Unit Leader for Parking Services explained that Sundays are worked on a voluntary basis but usually, there is one team that covers the area of East Grinstead and another team that covers the south of the District.

A Member queried if all of the income from Controlled Parking Zones is handed over to West Sussex County Council.

The Business Unit Leader for Parking Services confirmed that all the income received from the Controlled Parking Zone goes to WSCC.

A Member queried whether there is any possibility of issuing part-time season tickets and shorter timed tickets.

The Business Unit Leader for Parking Services confirmed that the Parking Services are considering such schemes but she indicated that they are difficult to manage.

A Member enquired if the Taxi Voucher Scheme applies also to the Blue Bird Dial-a-ride Scheme.

The Assistant Chief Executive explained how she did not think it did but stated she would discuss this possibility with Officers and the Portfolio Holder.

A Member raised concerns about the Road Space Audit as the public may be dismayed that the Council are merely identifying problems rather than solving them and asked for the Cabinet Member's comments.

The Cabinet Member for Service Delivery, outlined how he shared the Member's concerns and confirmed that the outcome would most likely be a Controlled Parking Zone such as the one in East Grinstead.

A Member enquired if the Council is planning for the impact of the New River development on parking during the development phase. She also enquired whether the control measure to prevent reckless construction vehicles parking would be managed by planning conditions or parking enforcement.

The Assistant Chief Executive detailed how all sites require a Traffic Management Plan including the New River development. She added that Mid Sussex District Council has and will continue to work with New River to relocate existing spaces to spaces on the Cyprus Road Car Park. The Assistant Chief Executive explained that it is anticipated that there will be pressure on parking in this area and that the Council will use all its available powers to manage the situation.

A Member queried as to why when the machines were being upgraded to accept the new pound coins were they not also upgraded to give change.

The Cabinet Member for Service Delivery, confirmed that as part of the previous strategy it was decided not to give change and made reference to Cornwall and Chichester who use the same system.

A Member enquired whether the Road Space Audit encompassed just motor vehicles or all vehicles like bicycles.

The Business Unit Leader for Parking Services explained how the Audit is applicable to all users of the highway not just motor vehicles.

The Chairman noted that no more Members wished to speak so moved to the recommendation to note the content of the report which was agreed unanimously.

RESOLVED

That the Committee notes the content of the report.

7. SCRUTINY COMMITTEE FOR CUSTOMER SERVICE AND SERVICE DELIVERY WORK PROGRAMME 2017/18

Tom Clark, Solicitor to the Council, updated Members on the Leisure Contracts Update scheduled for the next meeting and outlined how it would look at the Leisure Investment Programme and how there will be the inclusion of a new item on the Work Programme to encompass new data protection laws. The waste contract report would come to the March meeting.

A Member suggested that in regards to the Playing Pitch Strategy Update the Whitemans Green Playing field site could be looked at.

The Assistant Chief Executive, explained how the Council will be reviewing a number of strategies to encompass into a single strategy.

A Member enquired as to whether they will get an update on the Triangle and Dolphin improvements.

The Solicitor to the Council confirmed that Members will get an update at the next meeting.

RESOLVED

The Committee noted the Committee's Work Programme as set out at paragraph 5 of the report.

The Chairman closed the meeting at 8:05 p.m.

Chairman.