

3 October 2017.

Dear Councillor,

A meeting of the **SCRUTINY COMMITTEE FOR CUSTOMER SERVICES AND SERVICE DELIVERY** will be held in the **Council Chamber** at these offices on **WEDNESDAY, 11 OCTOBER 2017 at 7.00 p.m.**, when your attendance is requested.

Yours sincerely,

KATHRYN HALL

Chief Executive.

## A G E N D A

Page

- |    |  |         |
|----|--|---------|
| 1. | To note Substitutes in Accordance with Council Procedure Rule 4 - Substitutes at Meetings of Committees etc. |         |
| 2. | To receive apologies for absence.  |         |
| 3. | To receive Declaration of Interests from Members in respect of any matter on the Agenda.                     |         |
| 4. | To confirm the Minutes of the meeting of the Committee held on 5 July 2017.                                  | 3 - 7   |
| 5. | To consider any items that the Chairman agrees to take as urgent business.                                   |         |
| 6. | Parking Services Annual Review 2016/17   | 8 - 13  |
| 7. | Scrutiny Committee for Customer Service and Service Delivery Work Programme 2017/18.                         | 14 - 15 |

*Working together for a better Mid Sussex*



To: **Members of the Scrutiny Committee for Customer Services and Service Delivery** - Councillors M. Belsey, Bennett, Binks, Boutrup, Bradbury, Catharine, Ellis, Fussell, Holden, Anthea Lea, Llewellyn-Burke, Mundin, Page, Sweatman, Trumble.

## **Minutes of the meeting of the Scrutiny Committee for Customer Services and Service Delivery held on 5 July 2017 from 7:00 p.m. to 8:10 p.m.**

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

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

\* Absent

**Also Present:** Councillors Marsh, Watts Williams, Wyan and Wall.

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

The Committee noted that, in accordance with Council Procedure Rule 4, Councillor Watts Williams had replaced Councillor Bradbury and Councillor Wyan had replaced Councillor Ellis for the duration of the meeting.

### **2. APOLOGIES FOR ABSENCE**

Apologies were received from Councillors Bradbury and Ellis and Thomas-Atkin.

### **3. DECLARATIONS OF INTEREST**

Councillor Wyan declared a personal interest in Item 6 as a Member of East Grinstead Sports Club.

### **4. MINUTES**

A Member highlighted the minute from the 14 March Committee: “The Cabinet Member informed the Committee that the Council loses approx. £670,000 in funding when it does not recycle enough.” The Member sought clarification on why the Council loses this funding and what constitutes ‘enough’.

Post Meeting Note. Judy Holmes, Assistant Chief Executive clarified to Members that this figure is an indication of the value of recycling that would go into the refuse stream, each year in Mid Sussex, if every household recycled at 100%. The extra recycle would be worth £670,000. The Council does not actually pay this amount.

The Minutes of the previous meetings held on 14 March 2017 and 10 May 2017 were then agreed as correct record and signed by the Chairman.

### **5. URGENT BUSINESS**

None.

### **6. LEISURE MANAGEMENT CONTRACT – ANNUAL REPORT FOR 2016-2017**

Glen Wilkinson, Leisure Partnership Officer, introduced the report. He informed

Members that the report covers April 2016 – March 2017 instead of the previous reporting period of June – July each year as this aligns with the Council and PfPL's financial year.

The Leisure Partnership Officer stated that the report outlines customer satisfaction levels, complaints levels and highlighted that in the year 2016-17 there has been a decrease in complaints and advised Members that most complainants are dealt with at the Centres at the time.

He stated that Membership levels have increased by 61% and statistics indicate it cannot go much higher. He noted recent events such as the Mid Sussex Marathon were a success, and that all centres have received a good rating from the Quest accreditation reports.

The Chairman thanked the Leisure Partnership Officer for the strong governance and monitoring in the report and sought clarification of the definition of a RIDDOR reportable accident. The Leisure Partnership Officer clarified that a RIDDOR accident is one that leads to a fatality or the member of the public being taken to hospital for treatment to the injury.

A Member sought more information on the losses suffered by the Kings Centre outlined in paragraph 63 of the report, and asked whether there will be any expansion of the Kings Centre to mitigate them. Furthermore, he enquired of the long term future of Clair Hall in Haywards Heath.

Judy Holmes, Assistant Chief Executive advised the Committee that the emphasis in the report is not purely financial but also on performance and quality of the offer provided. In the initial tendering of the contract PfPI provided the best bid. They pay the Council a dividend of £1.2 million to run the contract, which can be extended from 15 to 20 years. There is an understanding that they will benefit from increased attendance and growth in the forthcoming years. The first five years of the contract will be operating at their loss, and all risk is on the operator. For example, the CHP at the Triangle needed replacing and there has been large scale investment in the Kings Centre. PfPL assessed each centre and identified where they will have to invest to support growth. PfPL did not anticipate a surplus in the first five years of the contract. The Council is aware that the offer provided by Clair Hall needs to improve, and it remains an important part of the contract.

The Cabinet Member for Service Delivery noted that PfPL entered the contract with eyes wide open and no decision has been made on Clair Hall. Age Concern has recently moved out of the premises adjacent to Clair Hall, and Members will be kept informed of any proposals and these will go through the Council's formal decision making processes.

A Member asked for further information on the funding invested by the Council in regards to paragraphs 72, 74 and 75 of the report.

The Assistant Chief Executive informed Members that Cabinet agreed a joint investment pool with PfPL which has worked well in other partnerships, including with Serco in waste. The Council asked PfPL to propose an investment plan which improves attendance, updates the Council's offer, and provides the best return. The Cabinet Member for Service Delivery sits on the board for PfPL in Mid Sussex.

A Member asked when The Triangle will be at full capacity, and noted that a private gym nearby is closing down, and whether the Council will be able to accommodate

possible extra membership arising from this.

The Leisure Partnership Officer informed Members that the new gym on the first floor of the Triangle has increased capacity from 70 to 100 machines, and the old gym location will become a 'super studio' with capacity for 45 people, which will increase capacity for classes.

A Member requested more detail on the financial penalties imposed on PfPI by the Council, the rationale for target setting under current membership levels, clarification on the action that will be taken in areas of improvement highlighted in paragraph 57 of the report, the outcome of the improvements being made after the Quest mystery visit, and further clarification on the Councils projected returns from investment in the Leisure Centres.

The Assistant Chief Executive informed Members that the Council has imposed a £4,500 which has been used to provide a ceiling mounted hoist and wall mounted adjustable height bed in the disabled changing facility at the Dolphin, Haywards Heath. This brought the facility up to the Changing Places National Standard and it has now been added to the National Register of Changing Places facilities. She clarified that 5% return received from investment in the centres by the Council is in addition to the £1.2 million dividend paid to the Council annually. The improvement programme has been negotiated and signed off by the board of PfPL. The Council will seek further investment opportunities and negotiate additional returns.

The Leisure Partnership Officer noted that the Quest accreditation results will improve in future as the new systems and procedures put in place at the start of the contract have become embedded and the contract matures.

The Cabinet Member for Service Delivery reiterated that the Council and PfPL will be seeking to allocate further funds to the joint investment pool. Regarding the proposed targets, he explained that PfPL has seen a huge rise in memberships which they did not anticipate. It is felt that Membership levels may have almost peaked at the present time.

The Assistant Chief Executive noted that the contract requires a 1% year on year increase in attendance hence the target attendance figures being below the actual attendances in previous years. There is however also an expectation that attendances will rise further in the future.

A Member asked whether there is a breakdown of Quest results at the different leisure centres in the District, and any overall trends that need to be noted. The Leisure Partnership Officer replied that more detail could be provided on the results of the Quest Assessment, there were no overall trends to note other than the contract was in its early stages at the time of the assessment and staff were still familiarising themselves with the new policies and procedures introduced by PfPL.

A Member queried why there had been no recent investment in the Kings Centre East Grinstead and asked if there is a breakdown of the membership levels between the three main leisure centres.

The Leisure Partnership Officer advised Members that there was significant investment in the Kings Centre in 2014-15, creating a new gym with more than double the number of exercise stations, a new café and soft play facility, a new meeting / party room, a completely refurbished reception / foyer area, a complete refurbishment of the swimming pool changing rooms and retiling of the pool surround.

There has been new LED lighting installed in the gym, swimming pool and sports hall and a planned refurbishment of the toilets in the reception area as part of the investment programme.

The breakdown of the Membership levels of each Centre as of 31 March 2017 was 5,436 at the Triangle, 4,809 at The Dolphin, and 2,270 at the Kings Centre.

A Member noted and praised the work that has gone in to the reduction in accidents, and asked if there is a specific change of policy that brought this about. The Member also asked for further information regarding the cleaning regime, particularly at peak times.

The Leisure Partnership Officer replied that PfPL have introduced overnight cleaning regimes at both The Triangle and The Dolphin, allowing deeper and more thorough cleans. At all times a check sheet on cleanliness is maintained and signed off on a set frequency and staff respond quickly to any complaints. He informed Members that there are always staff on duty that have first aid qualifications and the actions of staff have been praised in many situations when accidents and incidents have occurred.

The reduction in accidents cannot be contributed to any specific change, but he noted that staff now supervise roller disco events more to prevent falls. When any accident occurs staff complete an accident sheet which has a section to identify whether there is anything that could be done differently to prevent the accident occurring again in the future.

The Cabinet Member for Service Delivery explained that staff are more aware and anticipate accidents before they happen, and cleaning is a top priority for all leisure centres.

A Member asked whether the current end of Freedom Leisure's contract with East Grinstead Sports Club could present itself as an opportunity for investment for the Council.

The Assistant Chief Executive made Members aware that other leisure providers are interested in taking over the contract for East Grinstead Sports Club and an application for funding has been made to the Council's Cabinet Grants Panel.

In response to Member queries about the comment and complaint regime outlined in Appendix B, the Leisure Partnership Officer explained that the presentation of the outline of complaints will be improved for future reports. He confirmed that people often make more than one comment, compliment or complaint on one form hence the perceived discrepancy in the numbers.

A Member reiterated his concern that more detail should be included in the report, and asked what the outlook for the leisure centres is if there is an economic downturn. In response to this, the Assistant Chief Executive advised Members that achieving the right balance of information in the report is a challenge, and will be improved over time. Some commercially sensitive information must be omitted, but sufficient information needs to be provided to Members for them to effectively scrutinise. She reminded Members that the Council is not a direct provider of the services, and its role is to monitor and manage the contract. The Council relies on PfPL to operate the centres including financial management. She concluded that she is happy to discuss what further detail could be included, and advised members to contact the Leisure Partnership Officer with any problems/issues and reminded the Committee that we are all responsible for managing and maintaining the Council's

services and contracts.

The Cabinet Member for Service Delivery summarised that Mid Sussex remains one of the healthiest districts in the country for participation levels. Membership levels will be expected to rise and fall in line with economic cycles. He recommended Members visit the Centres and see for themselves the investment work that has been undertaken. The Assistant Chief Executive reminded the Committee that a visit to the centres will be organised in the early part of 2018 once all the relevant works have been completed.

As there were no further questions, the Chairman moved to the recommendations to note the contents of the reports which was agreed. She also noted the absence of the work programme. She advised the Committee that officers are looking at future items, and these will be outlined at the next committee.

### **RESOLVED**

That the Committee notes the content of the report.

### **9. QUESTIONS PURSUANT TO COUNCIL PROCEDURE RULE 10 DUE NOTICE OF WHICH HAS BEEN GIVEN**

None.

The Chairman closed the meeting at 8:10 p.m.

Chairman.

## 6. PARKING SERVICES ANNUAL REVIEW 2016/17

REPORT OF: Assistant Chief Executive  
Contact Officer: Judy Holmes  
Email: [judy.holmes@midsussex.gov.uk](mailto:judy.holmes@midsussex.gov.uk) Tel: 01444 477015  
Wards Affected: All MSDC Wards  
Key Decision: No  
Report to: Scrutiny Committee for Customer Services and Service Delivery  
11<sup>th</sup> October 2017

---

### Purpose of Report

1. The purpose of this report is to provide the Scrutiny Committee for Customer Services and Service Delivery with an overview of Parking Services' activity in 2016/17, including the enforcement contract the Council operate on behalf of West Sussex County Council.

### Recommendations

2. **The Committee are asked to note the contents of this report.**
- 

### Background

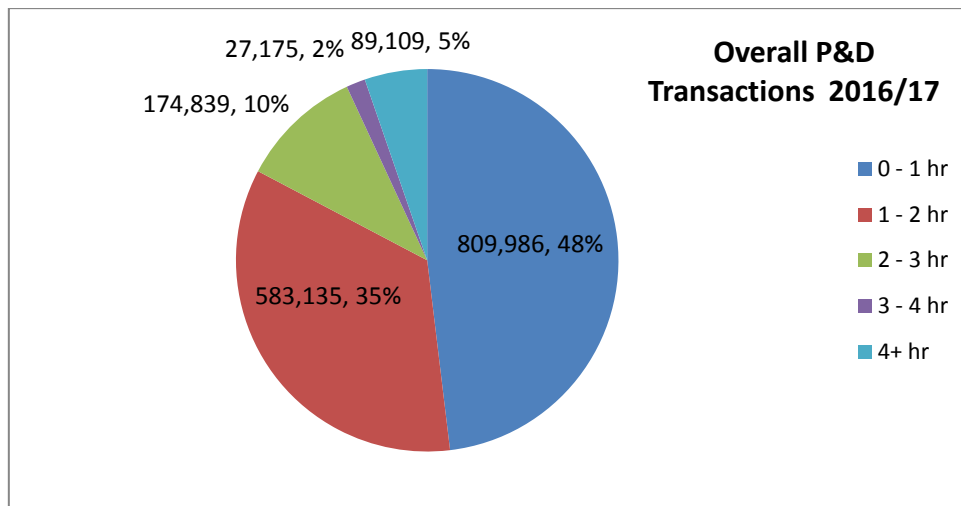
3. The Council's Parking Services Team manages and maintains the District's 34 public car parks (22 town and 12 rural with a total of 2800 spaces) and since January 2006 provides the enforcement for both on and off street parking. The Council also administers the enforcement of on-street parking restrictions on behalf of West Sussex County Council (WSCC), but the provision of on-street parking and restrictions is the responsibility of WSCC. The service also manages the administration of the WSCC's Controlled Parking Zone (CPZ) in East Grinstead and administers the Council's concessionary taxi voucher scheme for residents unable to use public transport.

### Monitoring and performance

#### Car Parks

4. As part of the monthly monitoring programme, an assessment of pay and display car park usage is undertaken. This ensures that trends can be monitored and action can be taken if required.
5. The total pay and display transactions in town centre pay and display car parks for 2016/17 was 1,684,244, which was a 2% increase on the previous year.
6. As the chart below indicates, analysis of transaction behaviour highlights that overall, 83% of transactions were for stays of less than two hours with behaviour varying slight variations in each town centre.





7. Season tickets are available in all but one of the Council's eighteen long stay town centre car parks and performance strengthened during the year. The majority of season tickets are purchased by those working in businesses supporting the local economy, but they are also popular with commuters and local residents. All towns have seen a growth in Season Tickets demand; in Burgess Hill it is attributed to the return of AMEX, business demand for Boltro Road car park attributed to Haywards Heath and in East Grinstead there was a noticeable increase from local residents moving into new developments.
8. The infrastructure of the town and rural car park portfolio is managed in partnership with the Corporate Estate and Facilities team. Quarterly inspections are made in each car park to ensure they are fit for purpose and any health and safety issues are addressed. A rolling programme of resurfacing and maintenance is undertaken, along with reactive repairs to address issues of vandalism or accidental damage. During 2016/17 Hazelgrove, Imberhorne Lane, Orion and Horsted Keynes car parks were resurfaced and Queensway, Railway Approach and Orchards car parks were relined at a total cost of £100,136 funded by both capital and revenue budgets.
9. Landscaping and litter clearance from the districts car parks is carried out by our Contractors IDVerde and Serco as part of the Council's wider contract arrangements to ensure high presentation standards. IDVerde litter scavenge the beds and empty bins three times a week in the majority of car parks – Imberhorne Lane, Handcross and Horsted Keynes being the exceptions which are carried out on an ad hoc basis. Serco empty litter bins daily in all principle car parks and sweep on a reactive basis, in response requests from the Operations team. These arrangements are currently under review with our contractors.
10. Members will be aware that the Council has a performance indicator to ensure that 97% of car park machines are repaired within 2 days of a fault being reported. By year end the Council exceeded this target, reporting 100%.
11. Seventeen of the District's car parks retained their 'Park Mark' status after inspection by the British Parking Association. Park Mark is a recognised industry accreditation giving confidence that car parks are well designed and safer for users.
12. Unfortunately, it is difficult to monitor the usage and performance of the District's rural car parks which are either free or operated by a disc system in favour of pay and display. Discs are available for £1 from local retailers.

13. The yearend outturn position for the off-street parking account was £1,256,407 not including Capital expenditure. In 2016/17 the Council invested £100k on capital improvements to car parks. In line with the Road Traffic Regulations Act (1984) if no further investment is required into off-street parking in that year, any surplus can be reallocated for the purposes of environmental improvements in the local area.

## **Enforcement**

14. All enforcement and notice processing procedures are set out by the Traffic Management Act 2004.
15. This Council carries out Monday to Saturday on and off street enforcement on behalf of West Sussex County Council, with occasional Sunday patrols (on-street only). MSDC and WSCC have a Service Level Agreement (SLA) of which an element recommends 70% of enforcement duties are carried out on street and 30% off street. This is monitored by the Parking Operations Manager.
16. Three teams of Civil Enforcement Officers (CEO) are deployed daily to each cover a town and its surrounding areas. Whilst a regular schedule of deployment is undertaken every day, the team also strives to provide a reactive enforcement service responding to requests made.
17. During 2016/17 14,096 Penalty Charge Notices (PCNs) were issued by the enforcement team, a 14% increase on the previous year. This is mainly due to the successful recruitment and retention of Civil Enforcement Officers and the completion of line and sign faults on previously unenforceable roads.
18. Of the PCNs issued, 26 appeals (0.18%) were taken to the Traffic Penalty Tribunal for a decision by an independent adjudicator. Regrettably only 6 appeals were ruled in favour of the Councils decision.
19. The on and off street enforcement budget is ring fenced, in 2016/17 there was a surplus of £83,751.95. This was largely due to a number of staff vacancies.
20. MSDC receive 30% of any such operational surplus which is required to be reinvested back into enforcement. The £25,125.58 from 2016/17 will contribute to the purchase of a new notice processing system in 2017/18.
21. A recruitment drive in the autumn resulted in three new appointments, taking the team to 11 CEOs for the first time since 2014.
22. During 2016/17 there were four serious incidents of aggression / violence against a CEO reported to the Police. Two successful prosecutions were supported by the evidence captured by the Body Worn Camera footage.
23. The WSCC SLA monitors the overall PCN cancellation rate due to statutory exemptions and mitigating circumstances (e.g. evidence is provided of unloading, valid blue badge, valid pay and display ticket). The current benchmark is to achieve no more than 12% moving to 7% by 2020. At the end of 2016/17 the cancellation figure for mitigating circumstances in Mid Sussex was 8.8%.

24. Places for People Leisure (PFPL) requested increased enforcement at the Dolphin and Kings Centre Leisure Centre car parks to target non leisure centre users suspected of abusing the parking disc system. This was suspected to be mainly local workers and commuters. A programme of targeted enforcement identified regular abusers but genuine users also received PCNs. These were usually cancelled which made a contribution to the comparatively high cancellation rate identified above. Discussions regarding an improved parking control system continue with PFPL management.
25. In line with MSDC customer service standards, the Parking team has a commitment to respond to PCN challenge correspondence within 10 working days. At the end of 2016/17 99% of challenges were responded to within the target deadline.
26. During 2016/17, MSDC piloted remedial lines and signs project work in partnership with WSCC, where WSCC funded agreed remedial works in areas of the District which have been unenforceable due to faded lines or missing signs. Two successful phases were completed to rectify long standing faults in areas including Cuckfield, Hurstpierpoint, Haywards Heath, Burgess Hill and Hassocks. The project will continue into 2017/18 to reduce the backlog of remedial works in Mid Sussex.
27. As a result of the above project, a stronger partnership with WSCC Highways team has developed, resulting in improved lines of communication, including a monthly meeting with key Highways Officers to discuss and seek to resolve key operational issues.
28. The Parking Services team work closely with two Enforcement Agents – Marston Holdings and Rundles - to recover bad debts as a result of unpaid PCNs. Enforcement Agents are required to comply with the Ministry of Justice Taking Control of National Goods standards. During 2016/17 the Enforcement Agents recovered a combined total of £32,397, 33% of the enforcement contract bad debt. Last year, no complaints were received about the behaviour of the Enforcement Agents.

### **Controlled Parking Zone**

29. As part of the SLA with West Sussex County Council, this Council administers resident and non-resident permits on behalf of WSCC for the Controlled Parking Zone (CPZ) in East Grinstead. The on street CPZ restrictions are implemented and managed by WSCC. All income generated from the sale of permits is returned directly to WSCC.
30. There are a total of 771 permit spaces allocated in both Zones A and B of the CPZ. As at the end of March 2017, 747 active permits were issued leaving a combined capacity of 3% unsold, (this figure will fluctuate each month). In Zone A (the inner, town centre zone) there was 2% remaining capacity and in Zone B (the outer, near the station zone) there was capacity of 4% remaining. Whilst capacity remains in each of the CPZ zones, it is acknowledged that specific streets in the immediate vicinity of the town centre are facing parking capacity issues.

### **Initiatives and Events**

31. As in previous years, the Council supported the three towns during the Christmas period by offering two parking incentives;
  - (i) Free parking was offered after 1pm in short stay car parks on the day of the towns Christmas lights switch on events

- (ii) A flat tariff of £1 was offered in specific long stay car parks on Saturdays during December up to Christmas.
- 32. Support was also given to the East Grinstead leg of the Mid Sussex Marathon by offering participants a free parking voucher in short stay car parks to encourage patronage of the town after the event. The Haywards Heath and Burgess Hill legs of the event took place on a Sunday and Bank Holiday Monday when parking charges did not apply.
- 33. The team also supported the West Sussex School Safety and Highways teams with initiatives to help improve safety around schools, mainly caused by inconsiderate parent parking. Our support includes targeted enforcement supported by school staff and restricted time permits for parent parking in designated MSDC car parks during drop off / pick up to reduce cars parking on the highway.

### **Taxi Vouchers**

- 34. Parking Services have administered the taxi voucher service since 2014/15. The Council currently offers up to 200 residents who are no longer able to use bus passes due to mobility issues, the option of a maximum of £30 taxi vouchers per annum.
- 35. There are a number of local taxi operators that participate in the scheme and they are reimbursed on production of the vouchers. Customers may pay up to half of their fare with the vouchers.
- 36. There are currently 179 customers using the scheme, at a cost of £2177.71 to the Council in 2016/17.

### **Service Developments in 2016/17**

- 37. During 2016/ 17 additional capacity of 54 spaces was created by opening the disused section of Queens Crescent car park in anticipation of the Burgess Hill redevelopment works which will temporarily reduce car parking capacity in the town. Eight season ticket only spaces were also created in Norton House car park (East Grinstead) following the demolition of a toilet block. The total cost of these works was £46,046
- 38. At the request of Hurstpierpoint Parish Council the short stay period at Trinity Road car park was increased from 2 hours to 3 hours by amending the off-street parking order. The request was made on the basis that increasing the stay length would support the village economy.
- 39. At the request of Cuckfield Parish Council a designated motorcycle bay was installed in the Broad Street car park to meet user demand.
- 40. All pay and display machines were upgraded during 2016 to ensure they would accept the new £1 coin which was launched in March 2017.
- 41. If a PCN issued to a foreign vehicle remains unpaid, the Council are unable to trace the owners via the DVLA. Such cases result in approximately £5000 a year of lost income to the enforcement contract. To improve service delivery, EPC (Euro Parking Collections) have been engaged to trace foreign vehicle owners with the only charge to MSDC of 30% commission if a successful recovery is made. Since January 2017, 3 successful recoveries have been made from 50 cases sent.

42. During 2016/17 the Traffic Penalty Tribunal service launched an online service called FOAM (Fast Online Appeals Management). This new service enables those appealing a decision made by the Parking team to upload evidence and make their case to the Adjudicator online. This has made the appeals process more accessible to the customer and has reduced processing time for the team.

### **Focus for 2017/18**

43. The focus for Parking Services in 2017/18 will be to develop and modernise the service by embracing digital technology, and to carry out research to inform the Parking Strategy refresh in 2020.
44. The key areas of work will be:
- Commissioning Road Space Audits in Burgess Hill and East Grinstead to provide a strategic blueprint for future on and off street parking provision in both communities.
  - Implementing a new Notice Processing digital platform to modernise the enforcement, notice processing and season ticket / permit functions.
  - Researching cashless pay and display options and service developments to inform the Parking Strategy refresh.
  - Continuing with rolling maintenance programme resurfacing Dale Avenue, Franklynn Road and Gower Road car parks and adding capacity to Heath Road car park.

### **Financial Implications**

45. Any financial implications as a result of car parking and enforcement activities are highlighted within the report.

### **Risk Management Implications**

46. There are no direct risk management implications as a result of this report.

### **Equality and Customer Service Implications**

47. There are no direct equality and customer service impacts as a result of this report.

### **Background papers**

None

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

REPORT OF: Tom Clark, Head of Regulatory Services  
Contact Officer: Alexander Austin, Member Services Officer  
Email: [alexander.austin@midsussex.gov.uk](mailto:alexander.austin@midsussex.gov.uk)  
Tel: 01444 477067  
Wards Affected: All  
Key Decision: No=

---

### Purpose of Report

1. For the Scrutiny Committee for Customer Services and Service Delivery to note its Work Programme for 2017/18.

### Summary

2. Members are asked to note the attached Work Programme. The Work Programme will be reviewed as the final piece of business at each meeting, enabling additional business to be agreed as required.

### Recommendations

3. **The Committee are recommended to note the Committee's Work Programme as set out at paragraph 5 of this report.**
- 

### Background

4. It is usual for Committees to agree their Work Programme at the first meeting of a new Council year and review it at each subsequent meeting to allow for the scrutiny of emerging issues during the year.

### The Work Programme

5. The Committee's Work Programme for 2017/18 is set out below:

<b>22 November 2017</b>	<b>Reason for Inclusion</b>
Digital Programme 2018/19	To update Members on the Council's digitalisation programme.
Leisure Contract Update	To update Members on the third year of the leisure services contract

<b>13 February 2017</b>	<b>Reason for Inclusion</b>
Playing Pitch Strategy Update	To update Members on year 2 of the playing pitch strategy action plan.
Waste Management, Recycling and Street Cleansing Services – Contract Review	To update Members on the Waste Management, Recycling and Street Cleansing Services.

13 March 2017	Reason for Inclusion
Landscapes Annual Report	To update Members on the Council's Landscaping operations.

**Policy Context**

6. The Work Programme should ideally reflect the key priorities of the Council, as defined in the Corporate Plan and Budget.

**Financial Implications**

7. None.

**Risk Management Implications**

8. None.

**Background Papers**

None.