

12 March 2019

Dear Councillor,

A meeting of **SCRUTINY COMMITTEE FOR CUSTOMER SERVICES AND SERVICE DELIVERY** will be held in the **COUNCIL CHAMBER** at these offices on **WEDNESDAY, 20TH MARCH, 2019 at 7.00 pm** when your attendance is requested.

Yours sincerely,
KATHRYN HALL
Chief Executive

A G E N D A

	Pages
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 23 January 2019.	3 - 6
5. To consider any items that the Chairman agrees to take as urgent business.	
6. Parking Strategy Refresh 2019/20.	7 - 14
7. Cashless Parking – Six Month Monitoring Report.	15 - 20
8. Member Development Working Group Achievements 2017-18.	21 - 22
9. New Member Induction Arrangements 2019.	23 - 26
10. Questions pursuant to Council Procedure Rule 10 due notice of which	

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has been given.

To: **Members of Scrutiny Committee for Customer Services and Service Delivery:**
Councillors A Boutrup (Chairman), M Belsey (Vice-Chair), J Belsey, L Bennett, M Binks,
P Bradbury, C Catharine, B Forbes, C Fussell, S Ellis, G Heard, Anthea Lea, H Mundin,
K Page and D Sweatman

**Minutes of a meeting of Scrutiny Committee for Customer Services
and Service Delivery
held on Wednesday, 23rd January, 2019
from 7:00pm - 7.29 pm**

Present: M Belsey (Vice-Chair)

J Belsey
M Binks
P Bradbury

S Ellis
B Forbes
G Heard

Anthea Lea
H Munda

Absent: Councillors A Boutrup, L Bennett, C Catharine, C Fussell, K Page and D Sweatman.

Also Present (Cabinet Members): Councillor M Thomas-Atkin and Councillor G Marsh.

Also Present: Councillors Wall and Webster.

In the absence of the Chairman, the Vice-Chairman proposed that Cllr Bradbury be appointed as Vice-Chairman for the duration of the meeting. This was agreed.

**1. TO NOTE SUBSTITUTES IN ACCORDANCE WITH COUNCIL PROCEDURE
RULE 4 - SUBSTITUTES AT MEETINGS OF COMMITTEES ETC.**

Councillor Stockwell substituted for Councillor Catharine.

2. TO RECEIVE APOLOGIES FOR ABSENCE

Apologies had been received from Councillors Boutrup, Bennett, Catharine, Page, Fussell and Sweatman.

**3. TO RECEIVE DECLARATION OF INTERESTS FROM MEMBERS IN RESPECT OF
ANY MATTER ON THE AGENDA**

None.

**4. TO CONFIRM THE MINUTES OF THE MEETING OF THE COMMITTEE HELD ON
7 NOVEMBER 2018**

The Minutes of the meeting of the Committee held on 7 November 2018 were agreed as a correct record and signed by the Chairman.

**5. TO CONSIDER ANY ITEMS THAT THE CHAIRMAN AGREES TO TAKE AS
URGENT BUSINESS**

None.

**6. FUTURE PROPOSED APPROACH FOR THE COLLECTION OF TEXTILES AND
SMALL WASTE ELECTRICALS AND ELECTRONIC EQUIPMENT**

Rob Anderton, Divisional Leader for Commercial Services & Contracts, introduced the report and provided an update which set out the evaluation of the trial collection of textiles and small waste electricals and electronic equipment between November 2017 and September 2018. The report also set out the proposal for the scheme in the future to provide an enhanced collection service across the District. The service was successful. To ensure the best capture rates there should be an extension of the range of materials collected at the kerbside and a continuation of maintenance to the current collection service, and an increase in the number of textile containers at the mini recycling sites located across the District.

A Member queried the frequency of the proposed collection carried out by the existing waste and recycling kerbside collection service.

The Divisional Leader for Commercial Services & Contracts confirmed residents will be asked to present their textiles one day of the week and then the small WEEE (Waste Electricals and Electrical Equipment) on one day the following week which would be collected alongside their usual waste and recycling collection.

A Member noted that the scheme's aim is to resell as much of the collection as possible. He sought clarification over whom PAT tests the appliances as he is aware of certain charities that do not accept electrical goods due to the costs associated with ensuring that the equipment is safe for resale.

The Divisional Leader for Commercial Services & Contracts explained that the responsibility for PAT testing falls with the British Heart Foundation currently and subsequently any charity who is selected to deliver the scheme in the future.

The Member then enquired whether the British Heart Foundation themselves will be collecting the textiles and small WEEE.

The Divisional Leader for Commercial Services & Contracts confirmed that the Council intends to expose the service to competition to any interested charitable partners.

A Member enquired whether the Council has considered advertising to promote the scheme to a wider audience, perhaps through social media channels. She also expressed her delight that almost half of collected textiles and small WEEE are able to be sold and that people who would usually not have access to recycle these items now have the opportunity to do so.

The Divisional Leader for Commercial Services & Contracts confirmed that he will look into promoting the scheme.

A Member sought clarification on who is responsible for the storage of the collected textiles and small WEEE and whether the storage of the items will come at a cost.

The Divisional Leader for Commercial Services & Contracts clarified that if the British Heart Foundation, or whoever the charitable partner is at the time, collects the items then they would be responsible for the storage and resale of the goods. If the Council's contractors, Serco, collect the items then the Council would be responsible for the storage of the goods which would come at a small cost.

The Cabinet Member for Customer Services enquired who bears the cost of fitting the undercarriage storage cages onto the existing waste collection fleet.

The Divisional Leader for Commercial Services & Contracts explained that this would be considered as part of the business case, however he reassured the Cabinet Member that it is not an expensive modification.

The Chairman noted that no other Members wished to speak so moved to the recommendation which was agreed unanimously.

RESOLVED

The Committee noted the contents of the report.

7. REVIEW OF CUSTOMER SERVICES ACROSS THE COUNCIL

Simon Hughes, Head of Digital and Customer Service, introduced the report and provided a presentation to the committee. The presentation detailed figures of customer services across the council and highlighted platforms in which customers can contact the Council to be provided a service. He confirmed that the Council has reduced the number of telephone calls going through the contact centre due the streamlining of web-based services which allows Customer Services Officers to be more available to deal with other queries. The Council publishes customer services figures on Mid Sussex District Council's website and MSDC News to better promote the figures.

A Member enquired as to what extent are enquiries for services that the Council outsources, such as pest control, measured.

The Head of Digital and Customer Service confirmed that the Council has measures to identify customer standards and comments of contractors, including the expectations of service levels in the contract with the contractor. If the Council is informed of an issue with the contractor, then it is reviewed collectively and subsequently fed into the contract.

The Chairman noted that no Member wished to speak so moved to the recommendation which was agreed unanimously.

RESOLVED

The Committee noted the contents of the report.

8. SCRUTINY COMMITTEE FOR CUSTOMER SERVICES AND SERVICE DELIVERY WORK PROGRAMME 2018/19

Judy Holmes, Assistant Chief Executive, introduced the Work Programme for the next meeting taking place on 13 March and informed the committee of the expected business; Leisure Strategies update (Play & Amenity Green Space Strategy), Member Development Working Group (MDWG) Achievements, Six month progress report for cashless parking and Parking Strategy Refresh.

Councillor Marsh confirmed that he would be on holiday for that meeting and requested that the meeting be moved to the 19 March where he would be able to comment on the forthcoming items that all fall within his portfolio remit.

The Assistant Chief Executive confirmed that she would speak with Democratic Services to ask them to consider arranging an alternative date.

The Chairman noted that no Members wished to speak so moved to the recommendation which was agreed unanimously.

RESOLVED

The Committee noted the contents of the report

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

None.

The meeting finished at 7.29 pm

Chairman

PARKING STRATEGY REFRESH 2019/20

REPORT OF: Divisional Leader – Commercial Services & Contracts
Contact Officer: Claire Onslow
Email: claire.onslow@midsussex.gov.uk Tel: 01444 477586
Wards Affected: All Wards
Key Decision: No
Report to: Scrutiny Committee for Customer Services and Service Delivery
Date: 20th March 2019

Purpose of Report

The purpose of the report is:-

1. To provide the Scrutiny Committee with a summary of the key findings of the Burgess Hill and East Grinstead Road Space Audits.
2. To set out the planned approach for taking forward the Parking Strategy refresh in 2019/2020.

Recommendations

3. The Committee are asked to note the contents of this report.
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Background

4. In partnership with West Sussex County Council (WSCC), Mid Sussex District Council commissioned Consultants, WSP, to carry out two Road Space Audits (RSA's) - one for Burgess Hill (to respond to, and inform the Burgess Hill town centre regeneration project and Northern Arc development); and the other for East Grinstead (in response to the increasing demand for parking provision as a result of development within a restricted area).
5. A third Parking Study is to be commissioned for Haywards Heath in early 2019 to provide supporting evidence for the Haywards Heath Town Centre Masterplan, and feasibility work around the redevelopment of the Orchards shopping centre.
6. The primary objective of commissioning the above works is to inform the future direction of the Council's approach to parking. The studies provide a factual and robust evidence base that considers the current provision of the road network along with on and off street parking stock, and identifies potential future demands. The reports are therefore technical and detailed; however, a summary of each can be found at Appendices A and B.
7. The Council has committed to refreshing its car parking strategy during 2019/20, as the current ten year strategy expires in 2020.

Summary of key findings

8. Whilst both town centre reports looked at the specific issues relating to each locality, common themes and issues emerged in the final reports. This data provides a factual evidence base which will inform future strategies of both WSCC and MSDC to ensure the long term functionality of the District's town centre economies.

9. A summary of the key findings of the reports and recommended actions for each area can be viewed in Appendices A and B. However the common emerging themes are highlighted below:
- (a) There is growing demand for on and off street parking provision to serve a wide range of conflicting public needs. Based on known development demands, current provision of on and off street parking will not meet future demand and could compromise the effectiveness of the district's town centres. Measures to mitigate and effectively manage future parking provision will therefore need to be considered in strategic planning by both WSCC and MSDC.
 - (b) The effectiveness of the East Grinstead Controlled Parking Zone (CPZ) may be compromised as demand exceeds supply, so measures to address these issues, and a potential extension, will need to be considered by WSCC.
 - (c) The County Council may consider the introduction of a controlled parking zone in Burgess Hill to mitigate congestion and support sustainable transport plans as a result of the Burgess Hill Growth project.
 - (d) There is evidence of key locations within each town being impacted by neighbourhood businesses and services creating peak time demand for parking which exceeds supply, therefore compromising the effectiveness of current provision. This includes the Victoria Industrial Estate, Burgess Hill and the Queen Victoria Hospital, East Grinstead.
 - (e) Whilst there is evidence of a number of workplace transport plans in place, there is limited evidence that these are being monitored, which raises questions about their effectiveness and makes it difficult to draw any conclusions on whether stated intentions are reducing demand for parking and car reliance.
 - (f) Parking provision needs to be considered against the various planning, transport and growth strategies in place, and/or being developed, to improve sustainable transport options, whilst balancing the current over-reliance on cars in the area due to its rural nature and the frequency of public transport services.
10. The evidence provided from the reports will guide the strategic direction for the Council when refreshing the Parking Strategy in 2019/ 2020.

Preparing for the Parking Strategy Refresh 2020

11. The refresh work to the Parking Strategy will set the future strategic direction for the delivery of off street parking provision by the Council supporting other key strategies such as the District Plan and the Economic Development Strategy.
12. An internal corporate officer working group will be set up in early 2019/20 to support the work of a Member Working Group which will be set up in June 2019 to guide and steer the work. The proposed terms of reference for this group can be found at Appendix C.

13. Refreshing the Parking Strategy provides the Council with an opportunity to consider the future strategic direction of the District's car park portfolio, considering how it needs to respond to growing demand and the future economic requirements of the town and parish centres. It will explore the different approaches available to ensure parking provision across the district is fit for purpose into the future.
14. The table below provides an indicative timeline for the proposed development of the Parking Strategy. A more detailed timeline will be worked up and regular updates will be reported to this Scrutiny Committee.

	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20
EG & BH RSA's and proposed next steps to MT /Board																	
HH RSA Commissioned																	
EG & BH RSA's and proposed next steps to Scrutiny																	
HH Parking Study Preparation																	
HH Parking Study to Scrutiny (tbc)																	
Parking Strategy Consultants Commissioned																	
Parking Strategy Members' working group established																	
Parking Strategy Preparation																	
Parking Strategy Consultation																	
Parking Strategy Sign off Process																	
Parking Strategy Adopted																	

15. It is proposed that £70k from specific reserves is allocated in the 2019/20 budget to support the delivery of the Parking Strategy actions and this has been included in the Corporate Plan and Budget for 2019/20.

Conclusions

16. The Burgess Hill and East Grinstead Road Space Audits have provided a valuable evidence base from which to start shaping the future strategic direction of Parking Services in Mid Sussex; and the forthcoming Haywards Heath Parking Study will complete this evidence base. This will provide a detailed picture of current and future potential issues.
17. The studies have concluded that, based on the projected levels of growth in the district over the coming years, current on and off-street parking provision will be insufficient to meet demand.
18. The forthcoming Parking Strategy will focus on how this Council, and WSCC (as the Highways Authority) work together to respond to this challenge, to ensure the Council's car park portfolio supports planned, sustainable growth in line with the Council's key strategic priorities particularly in the Economic Development Strategy, the Sustainability Strategy and the District Plan.
19. A Member Working Group will be set up in June 2019 to guide and steer this work.

Appendix A: RSA Conclusions – Burgess Hill

The table below summaries the key actions to be taken from the first phase of the Burgess Hill Road Space Audit;

Action	Solution	Agency
Coordinated approach to strategic decision making impacting BH growth	As WSCC & MSDC sustainable transport packages and strategies come on line, ensure parking is integrated into those conversations at all levels.	WSCC & MSDC
Increased demand for on street parking as a result of town centre development and increased population	<p>Potential to introduce a CPZ around the town centre and railway stations: to manage resident, business and worker demand for parking balanced with restricted free parking serving town centre businesses.</p> <p>To be developed alongside off street provision and policies to ensure a combined strategic approach.</p>	<p>WSCC</p> <p>Operational impact for MSDC in terms of enforcement and administration of CPZ</p>
Parking Strategy: Review MSDC off street parking provision	<p>Manage the current and future demand for off street parking to meet projected levels of growth; balancing MSDC land asset management and preserving MSDC revenue in the long term.</p> <p>Detailed review of off street tariff structure and stay length designation by location with a view to considering the introduction of a differential tariff structure to maximise provision of space for facilities vs reducing car journeys</p> <p>Resource compliance-monitoring to ascertain the effectiveness of enforcement with vehicles staying for the correct time in car parks that may impact capacity availability</p> <p>(The above may form a town specific Parking Management Plan to be developed alongside on-street policies to ensure a combined strategic approach.)</p> <p>Invest in intelligence-led transport systems to inform traffic flows, road & car park space availability to reduce unnecessary journeys.</p>	<p>MSDC</p> <p>MSDC</p> <p>MSDC</p> <p>MSDC & WSCC</p> <p>MSDC & WSCC</p> <p>MSDC</p>

Action	Solution	Agency
	<p>Regular review of all MSDC policies to ensure the impact of parking demand / provision as a result of planned and permitted development is considered in a strategic way.</p> <p>Work with WSCC and the private sector to develop a Parking Management Plan for the Victoria Industrial Estate; managing demand for worker parking vs mitigation with sustainable transport policies.</p>	MSDC & WSCC
Monitor impact of private sector travel plans	Ensure business demand for parking is mitigated by sustainable transport policies and provision.	WSCC

Appendix B: RSA Conclusions – East Grinstead

Action	Solution	Agency
Increased demand for on street parking as a result of forecasted development and economic growth	<p>Review of existing CPZ provision to minimise conflict of users, consider enforcement hours and capacity to ensure fit for purpose.</p> <p>Review potential to extend the CPZ into outlying areas to manage the demand for free, all day parking impacting residential areas.</p> <p>Fully resource compliance monitoring to ascertain the effectiveness of enforcement for vehicles within the CPZ to fully understand capacity availability</p> <p>To be considered alongside off street policies to ensure a combined strategic approach.</p>	Operational impact for MSDC in terms of enforcement and administration of CPZ
Parking Strategy: Review MSDC off street parking provision	<p>Manage current and future demand for off street capacity to meet projected growth; balancing MSDC land asset management and preserving MSDC revenue in the long term.</p> <p>Detailed review of off street tariff structure and stay length designation by location with a view to considering the introduction of a differential tariff structure to maximise provision of space for facilities vs reducing car journeys</p> <p>Resource compliance monitoring to ascertain the effectiveness of enforcement with vehicles staying for the correct time in car parks that may impact capacity availability</p> <p>(The above may form a Parking Management Plan to be developed alongside on street policies to ensure a combined strategic approach.)</p> <p>Invest in intelligence led transport systems to inform traffic flows, road & car park space availability to reduce unnecessary journeys.</p> <p>Regular review of all MSDC policies to ensure the impact on parking demand / provision as a result of development is considered in a strategic way.</p>	<p>MSDC</p> <p>MSDC</p> <p>MSDC</p> <p>MSDC & WSCC</p> <p>MSDC & WSCC</p> <p>MSDC</p>

Action	Solution	Agency
Monitor impact of private sector travel plans	Ensure business demand for parking is mitigated by sustainable transport policies and provision	WSCC
Strategic improvements to the sustainable transport network	Provision of effective networks to provide a viable alternative for car usage	WSCC

Appendix C: Draft Terms of Reference for the Member Steering Group

The aim of the Parking Strategy Member Steering Group is:

To provide political oversight and guidance in relation to the development and delivery of the Parking Strategy Refresh (2020 – 2030).

The Role of the Members' Steering Group is to:

- Oversee the development of a strategy for managing the provision of off-street car parking and the Council's car park estate.
- Act as the Task and Finish Group for the development of the Parking Strategy Refresh.
- Provide advice and guidance to the Scrutiny Committee for Customer Services and Services Delivery

Membership shall comprise:

- Chair – From the Scrutiny Committee for Customer Services and Service Delivery
- Mid Sussex District Council:
 - Portfolio Holder for Service Delivery (observer capacity)
 - Portfolio Holder for Economic Growth (observer capacity)
- Five additional Members from the Scrutiny Committee for Customer Services and Service Delivery
- Supporting Officers:
 - Assistant Chief Executive - MSDC
 - Divisional Leader for Contracts & Commercial Services - MSDC
 - Business Unit Leader – Parking Services – MSDC
 - MSDC Officers as required to present topics for discussion
 - WSCC to inform strategic on –street provision

Meeting frequency:

The Members' Steering Group will meet bi-monthly with additional meetings held if necessary with the agreement of the Chair. It is anticipated that 4 - 5 meetings will be convened, to inform the development of the Parking Strategy refresh.

CASHLESS PARKING – SIX MONTH MONITORING REPORT

REPORT OF: Divisional Leader – Commercial Services & Contracts
Contact Officer: Claire Onslow
Email: claire.onslow@midsussex.gov.uk Tel: 01444 477586
Wards Affected: All Wards
Key Decision: No
Report to: Scrutiny Committee for Customer Services and Service Delivery
Date: 20th March 2019

Purpose of Report

1. To provide the Scrutiny Committee for Customer Services and Service Delivery with an overview of the first six months of the Cashless Parking project since its successful introduction in July 2018.

Recommendations

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

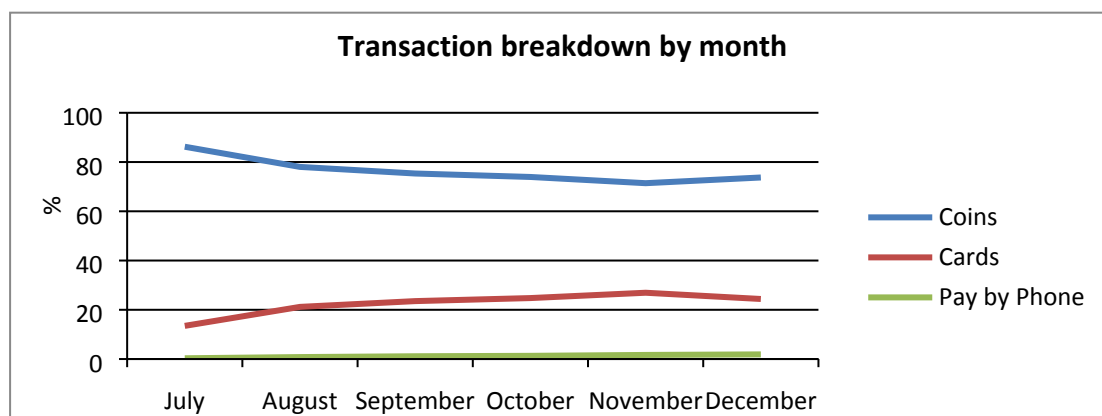
3. In the 2018/19 budget, the Council allocated £179k from capital reserves, to invest in utilising digital platforms to improve services through the introduction of alternative payment methods for parking in off street car parks.
4. This investment was made in response to demand from residents, commerce and visitors to the District for a modernised service to improve the customer experience by providing the option to pay for parking by an alternative to cash. By increasing the range of payment options, it was anticipated that there would be the potential to improve length of stay and number of transactions in the town centres to support the local economy whilst also improving compliance.
5. The cashless parking project involved the replacement or upgrading of 42 of the 45 off-street pay and display machines to ensure all machines could accept payment by credit / debit card via contactless, chip and pin, android and apple pay platforms. There is no extra charge to customers paying for parking via the machine.
6. Every car park retained the ability to pay by cash. Thirteen of the 42 pay and display machines located in the Districts high volume car parks were installed to only accept card payments.
7. Three pay and display machines in the Martlets multi – storey car park, Burgess Hill were not replaced due to the anticipated closure of the facility as part of the town centre redevelopment programme

8. In addition to the provision of new machines, a 'pay by phone' option was also introduced via Mipermit, a module of Chipside, the bespoke parking digital platform introduced in January 2018. Pay by phone was launched in tandem with the machine replacement programme. Each car park is allocated a unique number so customers can pay for parking via app, website, telephone or text message. Payment can be made up to seven days in advance and also provides the convenience of being able to extend your stay without having to return to the car park. A convenience charge of 10p is passed to the customer for using the pay by phone platform, which is an industry standard fee and is taken by the provider.
9. The implementation of the cashless parking project was phased by town over a 3 week period in July 2018, and by the end of the month all town centre car parks were offering cashless parking options.
10. Introducing a modernised service via cashless payment options is not without cost to the Council, as bank fees are incurred for the processing of card payments. These exact costs were hard to accurately predict as they are subject to many variables such as number of transactions, tariff charges, payment platforms and processing fees.

Pay & Display Transactions

11. Pay and display transaction data is collected from the machines and through the Mipermit software, providing valuable information to enable the accurate measurement and analysis of levels of business in the Councils car parks.
12. During the first six months of the cashless parking operation (July – December 2018) a total of 856,851 pay and display transactions were recorded.
13. At the end of December 2018, 76% of these transactions were being made by cash, 23% by card at the machine and 1% were via pay by phone. This represents a total of 24% of transactions being made via cashless platforms six months after implementation. Each month there has been a growth in the shift of business from cash to cashless payment methods, and whilst there is an expectation that this will continue to grow, it is not anticipated that cashless payments will overtake cash payments in the foreseeable future.

The graph below demonstrates the breakdown of transactions by payment method, by month during the first six months of operation.



14. Transaction behaviour in each town follows the overall pattern highlighted above, but there are variations that will be impacted by local factors such as customer behaviour and provision of car parks. The table below demonstrates the overall transaction behaviour by payment method, by town.

(*It is important to note that one Burgess Hill car park does not offer payment by card.)

Transactions by payment method (%) July – December 2018			
	Coins	Cards	Pay by phone
District Total	76	23	1
Burgess Hill *	84	15	1
East Grinstead	75	24	1
Haywards Heath	73	26	1

15. Initial analysis to establish any impacts on stay lengths during this period demonstrates that there appears to be a 2% shift in transaction behaviour for this current financial year compared to the year end 2017/18 data. The table below indicates the breakdown in transactions between these two time periods. It is too early to say that this is a direct result of cashless parking or an impact of local economic conditions.

Time Period	Tariff Period	Transactions	Percentage of overall transactions
July - Dec 2017	0 - 2 hours	714,390	82%
July - Dec 2017	2 - 6 hours	155,353	18%
July - Dec 2017 Total Transactions		869,743	
July - Dec 2018	0 - 2 hours	687,885	80%
July - Dec 2018	2 - 6 hours	169,046	20%
July - Dec 2018 Total Transactions		856,931	

Financial Implications

16. Of the actual pay and display income collected between July – December 2018, 83% was by cash, 16.5% by card at the machine and 0.5% via pay by phone.
17. As seen, the large majority of transaction income is cash based and no additional processing charges are incurred on cash income as a result of the cashless parking project. However the Council has to pay for the machines to be emptied. It should be noted that with 13 machines now only taking card payments, (and therefore not requiring emptying), ongoing cash collection revenue savings of £11.5k has been reported in the budget.
18. The income taken by card at the machine is subject to processing costs. These costs vary subject to the type of card used and the value of the transaction. In addition, there is also a transaction fee charged by the machine provider of 12p. To date these charges equate to an average of a 19p fee per transaction made by card payments at the machine.

19. The income taken via pay by phone is also subject to processing costs which again, vary subject to the type of card used and value of the transaction. To date, these charges equate to an average of 0.04p fee per transaction made by the pay by phone platform making it a much cheaper cashless parking platform for the Council.
20. After the first six months of operation, the processing charges for cashless parking are resulting in a 4% loss of income for the Council. This equates to £38k of income lost to processing charges in the first six months. This is in line with the business case which estimated that processing charges would be in the region of 4%. A full year figure of £78.5k has been reported in the 2018/19 budget

Feedback and Review

21. Overall, customer feedback for the cashless parking project has been positive, and the modernisation of the service to introduce the convenience of card and pay by phone payment options has been welcomed across the District.
22. However, as with any customer facing service developments there were a small number of initial, minor issues to overcome but as the new systems have embedded these have significantly reduced.
23. The main issues were:
 - Managing customer behaviour changes to encourage use of different payment methods and alternative pay & display machine locations
 - Reluctance to use cards to pay for low charge tariffs. This has been primarily from a more mature demographic but the data shows that this is not a wider issue.
 - Reluctance to pay an extra 10p for the convenience of pay by phone for low charge tariffs, however the data shows that this is not a wider issue and it is a certainly a platform preferred by long stay customers.
 - Overcoming user error when using card payments at machines (often cards are withdrawn too early or presented twice) and entering incorrect vehicle registration marks into the pay by phone system.
 - Coins forced into card only machine card readers. One reader was damaged and required replacement, the others were resolved.
 - Service interruption by airtime provider and bank networks which led to card payments being interrupted for short periods.
 - O2 international network failure preventing card payments for a 24 hour period.
 - Less flexibility to offer special tariffs in car parks (for example at Christmas) without incurring additional programming costs

Conclusions

24. Six months after the cashless parking project implementation, the indications are all positive and the service has embraced the opportunities provided by utilising new digital platforms to provide an improved customer service.

25. The data demonstrates that cashless parking has been well received by customers; the migration from cash to cashless parking platforms has grown each month and now accounts for 24% of all pay and display transactions.
26. To date, processing charges associated with delivering cashless parking are as predicted, accounting for a 4% (£38k) loss of income.
27. Predicted revenue savings of £11.5k have partially offset the loss of income from a reduction in cash collections.
28. The usage and impact of cashless parking will continue to be monitored with the data informing service developments as part of the forthcoming Parking Strategy refresh.

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MEMBER DEVELOPMENT WORKING GROUP ACHIEVEMENTS 2017-18

REPORT OF: Terry Stanley, Democratic Services Business Unit Leader

Contact Officer: terry.stanley@midsussex.gov.uk Tel: 01444 477415

Report to: Scrutiny Committee for Customer Services & Service Delivery

Purpose of Report

At the Leader's request, to provide for information a brief summary of the Working Group's achievements in the period December 2017 – December 2018.

Background

1. At a meeting of the Member Development Working Group (MDWG) on 2nd November 2017, Members offered a vision for overall enhancement of the MSDC Member learning offer that it wished to see developed in the following 12 months.
2. The improvement brief for Officers suggested the following 3 key work streams:
 - 2.1. Learning objectives to be set in advance of all Member learning sessions so that participants and the MDWG can evaluate how Members have benefitted.
 - 2.2. Mindful that some Members work and have other commitments, additional learning methods be developed to provide Members with the flexibility to learn in other ways and at different times, in an effort to promote greater take-up.
 - 2.3. New Member induction training to be reviewed and potential future developments to include; providing an understanding of the Council's service areas, how the business units contribute to the corporate plan and for consideration to be given to a 'New Member Mentoring' system.

Achievements

[Ref: 2.1]

3. Learning objectives are now set for each member learning opportunity and are promoted via the MIS. Each opportunity is clearly indicated to fall within one of the following categories; Committee/Regulatory (Essential), Core Knowledge (Important) and Councillor Skills (Recommended).
4. Following in-person sessions, Members are actively encouraged to immediately complete post-learning evaluation forms relating their experience to the objectives. Evaluations are collected by Democratic Services and the feedback is entered into a central log which is shared with the MDWG. The individual feedback forms are also shared with the Chairman and she actively reviews the content.

[Ref: 2.2]

5. In April 2018 we introduced the Learning Pool, an online platform used across the sector to host a variety of courses in a number of styles. Standard courses are tailored to meet specific Member requirements or entirely new courses are designed / commissioned (with costs involved).

6. The Learning Pool requires individual log-in and these have been provided to all Members. It is accessible on most devices.
 7. A very well attended in-person training session on how to use the Learning Pool was provided to Members and graphical instructions were circulated. Some Members have received individual user support from Democratic Services.
 8. Published Learning Pool modules now include; Using Social Media, Business Continuity, GDPR and Annotating PDF/Editing Word documents. Modules currently in development include Safeguarding Vulnerable People, Planning Application Decisions for Non- Planning Members and how to download and use the Council/Committee Member App.
 9. In-person learning sessions delivered so far this year include; GDPR and being a Data Controller, Air Quality, PiP & Technical Details, Universal Credit, Planning Application Decisions for Non- Planning Members, Licensing, Council/Committee Member App and an update for Members on the District Council's housing role and responsibilities including the Homelessness Reduction Act 2017. Forthcoming learning sessions include; an overview of Parking Services.
 10. Member learning opportunities are generally promoted via the MIS, though in-person sessions are also notified via email and by text. Reminders are also sent by text to Members a day ahead of the scheduled training.
 11. Member attendance at in-person training is logged by Democratic Services and the MDWG monitors the report relating to both the number of Members that have attended the sessions and the attendance record of individuals.
- [Ref: 2.3]**
12. As suggested by the MDWG, New Member induction training has been thoroughly redesigned and is the subject of a separate report.
 13. Proposed new Member mentoring schemes are the preserve of political groups.
 14. In addition, Democratic Services reviewed and redesigned the Council's public information document entitled 'Being a Councillor' with the aim of providing an updated resource for those considering standing for election in 2019. The MDWG took an active interest in its development and agreed its final content. This vastly improved publication is available via the Council's website: [Being a Councillor](#)

Conclusion

15. Introduction of the Learning Pool occurred 7 months ago and is being accessed by 22 Members. As a year one outcome this level of engagement is encouraging and is a good base from which to build with returning and new Members following the May 2019 elections. In-person learning session attendance has, as an average, doubled on the attendance levels of previous years.
16. It is evident that Member development in general has a higher profile as a result of work done in the past year and as a result Members are more engaged with it. Post learning evaluations provide much evidence that indicates quality learning outcomes have been achieved and Members feel more knowledgeable.

NEW MEMBER INDUCTION ARRANGEMENTS 2019

REPORT OF: Terry Stanley, Democratic Services Business Unit Leader

Contact Officer: terry.stanley@midsussex.gov.uk Tel: 01444 477415

Report to: Scrutiny Committee for Customer Services & Service Delivery

Purpose of Report

1. At the Leader's request to inform the Scrutiny Committee of the arrangements that have been made for the new intake of Members following the district council elections scheduled for 2nd May 2019.

Recommendations

2. That the Scrutiny Committee for Customer Services & Service Delivery notes the arrangements made for new Member induction training from May 2019.

Background

1. At a meeting of the Member Development Working Group (MDWG) on 2nd November 2017, Members requested that new Member Induction training be reviewed and redesigned to provide an understanding of the Council's service areas and how the business units contribute to the corporate plan.

The Induction Training Programme

2. The induction training programme has been designed to meet this objective and to deal as comprehensively as possible with a range of practical matters. It has been arranged to provide the most rounded possible experience to Members and commences the week after the district council elections.
3. Election agents of all political stakeholders have been asked to note these dates and inform prospective candidates of them. Declared Prospective Independent Candidates, have also been asked to note the dates.
4. The induction training programme is as follows:

TUESDAY 7TH MAY 2019: WELCOME MEETINGS WITH CHIEF EXECUTIVE

Each 45 minute meeting will include three new Members, Kathryn Hall - Chief Executive, Peter Stuart - Head of Corporate Resources and S151 Officer and Tom Clark - Head of Regulatory Services, Monitoring Officer and Solicitor to the Council.

New Members will be asked to email committees@midsussex.gov.uk with their time preference if they had not been able to confirm their timeslot at the election count.

9.30am	12.10pm	3.15pm
10.25am	1.30pm	
11.15am	2.25pm	

At this event we will take digital photographs so that the new Members may receive their ID pass the following day when attending for induction day 1.

WEDNESDAY 8TH MAY 2019 – INDUCTION DAY 1

Time	Details	Location
9.45am	Arrival	Committee Room
9.45am	Meet Democratic Services Team & submit the following documents:	Committee Room
	<ul style="list-style-type: none"> Declaration of Interests form 	
	<ul style="list-style-type: none"> Personal Details form – confirm correct phone and address for public 	
	<ul style="list-style-type: none"> HMRC Starter Checklist 	
	<ul style="list-style-type: none"> Appointments 2019/20 	
10.00am	Official Photograph	Council Chamber
11.00am	Tour of Campus – Two Groups	Campus
1.00pm	Lunch	Committee Room
2.00pm	Sign of Declaration of Office with Kathryn Hall, Chief Executive. 'Code of Conduct' with Tom Clark, Solicitor to the Council, Head of Regulatory Services & Monitoring Officer.	Council Chamber
3.15pm	General Data Protection Regulation (GDPR) with Sheila Harris, Senior Information Governance Officer	Council Chamber
3.45pm	ICT Assistance – Julie Simpson, ICT Manager	Council Chamber
4.15pm	Introduction to Council/Committee Member App – Alexander Austin, Democratic Services Officer	Council Chamber
4.30pm	End of Induction Day 1	

On the following dates Business Unit Leaders (BULs) will host meetings with the new intake to present their business unit's; purpose, main functions, service plan and then facilitate a discussion with new Members in the round relating how they link to Councillors roles. Heads of Service (HoS) will accompany their BULs so that Members see who relates to who. To this end BUL appointments are grouped in such a way that the HoS remains for two consecutive sessions and broadly so that they are committee themed. Particular emphasis will be given to the regulatory subjects.

These sessions will be videoed for any absentees and for future new Member inductions, e.g. following by-elections.

FRIDAY 10TH MAY 2019 - INDUCTION DAY 2

09.45am - Arrive and register

10am	Vacant Business Unit Leader - Planning Policy & Economy
	Nick Rogers Business Unit Leader - Development Management (Planning)
	Sally Blomfield Divisional Leader - Planning and Economy
	Judy Holmes Assistant Chief Executive

10.50am – Tea/Coffee

11am	Claire Onslow Business Unit Leader - Parking Services
	Joanne Reid Business Unit Leader – Waste, Landscapes and Leisure
	Robert Anderton Divisional Leader - Commercial Services & Contracts
	Judy Holmes Assistant Chief Executive

11.50am – Tea/Coffee

12md	Emma Shuttleworth Business Unit Leader - Housing Enabling & Housing Needs
	Judy Holmes Assistant Chief Executive

12.50pm – Lunch

2pm	Jacqui Steele Business Unit Leader – Land Charges, Planning & Building Control Support
	Yvonne Leddy Business Unit Leader – Environmental Health & Building Control
	Tom Clark Head of Regulatory Services; Solicitor to the Council, Monitoring Officer, Returning Officer and Electoral Registration Officer

2.50pm – Tea/Coffee

3pm	Vacant Business Unit Leader – Legal Services
	Terry Stanley Business Unit Leader – Democratic Services
	Tom Clark Head of Regulatory Services; Solicitor to the Council, Monitoring Officer, Returning Officer and Electoral Registration Officer

3.50pm – End of Induction Day 2

FRIDAY 17TH MAY 2019 - INDUCTION DAY 3

09.45am - Arrive and register

10am	Kate Wilson Business Unit Leader – Performance & Partnerships (Community Safety & Anti-Social Behaviour; Sustainability; Wellbeing Service; Community Development; Partnerships; Corporate Performance & Policy)
	Simon Moore Business Unit Leader – Corporate Estates & Facilities
	Peter Stuart Head of Corporate Resources

10.50am – Tea/Coffee

11pm	Cathy Craigan Business Unit Leader – Finance
	Kevin Stewart Business Unit Leader – Revenues & Benefits
	Peter Stuart Head of Corporate Resources

11.50am – Tea/Coffee

12md	Tim Martland Business Unit Leader – HR, Staff Training & Payroll
	Simon Hughes Head of Human Resources, Staff Training & Payroll

12.50pm – Lunch

2pm	Simon Jones Business Unit Leader – ICT
	Mat Jarman Business Unit Leader – Customer Services & Communications
	Simon Hughes Head of Digital & Customer Services

2.50pm – End of Induction Day 3

Further induction training dates are currently planned, as follows:

Date	Time	Learning
Thursday 23 rd May	10.00 am	Planning for new Members
Tuesday 28 th May	6.00 pm	Gypsy and Traveller Incursions Briefing
Tuesday 4 th June	6.00 pm	Introduction to Overview & Scrutiny for new Members who wish to serve on Scrutiny Committees
Wednesday 19 th June	2.00 pm	Licensing for new Members
Tuesday 9 th July	6.30 pm	Working effectively with officers – LGiU
Tuesday 16 th July	6.30 pm	Introduction to the Learning Pool (online modular portal)