

**Minutes of a meeting of Scrutiny Committee for Community,
Customer Services and Service Delivery
held on Wednesday, 2nd February, 2022
from 6.00 - 6.56 pm**

Present: Anthea Lea (Chair)
S Ellis (Vice-Chair)

L Bennett	J Edwards	S Smith
R Cartwright	T Hussain	D Sweatman
P Chapman	C Phillips	R Eggleston
R Clarke	M Pulfer	R Whittaker

Absent: Councillors A Boutrup, B Dempsey and A Sparasci

Also Present: Councillors R Bates, I Gibson, S Hatton, S Hillier and R Salisbury

**Present as
Cabinet**

Members: Councillors J Belsey, R De Mierre and N Webster

In the absence of the Chairman on this occasion, the Vice-Chairman, Councillor Anthea Lea assumed the role of Chairman and appointed Councillor Ellis to be her Vice-Chairman for the duration of the meeting which the Committee agreed.

1 ROLL CALL AND VIRTUAL MEETING EXPLANATION

The Vice-Chairman carried out a roll call to establish attendance at the meeting. The Solicitor to the Council provided information on the format of the virtual meeting.

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

Councillor Whittaker substituted for Councillor Boutrup and Councillor Eggleston substituted for Councillor Sparasci.

3 TO RECEIVE APOLOGIES FOR ABSENCE.

Apologies were received from Councillors Boutrup, Dempsey and Sparasci.

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

Councillor Pulfer declared a personal interest in Item 9: Draft Terms of Reference for forthcoming Community Governance Reviews as he is Leader of Haywards Heath Town Council.

Councillor Philips declared a personal interest in Item 9: Draft Terms of Reference for forthcoming Community Governance Reviews as he is a Member of Worth Parish Council.

Cllr Eggleston declared a personal interest in Item 9: Draft Terms of Reference for forthcoming Community Governance Reviews as he is Leader of Burgess Hill Town Council.

Councillor Sweatman declared a personal interest in Item 9: Draft Terms of Reference for forthcoming Community Governance Reviews as he is Leader of East Grinstead Town Council.

Councillor Bennett declared a personal interest in Item 9: Draft Terms of Reference for forthcoming Community Governance Reviews as she is a Member of East Grinstead Town Council.

5 TO CONFIRM THE MINUTES OF THE MEETING OF THE COMMITTEE HELD ON 17 NOVEMBER 2021.

The minutes of the meeting held on 17 November 2021 were agreed as a correct record and electronically signed by the Chairman.

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

The Chairman had no urgent business.

7 AIR QUALITY.

The report was presented by Adam Dracott, Team Leader for Environmental Protection, to update Members on the Council's Annual Status Report on Air Quality and highlight the Air Quality Programme across the District. The Committee were recommended to endorse the approach of the Council on Air Quality Management.

The Team Leader for Environmental Protection summarised the findings of the report, which relate to the 2020 data sets. He emphasised the importance of working with colleagues at West Sussex County Council as the Highways Authority, noting the schedule and current actions from the Air Quality Management action plan, specifically in relation to the work at Stonepound Crossroads.

The Team Leader for Environmental Protection advised that as a result of lockdowns during the Pandemic, pollution drastically reduced, particularly levels of Nitrogen dioxide (NO₂) during 2020. Therefore, when considering the data for 2021 in the next report, it was important to consider this when making decisions on the Air Quality Management areas. He concluded the air quality in the Mid Sussex District area is generally good, remaining in line with objectives and steadily improving. He noted further investigation was underway at a site on London Road, East Grinstead and the project was underway to install a real-time air quality monitoring station, anticipated for installation in the summer.

A Member thanked the Team Leader and officers for their hard work on Air Quality Management and for producing such a concise report. He noted the site on London Road, East Grinstead and thanked the Team Leader for advising when the real-time air quality monitoring station was due to be installed.

A Member raised concerns regarding the same site and the impact of additional housing under the Site Allocations SA 19 and 20. Discussion was also held around the Air Quality Management scheme in relation to the District Plan proposals.

The Team Leader noted that the District Plan has enabled the Council to embed policies on transportation and pollution. He also confirmed that the Environmental Protection Team would continue to scrutinise applications where air quality is a material consideration. The installation of the real-time air quality monitoring station would help with this.

A Member referred to page 13 of the report, asking for further clarification of the installation of pollutant sensors to optimize traffic signalling. The Team Leader clarified this was a pilot project with West Sussex County Council to install sensors at each of the four branches at the Stonepound Crossroads.

The Cabinet Member for Community thanked the Air Quality Steering Group Members and officers for providing such a thorough report. He emphasised the Site Allocations document goes through a very diligent process and that Air Quality impact would be assessed as part of that process. He concluded by supporting the installation of the real-time air quality monitoring station at London Road, East Grinstead.

As there were no further indications for comment, the Chairman took Members to a vote on the recommendation contained in the report. This was approved unanimously.

RESOLVED

The Committee endorsed the approach of the Council on Air Quality Management.

8 OVERVIEW OF COMPLAINTS – 2020/2021.

Simon Hughes, Head of Digital and Customer Services introduced the report which also summarises complaints referred to the Local Government Ombudsman (LGO) during the same period. He advised it was important to learn from the complaints to help improve Council services as well as learn from the compliments as it is equally important to learn and repeat when processes are effective. He highlighted the key points in the report and that Mid Sussex District Council compares favourably to neighbouring local authorities for complaints to the LGO.

A Member was pleased with the Council's complaints performance during the pandemic and thanked officers for their hard work. The Member asked if the pandemic had generated an increase in complaints. The Head of Digital and Customer Services acknowledged that different complaints had been generated during the pandemic, potentially as a result of the changes made to the way services were delivered. The Council can use the pandemic as an opportunity to learn how services meet the needs of residents. He emphasised the positive feedback from residents.

The Cabinet Member for Customer Services expressed delight that compliments had increased and gave thanks to frontline officers and emphasised the importance for all Members to read the review of the LGO to raise the profile of the Council's Complaints process.

The Chairman noted that no Member wished to speak so moved to the vote on recommendation to note the report on Overview of Complaints – 2020/2021, which was agreed unanimously.

RESOLVED

The Committee noted the report on Overview of Complaints – 2020/2021.

9 DRAFT TERMS OF REFERENCE FOR FORTHCOMING COMMUNITY GOVERNANCE REVIEWS.

Terry Stanley, Business Unit Leader for Democratic Services introduced the report informing the Committee that within the report were five Terms of Reference for Community Governance Reviews (CGRs).

He explained that two of the five Terms of Reference are for petitioned Community Governance Reviews as discussed at the Scrutiny meeting on 17th November 2021. It is with the Committees permission that these be presented first; Worth Parish Council and Hurstpierpoint and Sayers Common Parish Council, followed by the three deferred Community Governance Reviews of the Town Councils.

The Business Unit Leader for Democratic Services gave a summary of Members feedback from the last Committee, which had been reflected in the updated report. He explained the Terms of Reference for Worth Parish and Hurstpierpoint and Sayers Common Parish and addressed the enquiries from Members relating to each, in turn, including providing an update on the outcome of the Hurstpierpoint & Sayers Common Parish Council meeting on 25th November.

A Member confirmed they were happy with the Terms of Reference for Worth Parish Council and for the process to commence, given that a majority consensus had been reached on the Terms of Reference.

The Chairman noted that there were no further questions relating to the first two Community Governance Reviews and concluded that Members agree to the proposed Community Governance reviews as outlined in the report for Worth Parish and Hurstpierpoint and Sayers Common.

The Business Unit Leader for Democratic Services outlined a proposal to defer the Community Governance Reviews of Burgess Hill Town Council, East Grinstead Town Council and Haywards Heath Town Council for consideration at the meeting on 23rd March to allow the affected Parish Councils more time to consider both the Terms of Reference and Local Government Boundary Commission for England (LGBCE) Final Recommendations for Mid Sussex District Council.

The Chairman confirmed it was important more time was given to the Parish Councils affected by this to assess the implications of the review.

Members discussed the option to defer the Town Council Community Governance Review's. In response to a Member's query, the Business Unit Leader for Democratic Services explained there would be a slight impact to the proposed timetable and consultation period, with a view to publishing the results no later than November 2022 to meet the deadline of the publication of the Electoral Register.

The Cabinet Member for Community thanked officers for their hard work on the project and Members for working collaboratively on this project.

Tom Clark, The Head of Regulatory Services, announced for the benefit of the Committee Members, the amended recommendations, to reflect the changes in the report.

The Chairman took Members to the vote on the revised recommendations which were proposed by Councillor Clarke and seconded by Councillor Pulfer. This was approved unanimously.

RESOLVED

The Scrutiny Committee for Community, Customer Services and Service Delivery:

- (i) Agreed the draft terms of reference and guidance for respondents for the Community Governance Reviews for Hurstpierpoint and Sayers Common and Worth Parish Councils;
- (ii) Deferred consideration of the draft terms of reference and guidance for the Community Governance Reviews at Burgess Hill, Haywards Heath and East Grinstead to the March 2022 meeting of this Committee to give all affected Town and Parish Councils time to consider these draft terms of reference in the light of the final report of the Boundary Commission for electoral arrangements for Mid Sussex District Council published on 1st February 2022 to take effect from the May 2023 local elections;
- (iii) Authorised the Head of Regulatory Services to make amendments to the agreed Terms of Reference if additional matters arise during the progress of the Community Governance Reviews, and
- (iv) Noted that further reports will be brought to the Committee as the agreed reviews progress.

10 SCRUTINY COMMITTEE FOR COMMUNITY, CUSTOMER SERVICES AND SERVICE DELIVERY WORK PROGRAMME 2021/22.

Tom Clark, Head of Regulatory Services and Solicitor to the Council, introduced the Work Programme noting the addition of three Community Governance Review Terms of Reference for the March meeting of this committee.

As there were no indications for comment, the Chairman took Members to a vote on the recommendation contained in the report. This was approved unanimously.

RESOLVED

The Committee noted the Committees Work Programme for 2021/22 as set out at paragraph 5 of the report.

11 QUESTIONS PURSUANT TO COUNCIL PROCEDURE RULE 10.2 DUE NOTICE OF WHICH HAS BEEN GIVEN.

No questions were received.

The meeting finished at 6.56 pm

Chairman

