THE DISTRICT COUNCIL OF TANDRIDGE

COMMUNITY SERVICES COMMITTEE

Minutes and report to Council of the meeting of the Committee held in the Council Chamber, Council Offices, Station Road East, Oxted on the 14th November 2019 at 8.55pm.

PRESENT: Councillors Connolly (Chairman), Vickers (Vice Chairman), Lee, Mansfield, Mills (sub), Ridge, Stamp, N. White and Wren.

ALSO PRESENT: Councillors Farr, Gray, Lockwood and Steeds.

APologies FOR ABsence: Councillors Milton, Orrick and Swann.

141. MINUTES

The minutes of the meeting held on the 7th October 2019 were confirmed and signed by the Chairman.

COMMITTEE DECISIONS
(Under powers delegated to the Committee)

142. QUESTION SUBMITTED UNDER STANDING ORDER 29(2)

A question had been submitted by Mr. John Cheetham (Vice Chairman of Whyteleafe Village Council) regarding the lack of use of the permit only spaces at the car park in Hillside Road, Whyteleafe. The question was read out by the committee clerk. The Chairman of the committee read out a response.

A copy of both the question and the response is attached at Appendix ‘A’.

143. COMMUNITY SERVICES COMMITTEE DELIVERY PLAN 2019/20 – QUARTER 2

The Committee considered a report regarding progress against its delivery plan for the period 1st July to 30th September 2019. Upon introducing the report, officers explained that:

- the roll out of the new wheeled refuse bins was progressing (information was tabled regarding the number of bins delivered and levels of customer enquiries, including requests for larger and smaller bins and the collection of existing bins);

- agreement had now been reached with Surrey County Council whereby TDC would enter into a one-year contract with Sevenoaks District Council for on-street parking enforcement in the District with effect from 1st April 2020;

- the Housing Committee would be considering its current grounds maintenance contract and future options at its meeting on 21st November - this could present an opportunity for Operational Services to extend its current grounds maintenance function; and

- quarter 2 (19/20) performance information against recycling KPIs CS1 and CS2 would be submitted in due course.
In response to Members’ questions, officers confirmed that:

- rubbish going into the new wheeled refuse bins didn’t have to be bagged, although TDC do not offer a bin cleaning service;

- some blocks of flats with communal bin areas were outside the scope of the wheeled bin replacement scheme and existing refuse collection arrangements would remain in place pending site by site assessments during 2020/21;

- the question of installing on-street parking meters in Caterham Valley would be considered at the next meeting of the Tandridge Local Committee; and

- TDC would retain 20% of any surplus income arising from the new on-street parking enforcement contract (the Tandridge Local Committee would retain 60% with the remaining 20% to be at the disposal of the County Council for highways projects throughout Surrey).

RESOLVED – that performance against the Community Services Committee’s delivery plan for the second quarter of 2019/20, as attached at Appendix ‘B’, be noted.

144. REPRESENTATIONS FROM THE RSPCA - MISUSE OF FIREWORKS AND THEIR IMPACT ON ANIMALS

The Chairman considered that, in accordance with Section 100B (4) of the Local Government Act 1972, this matter should be dealt with as a matter of urgency due to the large number of councillors who had been lobbied (Appendix C refers) and the need for the Committee to acknowledge the RSPCA’s concerns.

Upon debating the matter, the Committee was unanimous that the Council should support measures aimed at encouraging / enabling more considerate, less harmful use of fireworks, including greater controls regarding their sale and reducing the minimum legal noise level from the current 120 decibels.

As well as the harm caused to pets, livestock and wildlife, the distress caused to vulnerable residents and the tendency for fireworks to be used throughout the year were also acknowledged. However, Members did not wish to discourage communities from organising properly controlled firework events, many of which were enjoyed by hundreds of residents, often with significant sums being raised for local charities.

RESOLVED – that a report be submitted to a future meeting regarding the means by which the Council could influence the more considerate use of fireworks, including lobbying central government for changes to legislation, the viability of introducing local by-laws and a local communications campaign.

Rising: 9.33pm.
Question from John Cheetham, Vice-Chair, Whyteleafe Village Council

"TDC and the Village Council worked well together to secure Council Housing in Whyteleafe without the loss of permit parking spaces in and around the village centre. However, following the construction of six permit-only spaces at a new car park on Hillside Road, it has been disappointing and frustrating to see a complete lack of use.

Under a recent FOI enquiry, the Village Council was advised that there are 17 people currently on the permit holder waiting list for the area.

I would like to know who is responsible for actively promoting the scheme and advertising the availability of permit spaces to people on the permit waiting list and, more widely, to residents and businesses in and around the centre of Whyteleafe?

I would like the Committee to commit to further promotion of the scheme and the car park at Hillside Road in the following ways:

- Contacting existing and potential customers
- Making offers such as introductory discounts
- Improving the attractiveness of the facility such as improved lighting

I believe these measures should be explored to encourage greater take-up of permits and to help those people who wish to secure a regular parking space."

Response

The Council is really delighted that the joint work with the parish council enabled 8 splendid new Council homes to be built in the centre of Whyteleafe. The replacement parking in Hillside Road was key to providing sufficient alternative spaces and the location was central to existing permit holders, so we too are disappointed that there hasn’t been greater take up by permit holders.

The permits for the spaces in this car park is managed through the off-street parking contract with Sevenoaks DC’s parking team. They have been promoting these spaces when applications have been received, but there has been no take-up to date.

No lighting was provided at the time that the car park was constructed as it was well located, being close to Hillside Road and the main A22 which itself has good street lighting.

We will work with Sevenoaks to see how we can more actively promote these spaces. In addition, we think that we are likely to have more success if this Council also advertises them through our magazine, website and social media. Our communications team is picking this up and it would be good to use the parish council networks too.
1. About this Committee

The Community Services Committee is responsible for formulating and reviewing the Council’s policies in respect of the leisure, environmental health and amenity needs of the District, including:

- Waste and amenity services
  - Street cleaning
  - Refuse collection
  - Cesspool emptying
  - Public toilets
  - Vehicle parking and abandoned vehicles
  - Fly-tipping
  - Recycling
  - Cemeteries
- Provision and maintenance of leisure facilities
  - Leisure and sports centres
  - Parks and pavilions
  - Council-owned open spaces
- Drainage and sewerage
- Health and safety issues
  - Food safety
  - Pollution control
  - Pest control
  - Water supply
  - Infectious diseases
  - Unauthorised encampments
- Licencing, including taxi licencing
- Car parks and off-street parking enforcement

Each year, the Community Services Committee agrees a Delivery Plan. The Delivery Plan sets out how the Committee will deliver the Council’s corporate objectives and priorities for that year. It also sets performance indicators and risks so the Committee can monitor how the Council is delivering its services.

Progress against the Delivery Plan is reported to the Community Services Committee quarterly. The Overview and Scrutiny Committee also monitors the work of this Committee and receives quarterly updates about the progress of the Delivery Plan.
2. Priorities

2.1. Vision

The Council’s vision is to be “aspirational for our people, our place and ourselves”. This will be fulfilled by the following corporate objectives and priorities for 2019/20:

2.2. Objectives

- Providing high quality, customer focused services.
- Making a difference in our community by supporting those who need it most.
- Creating a thriving economy while protecting the local environment.
- Working in partnership with the community and other public services to create opportunities for all.
- Improving the quality of our residents’ lives, including by enabling access to decent and affordable homes.
- Being a proactive, flexible learning environment.

3. Projects

The programmes and projects below set out how we will deliver the corporate objectives for 2019/20.

Each programme and project has a detailed plan and is overseen by a Board and Committee. This section provides a summary of each project. More detailed reports will be considered by the respective Committees during the year.

3.1 WASTE PROCUREMENT AND REFUSE WHEELED BIN INTRODUCTION

WHAT: The current waste/recycling collection contract has been extended until October 2020. The Council must procure a new contract and ensure continuity of service for residents.

WHAT WE WILL DELIVER: Roll out a fully containerised waste/refuse collection before the end of the current contract. Issue a tender for a new waste contract based on a new specification. Put in place contingency for service continuity and plan for implementation.

KEY DATES:
- Implement fully containerised service (September – December 2019)
- New waste contract in place (October 2020)

QUARTER 2 UPDATE:

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<tr>
<th>Outcomes</th>
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<th>Budget</th>
<th>Risks</th>
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The refuse wheeled bin rollout began at the beginning of October and is proceeding according to schedule. As at the beginning of November, Customer Services have responded to over 1500 queries regarding the new wheeled bins. The main queries relate to requesting larger bins and querying why existing bins have not been taken away. Despite the number of residents who are making contact with the Council the number of outstanding issues is very small in comparison with the number of bins being delivered.
Technical and contractual negotiation meetings for the waste procurement have now been completed and the contract documentation is being updated for bid resubmissions.

### 3.2 IMPLEMENTATION OF NEW PARKING ENFORCEMENT SERVICE

**WHAT:** In January 2019, it was agreed by Surrey County Council that Tandridge District Council would take back control of parking enforcement and outsource the service to Sevenoaks District Council.

**WHAT WE WILL DELIVER:** An agency agreement will be put in place with Surrey County Council to carry out parking enforcement on their behalf. In addition, a contract will be prepared with Sevenoaks District Council which will contain a number of financial and non-financial KPIs to monitor effective delivery.

**KEY DATES:**
- Consult with Stakeholders (Spring 2019)
- Start new contract (Spring 2020)

**QUARTER 2 UPDATE:**

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<th>Outcomes</th>
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The current agency agreement between Surrey County Council and Reigate and Banstead Borough Council for on-street parking enforcement in Tandridge expires on 31st March 2020. Although the responsibility of Surrey CC, TDC have been keen to gain greater control. The preference of Members at the Community Services Committee in January 2019 was for the service to be run by Sevenoaks DC and this was agreed in principal by Surrey County Council.

The next agency agreements with Surrey CC would be for a period of 3 years and, without undertaking a full procurement exercise, Tandridge District Council are unable to directly award the contract to Sevenoaks DC for this length of time. Over the summer, our legal specialist worked with Surrey CC to see if they would be prepared to enter into a three-year tri-partite agreement with TDC and Sevenoaks, but this was not agreeable.

The option left for TDC was to enter into a one-year contract with Sevenoaks and then tender the subsequent two years. Surrey CC are not comfortable with a one-year contract and have indicated that they will enter into an agreement with Elmbridge DC to carry out enforcement in Tandridge. Elmbridge outsource the service to an external provider, NSL. As conversations between Surrey and TDC are ongoing, Outcomes and Timescale have been assigned a red RAG rating.
3.3 OPEN SPACE AND COMMUNITY SERVICES ASSET REVIEW

WHAT: Undertake a review of Council-owned pavilions, playgrounds, sporting facilities and open spaces. Develop an open space strategy and establish a five-year capital and revenue programme to ensure compliance and longevity of equipment and buildings. The project will include those sites that are recreational open spaces and have playing fields, play equipment, sports facilities and/or pavilion buildings.

WHAT WE WILL DELIVER: The review will incorporate the following three individual projects:
1. Open Space Strategy & Investment plan as part of the Local Plan
2. Open Space Charging Review
3. Community Services Assets and Maintenance Review

KEY DATES:
- Review of assets and open spaces (Spring / Summer 2019)
- Consultation with stakeholders (Spring 2019)
- Report and recommendations presented to committee (Autumn / Winter 2019)

QUARTER 2 UPDATE:

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<th>Risks</th>
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<td>Green</td>
<td>Amber</td>
<td>Green</td>
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The draft open space strategy was due to be considered by this committee on 14th November. Due to the project sponsor being on long-term sickness leave, the committee will now consider the draft strategy in January 2020. A new project sponsor is in place, is reviewing the work carried out to-date, and looking at prioritising the list of recommendations.

3.4 OPERATIONAL SERVICES REVIEW

WHAT: Undertake a review of the purpose of Operational Service (TCS) to understand its role and financial viability for the future in light of customer first, the housing business plan and statutory responsibilities.

WHAT WE WILL DELIVER: Review the financial operation, assess how it integrates with parks and open space, establish scale of operation necessary to improve unit costs and assess impact of statutory work and external contract backup. Assess requirements of business scale and discuss potential partnerships.

KEY DATES:
- Agree scope of strategic review (December 2019)
- Commence review
- Agree preferred option (Summer 2020)
- Implement preferred option (Summer 2020-Winter 2020/21)

QUARTER 2 UPDATE:

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<th>Outcomes</th>
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<th>Budget</th>
<th>Risks</th>
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<td>Paused</td>
<td>Paused</td>
<td>Paused</td>
<td>Paused</td>
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As previously report to the Community Services Committee, this project is due to commence at the end of 2019. A kick-off meeting has been scheduled for mid-November.
### 4. Performance

The performance indicators below enable the Committee to monitor how the Council is delivering the services for which it is responsible. Where performance varies from the target, action is taken to address any issues.

<table>
<thead>
<tr>
<th>Code</th>
<th>Indicator</th>
<th>Q2 2019/20</th>
<th>Direction of travel (compared to same period last year)</th>
<th>2018-19 Outturn</th>
<th>Higher/ lower is better</th>
<th>Performance against annual target</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Actual</td>
<td>Period target</td>
<td>End of year target</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CS1a</td>
<td>Percentage of waste collected - quarterly</td>
<td>-</td>
<td>99.9%</td>
<td>99.9%</td>
<td>Stable</td>
<td>99.9%</td>
</tr>
<tr>
<td>CS1b</td>
<td>Percentage of waste collected - year to date</td>
<td>-</td>
<td>99.9%</td>
<td>99.9%</td>
<td>Stable</td>
<td>99.9%</td>
</tr>
<tr>
<td>CS2</td>
<td>The percentage of household waste that is sent for reuse, recycling or composting.</td>
<td>-</td>
<td>59.0%</td>
<td>59.0%</td>
<td>Improved</td>
<td>58.5%</td>
</tr>
<tr>
<td>CS3</td>
<td>Average time to remove fly-tips (working days)</td>
<td>1.5</td>
<td>1.5</td>
<td>1.5</td>
<td>Stable</td>
<td>1.5</td>
</tr>
<tr>
<td>CS4</td>
<td>Percentage of roads, footpaths and public open spaces, which are TDC’s responsibility which meet the environment cleanliness standard.</td>
<td>95%</td>
<td>95.0%</td>
<td>95.0%</td>
<td>Stable</td>
<td>95%</td>
</tr>
<tr>
<td>CS5</td>
<td>Percentage of establishments with a rating of 3 (generally satisfactory) or better under the Food Hygiene Rating Scheme.</td>
<td>96.99%</td>
<td>95.0%</td>
<td>95.0%</td>
<td>Stable</td>
<td>Higher</td>
</tr>
</tbody>
</table>
4.1 Commentary on indicators with performance below and/or off target

Due to resources being dedicated to the wheeled bin rollout and new waste procurement contract, it has not been possible to analyse the data for CS1a, CS1b and CS2 for Quarter 2. Updated figures will be available for the Q3 delivery plan update.

5. Risks

The risks below enable the Committee to monitor and manage service performance. All risks are assessed according to the Likelihood (or probability) that the risk will occur. This ranges from 1 (Rare) to 5 (Almost Certain). We also assess the Impact (or severity) on the Council that the risk will have if it were to occur. This ranges from 1(Negligible) to 5 (Extreme). Combining both scores together establishes a risk rating and, if the risk is high-scoring, enables us to decide how we wish to manage it.

<table>
<thead>
<tr>
<th>Risk</th>
<th>Likelihood</th>
<th>Impact</th>
<th>Score</th>
<th>Controls/Mitigation</th>
</tr>
</thead>
</table>
| CS1  | Sustained inability to collect residents waste due to failure of waste contractor | 1 | 4 | • Due diligence on procurement process  
• Financial bond within contract |
| CS2  | Failure to procure waste contract | 1 | 4 | • External procurement and legal expertise  
• Extension to current contract possible |
| CS3  | Injury suffered by failure to adequately maintain our parks and open spaces in a safe, clean and appropriate manner (inc. equipment) | 3 | 2 | • Weekly play equipment inspections  
• Regular Inspections  
• Regular litter-picking and bin emptying  
• Trained locality team officers/surveyors will be able to react faster as required  
• Enhanced resident reporting and case management procedures  
• Capital programme review |
| CS4  | Injury or loss of building due to failure of compliance and maintenance | 3 | 3 | • Trained locality team officers/surveyors will be able to react faster as required  
• Regular inspection and maintenance  
• Enhanced resident reporting and case management procedures  
• Capital programme review |
| CS5  | Inability to resource and respond to a major environmental health incident | 2 | 3 | • Maintain development of Environmental Health partnership with Mole Valley DC to provide resilience |
| CS6  | Sustained fuel shortage (nationwide) | 1 | 4 | • Monitor and review situation  
• Maintain capacity at depot to store fuel |
| CS7  | Inability to provide services for a sustained period of time due to incident causing complete closure of the depot | 1 | 3 | • Monitor and review situation  
• Ensure compliance with all relevant Health & Safety legislation and procedures |
| CS8  | Loss of Goods Vehicle Operating Licence at the depot | 2 | 3 | • Ensure compliance  
• Officer Training and due diligence |
| CS9  | Incident due to illegal activities in our Public toilets | 3 | 3 | • Seek best practice in capital replacement programme for public conveniences  
• Continued liaison and monitoring with police Monitor social media activity |
<table>
<thead>
<tr>
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<th>Likelihood</th>
<th>Impact</th>
<th>Score</th>
<th>Controls/Mitigation</th>
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<tbody>
<tr>
<td>CS10</td>
<td>Trespass on council land leading to damage and nuisance</td>
<td>4</td>
<td>3</td>
<td>12 (Red) • Continued review and implementation of infrastructure to prevent trespass • Working with Police and PC’s to identify possible land / open spaces • Continue to work with neighbouring and Surrey authorities to share information • Seeking transit site locations and making appropriate lawful provision • Continue to liaise with police and follow agreed police protocol</td>
</tr>
<tr>
<td>CS11</td>
<td>Failure of Freedom Leisure contract</td>
<td>2</td>
<td>3</td>
<td>6 (Green) • Contractual due diligence and compliance</td>
</tr>
<tr>
<td>CS12</td>
<td>Impact on residential and commercial property from Major Flooding Incident</td>
<td>3</td>
<td>4</td>
<td>12 (Red) • Work with Surrey CC, utilities companies and local communities through Flood Action Groups and Emergency Planning to minimise incidence and enhance emergency response</td>
</tr>
<tr>
<td>CS13</td>
<td>Incident related to failure to correctly apply taxi licencing policy and procedures</td>
<td>4</td>
<td>2</td>
<td>8 (Amber) • Robust licensing procedures and enforcement. • Multi agency roadside vehicle checks and document validation checks</td>
</tr>
<tr>
<td>CS14</td>
<td>Failure of the temporary car park at Oxted School to mitigate against town centre development</td>
<td>4</td>
<td>2</td>
<td>8 (Amber) • Continued discussion with St William • Monitoring of the temporary car park • Effective communication</td>
</tr>
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**Commentary on risks that have been added, removed or amended**

The risks were reviewed by the Community Services on 24 October 2019. No amendments were made to the risk profile.

**Risk matrix**

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<tr>
<th>Likelihood</th>
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<th>2</th>
<th>3</th>
<th>4</th>
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<tbody>
<tr>
<td>Impact</td>
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<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
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<td>20 (Red)</td>
<td>25 (Red)</td>
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<td>4 (Green)</td>
<td>8 (Amber)</td>
<td>12 (Red)</td>
<td>16 (Red)</td>
<td>20 (Red)</td>
</tr>
<tr>
<td>3</td>
<td>3 (Green)</td>
<td>6 (Green)</td>
<td>9 (Amber)</td>
<td>12 (Red)</td>
<td>15 (Red)</td>
</tr>
<tr>
<td>2</td>
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<td>4 (Green)</td>
<td>6 (Green)</td>
<td>8 (Amber)</td>
<td>10 (Amber)</td>
</tr>
<tr>
<td>1</td>
<td>1 (Green)</td>
<td>2 (Green)</td>
<td>3 (Green)</td>
<td>4 (Green)</td>
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Text of an e-mail from a local RSPCA member to councillors

Please take action to reduce the impact of fireworks

“I’m writing to you as I am extremely concerned resident in your council area about the misuse of fireworks and their impact on animals. As an animal lover I really do feel more needs to be done to protect their welfare.

While I understand that they can bring much enjoyment to some people, they can cause significant injury, problems and fear for other people and animals. In particular the sudden, loud noises that many fireworks make can cause fear. The RSPCA supports measures which will help ensure people can enjoy fireworks responsibly while mitigating potentially significant animal welfare problems for pets, horses, farm animals and wildlife.

I write to ask you to please work with the RSPCA who have drafted some suggested text for a motion which would instruct the Council to:

(i) require all public firework displays within the local authority boundaries to be advertised in advance of the event, allowing residents to take precautions for their animals and vulnerable people

(ii) actively promote a public awareness campaign about the impact of fireworks on animal welfare and vulnerable people – including the precautions that can be taken to mitigate risks

(iii) write to the UK Government urging them to introduce legislation to limit the maximum noise level of fireworks to 90dB for those sold to the public for private displays

(iv) encourage local suppliers of fireworks to stock ‘quieter’ fireworks for public display

… this could form the basis of a proposal to the local authority to take more action on this issue. It would be great if you could encourage your fellow councillors to pass a motion similar to this to improve animal welfare in this area.”