

Public Document Pack



WOKINGHAM
BOROUGH COUNCIL

Civic Offices
Shute End
Wokingham
RG40 1BN

E-mail: democratic.services@wokingham.gov.uk

To:- All Committee Members

COMMUNITY AND CORPORATE OVERVIEW AND SCRUTINY COMMITTEE - WEDNESDAY, 23RD MARCH, 2022

I am now able to enclose, for consideration at the next Wednesday, 23rd March, 2022 meeting of the Community and Corporate Overview and Scrutiny Committee, the following report that was marked as 'to follow' on the agenda sent out recently.

Agenda No Item

80. Work Programme - 2022/23 (Pages 3 - 8)

To consider the draft work programme as agreed at the Overview and Management Committee on 17 March 2022

Yours sincerely

Susan Parsonage
Chief Executive

This page is intentionally left blank

Overview and Scrutiny Work Programme Requests 2022/23 - Items referred to Community & Corporate O&S

No	Request	Request By	Committee
2	Footpaths – developers and the Council should upgrade footpaths before the developments are completed and not after. Could the Committee suggest an assessment of the current footpath network (not just public) the state of these and plans to make them more accessible.	Jon Sellars	C&C – looked at in 21/22 – update needed
3	<p>Over some years I've contacted various Councillors about the town centre bus stops. I'm always fobbed off with it being an engineering problem. Isn't that what engineers are for - solving structural problems?</p> <p>The kerbs are far too low. All other bus stops have raised kerbs and yet the most important ones don't. Even if the bus kneels it is still difficult for certain people. Many older friends struggle getting on and off and even harder with a shopping trolley to lift and/or walking stick. Then mums with pushchairs need to tip them more and with shopping on board, a toddler as well, it's an utter disgrace and shameful that Wokingham council are not concerned to find a solution to the engineering issues.</p> <p>The drivers are obliged to put the ramp down for wheelchairs etc. but not for the above groups. Perhaps you are waiting for an accident to happen and meanwhile content to let people struggle. It should be made lawful to ensure bus stop safety.</p>	Pam Small	C&C
11	Local highway reviews. The state of our local roads and repairs upon them is poor. We seem to be spending funds on temporary patching rather than responsive strategic fixes and preventative maintenance.	Steve Davies	C&C
13	<p>Anti-social Behaviour Service – particularly operating hours</p> <p>We have suffered for a long time Anti-Social Behaviour in Wokingham Town due to late night drinking. The problems are very particular to the times when people are heading home after a night out and include broken glass on the streets, loud and noisy behaviour, broken windows, fighting, stabbings and damage to our Christmas tree, lights, hanging baskets & planters. I do not believe that the service will tackle these issues if it closes at 2am at weekends, when the late night licenses run to 3am. People are not feeling safe in Wokingham in the early hours and we would like people to feel safe coming and living here. This would require better management of people when they leave light night venues. We would also prefer that people walking their dogs in the morning or taking their children to the parks did not having to negotiate broken glass from these venues.</p>	Cllr Imogen Shepherd-Dubey	C&C Raise with TVP

	<p>There was no Consultation about the ASB service with Town and Parish Councils. Wokingham Town Council has CCTV around the Town Hall and have video of people causing trouble in the early hours. According to Police.uk data, there were 59 violence and sexual offence crimes, 19 anti-social behaviour incidents and reported in Wokingham in December 2021 alone.</p> <p>We do not see how the ASB service will report back to councillors and how the effectiveness of this service will be accounted for? Will it regularly report to Licencing and Appeals or to one of the Scrutiny Committees?</p> <p>Outcomes requested:</p> <ul style="list-style-type: none"> • Clear and regular reporting lines to Councillors. • A service that is available in the hours when we actually need it to be. • A service that is accountable. • A service that is aware of the problem areas and can tackle them – along with the police. • 		
14	<p>The youth shelter adjacent to the play park at Maiden Place is often vandalised and frequented by hooded youths with foul language and smoking cannabis which wafts into the adjacent play area. There is no evident police presence within this area and the youths make the whole area feel unsafe, threatening and unwelcoming and set an awful example to younger children wanting to use the park. The play park itself is a really poor level of provision and it doesn't cater for different child's needs. This area has real potential to provide high quality play equipment and act as a catalyst to draw people in and generate revenue for the local shops at Maiden Place (which in itself are really substandard and provide little offer to the immediate area).</p>	Madeline Stonehill	C&C Raise with TVP
18	<p>We are residents of Milton Road, Wokingham which is a no entry Road when coming from Broad Street and buses only when leaving Milton Road heading towards Broad Street. The signage is very clear although one no entry sign has a broken light. We are finding more and more drivers ignoring both signs and driving straight through. It's normally fairly obvious that somebody is about to break the law and ignore the signs as invariable they are breaking the speed limit. I have even witnessed people leaving via the no buses exit and then ignoring the red traffic lights and driving either left into Rectory Road or straight across into Broad Street, this is an accident waiting to happen due to the speed of cars coming from Shute End. The issue occurs 24 hours a day especially taxis in the early hours on the weekends but is worst between 5-8am and 6-8pm most other days so imagine this is commuter traffic coming and going from The Matthews Green development. I also suspect Waitrose employees starting the 6am shift add to the problem.</p> <p>I see that CCTV has been added to the Shute end junction, Is there anything that can be done to have some monitoring of the issue in Milton Road please.</p>	Mark Rath	C&C Raise with TVP

19	<p>The process for getting double yellow lines painted at a junction or other road where parking is dangerous or inconsiderate is far too lengthy. I have instances in my ward where the process has taken almost 3 years. The consultation process needs to be updated. Currently these orders have to be published in the local paper but as we know far fewer people read the local paper that did say 10 or 20 years ago. There need to be more modern ways to publish them. The wording used in the consultations is full of absolute gobbledygook which the average resident (or indeed, Councillor) cannot possibly be expected to understand. They are usually accompanied by maps which are very poorly marked up. I understand that this maybe done in this way because that is the law but there is nothing to stop us exploring ways to explain things in plain English and to publish via a wide variety of media alongside the established process.</p> <p>Outcome – review process from start to finish to identify improvements. More meaningful consultation with residents. Use of plain English. A shortening of the process.</p>	Cllr Shirley Boyt	C&C GG write to Cllr Boyt Re lobbying of Govt – need for updated legislation
20	<p>I would like the Committee to look at the Council's obligations under this statutory instrument, especially paragraphs 9 and 12: The Civil Enforcement of Parking Contraventions (WBC) Designation Order 2017. I am interested as to why the annually required report (para 12) has been dropped from O&S so perhaps that would be part of the review, with the anticipation that it will become an annual report. The last annual report I can find is 2018. If this is still fit for purpose then all of the following would need to be included in the review (plus any others that seem to be appropriate):</p> <p>1. Council responsibilities</p> <p>The Council is responsible to manage the contract with NSL. To further ensure transparency, the Council is required to produce an Annual Report about the operation of Civil Parking Enforcement (CPE).. The Council also needs to fulfil the following tasks:</p> <ul style="list-style-type: none"> ○ Audits ○ Deciding on cases to progress to Traffic Penalty Tribunal Services (TPT) ○ Deciding on cases to progress to debt collection ○ Registering warrants at the Traffic Enforcement Centre (TEC) ○ Appointment of an Executive Member on TPT board ○ Annual Parking Report ○ KPI monitoring ○ Setting policies (dispensations/waivers, etc.) ○ Reconciling payments/billing <p>Performance Management</p> <p>The Council and NSL have agreed the Key Performance Indicators (KPIs) set out below and these are linked to payment of NSL for the service. These allow for targets to be reviewed to</p>	Cllr Maria Gee	C&C

	<p>meet changing needs and as a result, the requirements of the contract and the KPIs can be modified upon joint agreement.</p> <p>KPIs</p> <ul style="list-style-type: none"> ○ Deployed hours (within 2% of target) ○ Compliance with agreed rotas ○ Response to reactive enforcement requests ○ Complaint handling ○ Penalty cancellation due to officer error ○ IT Failure resolution time ○ Compliance with IT requests ○ Penalty processing failure ○ Permit processing <p>The contractor NSL is responsible to present to the Council the information to address KPIs on a monthly basis. These are reviewed at a monthly Contract Review Meeting to ensure that the contract is running as agreed.</p>		
--	--	--	--

1. Community and Corporate Overview and Scrutiny Committee

1.	Scrutinising the development of the Council's Budget for 2023/24
2.	Reviewing the work of the Community Safety Partnership, the effectiveness of local policing and fire and rescue services
3.	Exercising the Council's flood risk management responsibilities by monitoring flood risk activities and partnership working with Towns and Parishes
4.	Reviewing the Assets Review Programme
5.	Scrutinising the Voluntary Sector Commissioning Strategy
6.	Scrutinising burial capacity across the Borough and the Council's plans to ensure adequate future capacity
7.	Scrutinising the Council's Localities service and measures to develop closer working relationships with Town and Parish Councils and the voluntary sector
8.	Scrutinising service and policy developments relating to the Council's public facing services and its in-house support services
9.	Reviewing highways and transport issues including highways contracts, customer service, car parking, Bus Strategy and cycling infrastructure
10.	Scrutinising the Council's Arts and Culture Strategy
11.	Scrutinising the implementation of the in-house enforcement and safety service
12.	Scrutinising the Council's Housing Services to ensure that the needs of local residents and communities are being met
13.	Scrutinising the operation and performance of the Council-owned companies and shared service arrangements
14.	Appointing Task and Finish Groups as appropriate

Other Items for consideration

Borough Wide Parking Management Strategy, Domestic Abuse Contract Update

Meeting Dates & Provisional Items

25 May 2022: Domestic Abuse Contract Update, Update from Executive Members and Directors

4 July 2022: TBC

5 Sep 2022: Mid Year Budgetary Review (if required)

3 Oct 2022: MTFP

3 Nov 2022: MTFP

19 Dec 2022: MTFP

9 Jan 2023: MTFP

6 Mar 2023: Police & Fire Services update, Flood Risk Management Update