



WOKINGHAM BOROUGH COUNCIL

A Meeting of the **COMMUNITY AND CORPORATE OVERVIEW AND SCRUTINY COMMITTEE** will be held in David Hicks 1 - Civic Offices **MONDAY 5 NOVEMBER 2018 AT 7.00 PM**

Heather Thwaites

Heather Thwaites
Acting Chief Executive
Published on 26 October 2018

The role of Overview and Scrutiny is to provide independent “critical friend” challenge and to work with the Council’s Executive and other public service providers for the benefit of the public. The Committee considers submissions from a range of sources and reaches conclusions based on the weight of evidence – not on party political grounds.

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WOKINGHAM BOROUGH COUNCIL

Our Vision

A great place to live, an even better place to do business

Our Priorities

Improve educational attainment and focus on every child achieving their potential

Invest in regenerating towns and villages, support social and economic prosperity, whilst encouraging business growth

Ensure strong sustainable communities that are vibrant and supported by well designed development

Tackle traffic congestion in specific areas of the Borough

Improve the customer experience when accessing Council services

The Underpinning Principles

Offer excellent value for your Council Tax

Provide affordable homes

Look after the vulnerable

Improve health, wellbeing and quality of life

Maintain and improve the waste collection, recycling and fuel efficiency

Deliver quality in all that we do

MEMBERSHIP OF THE COMMUNITY AND CORPORATE OVERVIEW AND SCRUTINY COMMITTEE

Councillors

Guy Grandison (Chairman)	Mike Haines (Vice-Chairman)	Rachel Burgess
Clive Jones	Dianne King	David Sleight
Bill Soane	Shahid Younis	

Substitutes

Andy Croy	Carl Doran	Graham Howe
Helen Power	Malcolm Richards	Rachelle Shepherd-DuBey

ITEM NO.	WARD	SUBJECT	PAGE NO.
28.		APOLOGIES To receive any apologies for absence.	
29.		MINUTES OF PREVIOUS MEETINGS To confirm the Minutes of the Meeting held on 10 September 2018 and the Extraordinary Meeting held on 1 October 2018.	5 - 16
30.		DECLARATION OF INTEREST To receive any declarations of interest.	
31.		PUBLIC QUESTION TIME To answer any public questions A period of 30 minutes will be allowed for members of the public to ask questions submitted under notice. The Council welcomes questions from members of the public about the work of this committee. Subject to meeting certain timescales, questions can relate to general issues concerned with the work of the Committee or an item which is on the Agenda for this meeting. For full details of the procedure for submitting questions please contact the Democratic Services Section on the numbers given below or go to www.wokingham.gov.uk/publicquestions	
32.		MEMBER QUESTION TIME To answer any member questions.	
33.	None Specific	CIVIL PARKING ENFORCEMENT To receive an update on the Civil Parking Enforcement Policy.	17 - 28

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|------------|---------------|--|----------------|
| 34. | Wescott | MARKET PLACE REGENERATION INTERIM UPDATE
To consider an interim update on the town centre regeneration project and to note the timetable for the independent lessons learned report and the road safety audit. | 29 - 32 |
| 35. | None Specific | WORK PROGRAMME 2018/19
To consider the Committee's work programme for 2018-19 and to prioritise items for future meetings. | 33 - 38 |

Any other items which the Chairman decides are urgent

A Supplementary Agenda will be issued by the Chief Executive if there are any other items to consider under this heading

CONTACT OFFICER

Callum Wernham
Tel
Email
Postal Address

Democratic & Electoral Services Specialist
0118 974 6059
democratic.services@wokingham.gov.uk
Shute End, Wokingham, RG40 1BN

MINUTES OF A MEETING OF THE COMMUNITY AND CORPORATE OVERVIEW AND SCRUTINY COMMITTEE HELD ON 10 SEPTEMBER 2018 FROM 7.00 PM TO 8.40 PM

Committee Members Present

Councillors: Guy Grandison (Chairman), Rachel Burgess, Clive Jones, David Sleight and Shahid Younis

Officers Present

Peter Baveystock (Service Manager – Cleaner and Greener Services), Alex Deans (Highways and Transportation Services - Reprocurement Lead), Francesca Hobson (Senior Specialist (Drainage Flooding Advice)), Sean Murphy (Public Protection Partnership Manager) and Callum Wernham (Democratic and Electoral Services Specialist)

11. APOLOGIES

Apologies for absence were submitted from Bill Soane, Dianne King and Mike Haines.

12. MINUTES OF PREVIOUS MEETING

The Minutes of the meeting of the Committee held on 18 June 2018 were confirmed as a correct record and signed by the Chairman.

13. DECLARATION OF INTEREST

There were no declarations of interest.

14. PUBLIC QUESTION TIME

There were no public questions.

15. MEMBER QUESTION TIME

There were no Member questions.

16. HIGHWAYS AND TRANSPORTATION CONTRACT RENEWAL UPDATE

The Committee considered a report, set out in agenda pages 9 to 40, which provided an update on the progress on the process of letting major contracts relating to highways and transportation services.

The report outlined the process of letting the contracts, as well as the key priorities that had been considered in the process including:

- Promoting sustainable transport;
- Promoting economic prosperity;
- Ensuring a fully trained set of highways workers and staff are present.

Alex Deans, Highways and Transportation Services – Reprocurement Lead, outlined that during the process careful consideration had been given to resolving issues such as flood risk impact of highways, maximising resources (including the workforce and the Council's budget) and achieving value for money for the Borough and its residents. Alex Deans informed Members that they would receive the part 2 papers outlining the full report including the financials at the upcoming meeting of the Council.

Alex Deans stated that the upcoming full report would outline the following:

- The differentiation between the different contracts;
- The governance process overarching the contracts;
- How the contracts would be managed;
- How accountability and transparency would be achieved;
- The full financial information with regards to the contracts.

Rachel Burgess asked what would be done to minimise service disruption in the mobilisation/de-mobilisation period when the contracts would switch over. Alex Deans stated that WSP had put a de-mobilisation plan in place whereby a 2 to 3 week period either side of the contract end date would be used to continue carrying out essential works and to help integrate and familiarise the new provider with the current and future workload. He added that there was a 6 month plan in place covering October 2018 to March 2019 which mapped out the mobilisation/de-mobilisation process.

David Sleight queried the future of the Shute End based WSP staff after their contract expired. Alex Deans stated that some of the internal staff would be offered a role as a Wokingham Borough Council (WBC) employee, if conditions such as length of service on the contract and no WSP retention were met. He added that details of this would be included in the upcoming part 2 papers.

Shahid Younis queried how the monitoring process of the contracts would be carried out in the future. Alex Deans clarified that the performance criteria (as set out in Appendix B of this report) would be constantly subject to review. He added that to achieve the 100% monetary incentive the provider would have to achieve 100% in each of the performance categories. Alex Deans stated that this information would periodically be fed back to Audit and that the process had been in collaboration with the 21st Century Council programme.

Clive Jones queried that if WBC could retain the internal WSP staff on budget, had WBC been overpaying in the past for their services? Alex Deans stated that the previous financials had been based on a 2008 indexation formula, whereas the new contracts would be based off of a government promoted indexation formula. He added that the rates paid for the in house staff had been competitive, but that off-site works had been more expensive.

Rachel Burgess queried how the applicants for the contracts had been assessed in terms of addressing resident concerns including traffic congestion issues. Alex Deans stated that residents expectations needed to be managed going forward, for example that WBC was required to build a large amount of new properties as set out in the local plan which would inevitably and unavoidably cause congestion. He stated that the contract provider would be working in collaboration with the local town and parish Councils to identify the local issues and needs of the local residents.

RESOLVED That:

- 1) the Highways and transportation Contract Renewals Update be noted;
- 2) Alex Deans be thanked for attending the meeting;
- 3) a further update on Highways and Transportation contracts come to the Committee in due course.

17. PUBLIC PROTECTION SHARED SERVICE AND FEES AND CHARGES

The Committee considered a report, set out in agenda pages 41 to 70, which provided an overview of the Public Protection Shared Service and the process for setting fees and charges.

Sean Murphy, Public Protection Partnership Manager, outlined the key areas of the Public Protection Partnership which included the following:

- It was a very new and different arrangement to that present in 2017;
- The theme for the partnership was a single level of service across all 3 Local Authorities (Wokingham, West Berkshire and Bracknell Forest) ;
- The budget would be split between the 3 Local Authorities in accordance to their required workload. For example, Wokingham Borough Council's (WBC's) 2018/19 contribution to the budget was £1.14M which equated to approximately 33.6% of the budget;
- The fees and charges would be set on the basis of full cost recovery, which equated to £55 per hour;
- The next joint Committee would decide on the new budget. Once agreed, this would then go to each respective Local Authority to be considered at their Annual Budget Council meeting;
- Looking to the future, the partnership would look to generate income via working with other local Authorities by selling the partnership's expertise.

David Sleight asked whether the partnership had been considered a success thus far, taking in to account the £70K per year saving for WBC. Sean Murphy stated that the service had been successful, especially when considering the vast change that it had undertaken since 2017. He added that further savings were proposed for WBC in the future. Sean stated that the shared service had built up a large range of experience amongst staff and that it had also delivered resilience across the service for all 3 Local Authorities.

Rachel Burgess asked what had been lost as a result of the move to a shared service. Sean Murphy stated that upper management had been reduced as a cost cutting measure, which had meant that the frontline service delivery had been preserved. He added that most priorities identified by each Local Authority were unilaterally shared which made the service delivery easier.

Clive Jones asked whether there had been any cuts in the frontline service delivery. Sean Murphy stated that some frontline staff had been lost, but with the move to a shared service came a lot more flexibility and resilience. He added that the main issues for the service at the moment were IT and accommodation related.

Shahid Younis asked whether any further saving could be made by extending the shared service to other Local Authorities. Sean Murphy stated that there had been some interest from other Local Authorities and that the service was constantly in discussion regarding this.

RESOLVED That:

- 1) the Public Protection Shared Service report be noted;

2) Sean Murphy be thanked for attending the meeting.

18. FLOOD RISK MANAGEMENT END OF YEAR UPDATE

The Committee considered a report, set out in agenda pages 71 to 76, which provided an update on flooding issues and partnership working in Towns, Parishes and community groups.

Francesca Hobson, Senior Specialist (Drainage Flooding Advice), stated that Wokingham Borough Council (WBC) had a variety of flooding responsibilities including:

- Flood risk management strategy;
- Section 19 flood investigation;
- Maintenance of the asset register (for example, ditches and manholes);
- Land drainage bye-laws;
- Responsibilities to serve notices on irresponsible landowners;
- Sustainable drainage strategy;
- Increasing community engagement via the use of flood wardens;
- Carrying out a variety of capital and revenue works.

Rachel Burgess asked what feedback residents had given at the community engagement events. Francesca Hobson stated that residents had generally given more positive feedback recently as a result of increased resources in flood prevention and management when compared to 2 years ago. She added that residents made Officers aware of local issues and concerns which could then be addressed. Francesca stated that some residents could be angry and upset as a result of flooding issues, but when they had engaged with Officers they generally tended to get more involved in the future flood prevention process.

David Sleight asked what had been done about a recent issue of an unregistered contractor drilling through a water main. Francesca Hobson stated that the issue had been dealt with by the highways team and by the flooding team. She added that the flooding Officers had liaised closely with both Thames and South East Water to make sure that the issue had been fully resolved.

Guy Grandison asked when the Section 21 regulations (including the asset register) would be completed. Francesca Hobson stated that there were a variety of levels to the asset register. She added that WBC had moved from an Excel spreadsheet format to a GIS based system which was not currently publically available but was due to be made so in time. The GIS based system would allow residents to see an overview of assets in their area and would allow them to report issues that arose. Francesca stated that WBC were approaching stage 4 of the asset register, whereas many other local authorities were still on stage 1 or stage 2.

Clive Jones asked the Flooding Officer's opinion on the dredging of rivers. Francesca Hobson stated that much of the recent academic research had shown that dredging rivers increased the flow of the river which could then cause significant issues in other areas of the river. Francesca added that there had been research outlining the benefits of dredging rivers, but this tended to be much older academic research.

Francesca stated that WBC were working with the Environment Agency on delivering a large capital flood alleviation scheme to help with the flooding on the River Loddon.

RESOLVED That:

- 1) the flood risk management end of year update be noted;
- 2) Francesca Hobson be thanked for attending the meeting.

19. RESPONSE TO APPROACH FOR FINCHAMPSTEAD PARISH COUNCIL ON FOOTWAYS, KERBSIDES AND ROAD SIGN ISSUES

The Committee considered a report, set out in agenda pages 77 to 86, which gave an update on the progress of issues relating to footways, kerbsides and road signs in Finchampstead following the scrutiny request that came to the June Committee.

Peter Baveystock, Service Manager – Cleaner and Greener Services, outlined the progress that had been made in responding to the issues raised at the June Committee as follows:

- An action plan had been developed in response to the issues raised. Peter added that the Cleaner and Greener Team had been pleased with the results thus far;
- Democratic Services had sent out an email to local town and parish Councils asking for information regarding similar issues in their respective local areas. Woodley Town Council had responded to the request and had provided examples of issues such as dirty signage and kerbside problems;
- Further effort was needed to get residents to report issues directly to the Council. This would allow for Customer Services to assign them an individual dynamics case number and follow up the issue which would lead to a quicker response.

Guy Grandison asked what was the procedure to get private landowners to resolve issues (such as overgrown trees) after the Council had sent them a 2nd letter. Peter Baveystock stated that there was a 3rd letter which stated to the landowner that if they did not take action then the Council would carry out works to resolve the issue and charge back the costs. He added that landowners usually remedied the issue themselves once in receipt of this letter.

Rachel Burgess asked whether the intention was to take the action plan Borough wide. Peter Baveystock stated that the Cleaner and Greener team were working closely with the town and parish Councils to identify their specific issues and to incorporate them in to the wider action plan. He added that with the move to 21st Century Council, the localities team would be working alongside the community engagement team to tackle issues from them being reported through to resolution.

RESOLVED That:

- 1) the update on the progress of issues relating to footways, kerbsides and road signs in Finchampstead be noted;
- 2) Peter Baveystock be thanked for attending the meeting.

20. WORK PROGRAMME 2018/19

The Committee considered a report, set out in agenda pages 87-92, which gave details of its proposed work programme for 2018/19.

Members asked that an email be sent out by Democratic Services to all Members of the Council asking for any questions relating to local policing and the local fire service ahead of the Extraordinary meeting of the Committee in October.

Members asked that the Town Centre Regeneration item scheduled for the November Committee be primarily focussed on the impact of the Market Place regeneration works and include an update on the other town centre regeneration works. Members added that they would be interested in the Executive Member for Regeneration attending the meeting as well as a range of stakeholders. Members stated that they would appreciate the Town Centre Regeneration item being publicised via social media in advance of the November meeting.

Members asked that the following items come to the Committee's January meeting:

- Monitoring the Council's Capital and Revenue expenditure;
- Reviewing the proposed development of the Coppid Beech Park and Ride site;
- Investigating the impact of changes to train services.

RESOLVED That:

- 1) an email be sent out by Democratic Services to all Members of the Council asking for any questions relating to local policing and the local fire service ahead of the extraordinary meeting of the Committee in October;
- 2) the Town Centre Regeneration item scheduled for the November Committee be primarily focussed on the impact of the Market Place regeneration works and include an update on the other town centre regeneration works;
- 3) the Executive Member for Regeneration be invited to the November Committee meeting;
- 4) a range of stakeholders be invited to the November Committee meeting to discuss the Town Centre Regeneration;
- 5) the Town Centre Regeneration item be advertised via social media in advance of the November Committee;
- 6) the January Committee meeting include monitoring the Council's Capital and Revenue expenditure; reviewing the proposed development of the Coppid Beech Park and Ride site and investigating the impact of changes to train services.

**MINUTES OF A MEETING OF THE
COMMUNITY AND CORPORATE OVERVIEW AND SCRUTINY COMMITTEE
HELD ON 1 OCTOBER 2018 FROM 7.00 PM TO 8.50 PM**

Committee Members Present

Councillors: Guy Grandison (Chairman), Clive Jones, Dianne King, David Sleight, Bill Soane, Andy Croy and Malcolm Richards

Officers Present

Callum Wernham (Democratic and Electoral Services Specialist), Neil Carr (Democratic and Electoral Services Specialist) and Shaun Virtue (Local Police Area Commander), Jim Powell (RBFRS Service Group Manager) and Trevor Ferguson (Chief Fire Officer)

21. APOLOGIES

Apologies for absence were submitted from Mike Haines and Rachel Burgess.

22. DECLARATION OF INTEREST

There were no declarations of interest.

23. PUBLIC QUESTION TIME

There were no public questions.

24. MEMBER QUESTION TIME

There were no Member questions.

25. LOCAL FIRE SERVICE UPDATE

The Committee considered a report, set out in agenda pages 5 to 18, which provided an update on the local fire service.

Trevor Ferguson, Chief Fire Officer, gave a presentation to the Committee outlining various aspects of the fire service including their current workload, budget constraints and the 2019-2025 corporate plan.

Trevor stated that the Royal Berkshire Fire and Rescue Service (RBFRS) was responsible for a £33.479 million budget. He added that £4.96 million had been saved from the budget between 2010 and 2016. The Capital programme would be funded until 2021.

Trevor stated that much of the budget savings had been achieved through reduction of back office staff and by restructuring parts of the business. Trevor stressed that the frontline service delivery had been preserved and that the service was fully capable of responding to incidents.

Trevor explained that as a result of the Grenfell Fire incident, RBFRS fire safety inspector officers inspected 157 high rise premises and conducted 4700 face to face visits. He added that the service jointly inspected 74 buildings which were identified most at risk, and all Aluminium Composite Material (ACM) high rise buildings were identified.

Trevor explained that three tri-service stations were being developed, with one having already opened in 2017, and a further two being scheduled to open in 2020 and 2021. He added that seven new generation fire appliances had been delivered in 2017 and 2018, with a further 4 to be delivered in 2019 at an approximate cost of £200k each.

Trevor outlined the potential pay pressure placed on the service, as the Medium Term Financial Plan (MTFP) was using a 2% benchmark for yearly pay increases but inflation was sitting closer to 3%. He added that phase 4 of the RBFRS 'life after Grenfell' plans may require additional funding. Trevor stated that, historically, the RBFRS had been a very prudent authority, and as a result sat in the bottom quartile of precept funding when compared to other authorities.

Andy Croy asked whether the majority of staff in the RBFRS had experienced net pay cuts as a result of Central Government austerity measures. Trevor stated that many staff had experienced a real term pay cut over recent years as a result of incremental pay rises being below the market level of inflation.

David Sleight asked for clarification to the definition of a high rise building, and what was the best prevention method for stopping catastrophes such as the Grenfell incident. Trevor stated that the definition of a high rise building was 18m tall. He added that the most efficient method of preventing such incidents were a combination of fire protection staff, building control management and fire safety precautions within the buildings.

Clive Jones asked whether the fire service was consulted adequately regarding new developments. Trevor stated that engagement was crucial in allowing the fire service to address issues as they arose. He added that he could only think of a couple of examples of developments which had ignored guidelines, and that the greater issue was where buildings were being interacted with differently than intended. Guy Grandison followed on by asking how best to contact the planning inspectorate about these issues. Trevor stated that it was a difficult process but interaction and engagement was key.

Clive Jones asked whether there were any issues with recruitment and retention within the RBFRS. Trevor stated that there were no issues with full time firefighters, however the attitude towards life long careers within the service was beginning to show signs of waning. He added that retained firefighters were far more difficult to recruit and retain, as many of the prospective applicants would have little spare time or long commutes in to their main job.

Malcolm Richards asked about the lifespan of specialist firefighting appliances. Trevor confirmed that specialist pumping equipment would last for approximately 10 to 12 years, and that specialist high rise equipment would last for approximately 20 years. He confirmed that these items were purchased out of the Capital budget.

Bill Soane asked for Trevor Ferguson's opinion on sprinklers in schools, businesses and residential properties. Trevor responded to say that he would personally recommend sprinklers to be fitted in all properties as they provide excellent fire prevention benefits. However, Trevor added that the cost associated with sprinkler installation was substantial for the individual or business and that this was the primary reason that many properties did not have sprinklers installed. Trevor reiterated that the service sees sprinkler systems as an excellent investment.

Andy Croy queried the reduction in the number of firefighters in each core unit. Trevor stated that operational management has to consider the risk profile of a specific area and that they believe that a model of 4 firefighters per engine with more units as a backup was the best balance of safety to the firefighters and capability to deal with incidents.

Andy Croy asked as to why the retained support unit had been disbanded. Trevor stated that it was decided that the unit was deemed inefficient, and that full time cover had been spread to a greater area. He added that there was no fix for the retained staffing model, but stated that retained staff provided a greater depth of resilience within the service.

Guy Grandison asked about the percentage of retained units within the RBFRS. In response Jim Powell, RBFRS Service Group Manager, stated that 7 out of 21 (1/3) of the units had retained staff.

Andy Croy asked what reduction in funding the service had seen since 2010. Trevor stated that he did not have those figures to hand but that the information would be given to Democratic Services to feed back to the Committee.

Guy Grandison stated that one of the roles of the Committee was to build and develop relationships with the Borough's services and offer a helping hand where possible. He extended this invitation to the fire service. In response, Trevor Ferguson stated that a motion on sprinklers would be coming to Council soon and encouraged Members to get involved in the discussion. He added that any help that Members could provide in persuading local MP's to lobby for an increase in the service's precept funding would be welcomed, adding that the extra flexibility that this could provide for the service would be very helpful.

RESOLVED: That:

1. Trevor Ferguson and Jim Powell be thanked for attending the meeting;
2. figures detailing the Service's funding levels since 2010 be circulated to Committee Members;
3. Members be encouraged to continue to provide support for the RBFRS both locally and to the local MP's;
4. the fire service be invited to present an update to the Committee in 12 months' time.

26. LOCAL POLICING UPDATE

The Committee considered a report, set out in agenda pages 19 to 72, which gave an update on the local police service.

Shaun Virtue, Local Police Area Commander (Bracknell and Wokingham), stated that Wokingham was a comparatively safe Borough and that it fared well when compared with similar Boroughs across the UK. He stated that some areas of the country had moved away from local policing and the local knowledge that came with it, but Wokingham still had strong local policing links within its neighbourhoods.

Shaun stated that retained neighbourhood policing enabled the service to maintain community contact, but stated that this division was currently smaller than it had been in previous years. He added that between in the early 2000's, Bracknell had put a lot of investment in to problem solving, and that this ethos was currently trying to be developed within Wokingham.

Shaun raised the issues around crime classification and increasing crime figures. He stated that although figures indicated a rise in all areas of crime within the Borough, much

of this could be due to how crimes are classified as soon as they are reported. For example, if a member of the public called in that they thought they had been burgled, only for the police to find that their possessions were in their home (misplaced), the incident would still be classified as a burglary unless a cumbersome and time consuming administrative process was undertaken. He added that 25% of police workload was crime related, with the other 75% mainly consisting of safeguarding measures and risk mitigation.

Shaun stated that the Wokingham Police Station (that recently closed) cost £100k per year in rent alone, had no public access and was not in a suitable location. He stated that the new facility located within St Crispin's School would provide a good opportunity to interact with young people in the area.

Shaun stated that looked after (and previously looked after) children and individuals with diseases such as Alzheimer's and Dementia prove a big challenge for the police. He added that some global crime issues were beginning to have an effect locally within the Borough. He stated that the force does not have an issue with recruitment, but that there was an ongoing issue with staff retention, with double the number of officers leaving the force than there had been previously.

Bill Soane stated that there had been an emerging pattern of knife crime within the Thames Valley and asked whether bringing back stop and search procedures would assist with this. Shaun was of the opinion that stop and search was a useful tool for the police to have which required firm grounds to do so, and was body-camera filmed. He added that stop and search should be used sensibly, with clear justification.

Clive Jones asked how many police cars would be out on patrol around Wokingham during a typical evening. Shaun stated that it depended on the demand, but a minimum of 6 patrol cars would be deployed. He added that neighbourhood teams and armed response vehicles (ARV's) provided flexibility to the service and enabled a better coverage of the Borough.

Malcolm Richards asked about the workload that road traffic incidents created for the police. Shaun replied stating that approximately 20% of police time was spent responding to and dealing with such incidents. Malcolm asked Shaun's opinion on the effectiveness of Police Community Support Officer's (PCSO's). Shaun was of the opinion that PCSO's were very effective and were as effective as a regular officer in most circumstances. He added that they provided resilience and reliability to the service. Malcolm queried the impact in a reduction of the number of local police stations. Shaun stated that members of the public could contact the police via other avenues, such as via a web chat service. He added that this had freed up the time of some phone operatives, and that a good balance of traditional contact methods and emerging technology needed to be provided.

Andy Croy asked how much extra work had been taken on by the police due to reduction in services previously provided by other public services. Shaun stated that as the service was provided 24/7, they naturally take on workload from other organisations during the unsociable hours. He stated that youth provision and adult social care were two key areas where the police have noticed increased workload.

Guy Grandison asked whether the mind set (with regards to police careers) of officers had changed over time. Shaun stated that many officers did not want to stay in the service for

as long as many had done before them, and that many officers were transferring to forces in the West Country in search of better lifestyle options.

In response to a Member question, Shaun Virtue confirmed that he would supply the Committee with information and figures regarding key worker housing.

In response to a Member question, Shaun Virtue stated that the data showed that the Earley Neighbourhood Action Group had performed well. He added that members of the public should speak to their neighbourhood team if they wanted to enquire about establishing their own group.

Guy Grandison stated that one of the roles of the Committee was to build and develop relationships with the Borough's services and offer a helping hand where possible, he extended this invitation to the police service. Shaun responded by asking the Members to continue to influence the development of the problem solving ethos within Wokingham. He also asked that a Chair be appointed to the Community Safety partnership as a vacancy was currently open.

RESOLVED That:

1. Shaun Virtue be thanked for attending the meeting;
2. information and figures regarding key worker housing within the police force be supplied to the Committee;
3. Members continue to support and influence the development of the problem solving ethos within the Wokingham police force;
4. the police service be invited to give an update to the Committee in 12 months' time.

27. WORK PROGRAMME 2018/19

The Committee considered a report, set out in agenda pages 73 to 78, which gave details of its proposed work programme for 2018/19. The Chairman asked Members to notify him of potential additional items for inclusion in the work programme.

Members discussed the town centre regeneration item (primarily focussing on the Market Place works) scheduled for the November meeting. They stated that they would like a range of stakeholders to be invited, including disability groups and local businesses. They added that an invitation be extended to the Executive Member for Regeneration, Philip Mirfin, and that a report be presented by Officers working on the town centre regeneration project.

Members discussed the Revenue and Capital monitoring item scheduled for the January Committee. They stated that they would like to review the quarterly revenue and capital monitoring reports at that meeting, with a view to completing a review of the budget setting process during the next municipal year. Democratic Services added that Member training on budget scrutiny could be arranged if Members were inclined.

Members stated that they would like an update on the Community Safety Partnership and an update on WBC's parking strategy policy at the March 2019 Committee meeting.

RESOLVED That:

1. Regeneration Officers, Philip Mirfin and a range of stakeholders (including businesses and disability groups) be invited to the November Committee with a focus on the Market Place regeneration project;
2. The January 2019 Committee item on monitoring of the Council's Revenue and Capital expenditure include a review of the quarterly revenue and capital monitoring reports, with a view to completing a review of the budget setting process during the next municipal year;
3. Democratic Services organise training on effective budget scrutiny for the 2019/20 municipal year;
4. An update on the Community Safety Partnership and an update on WBC's parking strategy policy be brought to the March 2019 Committee meeting.

TITLE	Civil Parking Enforcement Update
FOR CONSIDERATION BY	Overview and Scrutiny Management Committee 5 November 2018
WARD	None specific
DIRECTOR	Sarah Hollamby, Acting Director of Locality and Customer Services
LEAD MEMBER	Anthony Pollock, Executive Member for Operational Highways

OUTCOME / BENEFITS TO THE COMMUNITY

Improved delivery and enforcement of parking and traffic management services leading to more efficient utilisation of car parking, reduced congestion and improvements to road safety.

RECOMMENDATION

Members note information within the report.

SUMMARY OF REPORT

The report provides an annual update on the Civil Parking Enforcement (CPE) since its introduction in October 2017.

- Background
- Details of CPE
- Contractor and Council responsibilities and contract management
- Outcomes since implementation in line with the business case
- Request for new traffic controls
- Representations and Complaints
- Parking Strategy
- Resident Parking Schemes
- Representations and Dispensations

Generally, the introduction of CPE administered by NSL has met the objectives set out by the scheme when adopted by the Council to improve traffic flows by challenging driver's previous behaviours and has brought education by way of warning notices. As anticipated, the service has been cost neutral with the level of income covering the cost of the service in the first year of operation.

Section 1 - Background

Until October 2017, enforcement of on-street parking restrictions was the responsibility of the Thames Valley Police (TVP). TVP policy awarded the enforcement of on street parking restrictions a relatively low priority with limited resources being deployed to fulfil this function. Consequently motorists and residents were often left frustrated when parking issues were not resolved, and the Council could not assist in these cases.

CPE went live in October 2017 and has now been in place for 1 year this report reflects the outcomes of the first year of operation.

CPE Details

CPE can address parking contraventions for vehicles that do not respect signing and lining on street but cannot address other issues such as verge parking, or parking where no lines and signs are in place under a Traffic Regulation Order (TRO). More clarity is provided below: -

- Pavement/verge parking - The DfT have not allowed blanket bans on pavement and verge parking. Under CPE, the Council can enforce pavement/verge parking where a specific TRO is in place prohibiting it.
- Dropped kerb parking - Vehicles parked across a dropped kerb can receive a penalty even though no lines or signs are present. However, many vehicles that are parked across dropped kerbs belong to or have permission from residents. Civil Enforcement Officers (CEO) do not routinely issue penalties for these types of contraventions and are required to check with the property owner before issuing a penalty. However, penalties are issued where parking is deemed to impact on road safety and at crossing locations for pedestrians, cyclists and wheelchair users.
- Double parking – Vehicles parked more than 50cm away from the kerb can receive a penalty. CEOs only issue penalties where this occurs in a marked parking bay or if the vehicle is causing a hazard or an obstruction to traffic.

TVP continue to:

- Enforce high-speed roads (A33, A329M, A3290, and M4) within the borough
- Enforce highway obstructions (dangerous parking, blocking access for emergency vehicles)
- Clamping, removal, and bus lanes
- Retain clamping and removal powers

NSL contract

The most cost effective method for the Council to provide CPE is through procurement of a third party provider. As set out above, following a procurement exercise, NSL were appointed by the Council to undertake this function on its behalf. In line with the contract, NSL provide the following services:-

- Patrols (Minimum of 190 hours per week) for 8 officers between hrs of 7.30am and 10:00pm

- Car Park fault reporting and first line maintenance of payment machines and barriers
- Checking TROs on site to check compatibility with the map based TRO and reporting any anomalies with the Council to be resolved
- 1st Stage representations and appeals.
- Issuing various on-street parking permits including resident permits, visitors' permits, staff and business permits across the Borough
- Issuing of other permits and season tickets
- Provision of additional hours to be purchased by key stakeholders, in particular town and parish councils, but also schools and event promoters
- Handling of correspondence and telephone services to the public
- Issuing dispensations to allow disabled blue badge holders, emergency services, and other statutory bodies to park in violation of parking regulations on matters of urgent business.

Council responsibilities

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 CPE. The Council also needs to fulfil the following tasks:

- 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

Performance Management

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 meet changing needs and as a result, the requirements of the contract and the KPIs can be modified upon joint agreement.

KPIs

- 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

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.

Section 2- Outcomes since Implementation of CPE

The CPE contract has now been 'operational' for 12 months and has seen a significant improvement in maintaining traffic flows and challenging drivers previous behaviours, bringing education by way of warning notices to new restrictions being implemented throughout the borough.

We have recently introduced partnership working with the police at some of our most difficult school patrols with a marked improvement to compliance when patrols are in place. More joint patrols are planned over the coming months to strengthen this partnership to tackle driver's behaviours around obstruction of footways and complaints about dangerous driving that our enforcement team have no powers to action.

With over 60 schools in the Borough it's difficult to ensure compliance at every school and we have recently approved an increase in the number of Civil Enforcement Officers (CEO's) from 6 to 8 officers to maximise our capabilities along with an extra vehicle. These new officers have taken time to recruit and they have only just recruited to full establishment over the last 4 months. New Officers will work in pairs for several weeks to provide on the job training prior to their formal academic qualifications course.

Penalty Charge Notice (PCNs) Served

The business case for CPE made assumptions about the extent of contraventions (25% in town centres within the borough) and also the expected income from PCNs. The contract was approved on a cost neutral basis to WBC as set out in the business case. The main purpose of CPE is to ensure that parking contraventions are managed to improve safety and prevent congestion, not as a profit generating exercise.

The tables below sets out the number of PCNs issued, the PCN income and the cost of service. The number of PCNs served are in line with the assumptions made when CPE was approved and the table demonstrates that CPE has been successful to date in covering its costs while enabling the Council to deal effectively with parking issues that it set out to address.

PCN details 1st Oct 2017 – 30th Sept 2018

Issue Rates

DATE:	TOTAL PCN'S ISSUED	PCN	WARNING	PAID WITH DISCOUNT	PAID IN FULL	PAID AT SURCHARGE	WARRANT FEES	CANCELLED
Oct-17	1248	595	653	241	1	0	0	1
Nov-17	741	741	0	532	30	0	0	3
Dec-17	1062	1062	0	611	98	0	0	53
Jan-18	1213	1184	29	802	91	0	0	71
Feb-18	1043	1043	0	649	132	11	0	118
Mar-18	1138	1137	1	819	161	18	0	120
Apr-18	1189	1178	11	816	115	17	0	70
May-18	1238	1237	1	845	134	17	0	100
Jun-18	975	975	0	723	106	22	0	79
Jul-18	1020	985	35	649	100	16	0	94
Aug-18	1156	1156	0	751	82	12	38	136
Sep-18	957	871	86	610	158	38	20	79
TOTAL:	12980	12164	816	8048	1208	151	58	924
%	100%	94%	6.29%	62%	9.30%	1.16%	0.45%	7.12%

Payment details

DATE:	PAID AT DISCOUNT	PAID IN FULL	CHARGE PCNS £75 / £105	TEC £83 / £113	VALUE OF PAYMENTS
Oct-17	£6,985	£50	£0	£0	£7,035
Nov-17	£15,850	£1,760	£0	£0	£17,610
Dec-17	£17,245	£5,580	£0	£0	£22,825
Jan-18	£22,560	£5,340	£0	£0	£27,900
Feb-18	£18,095	£7,645	£885	£0	£26,625
Mar-18	£23,245	£8,110	£1,530	£0	£32,885
Apr-18	£22,820	£6,530	£1,455	£0	£30,805
May-18	£23,470	£6,670	£1,485	£0	£31,625
Jun-18	£19,975	£5,980	£1,890	£0	£27,845
Jul-18	£18,070	£5,520	£1,260	£0	£24,850
Aug-18	£20,645	£4,580	£1,020	£3,454	£29,699
Sep-18	£17,160	£5,660	£3,082	£2,212	£28,114
TOTAL:	£226,120	£63,425	£12,607	£5,666	£307,818

The recovery rate for the year is currently at 73% which is slightly below the assumed recovery rate of 75% set in the business case. This was based on the average for other CPE schemes in the country.

It should be noted that at this time we have only just completed the first batch of warrants to the Bailiff's with 350 warrants being pursued at the full costs with an estimated recover of £35,312 if all are paid. And approx. 600 further PCN's at various stages in the process unpaid at this time.

Residents permits income CPE Oct 2017- Sept 2018

Number of vehicles included on residents permits	Number of Residents Permits issued	Income from permits
590	487	£13,055

During the first year we have seen improved compliance from the residents permit scheme with a substantial reduction in abuse due to the regular patrols by NSL staff. On Street permits form part of the CPE account and whilst residents permit income is relatively low. This shows a marginal increase on the previous year prior to CPE compared with only 317 permits issued with an income of £9,510. Covering Oct 2016- Sept 2017.

Cost of service

NSL Service costs	Monthly	Annual costs	Actual payments
Fixed costs	£32,055	£384,660	
KPI 10%	£3,205	£38,460	
Total Costs	£35,260	£423,120	£355,433
Permit fees and PCN income recovered to date			£320,073
Estimated Outstanding PCNs and Bailiffs fees based on 50% recovery			£37,701
Final outturn of CPE contract over first year of operation			£1,711 surplus

NSL contracted costs are based on a fixed monthly fee and a KPI performance payment. Since the start of the contract we have consistently monitored the service and deducted KPI performance costs where performance has dropped below the KPI standards.

Generally, the PCNs and permit fees recovered to date have met the NSL contract fees to provide the service on a break even basis.

The legislation requires that the Council does not make a profit from CPE. It is expected that any surplus income will be very limited and this is borne out by the experience to date as set out on the tables above. Any surplus must be used to improve road safety in the borough linked to CPE.

Patrols

NSL is contracted to provide 896 planned hrs per Month of foot and mobile patrols in the borough between 07:30am and 10:00pm 7 days per week. The table below sets out the actual deployed hours, locations visited, number of vehicles checked against number of PCN's issued

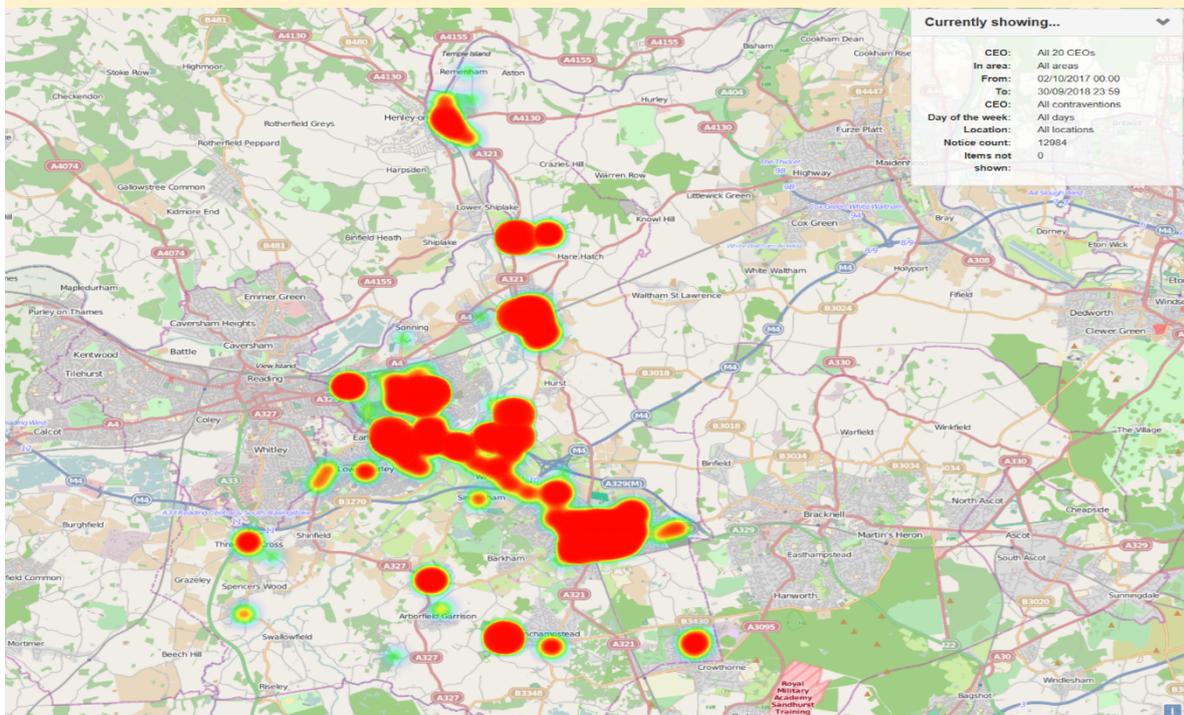
02/10/17	LOCATIONS PATROLLED	VRM CHECKS	NOTICES ISSUED	DEPLOYED HOURS	CONTRACTED HOURS
30/09/18					
TOTAL:	61,618	138,901	12,980	10,432	2,899
AVERAGE PER DAY	168.8	380.6	35.6	28.6	27.14

Location of patrols

The patrols focus on those areas where there are parking restrictions in place. These areas tend to be those more intensely used and or where contraventions are more harmful to road safety. Prior to CPE, the Council undertook a compliance survey and identified those areas where the incidence of contraventions were greatest mainly around town centres in the borough, and outside schools and community buildings. Minor residential roads have generally received less focus given that there are fewer restrictions and as the safety implications of non-compliant parking is reduced.

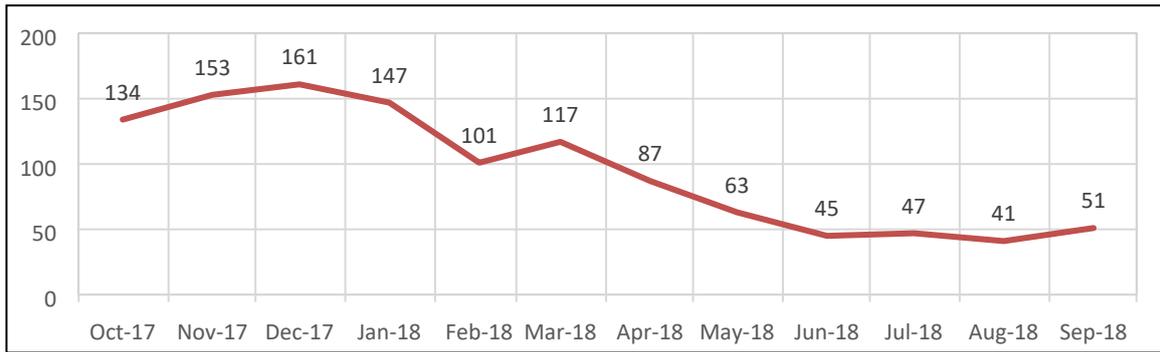
Patrols take place both on foot and also via vehicles depending on whether they are in higher density urban areas or more rural areas of the borough. The table below provides a heat map of PCN activity across the borough.

PCN HEAT MAP REPORT



Although compliance to contract is within accepted tolerance of 10%, patrol time has been lost due to the high number of repairs currently being undertaken on our existing ticket machine stock which is very old. Down time is currently estimated at 48 hrs per month, with an average of 6-8 reported machine faults per day to deal with. The Council prioritises the mending of parking machines to ensure that these are repaired as soon as possible. The table below shows the level of fault reports we have sustained over the year.

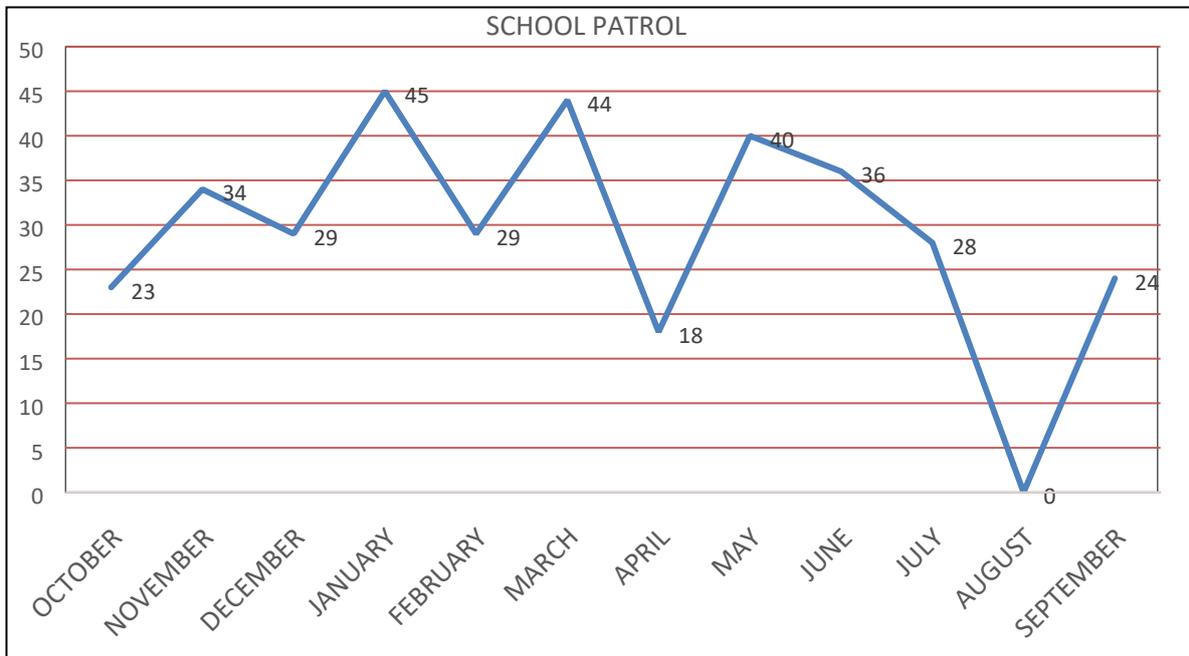
REPAIRS



The Council are in the final stages of approval of new ticket machines and we anticipate installation starting in January 2019.

School Patrols.

Enforcement officers provide regular patrol at schools and asset out above, we have completed joint patrols with the police and will continue to do this in order to assist with obstruction or other issues that we do not have the powers to deal with such as speeding and antisocial behaviour from drivers and residents alike. However with over 60 schools in the borough it's very difficult be at every school and we have a 5 week rota covering all the priority schools. To date we have completed 350 school patrols over the year. However PCN's issued remain very low at 56 for parking on a school crossing. This is mainly due to the Hi visibility of officers and compliance when we are patrol at these locations.



The Council have agreed with NSL to increase its staffing levels to provide additional patrols. NSL have recently recruited these additional officers and once trained, this will help to improve their capabilities for extra school patrols.

Off Street Parking

Prior to CPE being implemented, in house Council staff undertook enforcement within its own car parks but since CPE was introduced, the contractor NSL has undertaken this on the Council's behalf. This is a more efficient use of parking officer's time as patrols will visit an area to address both on and off Street parking.

Since the implementation of the contract in October 2017, the Council's contractor has served as many PCNs (approx. 56%) in WBC car parks as it has in respect of on street car parking contraventions. This indicates that off street parking enforcement is continuing to be effective under the new contract arrangement.

WOKINGHAM:	
WELLINGTON H. LOWER C/P	3
WELLINGTON H. UPPER C/P	18
EASTHAMPSTEAD WEST C/P	367
EASTHAMPSTEAD EAST C/P	465
ELMS ROAD L/S LEVEL 2	48
DENMARK STREET C/P	514
COCKPITH PATH C/P	628
THE PADDOCKS C/P	262
ROSE STREET C/P	367
CARNIVAL MSCP	255
ELMS ROAD S/S	370
SHUTE END C/P	142
EARLEY:	
STATION ROAD C/P	427
WINNERSH:	
WINNERSH PARK & RIDE	40
WOODLEY:	
CROCKHAMWEL C/P	184
HEADLEY ROAD C/P	510
LYTHAM WEST C/P	58
LYTHAM EAST C/P	204
TWYFORD:	
POLEHAMPTON CLOSE C/P	376
WARGRAVE:	
SCHOOL LANE C/P	230
COUNTRY PARKS:	
CALIFORNIA COUNTRY PARK	149
DINTON PASTURES	1663
TOTAL:	7280

New Traffic Control Requests

As CPE is now in operation, the parking habits of the public have and are likely to continue to change. There is also increased community expectation of the benefits

of CPE which have resulted in the Council receiving requests for further restrictions in the borough to allow parking to be controlled. This has also resulted from parking being displaced from streets that currently have restrictions in place that are now being enforced against.

To date, the Council has received over 100 requests for parking restriction changes since CPE commenced. These are looked at on receipt and those that do not meet the relevant criteria are returned. There are approximately 90 requests for further consideration and in order to be able to prioritise these and to ensure that budget is allocated to priority schemes, the service will consider these in batches. Broadly speaking, requests are prioritised these in the following order :-

- Where there are significant highway safety implications resulting from current conditions & accidents that could be prevented by parking restrictions.
- Where there are less significant highway safety implications resulting from current conditions
- Those schemes that receive the most community support if deemed appropriate for the road/area

The Council have recently advertised its first amendment to the as shown below:

WOKINGHAM BOROUGH COUNCIL (VARIOUS ROADS, WOKINGHAM BOROUGH) (STOPPING, WAITING, LOADING AND UNLOADING PROHIBITIONS AND RESTRICTIONS, PARKING PLACES AND RESIDENT PERMIT PARKING PLACES) (CIVIL PARKING ENFORCEMENT) (CONSOLIDATION) ORDER 2017 (AMENDMENT NO. 1) ORDER 2018

The first batch of requests has been prioritised using accident history, information about safety concerns and congestion. The first batch are those requests that are of highest priority. These are at the advertising stage and may require further amendment before being implemented. The Council will consider responses and make any necessary adjustments prior to implementation.

In addition to the above and as resources permit, the Parking Team will review all existing restrictions to ensure they are still relevant to the area to ensure that the public highway parking space available are suitable for use.

Representations and complaints

The Council has been made aware of a number of issues regarding the administration of CPE by NSL and has been working with the provider to address these. Generally through, the Council has received relatively few complaints about the service. These have mainly been associated with new approaches to permit schemes, and to administrative errors and the Council has worked to resolve these with customers. The Council has also received complaints about ticketing on Sundays and Bank Holidays but has resisted changing this approach given the importance of enforcing against unacceptable parking in the interests of highways safety and to reduce congestion for road users during these times. Over the first year we have corresponded with 5,899 letters at various stages in the process. The table below provides a breakdown of correspondence at each stage.

Type of correspondence	Qty Letters	Costs associated
Informal challenge (discounted charge)	3,517	£25/£35
Notice to Owners (full charge)	2,368	£50/£70
Formal Representation (full Charge)	616	£50/£70
Charge Certificate (Surcharge)	1055	£75/£105
TE3/TE9 pre warrant stage	586	£83/£113
Bailiff Warrant of execution	350	£83/£113
Total Number of correspondence	8,492	

NSL also provide a contact centre service with 3,577 calls dealt with over the year.

Appeals to the Traffic Penalty Tribunal Service that were formally appealed is relatively high at 62 cases which is what we expected in our first year of operation under CPE.

Adjudication Services	Qty	Remarks
Cases pending decision	3	Waiting for information or decision from Adjudicator
Not Registered	6	Case progression stage too late to appeal
Cases Dismissed	25	Driver must pay the PCN at full costs
Cases Allowed	20	Council must close case nothing to pay
Not contested	8	Insufficient information to progress case to appeal.
Total Cases	62	

Foreign vehicles that we are unable to trace via DVLA are also pursued via a third party agreement with NSL with 16 foreign vehicles currently being chased for payment.

Parking Strategy for the Borough

In the future, the Council will review its parking strategy for the borough. This will set out the Council's high level approach towards parking issues for consideration by the Council's Executive. If agreed, this document will go out for full public consultation before adoption by the Council. Following this and in line with the strategy documents, an action plan will be developed and further policies and procedures put in place.

Residents Parking Permits

Across the borough there are currently 16 residents parking zones. The Council has a residents parking protocol which was adopted in 2011 that sets out how residents parking is allocated, who is eligible to apply, and the number of parking spaces that can be allocated to each household.

As a result of the online TRO that was adopted when CPE was introduced, residents now have to register their vehicles using the vehicle registration number to ensure that they do not receive a PCN. While registration numbers can be swapped, the maximum number of vehicles within a zone at any one time cannot be increased. This has resulted in some complaints as previously, car parking

permits could be switched between vehicles, and residents who did not have a car could give passes to visitors etc. The new approach prevents residents being able to use unreturned permits to enable them to park additional vehicles in the zone in abuse of the system.

Following a recent resident parking survey, the Council is considering amending this process as supported by 51% of respondents and we are working with our permit providers to accommodate the changes suggested to remove the vehicle registration from the permit and to go back to a printed permit system. The additional costs involved in providing this solution are estimated to be in the region of £10,000 to cover the additional administration requirements, printing and posting costs.

Dispensations and suspensions

Sometimes, there is a need to suspend parking restrictions on some roads due to extraordinary circumstances or for special reasons. Examples could include suspension due to construction of development, street parties etc. The Council is receiving requests for dispensations and suspensions and has proposed to include a cost to provide and administer this service at £15.00 per week/ per vehicle per bay to be introduced as part of the budget process for fees and charges next year. .

List of Background Papers

Executive Report Introduction of Civil Parking Enforcement Powers 29 September 2016

Contact Clare Lawrence	Service Place Based Services
Telephone No 0118 974 6444	Email clare.lawrence@wokingham.gov.uk
Date 24 October 2018	Version No. 2

TITLE	Market Place Regeneration Interim Update
FOR CONSIDERATION BY	Community and Corporate Overview and Scrutiny Committee on 5 November 2018
WARD	Wescott;
DIRECTOR	Director of Locality and Customer Services - Interim Sarah Hollamby

OUTCOME / BENEFITS TO THE COMMUNITY

Improved processes and procedures in executing public works in the highway and reassurance about the safety of the Market Place Environmental Improvement Scheme.

RECOMMENDATION

That Committee note that the: -

1. Independent lessons learned report is due to report by mid-December;
2. The road safety audit will be undertaken as soon as the Peach Street element of the works have been completed, likely to be at or before mid-December; and both reports should be possible to report to the January 2019 meeting.

SUMMARY OF REPORT

The independent lessons learned report was commissioned after an extended period of procurement due to a lack of takers for the commission. The report has now successfully been commissioned with an independent party and is due for receipt by mid-December.

The initial road safety audits have not flagged any actions, however they have highlighted areas to consider. The final report cannot be undertaken until the Peach Street works have been completed and we are expecting an outcome in similar timescales.

Background

The Wokingham Town Centre Supplementary Planning Document (and Masterplan) 2010 sets out the background to the regeneration and public engagement for works to the Town Centre. Page 72 shows the masterplan for the Town – Market Square: - .

Figure 34: Illustrative Masterplan, Key Diagram



On page 87 it refers to aspirations in the context of Market Place, marked with a red star above: - *“Market Place will remain the primary focus for the town centre and its most significant formal square. In respect of the town centre’s historic pattern the form of the space itself will remain unaltered. A united materials palette will be used across Market Place and Denmark Street to unify street and square, strengthen pedestrian footfall through the town centre’s extended retail core and provide a higher quality setting for markets and other events.”*

The scheme was a jointly funded project between Wokingham Borough Council and Wokingham Town Council. Market Place is at the heart of Wokingham, it is a sensitive public assembly and shopping location used for events, market and sitting out. The paving scheme is a high quality York stone and granite finish that aims to increase and enhance the pedestrian user environment whilst taming the traffic and comprises a key element in the regeneration of the Town as a multi visit longer stay centre supporting wider growth of the town/Borough.

Analysis of Issues

Wokingham Borough and Town Councils are aware that some people have raised safety concerns over the new look Market Place and as you would expect the Councils have already proactively commenced a period of assessing the operation of the space for safety purposes during this settling in period. We have also commissioned an independent lessons learned report.

Although the redesigned market place has received a lot of positive feedback and has already hosted a successful Heritage Day and Market Celebration (September 15), the councils are not complacent about potential safety issues. In order to make fully sure we will consider any measures which may be necessary and those accessibility and disability groups and representatives who were consulted over the original design will be brought back together to review the scheme as it is actually working.

The borough council also commissioned an interim safety audit to see if any immediate action was required, however this did not find any measures were needed immediately and recommended any changes await the full review. The interim safety report recommends letting the scheme settle down and giving further consideration after a full review and that two areas would need monitoring:

- (i) the brass studs used to mark the signalled pedestrian crossing may not stand out enough, increasing the chance of pedestrians choosing to cross elsewhere, and
- (ii) the granite setts adjacent to the 60cm kerb may not stand out enough for pedestrians.

Any action necessary be agreed after the full report (which can only be carried out when the current works at the Peach Street / Broad Street junction are complete).

FINANCIAL IMPLICATIONS OF THE RECOMMENDATION

The Council faces severe financial challenges over the coming years as a result of the austerity measures implemented by the Government and subsequent reductions to public sector funding. It is estimated that Wokingham Borough Council will be required to make budget reductions in excess of £20m over the next three years and all Executive decisions should be made in this context.

	How much will it Cost/ (Save)	Is there sufficient funding – if not quantify the Shortfall	Revenue or Capital?
Current Financial Year (Year 1)	£30k	Yes	Capital
Next Financial Year (Year 2)	None	N/A	N/A
Following Financial Year (Year 3)	None	N/A	N/A

Other financial information relevant to the Recommendation/Decision

None

Cross-Council Implications

Procedural

Reasons for considering the report in Part 2

N/A

List of Background Papers

Wokingham Town Centre masterplan 2010

Contact Mark Cupit	Service Delivery and Infrastructure
Telephone No Tel: 0118 974 6487	Email mark.cupit@wokingham.gov.uk

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TITLE	Work Programme 2018/19
FOR CONSIDERATION BY	Community and Corporate Overview and Scrutiny Committee – 5 October 2018
WARD	None Specific
LEAD OFFICER	Andrew Moulton, Assistant Director, Governance

OUTCOME / BENEFITS TO THE COMMUNITY

Effective Overview and Scrutiny helps to improve services, holds decision makers to account and engages with local communities. In so doing it helps to demonstrate that the Council and other public service providers are open and transparent and are delivering high quality, value for money services.

RECOMMENDATION

The Committee is requested to:

- 1) review its Work Programme for 2018/19 (Annex A);
- 2) prioritise the items in the work programme and allocate items to forthcoming meetings;
- 3) consider any other potential Scrutiny items for consideration during 2018/19.

SUMMARY OF REPORT

Effective work programming is a Member-led process aimed at shortlisting and prioritising issues of community concern together with issues arising out of the Council Plan and major policy or service changes. It aims to:

- reflect local needs and concerns;
- prioritise topics for scrutiny which have the most impact or benefit;
- involve local residents and stakeholders;
- be flexible enough to respond to new or urgent issues.

Each year the Overview and Scrutiny Management Committee approves work programmes for itself and the Council's three Overview and Scrutiny Committees.

As this is the Committee's first meeting of the new Municipal Year the work programme is set out at Annex A for Members to consider and to prioritise items for future meetings.

Background

An effective Overview and Scrutiny function is underpinned by robust work programming. Effective work programming lays the foundations for targeted scrutiny of issues of local importance. It helps to ensure that Overview and Scrutiny adds value and makes a difference. Effective work programming helps to:

- prioritise issues for in-depth work where Overview and Scrutiny can make an impact and add value;
- reduce the need for “information only” reports;
- achieve a balance between pre-decision scrutiny, policy development and performance/budget monitoring;
- contribute at an earlier stage in the decision making process;
- increase public and stakeholder involvement in Overview and Scrutiny;
- retain flexibility in order to respond to urgent issues arising during the year.

The issues identified for consideration by Overview and Scrutiny should be of interest or concern for local residents and generate public interest and involvement in the Overview and Scrutiny process.

In order to generate ideas and involvement from local residents, community groups and stakeholders the Council's website and social media are used to publicise the development of the work programme and to invite suggestions for items to be included.

Annex A to the report sets out items to be included in the Committee's work programme for 2018/19. The Committee is requested to consider the list of items and to discuss its priorities for consideration at meetings in 2018/19.

Members may also wish to add further items to the work programme and consider how each item will be addressed, e.g. through reports to the Committee or the establishment of time limited Task and Finish groups.

As part of the work programming process, residents, community groups and Town and parish Councils were invited to identify issues to be considered in 2018/19.

FINANCIAL IMPLICATIONS OF THE RECOMMENDATION

The Council faces severe financial challenges over the coming years as a result of the austerity measures implemented by the Government and subsequent reductions to public sector funding. It is estimated that Wokingham Borough Council will be required to make budget reductions in excess of £20m over the next three years and all Executive decisions should be made in this context.

	How much will it Cost/ (Save)	Is there sufficient funding – if not quantify the Shortfall	Revenue or Capital?
Current Financial Year (Year 1)	0	NA	NA
Next Financial Year (Year 2)	0		
Following Financial Year (Year 3)	0		

Other financial information relevant to the Recommendation/Decision
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None

List of Background Papers

None

Contact Callum Wernham	Service Corporate Services
Telephone No 0118 974 6059	Email callum.wernham@wokingham.gov.uk
Date 23 October 2018	Version No. 1.0

Community and Corporate Overview and Scrutiny Committee

Work Programme 2018/19

1.	Reviewing the work of the Community Safety Partnership, the effectiveness of local policing and fire and rescue services
2.	Exercising the Council's flood risk management responsibilities by monitoring flood risk activities and partnership working with towns and parishes
3.	Monitoring the Council's Capital and Revenue expenditure
4.	Monitoring the Wokingham Town Centre regeneration project (including car park provision) including an evidence session with the Federation of Small Businesses
5.	Reviewing the Council's partnerships with Town and Parish Councils and the voluntary sector
6.	Reviewing service developments relating to waste and recycling services
7.	Reviewing highways and transport issues including the new highways contracts, customer service, car parking and cycling facilities
8.	Reviewing the proposed development of the Coppid Beech Park and Ride site
9.	Monitoring the implementation of Civil Parking Enforcement
10.	Reviewing the condition of footways, kerbsides and road signs – request from Finchampstead Parish Council
11.	Monitoring the impact of changes to train services
12.	Reviewing the process for setting fees and charges in the Public Protection service
13.	Input into new policies through pre-decision scrutiny of draft proposals
14.	Appointing Task and Finish Groups as appropriate

Community and Corporate Overview and Scrutiny Committee - Current draft Work Programme items for next two meetings

DATE OF MEETING	ITEM	PURPOSE OF REPORT
14 January 2018	Town Centre Regeneration	To consider an update on the Wokingham town centre regeneration and the impact on shops and businesses.
	Monitoring the Council's Capital and Revenue Expenditure	To consider an update on the Council's Capital and Revenue Expenditure.
	Investigating the impact of changes to train services	To consider a report on the impact of changes to train services.
	Work Programme	To consider the work programme for the Committee for 2018/19

DATE OF MEETING	ITEM	PURPOSE OF REPORT
14 March 2018	Reviewing the Community Safety Partnership	To consider an update on the Community Safety Partnership.
	Reviewing the proposed development of the Coppid Beech Park and Ride.	To consider a report reviewing the proposed development of the Coppid Beech Park and Ride.
	Monitoring WBC's parking strategy policy	To consider an update on WBC's parking strategy policy.
	Work Programme	To consider the work programme for the Committee for 2018/19

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