



SERVICE DEVELOPMENT AND DELIVERY COMMITTEE

DATE:	Monday 3 April 2017
TIME:	7.30 pm
VENUE:	Council Chamber, Council Offices, Thorpe Road, Weeley, CO16 9AJ

MEMBERSHIP:

Councillor Griffiths (Chairman)	Councillor Miles
Councillor V Guglielmi (Vice-Chairman)	Councillor Pemberton
Councillor Fowler	Councillor Skeels Jnr
Councillor Hones	Councillor Yallop

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Meeting papers can be provided, on request, in large print, in Braille, or on disc, tape, or in other languages.

For further details and general enquiries about this meeting, contact Katie Sullivan on 01255 686585.

DATE OF PUBLICATION: THURSDAY 23 MARCH 2017

AGENDA

1 Apologies for Absence and Substitutions

The Committee is asked to note any apologies for absence and substitutions received from Members.

2 Minutes of the Last Meeting (Pages 1 - 4)

To confirm and sign as a correct record, the minutes of the last meeting of the Committee, held on 27 February 2017.

3 Declarations of Interest

Councillors are invited to declare any Disclosable Pecuniary Interests or other interest, and the nature of it, in relation to any item on the agenda.

4 Update on Walton Lifestyles and other TDC Leisure Centres

The Committee will receive a verbal update on Walton Lifestyles and other TDC Leisure Centres.

5 Decline in Fly Tipping Performance

The Council's Head of Environmental Services (John Fox) will be in attendance to discuss the decline in Fly Tipping performance.

6 Essex County Council's proposed contribution to this Council's clear-up costs

The Council's Head of Environmental Services (John Fox) will inform the Committee of Essex County Council's proposed contribution to TDC's clear-up costs.

7 Report of the Head of Customer and Commercial Services - A.1 - Annual Review of the Year 2016/17 and Work Programme for 2017/18 (Pages 5 - 14)

To review the Committee's work undertaken during the 2016/17 municipal year and to seek Members' approval to a draft programme of work for the Service Development and Delivery Committee for the 2017/18 municipal year for recommendation to the Annual Council meeting on 25 April 2017.

Date of the Next Scheduled Meeting

The next scheduled meeting of the Service Development and Delivery Committee is to be held in the Council Chamber, at 7.30pm on Wednesday 31 May 2017. The following items are scheduled to be on the agenda:

- Procedures for checking water quality at TDC leisure facilities; and
- Update on Careline Services provided by Barnes House

Information for Visitors

FIRE EVACUATION PROCEDURE

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**MINUTES OF THE MEETING OF THE SERVICE DEVELOPMENT AND DELIVERY
COMMITTEE,
HELD ON MONDAY 27 FEBRUARY 2017 AT 7.30 PM
IN THE COUNCIL CHAMBER, COUNCIL OFFICES, THORPE ROAD, WEELEY**

Present:	Councillors Griffiths (Chairman), V E Guglielmi (Vice-Chairman), Fowler, Hones, Miles, Pemberton and Skeels Jnr
Also Present:	Councillors Baker, Honeywood (Housing Portfolio Holder), McWilliams (Leisure and Partnerships Portfolio Holder), Stephenson and Turner (Commercialisation, Seafronts and Parking Portfolio Holder)
In Attendance:	Mark Westall (Head of Customer and Commercial Services), Ian Taylor (Head of Public Realm), Tim R Clarke (Head of Housing), David Black (Housing Manager) and Katie Sullivan (Committee Services Officer)

35. APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

An apology was received from Councillor Yallop.

36. MINUTES OF THE LAST MEETING

The minutes of the last meeting of the Committee, held on 23 November 2016, were approved as a correct record and signed by the Chairman.

37. DECLARATIONS OF INTEREST

Councillor V E Guglielmi declared an interest in respect of the update on the review of Spendells and Honeycroft sheltered housing schemes insofar as she was a local Ward Member for Honeycroft.

Councillor Baker, sitting in the public gallery, declared an interest in respect of the update on the review of Spendells and Honeycroft sheltered housing schemes insofar as he was a local Ward Member for Honeycroft.

Councillor Miles declared an interest in respect of the update on the review of Spendells and Honeycroft sheltered housing schemes insofar as she was a local Ward Member for Spendells.

38. UPDATE ON REVIEW OF SPENDELLS & HONEYCROFT SHELTERED HOUSING SCHEMES

Councillor V E Guglielmi had earlier declared an interest in respect of the update on the review of Spendells and Honeycroft sheltered housing schemes insofar as she was a local Ward Member for Honeycroft.

Councillor Baker, had earlier declared an interest in respect of the update on the review of Spendells and Honeycroft sheltered housing schemes insofar as he was a local Ward Member for Honeycroft.

Councillor Miles had earlier declared an interest in respect of the update on the review of Spendells and Honeycroft sheltered housing schemes insofar as she was a local Ward Member for Spendells.

The Housing Portfolio Holder (Councillor Honeywood) introduced this item to the Committee.

The Council's Head of Housing (Tim R Clarke) was in attendance and gave an update to the Committee on the review of Spendells & Honeycroft sheltered housing schemes.

Members were informed that the review had been continuing at a steady pace and there were now some issues to consider that were much broader than the Spendells and Honeycroft schemes.

Mr Clarke informed the Committee that he had met with an architect to look in particular at future options for Honeycroft and that the grounds had presented an opportunity for further development, potentially of bungalows.

Members were informed that Essex University had funding to undertake local government research and that contact had been made with them to discuss how they could help with the project and how Tendring District Council could cater for the future needs of older persons.

Mr Clarke informed the Committee that Essex County Council had indicated their intention to withdraw Housing Related Support Funding from the end of the financial year and that this would leave Tendring District Council with a £100,000 deficit in the HRA. Mr Clarke confirmed that possible recovery options had been looked at, however, the options were only really to increase rents but that some of the increase may attract Housing Benefit.

Members were informed that changes to the way supported housing was funded were proposed from 2019. Rents, including service charges, would be capped at Local Housing Allowance rates and that further charges would be covered by a separate funding pot.

Members raised questions which were responded to by Officers.

Following discussion, it was **AGREED** that Officers be requested to be innovative whilst looking at the possible future mix of accommodation in the Sheltered Housing stock.

39. UPDATE ON THE CURRENT SITUATION REGARDING WATER QUALITY AT WALTON LIFESTYLES

The Committee received a written update from the Council's Head of Sport and Leisure (Mike Carran) which provided an overview of the sequence of events and background information in regards to the positive test of Legionella Bacteria at Walton-on-the-Naze Lifestyles.

The Leisure and Partnerships Portfolio Holder (Councillor McWilliams) informed the Committee that Mr Carran would attend a future meeting to discuss the position in more depth and to update Members on the programme of works that were being undertaken at all other appropriate Council facilities.

Councillor McWilliams confirmed that the Walton-on-the-Naze Lifestyles had reopened on Friday 24 February 2017 following on from completed modifications and negative test results for Legionella Bacteria.

Members were informed that there had been an error in the written update and that in the fourth paragraph down the date should have read 'Friday 2 December' rather than 'Friday 2 November'.

Members raised questions and various concerns which included the Council's process controls for water testing.

A service user of the Council's Leisure Centres who was in attendance and had been invited by the Chairman to sit at the table with the Committee for this item, discussed his concerns especially in relation to the temperature in the changing rooms.

The Chairman requested that the Council's Head of Sport and Leisure (Mike Carran) attend the next meeting of the Committee on 3 April 2017 with Councillor McWilliams to give a formal update and to enable all questions and concerns to be addressed.

The Chairman confirmed that he would draft the brief for this item and it would be likely to be broadened to include all of the Council's leisure facilities and that he would circulate questions to Members and Officers prior to the next meeting. It was requested that the report should include details of any additional costs incurred by the Council as a result of the Legionella case and whether costs were likely to be recouped from the contractor.

40. CAR PARKS AND EFFECTS OF FREE PARKING

The Commercialisation, Seafronts and Parking Portfolio Holder (Councillor Turner) and the Council's Head of Public Realm (Ian Taylor) were in attendance and gave an update to the Committee on Car Parks and the effects of free parking.

Members were informed that the car park strategy for Tendring (which had been agreed in 2013) had set out priorities for the District with the main one being an objective of Tendring being "car friendly" and that as part of that the Council would ensure that where charges existed they were reasonable, that enforcement by means of penalty charging was proportionate and designed to encourage and not deter visitors together with the provision of a free parking permit for Council Tax paying Households in order to encourage local travel and to support local businesses.

Mr Taylor informed the Committee that the free permit scheme had cost the Council money but that recent changes had almost made the scheme self-sufficient. The free permits were popular and statistics supported this.

Following discussion and questions raised by Members, the Chairman thanked Councillor Turner, Mr Taylor and his team for their excellent work, which had resulted in a great outcome for the District.

41. UPDATE ON RELATIONSHIP WITH THE NORTH EAST ESSEX PARKING PARTNERSHIP

The Commercialisation, Seafronts and Parking Portfolio Holder (Councillor Turner) and the Council's Head of Public Realm (Ian Taylor) gave an update to the Committee on

the Council's relationship with the North East Essex Parking Partnership and especially the offer made by Essex County Council to extend the current term of the Joint Committee Agreement by four years.

The Committee had before it a briefing note prepared by the Head of Public Realm and which was set out under the following main headings:-

- (1) Background;
- (2) Current Position;
- (3) Alternative Options;
- (4) Proposal and Delegated Power;
- (5) Financial Implications and Risk; and
- (6) Risk Management Implications.

The Committee also had before it a draft letter to Councillor Robert Mitchell, Chair of the North Essex Parking Partnership which stated that Tendring District Council (TDC) had considered the matter, understood the advantages of continuing with the current agreement for a further four years and was in agreement with the proposal subject to the following provisions:-

- (a) TDC will not budget for any money to cover losses arising from the partnership;
- (b) No Camera enforcement cars will operate within the Tendring District; and
- (c) That the partnership agrees to further develop the arrangement with Civil Enforcement Officers employed by TDC to assist with meeting local requirements for on street parking enforcement.

Members raised questions on various issues which included the possible option of coming out of the agreement.

Following discussion, the Committee **RESOLVED** that:

- the relevant Heads of Service research the legalities with regards to the Portfolio Holder for Commercialisation, Seafronts and Parking inviting the Chair of the North East Parking Partnership to attend an appropriate meeting of the Service Development and Delivery Committee.

The Committee further **RESOLVED** that **CABINET**:

- be requested to acknowledge the excellent job that the Parking Services team and their Portfolio Holder have done with regards to the building of relationships with the North East Parking Partnership.
- be requested to ensure that the North East Parking Partnership Terms of Reference are scrutinised by the relevant committee before the next contract is signed by TDC (likely 2021).

The Meeting was declared closed at 9.30 pm

Chairman

SERVICE DEVELOPMENT AND DELIVERY COMMITTEE

3 APRIL 2016

REPORT OF THE HEAD OF CUSTOMER AND COMMERCIAL SERVICES

A.1 REVIEW OF THE YEAR 2016/17 AND WORK PROGRAMME FOR 2017/18
(Report prepared by Mark Westall and Katie Sullivan)

PURPOSE OF THE REPORT

To review the Committee's work undertaken during the 2016/17 municipal year and to seek Members' approval to a draft programme of work for the Service Development and Delivery Committee for the 2017/18 municipal year for recommendation to the Annual Council meeting on 25 April 2017.

BACKGROUND

The Service Development and Delivery Committee is one of three Scrutiny Committees established by the Council to specifically focus on the following areas of Council work:

To perform the functions in relation to the policy development and implementation of the Council's services including:

- Direct and support services; and
- Services provided by contractors.

The Constitution provides for the three Scrutiny Committees to submit a work programme to the Annual Meeting of the Council for approval. Rule 7 of the Overview and Scrutiny Procedure Rules sets out the position as follows:

"Each Overview and Scrutiny Committee will submit a work programme for the year ahead and a review of the previous year's activities to the Annual Meeting of the full Council for approval. In addition it will be responsible for co-ordinating and prioritising its work programme on an ongoing basis.

In preparing, co-ordinating and prioritising its programme, each Committee will take into account:

- *The planned work on the preparation of elements of the Budget and Policy Framework, as set out in the Council's Business Plan;*
- *The need for statutory timetables to be met;*
- *The wishes of all members of the committee;*
- *Requests from the Cabinet to carry out reviews; and*
- *Requests from Group Leaders in accordance with Rule 8."*

WORK CARRIED OUT TO DATE

Review of the Year

The review of the work undertaken by the Committee during the current municipal year is attached as Appendix A.

Proposed Work Programme

The proposed Work Programme for the 2017/18 Municipal Year is attached as Appendix B to this report. The Committee is invited to submit further items at this stage to be forwarded as part of the report to Annual Council.

RECOMMENDATIONS

- (a) That the report on the review of the year detailed in Appendix A be noted;**
- (b) That the Committee determines whether it wishes to agree the draft 2017/18 Work Programme as set out in Appendix B for submission to Annual Council; and**
- (c) That the Committee considers whether it has any further items it wishes to include within the 2017/18 Work Programme.**

BACKGROUND PAPERS FOR THE DECISION

There are none.

APPENDICES

Appendix A – Review of work carried out June 2016 – April 2017
Appendix B – Proposed Work Programme for 2017/2018

A.1 APPENDIX A

SERVICE DEVELOPMENT AND DELIVERY COMMITTEE

REVIEW OF WORK CARRIED OUT JUNE 2016 – APRIL 2017

1 JUNE 2016

1. Overview of the Licensing Service

The Licensing Manager (Simon Harvey) was in attendance and gave the Committee an overview of the Licensing Service.

The Committee **RESOLVED** that: the Licensing Manager explore the possibility of extending the number of days whereby Taxi vehicle checks could be undertaken;

That **CABINET NOTES** the comments of the Service Development and Delivery Committee:

- (a) That the Licensing (GP) Sub-Committee is seeing less and less taxi drivers coming in front of the Sub-Committee for being caught using their mobile phones whilst driving;
- (b) That the relationship between the TDC Licensing Team and Licensees is very good and the service is seen as good value for money;
- (c) That the Committee would investigate the possibility of a working party being set up to explore the safety of taxi drivers which would mean liaising with Community Safety; and
- (d) That the presentation had been excellent and very informative on a very complex subject.

At the Cabinet meeting held on 5 August 2016, having considered the comments of the Service Development and Delivery Committee:-

It was moved by Councillor Stock, seconded by Councillor Ferguson and **RESOLVED** that the contents of the report be noted.

18 JULY 2016

1. Clacton Air Show Business Plan

The Council's Head of Sport & Leisure (Mike Carran) was in attendance and gave the Committee a presentation on the Clacton Air Show Business Plan.

It was asked that the Cabinet **NOTED** that:

The Service and Development Committee were satisfied that safety and security arrangements were in place for the Clacton Air Show 2016.

2. Review of Refurbishment of Sports Facilities

The Council's Head of Sport & Leisure (Mike Carran) was in attendance and gave the Committee a presentation on the Refurbishment of Sports Facilities.

3. Work Programme 2016/17

The Head of Customer and Commercial Services (Mark Westall) said that the issue of the Spendells and Honeycroft sheltered accommodation schemes would be back on the agenda for November.

19 SEPTEMBER 2016

1. Dog Fouling and Bin Provision

The Council's Street Scene Officer (Jonathan Hamlet) gave a presentation to the Committee on the provision of waste bins and also the issue of the District's problem with dog fouling.

The Committee **RESOLVED** that:

CABINET NOTES the **RECOMMENDATIONS** of the Service Development and Delivery Committee:

- (a) That the relevant Officers work with the Council's Communications Manager to compose a press release reminding residents of the number of litter bins the Council provided and that they could be used for bagged dog waste and that the press release should include details of the number of Fixed Penalty Notices that had been issued regarding dog fouling;
- (b) That the relevant Officers produce a schedule for the Faeces Intake Disposal Operation (FIDO) which would state when and where FIDO would be in operation and that the schedule should be placed on the Council's website;
- (c) That an information sharing forum be created to include Members from the Council, County Council and Town and Parish Councils, to discuss topics affecting them, such as street sweeping, dog fouling and waste bin provision, in order to promote the co-ordination of activities and promote best practice; and
- (d) That the relevant group look at incorporating dog fouling within the new Open Space Public By-law.

At the Cabinet meeting held on 4 November 2016, the Environment Portfolio Holder had considered recommendations of the Service Development and Delivery Committee and had responded as follows:-

"The Portfolio Holder for Environment has confirmed that he is very happy with the report of the Service and Development Committee and its recommendations to Cabinet."

Having considered the recommendations of the Service Development and Delivery Committee and the Portfolio Holder's response thereto:-

It was moved by Councillor Talbot, seconded by Councillor Watling and **RESOLVED** that the Environment Portfolio Holder's response be endorsed.

24 OCTOBER 2016

1. Spendalls House and Honeycroft – Update

The Council's Head of Housing (Tim R Clarke) gave an update to the Committee on the progress towards the creation of a feasibility study and consultation piece on Spendalls House and Honeycroft.

2. Impact of the £1.5 Million 3 Year Strategic Investment Strategy

The Committee received a presentation from the Council's Head of IT & Corporate Resilience (John Higgins) on the impact on the Council of the £1.5 million, three year strategic investment strategy.

The Committee **RESOLVED** that the Head of IT & Corporate Resilience be required to attend a further meeting of the Committee in twelve months' time to give a practical demonstration of the Council's new IT systems in operation such as Microsoft Skype for Business.

The Committee further **RESOLVED** that **CABINET** be requested to consider the **RECOMMENDATION** of the Service Development and Delivery Committee that the Head of IT & Corporate Resilience arrange an IT Surgery for Members over the course of an afternoon and evening together with an ongoing schedule of IT training for Members.

At the Cabinet meeting held on 25 November 2016, the Enforcement and Community Safety Portfolio Holder had considered the Service Development and Delivery Committee's recommendation and had responded as follows:-

"Arrangements will certainly be put in hand for another IT surgery for Members as the Committee has suggested and consideration will be given to the provision of further IT training for Members."

Having considered the recommendation of the Service Development and Delivery Committee and the Portfolio Holder's response thereto:-

It was moved by Councillor G V Guglielmi, duly seconded and:

RESOLVED that the Enforcement and Community Safety Portfolio Holder's response be endorsed.

3. Review of the In-House Public Convenience Cleaning Contract and Working Arrangements

The Committee discussed the new in-house public convenience cleaning contract and working arrangements and other issues such as safety and anti-social behaviour at Magdalen Green and Holland Haven public conveniences.

The Committee **RESOLVED** that the Corporate Management Committee be requested to investigate and confirm that there are robust procedures in place to ensure that the contractual terms of all future contracts entered into by the Council are sound and fully protect this Council's interests.

23 NOVEMBER 2016

1. Testing Taxi and Private Hire Vehicles

Further to its meeting on 1 June 2016, the Committee were addressed on the possibility of extending the days available to the taxi and private hire trades for vehicle testing at the Northbourne Road Depot, Clacton-on-Sea.

After discussion by the Committee it was **RESOLVED** that:

- (a) The Committee notes the report of the Corporate Director (Operational Services) regarding taxi testing and private hire vehicles and that the Committee believes that there is sufficient capacity within the Northbourne Road Garage and that therefore there is no need for further taxi testing days to be offered; and

RECOMMENDED TO CABINET:

- (b) Further consideration be given to putting the booking of taxi testing online as part of the Channel Shift agenda.

2. Clacton Air Show 2016 - De-Brief

The Committee received a de-brief from the Council's Head of Sport and Leisure (Mike Carran) on the Clacton Air Show 2016.

3. Sea and Beach Festival 2016

The Head of Sport and Leisure (Mike Carran) gave a presentation to the Committee on the Sea and Beach Festival 2016.

25 JANUARY 2016 – Cancelled

27 FEBRUARY 2017

1. Update on review of Spendells & Honeycroft sheltered housing schemes

The Council's Head of Housing (Tim R Clarke) was in attendance and gave an update to the Committee on the review of Spendells & Honeycroft sheltered housing schemes.

Following discussion, it was **AGREED** that Officers be requested to be innovative whilst looking at the possible future mix of accommodation in the Sheltered Housing stock.

2. Update on the current situation regarding water quality at Walton Lifestyles

The Committee received a written update from the Council's Head of Sport and Leisure (Mike Carran) which provided an overview of the sequence of events and background information in regards to the positive test of Legionella Bacteria at Walton-on-the-Naze Lifestyles.

The Leisure and Partnerships Portfolio Holder (Councillor McWilliams) informed the Committee that Mr Carran would attend a future meeting to discuss the position in more depth and to update Members on the programme of works that were being undertaken at all other appropriate Council facilities.

The Chairman requested that the Council's Head of Sport and Leisure (Mike Carran) attend the next meeting of the Committee on 3 April 2017 with Councillor McWilliams to give a formal update and to enable all questions and concerns to be addressed.

The Chairman confirmed that he would draft the brief for this item and it would be likely to be broadened to include all of the Council's leisure facilities and that he would circulate questions to Members and Officers prior to the next meeting. It was requested that the report should include details of any additional costs incurred by the Council as a result of the Legionella case and whether costs were likely to be recouped from the contractor.

3. Car Parks and effects of free parking

The Commercialisation, Seafronts and Parking Portfolio Holder (Councillor Turner) and the Council's Head of Public Realm (Ian Taylor) were in attendance and gave an update to the Committee on Car Parks and the effects of free parking.

4. Update on relationship with the North East Essex Parking Partnership

The Commercialisation, Seafronts and Parking Portfolio Holder (Councillor Turner) and the Council's Head of Public Realm (Ian Taylor) gave an update to the Committee on the Council's relationship with the North East Essex Parking Partnership and especially the offer made by Essex County Council to extend the current term of the Joint Committee Agreement by four years.

Following discussion, the Committee **RESOLVED** that:

- the relevant Heads of Service research the legalities with regards to the Portfolio Holder for Commercialisation, Seafronts and Parking inviting the Chair of the North East Parking Partnership to attend an appropriate meeting of the Service Development and Delivery Committee.

The Committee further **RESOLVED** that **CABINET**:

- be requested to acknowledge the excellent job that the Parking Services team and their Portfolio Holder have done with regards to the building of relationships with the North East Parking Partnership.
- be requested to ensure that the North East Parking Partnership Terms of Reference are scrutinised by the relevant committee before the next contract is signed by TDC (likely 2021).

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2017/2018 Work Programme**SERVICE DEVELOPMENT AND DELIVERY COMMITTEE**

<i>Meeting Date</i>	<i>Topic</i>
31 May 2017	<ul style="list-style-type: none">◆ Procedures for checking water quality at TDC leisure facilities◆ Update on Careline Services provided by Barnes House
17 July 2017	<ul style="list-style-type: none">◆ Honeycroft and Spendells Review
9 October 2017	<ul style="list-style-type: none">◆ Review of Sea and Beach Festival 2017◆ Review of Clacton Air Show 2017
23 November 2017	<ul style="list-style-type: none">◆ Demonstration of Council's new IT systems eg Microsoft Skype for business
15 January 2018	<ul style="list-style-type: none">◆ Review of Licensing Service following restructure of fees and charges
26 February 2018	<ul style="list-style-type: none">◆ Review of Customer Service Delivery
4 April 2018	<ul style="list-style-type: none">◆ Review of the Year 2017/18 and Work Programme 2018/19

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