

27 October 2016

## **WHITTLE OVERVIEW AND SCRUTINY COMMITTEE – 7 NOVEMBER 2016**

A meeting of the Whittle Overview and Scrutiny Committee will be held at 5.30pm on Monday 7 November 2016 in Committee Room 1, Town Hall, Rugby.

Councillor Howard Roberts  
Chair of Whittle Overview and Scrutiny Committee

### **A G E N D A**

#### **PART 1 – PUBLIC BUSINESS**

1. Minutes

To confirm the minutes of the meeting held on 12 September 2016.

2. Apologies

To receive apologies for absence from the meeting.

3. Declarations of Interest

To receive declarations of:

(a) non-pecuniary interests as defined by the Council's Code of Conduct for Councillors;

(b) pecuniary interests as defined by the Council's Code of Conduct for Councillors;

(c) notice under Section 106 Local Government Finance Act 1992 – non-payment of Community Charge or Council Tax.

***Note: Members are reminded that they should declare the existence and nature of their non-pecuniary interests at the commencement of the meeting (or as soon as the interest becomes apparent). If that interest is a pecuniary interest, the Member must withdraw from the room unless one of the exceptions applies.***

***Membership of Warwickshire County Council or any Parish Council is classed as a non-pecuniary interest under the Code of Conduct. A Member does not need to declare this interest unless the Member chooses to speak on a matter relating to their membership. If the Member does not wish to speak on the matter, the Member may still vote on the matter without making a declaration.***

4. Light-touch review of Civil Parking Enforcement.
5. Promoting Independent Living – review recommendations and action plan.
6. BID Review and Town Centre Strategy – to receive a presentation from the Economic Investment Officer.
7. Committee Work Programme.

***Any additional papers for this meeting can be accessed via the website.***

**Membership of the Committee:**

Councillors H Roberts (Chair), Allen, Birkett, Brown, Douglas, Gillias, Keeling, Pacey-Day and Ms Watson-Merret

*If you have any general queries with regard to this agenda please contact Linn Ashmore, Democratic Services Officer (01788 533522 or e-mail [linn.ashmore@rugby.gov.uk](mailto:linn.ashmore@rugby.gov.uk)). Any specific queries concerning reports should be directed to the listed contact officer.*

*If you wish to attend the meeting and have any special requirements for access please contact the Democratic Services Officer named above.*

**AGENDA MANAGEMENT SHEET**

<b><i>Name of Meeting</i></b>	Whittle Overview and Scrutiny Committee
<b><i>Date of Meeting</i></b>	7 November 2016
<b><i>Report Title</i></b>	Light-touch Review of Civil Parking Enforcement
<b><i>Ward Relevance</i></b>	All
<b><i>Contact Officer</i></b>	Sean Lawson, Head of Environment and Public Realm Tel:( 01788) 533850
<b><i>Summary</i></b>	A light-touch review on the theme of civil parking enforcement was included in the overview and scrutiny work programme for 2015/16 but carried forward to 2016/17 due to the Rugby World Cup.
<b><i>Financial Implications</i></b>	There are no financial implications arising from this report.
<b><i>Risk Management Implications</i></b>	There are no risk management implications arising from this report.
<b><i>Environmental Implications</i></b>	There are no environmental implications arising from this report.
<b><i>Legal Implications</i></b>	There are no legal implications arising from this report.
<b><i>Equality and Diversity</i></b>	

**Public Report to the Whittle Overview and Scrutiny Committee**

**7 November 2016**

**Light-touch Review of Civil Parking Enforcement**

**Summary**

A light-touch review on the theme of civil parking enforcement was included in the overview and scrutiny work programme for 2015/16 but carried forward to 2016/17 due to the Rugby World Cup.

**1. BACKGROUND**

A proposal for a review on the theme of car parking was considered at the overview and scrutiny work programme workshop in February 2015. The initial review proposal focused on town centre car parking charges on the grounds that Rugby's charges were significantly higher than those in other towns, although benchmarking has shown this is not the case. A survey of the larger towns in Warwickshire revealed no marked disparity in charges for shoppers' off-street car parking and on-street parking fees were uniform across the county.

The Board decided that there would be little to be gained from carrying out the proposed review but agreed that a review on the theme of civil parking enforcement should be included in the work programme for 2015/16 to focus on enforcement since WCC took back the contract.

The review was delayed due to the Rugby World Cup and was carried forward to the work programme for 2016/17.

A special meeting of this committee was scheduled for October 2016 but county council representatives were unable to facilitate attendance at, or produce reports for another authority, and the WCC portfolio holder was unable to attend.

**2. REVIEW FOCUS**

The one-page strategy was approved by this committee at its meeting on 19 November 2015 and a copy is attached at Appendix 1.

**3. INFORMATION GATHERING**

Although it was not possible for anyone from Warwickshire County Council to attend this scrutiny meeting, they have provided some data and information (relating to the

year 1 April 2015 to 31 March 2016 and solely to the Rugby area) which the committee may find of interest. Where possible we have given corresponding data for when Rugby Borough Council operated the on-street civil parking enforcement service on behalf of WCC.

- a) How many parking penalty charge notices did you issue during the year, broken down by offence code? (eg over-staying, on double yellow lines etc).

Offence type	PCN's issued by WCC/NSL	PCNs issued by RBC
No waiting	2,297	2,510
Loading/unloading	520	511
No permit, Voucher or P&D	104	348
Parked without valid permit	269	55
Parked in a suspended bay/space	3	42
Parked in loading place during restricted hrs	46	86
Parked in disabled bay without badge	621	500
Stopped on a taxi rank	6	50
Stopped on restricted bus stop/stand	32	195
Stopped on pedestrian crossing	15	23
Parked after the expiry of p&d time	266	609
No ticket	470	759
Parked in bay with invalid permit or P&D	22	62
Re-parked within specified time	75	134
Not parked correctly within bay	18	14
Parked for longer than permitted	1,971	1,756
Other	10	0
<b>Total</b>	<b>6,745</b>	<b>7,654</b>

- b) How many parking penalty charge notices did you issue during the year in streets where resident parking schemes are in force?

WCC/NSL issued 3,387    RBC issued 2,945

- c) How many parking penalty charge notices did you issue during the year in the area of Clifton Road bus stops? (ie between Railway Terrace and Bath Street).

WCC/NSL issued 32    RBC issued 192

- d) What was the total value of parking penalty charge notices issued during the year?

WCC/NSL generated £454,093 in penalty income RBC generated £266,135

- e) What was the value of penalty charge notices during the year that were subsequently withdrawn? (This includes any that a formal appeal or tribunal or other judicial body overturned).

WCC / NSL cancelled £33,356 of penalty notices. RBC data is no longer available, but was significantly higher.

- f) What was the income received from on-street pay and display machines during the year?

WCC received £217,091.50 from pay and display machines

- g) How many parking permits did you issue during the year?

WCC / NSL issued 4,452 permits RBC issued 4,659

- h) How many parking permits did you issue to businesses during the year?

WCC only issue permits to residential properties. RBC had an informal agreement in place that covered those businesses that existed prior to the introduction of residential parking zones.

- i) How many parking permits did you issue to churches and other faith groups during the year?

WCC only issue permits to residential properties. RBC operated an informal agreement with a number of faith premises to balance their operations with responsible parking behaviours to minimise impacts on the communities.

- j) How many requests for parking permits did you refuse during the year?

WCC refused 107, no data is held for RBC

- k) What was the amount of Civil Enforcement Officer human resources deployed in the Borough of Rugby during the year? (This could be expressed as full time equivalent employees dedicated to Rugby, or average personhours per week, or any other measure you may use, so long as it gives a true picture.)

WCC/NSL deployed 5,299.68 hours of enforcement activity. Corresponding data is not available from RBC

- l) What activities or initiatives have been undertaken to address community concerns regarding parking around schools?

Warwickshire County Council provide road safety/parking presentations to schools at their request. 12 schools in the year in question have been recipients of this. They have also been provided with literature and banners to further raise awareness.

- m) During the year, how many calls relating to parking offences were received by the NSL enforcement helpline 03339 993332 regarding issues in the Borough of Rugby?

34 calls have been received to the helpline

- n) How is enforcement carried out in rural areas and villages?  
We use a mobile patrol to cover outlying areas. This is supported by a dedicated enforcement line where people can report specific instances of illegal parking. This also assists with ensuring an intelligence driven enforcement regime.
- o) Overall, how does Rugby compare with other towns, and does it have an equivalent number of enforcement officers?  
In terms of comparison we use deployed hours as opposed to numbers of officers. Obviously the larger the area the more likely the number of hours would be higher in terms of committed resource.
- p) What criteria or guidelines are used by enforcement officers for issuing penalty notices?  
Operational guidance is given to local authorities on parking enforcement. All local authorities are bound to take notice of this and this is what we use in essence.

- q) Do you have any data on where the most penalty notices in Rugby are issued?  
The top streets from 1 April to 7 September 2016 are shown in the table below:

<b>Road</b>	<b>Number of penalty tickets</b>
Regent Street	115
Albert Street	108
Regent Place	87
Bath Street	78
Elsee Road	74
Little Church Street	57
Technology Drive	53
Barby Road	48
Grosvenor Road	47
Bank Street	46

- r) *Does any degree of flexibility exist for premises such as places of worship, and could you outline this?*

No special arrangements are in place for any off street premises, including places of worship. All drivers are required to comply with the parking controls in place when parking their vehicle on-street in Warwickshire. However our CEO's are empowered to use their discretion at all times when enforcing parking controls.

- s) *What is the approach taken for enforcement outside schools, including potential issues?*

There are some 260 schools in Warwickshire with similar problems/issues, yet only 30 Civil Enforcement Officers. Driver perception of receiving a fine is therefore low and offending will continue to be commonplace even where the marking is "formalised". Therefore, Warwickshire County Council do not apply Traffic Regulation Orders to address parking problems caused at school pick up and drop off times.

Unfortunately there is no easy solution relating to problems near schools. The County Council has a strategy within the Local Transport Plan that promotes measures seeking to mitigate the growth in congestion near schools through encouraging more sustainable modes of transport, removing the level of demand for parking in the first instance. This is achieved through School Travel Plans and promotion of alternative forms of transport including walking, cycling, public transport and car sharing.

#### **4. OPERATIONAL INFORMATION**

A redacted copy of the contact has been provided by WCC. This copy has the earnings and transfer values personal details removed and any minor commercially sensitive areas. None of the redactions concern the enforcement arrangements.



Name of Meeting: Whittle Overview and Scrutiny Committee  
Date of Meeting: 7 November 2016  
Subject Matter: Civil Parking Review

## **LIGHT-TOUCH REVIEW OF CIVIL PARKING ENFORCEMENT ONE-PAGE STRATEGY**

### **What is the broad topic area?**

The effectiveness of the Warwickshire County Council civil parking enforcement contract.

### **What is the specific topic area?**

Are the aims of the contract being achieved? Arguments put forward in support of the county-wide contract included:

- Consistency
- Savings
- Working together with the borough and district councils

The review will explore certain specific aspects including:

- Enforcement in areas just outside the town centre
- Enforcement in villages
- Treatment of businesses, faith groups and other non-domestic premises where flexibility for employees, customers or worshippers may have been exercised in the past
- Prevention of unauthorised parking at busy times (eg in bus stops, outside schools)
- The degree to which the management of on-street parking is encouraging use of off-street car parks
- Relationship with the borough council
- Information for users

### **What is the ambition of the review?**

See under “outcome” below.

### **How well does the service perform at the moment?**

Using Freedom of Information Act requests if necessary, we will gather data on:

- The number of parking fixed penalty notices issued in the last year
- The number of permits issued
- The number of permits issued to businesses and faith groups

These will be compared with the data for the equivalent last year of the Borough Council’s last operation of the service.

**Who shall we consult about the current service and about how we can improve it?**

Members will be invited to give feedback on experience in their wards.  
Invite WCC officers and Rugby's county councillors.  
The BID Company will be invited to comment on the operation of the contract

**What other help do we need?** None identified

**How long should it take?**

Part of one scrutiny committee meeting or one special meeting (to be agreed).

**What will be the outcome?**

An understanding of the current position with a view to informing Warwickshire County Council in relation to the town centre strategy and making appropriate recommendations to the County Council.

**AGENDA MANAGEMENT SHEET**

<b><i>Name of Meeting</i></b>	Whittle Overview and Scrutiny Committee
<b><i>Date of Meeting</i></b>	7 November 2016
<b><i>Report Title</i></b>	Promoting Independent Living Review - recommendations and action plan
<b><i>Ward Relevance</i></b>	All
<b><i>Contact Officer</i></b>	Liz Dunlop, Operational Housing Manager, Tel:( 01788) 533841
<b><i>Summary</i></b>	<p>The findings and recommendations of the review of promoting independent living were considered by this committee at its meeting on 28 January 2016, prior to submission to Cabinet on 8 February 2016.</p> <p>Cabinet resolved that the review recommendations should be given further consideration and evaluation.</p> <p>This report is to inform the committee of the revised review recommendations and action plan, and to update it on progress of review.</p>
<b><i>Financial Implications</i></b>	There are some direct financial implications arising from some of the review recommendations, as well as officer time and resource commitments associated with others.
<b><i>Risk Management Implications</i></b>	There are no risk management implications arising from this report.
<b><i>Environmental Implications</i></b>	There are no environmental implications arising from this report.
<b><i>Legal Implications</i></b>	There are no legal implications arising from this report.
<b><i>Equality and Diversity</i></b>	An Equality Impact Assessment (EQIA) was completed and no negative impacts were identified.

**Public Report to the Whittle Overview and Scrutiny Committee**

**7 November 2016**

**Promoting Independent Living Review - recommendations and action plan**

**Summary**

The findings and recommendations of the review on promoting independent living were considered by this committee at its meeting on 28 January 2016, prior to submission to Cabinet on 8 February 2016.

Cabinet resolved that the review recommendations should be given further consideration and evaluation.

This report is to inform the committee of the revised review recommendations and action plan, and to update it on progress of the review.

**1. BACKGROUND**

A review on promoting independent living was originally included in the overview and scrutiny work programme for 2014/15. The task group began its work in February 2015 and continued into the 2015/16 municipal year. The review focus was refined at the first meeting specifically around older people, defined by their need for support to live independently in their own home.

The review was completed early this year and a report presenting the findings and recommendations of the task group was considered by the Committee and submitted to Cabinet on 8 February 2016.

The rationale for the topic was that the Council has a corporate priority to support independent and healthy living, but no agreed strategy for the achievement of this priority. It was recognised that the Council has an important role to play in support of the Warwickshire Health and Wellbeing Strategy, which includes independent living and healthy lifestyles in its objectives.

**2. REVIEW RECOMMENDATIONS AND ACTION PLAN**

A copy of the recommendations from the original review report is attached at Appendix 1 for reference by the committee.

Following Cabinet on 8<sup>th</sup> February, and in consultation with the Communities and Homes Portfolio Holder, a set of revised recommendations was produced.

In line with Cabinet's decision these recommendations and action plan are attached at Appendix 2.

The actions have been placed on the Rugby Performance Management System and can be used by members to monitor the progress of the review outcomes.

Members can view copies of the original review report on the committee papers section of the council website at

<https://www.rugby.gov.uk/meetings/meeting/628/cabinet>

### **3. REVIEW PROGRESS**

Progress of the action plan is detailed at Appendix 2.

Name of Meeting: Whittle Overview and Scrutiny Committee  
Date of Meeting: 7 November 2016  
Subject Matter: Promoting Independent Living Review  
recommendations and action plan

## 1. RECOMMENDATIONS

The Task Group proposes the following recommendations to Cabinet:

1.	Promoting independent living of older people should be included as a specific corporate priority within the new Corporate Strategy, with a robust action plan for delivery reflecting the opportunities identified within the task group's report for the council to support this agenda and address gaps.
2.	The warden service should be reviewed and remodelled, with a view to extending the service to private customers.
3.	Initial feasibility work should be commissioned to develop the concept of remodelling some sheltered scheme areas within the borough as 'older people's villages'.
4.	Officers should explore the potential for simple steps to be taken to make communal spaces in the council's housing properties more dementia friendly.
5.	Dementia training should be extended to all frontline staff and councillors as part of the Dementia Friendly Communities scheme.
6.	Officers should work in collaboration with other Warwickshire councils to strengthen and expand the Lifeline and other assistive technologies services the council offers.
7.	Planning Services Working Party should take the lead in ensuring that measures to promote independent living within local planning policy are considered in detail as part of the production of the new Local Plan.
8.	As part of the review of the council's grants criteria, consideration should be given to including promoting independent living for older people as a specific theme, defined in such a way as to help to address the gap in provision for 50-70 year olds.
9.	Officers should be encouraged to optimise the synergies between the work of the sports and recreation and housing teams to promote the health and wellbeing of older residents.
10.	The council should make the case for a research stream in the next Warwickshire Joint Strategic Needs Assessment focusing on the needs of hard to reach groups, including older people, in accessing physical activity, with a view to providing an evidence base to drive increased funding to support these needs.
11.	Coventry and Rugby Clinical Commissioning Group should be asked to consider the emerging evidence from the evaluation of the South Warwickshire Over 75s Wellbeing Project, with a view to replicating its success in addressing the holistic needs of older people in Rugby.



## Promoting Independent Living Review - Revised Action Plan

Recommendations		Completion date	Officer responsible	Comments/updates
1	Promoting independent living of older people should be included as a specific corporate priority within the new Corporate Strategy, with a robust action plan for delivery reflecting the opportunities identified within the task group's report for the council to support this agenda and address gaps.	31.3.17	Raj Chand	Corporate Strategy being reviewed and agreed.
2	The warden service should be reviewed and remodelled, with a view to extending the service to private customers.	March 2017	Liz Dunlop	Reviewed and remodelled. In process of being implemented. Initially to be delivered to sheltered housing tenants, then to be marketed to over 60s in general needs stock, and then private sector.
3	Initial feasibility work should be commissioned to develop the concept of remodelling some sheltered scheme areas within the borough as 'older people's villages'.	March 2017	Liz Dunlop	Meeting set up for 20.10.16. with Tim Willis from Warwickshire County Council.
4	Officers should explore the potential for simple steps to be taken to make communal spaces in the council's housing properties more dementia friendly.	March 2017	Liz Dunlop/ Minakshee Patel	No changes made as yet in communal areas for customers with dementia. Meeting Corporate Equality & Diversity Officer 18.10.16. to progress. Arrangements being made for officers to visit Warwickshire Care Services Dementia accommodation at Drover's House, Rugby.

5	Dementia training should be extended to all frontline staff and councillors as part of the Dementia Friendly Communities scheme.	Ongoing	Liz Dunlop/ Minakshee Patel	Corporate Equality & Diversity Officer identifying officers who have completed dementia training. Programme of training to be put in place for those officers who still need training.
6	Officers should work in collaboration with other Warwickshire councils to strengthen and expand the Lifeline and other assistive technologies services the council offers.	March 2017	Raj Chand/ Liz Dunlop	Warwickshire Heads of Housing discussing. Business case for new software at control centre being finalised. Report to cabinet for supplementary budget in November.
7	Planning Services Working Party should take the lead in ensuring that measures to promote independent living within local planning policy are considered in detail as part of the production of the new Local Plan.			Forward Planning & Economic Development Officer contacted - response awaited.
8	Officers should be encouraged to optimise the synergies between the work of the sports and recreation and housing teams to promote the health and wellbeing of older residents.	31.3.17.	Raj Chand/ John Hier	Quarterly meetings in place to discuss overarching issues.
9	Coventry and Rugby Clinical Commissioning Group should be asked to consider the emerging evidence from the evaluation of the South Warwickshire Over 75s Wellbeing Project, with a view to replicating its success in addressing the holistic needs of older people in Rugby.		Liz Dunlop	Officers chasing a copy of the Evaluation but still to receive the information..

**AGENDA MANAGEMENT SHEET**

<b><i>Name of Meeting</i></b>	Whittle Overview and Scrutiny Committee
<b><i>Date of Meeting</i></b>	7 November 2016
<b><i>Report Title</i></b>	Committee Work Programme
<b><i>Ward Relevance</i></b>	None
<b><i>Contact Officer</i></b>	Linn Ashmore, Democratic Services Officer, Tel: 01788 533522
<b><i>Summary</i></b>	This report updates the committee on items for future meetings. The content of each committee's work programme is agreed jointly by the Chairs and Vice Chairs, but committee members are invited to suggest items for inclusion.
<b><i>Financial Implications</i></b>	There is a budget of £500 available in 2016/17 to spend on the delivery of the overview and scrutiny work programme.
<b><i>Risk Management Implications</i></b>	There are no risk management implications arising from this report.
<b><i>Environmental Implications</i></b>	There are no environmental implications arising from this report.
<b><i>Legal Implications</i></b>	There are no legal implications arising from this report.
<b><i>Equality and Diversity</i></b>	No new or existing policy or procedure has been recommended.

**Public Report to Whittle Overview and Scrutiny Committee**

**7 November 2016**

**Committee Work Programme**

**Summary**

This report updates the committee on items for future meetings. The content of each committee's work programme is agreed jointly by the Chairs and Vice Chairs, but committee members are invited to suggest items for inclusion.

**1. COMMITTEE WORK PROGRAMME**

The following items have yet to be allocated to the two scrutiny committees. The next Chairs and Vice-Chairs planning meeting will be held on 16 November.

**1.1 Items to be allocated to future meetings**

<b>Topic</b>	<b>Description</b>
<b>Coventry and Warwickshire Stroke Service Reconfiguration (Pencilled in for Brooke 16 February)</b>	Public Consultation
<b>Crime and Disorder</b>	Annual review
<b>Finance and Performance Q3 (Pencilled in for Whittle 13 March)</b>	Monitoring of finance and performance
<b>Feedback from the Children and Young People's Champion</b>	Annual item
<b>Feedback from Health and Older People's Champion</b>	
<b>Alcohol and health</b>	Annual review of progress in the implementation of the Warwickshire Alcohol Improvement Programme (WAIP) in Rugby
<b>Fixed term tenancies (Possibly early 2017)</b>	The fixed term tenancies review (June 2014) recommended that the council's tenancy policy should be reviewed again. This will take place once the latest policy position and the implications for the council are known
<b>Homelessness (Brooke 6 April)</b>	Review report

Topic	Description
<b>Public Space Protection Order Task Group (Possibly Whittle 13 March)</b>	Review report
<b>Welfare Reform</b>	Review of impact of reforms

## 1.2 Special Joint Meeting of Brooke and Whittle Overview and Scrutiny – January 2017

Topic	Description
Meeting with the Leader and Executive Director	Discussion of performance and future strategy – date to be agreed

## 2. PROGRESS OF SCRUTINY REVIEWS

### Public Space Protection Orders Task Group

The task group held its first meeting on 27 September and agreed the following programme of work:

- Introduction to Public Space Protection Orders
- Consideration of examples, experiences and innovation from other councils, including Daventry District Council and the London Borough of Barking and Dagenham
- Outcomes of any community engagement responses
- Consideration of the detail involved in the creation of any PSPO's
- Enforcement of PSPO's
- To agree a process for any outcomes or recommendations from the review

An item to consider the review findings had been included in the committee work programme for this meeting, but it was anticipated that three further meetings would be required and the outcomes were likely to be reported back to the committee at its meeting in March 2017.

Name of Meeting: Whittle Overview and Scrutiny Committee

Date of Meeting: 7 November 2016

Subject Matter: Committee Work Programme

#### **LIST OF BACKGROUND PAPERS**

There are no background papers relating to this item.