

Overview & Scrutiny Committee

Monday 9 September 2013

7.00 pm

Ground Floor Meeting Room G02A - 160 Tooley Street, London SE1 2QH

Membership

Councillor Catherine Bowman (Chair)
Councillor Gavin Edwards (Vice-Chair)
Councillor Neil Coyle
Councillor Toby Eckersley
Councillor Dan Garfield
Councillor David Hubber
Councillor Lorraine Lauder MBE
Councillor Rebecca Lury
Councillor Paul Noblet
Councillor The Right Revd Emmanuel Oyewole
Councillor Geoffrey Thornton

Reserves

Councillor Kevin Ahern
Councillor James Barber
Councillor Chris Brown
Councillor Nick Dolezal
Councillor Tim McNally
Councillor David Noakes
Councillor Lisa Rajan
Councillor Lewis Robinson
Councillor Martin Seaton
Councillor Michael Situ
Councillor Cleo Soanes

Education representatives

Reverend Nicholas Elder
Colin Elliott, Parent Governor
Leticia Ojeda, Parent Governor

INFORMATION FOR MEMBERS OF THE PUBLIC

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Contact Peter Roberts on 020 7525 4350 or email: peter.roberts@southwark.gov.uk

Members of the committee are summoned to attend this meeting

Eleanor Kelly

Chief Executive

Date: Friday 30 August 2013



Overview & Scrutiny Committee

Monday 9 September 2013

7.00 pm

Ground Floor Meeting Room G02A - 160 Tooley Street, London SE1 2QH

Order of Business

Item No.	Title	Page No.
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PART A - OPEN BUSINESS

1. APOLOGIES

2. NOTIFICATION OF ANY ITEMS OF BUSINESS WHICH THE CHAIR DEEMS URGENT

In special circumstances, an item of business may be added to an agenda within five clear working days of the meeting.

3. DISCLOSURE OF INTERESTS AND DISPENSATIONS

Members to declare any interests and dispensations in respect of any item of business to be considered at this meeting.

4. MINUTES

1 - 7

To approve as a correct record the Minutes of the open sections of the meetings held on 8 and 22 July, 2013.

5. CABINET MEMBER INTERVIEW - COUNCILLOR FIONA COLLEY, REGENERATION & CORPORATE STRATEGY

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6. RESIDENT INVOLVEMENT AND RESIDENT ASSOCIATION RECOGNITION AND GRANTS - UPDATE

9 - 11

DISCUSSION OF ANY OTHER OPEN ITEMS AS NOTIFIED AT THE START OF THE MEETING.

PART B - CLOSED BUSINESS

DISCUSSION OF ANY CLOSED ITEMS AS NOTIFIED AT THE START OF THE MEETING AND ACCEPTED BY THE CHAIR AS URGENT.

Item No.

Title

Page No.

Date: Friday 30 August 2013



OVERVIEW & SCRUTINY COMMITTEE

MINUTES of the Overview & Scrutiny Committee held on Monday 8 July 2013 at 7.00 pm at 160 Tooley Street, London SE1 2QH

PRESENT:	Councillor Catherine Bowman (Chair) Councillor Gavin Edwards (Vice-Chair) Councillor Neil Coyle Councillor Nick Dolezal (Reserve) Councillor Toby Eckersley Councillor Dan Garfield Councillor David Hubber Councillor Lorraine Lauder MBE Councillor Paul Noblet Councillor The Right Revd Emmanuel Oyewole Councillor Geoffrey Thornton
CO-OPTED MEMBER:	Jeremy Leach, Chair, Walworth Society
OFFICER SUPPORT:	Shelley Burke, Head of Overview & Scrutiny Norman Coombe, Legal Services Peter Roberts, Scrutiny Project Manager

1. APOLOGIES

- 1.1 Apologies for absence were received from Councillor Rebecca Lury. Councillor Nick Dolezal attended the meeting as a reserve member.

2. NOTIFICATION OF ANY ITEMS OF BUSINESS WHICH THE CHAIR DEEMS URGENT

- 2.1 There were no late items.

3. DISCLOSURE OF INTERESTS AND DISPENSATIONS

- 3.1 There were no disclosures of interests or dispensations.

4. MINUTES

RESOLVED:

That the minutes of the meeting of the committee held on 10 June 2013 be agreed as a correct record.

5. WALWORTH ROAD BUSINESS MIX

5.1 The committee considered the draft report and agreed recommendations to be submitted to cabinet as follows:

1. Although recognising that the council's powers are limited, the committee recommends that the Cabinet's general approach to preventing saturation by payday loan, pawn shops and betting shops on our high streets should be assertive and robust and as pro-active as the law allows. Specifically, the committee recommends that:
 - (i) Cabinet and Planning Committee explore the possibility of using Article 4 Direction powers for Walworth Road.
 - (ii) Cabinet asks officers to look at whether recent changes to National Non Domestic Rates (NNDR) allow the council more powers which could be of use in influencing the balance of retail use along a high street.
 - (iii) Council uses the powers it has under Article 4 directions to ensure that properties in Class 2 business use have to go through the planning process in order to convert to payday loan, pawn and betting outlets.
 - (iv) Cabinet engage with Central London Forward and Westminster City Council in order to explore cross-London solutions to economic and planning problems affecting the high street, for example the use of London-only statutory powers.
2. That Cabinet seeks to actively encourage the creation of a credit union on the Walworth Road.
3. That Cabinet consider introducing a greater level of detail into the assessment of the existing retail mix as part of sustainability appraisals for new planning policy documents.
4. That Cabinet instructs officers to review the capacity of Walworth trade, cultural and business associations in order to ensure the maximisation of the local offer.

5. That Cabinet ensures that the council, in its capacity as landlord of a number of retail premises in the Walworth Road area, recognises the long term commercial advantages of a healthy retail environment and develops a lettings policy that positively promotes cultural, social and economic regeneration.
6. That Cabinet takes steps to identify opportunities for introducing new community facilities into the Walworth Road area, for example a health centre and facilities for youth provision.
7. That Cabinet considers commissioning external research into:
 - (i) The impact of payday loan, pawn and betting shops on the well-being of the locale.
 - (ii) The medium and longer term business development in the Walworth Road.

The results to be available to the Walworth Town Team and the Economic Development Team, in order to develop a more comprehensive "view of the whole".

8. That the Cabinet Member for Community Safety monitors reports from local police and Southwark Anti-Social Behaviour Unit (SASBU) to see whether evidence of anti-social behaviour emerges in relation to betting shops, gambling arcades and fast food outlets on the Walworth Road.
9. That a meeting be arranged between the Chair and Vice-Chair of the Overview & Scrutiny Committee, the Chair of the Walworth Society, the Chair of Planning Committee and the Cabinet Member for Regeneration and Corporate Strategy in order to discuss ways in which the development of the Elephant & Castle can best enhance the retail offer on the Walworth Road and improve what needs improving without damaging what is currently good about the area.

The meeting ended at 8.30 pm



OVERVIEW & SCRUTINY COMMITTEE

MINUTES of the Overview & Scrutiny Committee held on Monday 22 July 2013 at 7.00 pm at 160 Tooley Street, London SE1 2QH

PRESENT: Councillor Catherine Bowman (Chair)
Councillor Gavin Edwards (Vice-Chair)
Councillor Dan Garfield
Councillor David Hubber
Councillor Lorraine Lauder MBE
Councillor Rebecca Lury
Councillor Paul Noblet
Councillor The Right Revd Emmanuel Oyewole
Councillor Geoffrey Thornton

OFFICER SUPPORT: Shelley Burke, Head of Overview & Scrutiny
Norman Coombe, Legal Services
David Lewis, Investment Manager, Environment & Housing
Gerri Scott, Strategic Director of Housing and Community Services
Richard Selley, Head of Customer Experience
Peter Roberts, Scrutiny Project Manager

1. APOLOGIES

1.1 Apologies for absence were received from Councillor Toby Eckersley.

2. NOTIFICATION OF ANY ITEMS OF BUSINESS WHICH THE CHAIR DEEMS URGENT

2.1 There were no late items.

3. DISCLOSURE OF INTERESTS AND DISPENSATIONS

3.1 There were no disclosures of interests or dispensations.

4. CUSTOMER SERVICES TRANSITION UPDATE

- 4.1 Richard Selley, Head of Customer Experience, introduced the report.
- 4.2 The chair welcomed the report but was concerned that there were still delays in answering and directing calls. She asked whether there were targets for performance improvement and what would be achieved by the autumn. The Head of Customer Experience stressed that the council was not complacent and was aware that calls would increase when schools went back and when the weather worsened. The principal aim, different from the past aim which concentrated on the quantity and through-put of calls, was to get responses right first time. This reduced the volume of calls. Gerri Scott, Strategic Director of Housing & Community Services, explained that the initial eight weeks of the new service had drawn attention to the importance of the work of middle and back offices. Performance was a whole-council issue with cultural issues needing to be addressed. Bringing the contract back in-house highlighted the issue of customer services and increased the potential for cross-council dialogues around improving processes. In terms of specific targets, the Head of Customer Experience hoped that in six months this would be closer to the right first time figure and that wait times would be closer to three minutes.
- 4.3 Members asked how common problems on estates, such as heating problems, would be addressed by the contact centre. The Head of Customer Experience explained that, where the contact centre had data, it would contact customers on an estate where there was a problem in order to advise them of the problem and to keep them informed of developments. The contact centre had a good relationship with the repairs team and the emergency officer on call over weekends and at night.
- 4.4 Members also asked for any comments on staff morale and on the success of TUPE transfers. The Head of Customer Experience confirmed that the TUPE process was complete and had been successful. Around 75% of staff had transferred. Vacancies had primarily been filled through the new apprenticeship scheme whereby forty new apprentices had been taken on. The new apprentices were very enthusiastic and many of them lived in Southwark and therefore understood the services that the council provided and the importance of treating customers with respect.
- 4.5 In response to further questions, the Head of Customer Experience explained that the customer services division had been re-organised and was now a council-wide resource to look at service delivery processes end to end. He also confirmed that staff in the contact centre should provide their names to customers and that recording of phone calls allowed any complaints to be properly followed up. The vice-chair of the committee commented that during one review undertaken by the Housing, Environment, Transport & Community Safety Scrutiny Sub-Committee it had proved very useful for members to listen to recordings of actual calls and that it could be useful to follow this up. He was prepared to do this and suggested that other members both visited the contact centre and listened to recordings of calls. Some members indicated that they had already planned to visit and would be happy to listen to calls. The chair proposed that all committee members make the

effort to visit the contact centre before the next update.

- 4.6 A member of the committee stated her intention to visit the contact centre on a weekday and also at the weekend, adding that heating on the Aylesbury estate had been a particular problem. The Head of Customer Experience responded that all members were welcome to visit and clarified that the number of employees at the weekend was reduced which meant that if there was a major outage then calls would not be answered as quickly as the average. The member stressed that a wait of twenty or thirty minutes was not acceptable at any time.
- 4.7 Members asked for a comment on the digital by default initiative. The Head of Customer Experience replied that far more people were accessing the council's website but that there had yet to be an equivalent decline in traditional service delivery. The My Southwark portal launched in March 2012 now had 42,000 customers, suggesting an appetite for accessing services in this way and that the target of 100,000 was realistic.
- 4.8 The Strategic Director of Housing & Community Services emphasised that bringing the contract back in-house greatly enhanced the visibility of issues. The Customer Transition Board continued to exist and would maintain a strategic focus and oversee ongoing improvements in customer services. Departments, divisions and teams were actively encouraged to engage with the contact centre and the issue of customer services was brought to CMT teams and COT on a regular basis. Customer services was a corporate responsibility with enormous buy-in from leadership networks and middle managers. The chair asked that when a future update was brought back to the committee that this include details of the back-office situation.

5. INVESTIGATION INTO ASBESTOS INCIDENT

- 5.1 Gerri Scott, Strategic Director of Housing & Community Services, and David Lewis, Head of Maintenance & Compliance, introduced the report and circulated an additional briefing note. In response to questions from members, Richard Selley, Head of Customer Experience, clarified that the contact centre operative had not flagged calls as urgent quickly enough.
- 5.2 In response to further questions, the Head of Maintenance & Compliance explained that the council had an asbestos data base which was regularly updated and that where there was any doubt, the default position was to assume the presence of asbestos.
- 5.3 The committee noted the briefing report.

6. SUB-COMMITTEE WORK PROGRAMMES

- 6.1 The committee noted that the three deputy cabinet members could now be interviewed by scrutiny committees.
- 6.2 Councillor David Hubber, chair, Education, Children's Services & Leisure Scrutiny

Sub-Committee, outlined the sub-committee's proposed work programme for the coming year. This included completing the scrutiny review on bullying, receiving the final draft report from the Safeguarding Board and interviewing the new chair, reviewing the universal free school meals programme after the end of the current school year, conducting the annual cabinet member interviews, scrutinising the operation of the pupil premium in Southwark schools, monitoring the provision of primary and secondary school places in the borough and seeking to obtain more comprehensive information from the secondary schools in the borough and inviting representatives from the Academy providers to meet the sub-committee particularly the Globe Academy in respect of exclusions. The chair of the committee asked that this last issue be given priority in the work programme.

- 6.3 Councillor Gavin Edwards, chair, Housing, Environment, Transport & Community Safety Scrutiny Sub-Committee, reported that the sub-committee's work programme would include a pre-scrutiny of regulation of the private rented sector, a review of community wardens, the new repairs contract and repairs across the borough, the extensions of the Northern Line and cabinet member interviews.
- 6.4 Councillor Rebecca Lury, chair, Health, Adult Social Care, Communities & Citizenship Scrutiny Sub-Committee, reported that representatives of the new health organisations had attended the first meeting of the sub-committee and would be coming back in once they had published their plans and priorities. The Leader and Director of Public Health would also be submitting reports. The sub-committee would be re-visiting the Dulwich Hospital site and looking at Marina House, the KHPG merger and the response to the Francis Report. In addition the sub-committee would be reviewing access the mental health and GP services and the impact on GP services of changes to A&E services.

The meeting ended at 8.15 pm

Themes from Overview & Scrutiny Committee
to the Cabinet Member for Regeneration and Corporate Strategy
Monday 9th September 2013

1. Council Plan
2. Peckham Station regeneration
3. University Technical College
4. Regenerating high streets
5. Ensuring mixed communities
6. Old Kent Road
7. Canada Water regeneration
8. Update on Aylesbury
9. Council homes building programme
10. High Speed Broadband
11. Potter's Field - 1 Tower Bridge development
12. Open spaces strategy
13. Elephant and Castle
 - a. What is the current situation following the Information Commissioner's decision of 16 July 2013 on Lend Lease's Elephant and Castle viability assessment.
 - b. Changes to Northern Roundabout.
 - c. Will the David Bratby murals in the northern pedestrian underpasses at the Elephant and Castle be preserved.
 - d. What is the current situation re the "box park" on the former filling station site on Walworth Rd at the junction of Wansey St.
 - e. Up-date and discussion of the latest on the future of the former Southwark Town Hall on Walworth Rd and the two adjacent listed buildings.
 - f. Up-date and discussion on the relative amounts expended to date by the council and Lend Lease on the E&C regeneration, in light of the Information Commissioner's statement in his 16 July decision that the council has spent £47m.

Item No. 6	Classification: Open	Date: 9 September 2013	Meeting Name: Overview and Scrutiny Committee
Report title:		Tenant and Resident Association Recognition & Grants	
Ward(s) or groups affected:		All	
From:		Stephen Douglass, Head of Community Engagement	

TRA GRANTS

Thank you for providing us with the opportunity to respond to your recommendations and a request for further information. I have set out our comments below.

1. The number of TRAs who made applications in 2009/10
 - 2010/2011 - 72 applications for this funding year total value £128,139.00
 - 2011/2012 - 98 applications for this funding year total value £173,795.00
 - 2012/2013 - 70 applications for this funding year total value £118,088.00
 - 2013/2014 – 20 applications received for this year so far total value £44,749.00

2. During the period 2010/2013 25 grant applications were refused. These were for a variety of reasons including most commonly:
 - Failure to hold the required number of general meetings
 - Failure to provide the required documentation
 - AGM or general meetings inquorate

Officers' contact with all TRAs, in order to assist with the recognition and grant application process

3. All TRAs have a named officer. Part of the duties of an officer under the new grants system is to provide forms to the TRAs as their AGM approaches and then to follow up to get the form returned. (Under the old system, all TRAs were sent forms at a single point in the year). Help in completing the forms is available from resident involvement officer, the community training staff, area management staff and the SGTO. Contact is logged on the community engagement database.

4. Since March 2013 the Tenants Fund Grants Officer has been attending the Resource Centres, Albrighton and Taplow and collected over 25 fully completed applications & helped over 35 TRAs to complete forms. This has resulted in a higher rate of collection for 2013/2014 forms to date, which have

been received in full with all documentary evidence required. This approach will assist with reducing the number of refused applications.

5. Over 98% of forms are dealt with on date of receipt acknowledged and approved or acknowledged and written to for further information.

That the application process for grants and recognition be made less complicated, less bureaucratic and more accessible.

6. By agreement of Tenant Fund Management Committee, Tenant Council and Southwark Council, a review of the Tenants Fund is underway. This will consider its co-ordination, management and administration.
7. As part of the review a constitution working party will meet in September with the aim of producing a model constitution by December 2013.
8. Tenant Fund Management Committee has indicated that the number of general meetings should be reduced from 4 to 2.
9. A Task & Finish group has been established to lead a review of the Tenant Fund and the next steps involve setting out how that review will be carried out, who will be consulted and how any recommendations for change will be considered.

That officers create an online application process to complement the paper based process, so that tenants' and residents' associations (TRAs) have options for making applications. This to be completed within six months.

10. The review will include creating an online application process to complement the paper based process which will enable TRAs to upload the required documentation in support of grant applications.

That it be obligatory for a Resident Involvement Officer to attend every TRA AGM, and that officers use this occasion to assist TRAs in their applications for recognition and funding.

11. These arrangements are now in place; it is part of the work plan for the Tenant and Resident Organisation officers. We use attendance at these meetings as an opportunity to gather information that we need for recognition, and also to see generally how the group is doing and to check whether they need any additional support.

That TRAs create a standing item at every AGM covering the administration needed to complete the recognition and funding application process.

12. The feedback that we have had from residents is that they think that it would generally work better to liaise with the secretary (or whoever the TRA nominates) to complete the form. The AGM is the springboard to funding and the focus is on AGM business (in the form of reports and elections) itself. However the constitution working party may wish to consider making this administrative point part of a model constitution.

That the Resident Involvement Team be asked to consider how to work with ward councillors to support TRAs.

13. We already liaise with ward members on TRA issues. The tenant and resident organisation managers are happy to meet with ward councillors to discuss TRAs in their wards, if this would be useful. We have written to all members to provide them with details of the officers responsible for supporting TRAs and are happy to arrange regular member engagement sessions.

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OVERVIEW & SCRUTINY COMMITTEE**MUNICIPAL YEAR 2013-14****AGENDA DISTRIBUTION LIST (OPEN)****NOTE:** Original held by Scrutiny Team; all amendments/queries to Peter Roberts Tel: 020 7525 4350

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Councillor Gavin Edwards (Vice-Chair)	1	Council Officers	
Councillor Neil Coyle	1	Eleanor Kelly, Chief Executive	1
Councillor Toby Eckersley	1	Stephen Platts, Director of Regeneration	1
Councillor Dan Garfield	1	Shelley Burke, Head of Overview & Scrutiny	1
Councillor David Hubber	1	Norman Coombe, Head of Corporate Team	1
Councillor Lorraine Lauder	1	Ian Millichap, Constitutional Team Manager	1
Councillor Rebecca Lury	1	Chris Page, Head of the Cabinet Office	1
Councillor Paul Noblet	1	William Summers, Political Assistant to the Liberal Democrats Group	1
Councillor Right Revd Emmanuel Oyewole	1	Scrutiny Team SPARES	10
Councillor Geoffrey Thornton	1	Total:	45
Reserves		Dated: August 2013	
Councillor Kevin Ahern	1		
Councillor James Barber	1		
Councillor Chris Brown	1		
Councillor Nick Dolezal	1		
Councillor Tim McNally	1		
Councillor David Noakes	1		
Councillor Lisa Rajan	1		
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Councillor Cleo Soanes	1		
Education Representatives			
Revd Nicholas Elder	1		
Colin Elliott	1		
Leticia Ojeda	1		
Cabinet Members			
Councillor Peter John (Council Leader)	1		
Councillor Ian Wingfield (Deputy Leader)	1		