

POLICY AND PERFORMANCE SCRUTINY PANEL

Thursday, 10 March 2022 (6:45 pm – 9:10 pm)

PRESENT:

Councillor Gomer (Chair); Councillors Broadhurst, Duguid, Groves, Broomfield and Tyson-Payne

Apologies for absence were received from Councillors Cross, Asman, Jurd and Kinloch

RESOLVED ITEMS (SUBJECT TO QUESTIONS ONLY)

239. DECLARATIONS OF INTEREST

There were no declarations of interest in relation to items of business on the agenda.

240. MINUTES

Councillor Broomfield requested that the minutes of the meeting held on 10 February 2022 be amended to include the discussion about the lack of information on the Corporate Action Plan and the discussion regarding monitoring of air quality on Southampton Road.

It was AGREED -

That the Minutes of the meeting of the Panel held on 10 February be amended and were confirmed and signed by the Chair as a correct record.

241. PUBLIC PARTICIPATION

There was no public participation on this occasion.

242. CHAIR'S REPORT

The Chair thanked the Committee for their contribution to the Panel and the Task and Finish Groups over the year. The Chair asked for consideration to be given to the Work Programme for 2022/2023 and welcomed suggestions.

243. UPDATE FROM TASK AND FINISH GROUPS

Equalities Task and Finish Group

The Equalities Strategy and Action Plan which is on the agenda outlines the work of the Group.

Environment Task and Finish Group

Councillor Groves suggested that the Task and Finish Group look at Sustainable Drainage Systems (SuDS) Supplementary Planning Document (SPD). The document is not ready to be looked at yet but suggests it should be looked at towards the end of May.

Housing Task and Finish Group

Councillor Duguid confirmed that the last meeting was suspended. There was no fixed date for another meeting at this stage.

244. PUBLIC TRANSPORT OPERATORS

The Sustainable Transport Planner welcomed the transport operators and explained that they had been asked to put together a brief presentation outlining the impacts of Covid, partnerships and future improvements (services and infrastructure).

Stuart McAuliffe – One Community

- The Pandemic was very challenging as they closed down and carried no passengers. The main concern was preventing social isolation for passengers.
- Dial a Ride has reduced. A lot of people found alternatives with family on how to shop. Group hire has also seen a reduction in hires. Starting to improve, but realistically another year to be at numbers pre-covid.

Bluestar

- Challenges with COVID. In March 2020, patronage dipped to 20%. Currently back to 80% of 2019.
- Closely working with Hampshire County Council, Eastleigh Borough Council and Southampton City Council.
- All buses now accept contactless payment. The Tap On Tap Off scheme was introduced and is successful.
- Mobile app in partnership with Passenger – passengers can track buses in real time.

Phil Dominey – South West Rail

- Passenger numbers were at 22% when schools started to re-open during the pandemic. People working from home has had impact on passenger numbers.
- FirstGroup MTR agreed a National Rail Contract with DfT for two years, from 30 May 2021.
- The Island Line re-opened on 1 November following a £26 million upgrade.

The Sustainable Transport Planned read out a statement from FirstBus and Xelabus as they were unable to attend the meeting. The statements have been appended to the minutes.

245. EQUALITIES STRATEGY AND ACTION PLAN

The Strategy Development Senior Specialist introduced the item. A public consultation was conducted last year. The Equality Task and Finish Group will continue to meet to ensure that the action plan is being reviewed regularly.

RESOLVED –

That Policy and Performance Scrutiny Panel support the recommendation from the Equalities Task and Finish Group to endorse the strategy and recommend approval to Cabinet.

246. COMPLAINTS POLICY

The Corporate Director and the Executive Head of Governance introduced the report and highlighted the change in tone as the Policy focuses on what it covers rather than what it does not cover.

The following comments were made by the Committee:

- There was no reference to compliments and comments in the policy – need to add this in.
- There was a discussion around the things the policy doesn't cover section. It was felt it needs more explanation as to why it doesn't cover them and clearer links.
- Some things that we have said are not complaints and therefore can not be raised as a complaint under this policy could actually be complaints – specific ones raised were missed bins.
- The panel agreed with the suggested changes to anonymous reporting as they felt there might be legitimate need for this.
- Retention of documents.

RESOLVED –

That the Policy and Performance Scrutiny Panel:

- (1) reviewed and commented upon the revised and updated Compliment, Comment and Complaints Policy and Procedure ahead of Cabinet approval; and**
- (2) reviewed and commented on the Unreasonably Persistent Complainants & Unreasonable Complainant Behaviour Policy ahead of Cabinet approval.**

247. CABINET FORWARD PLAN

The Panel considered the Forward Plan of Key Decisions and noted that there were a lot of key decisions being made in March. The Panel requested a fortnightly email to check the Forward Plan.

It was AGREED that the report be noted.

248. POLICY AND PERFORMANCE SCRUTINY PANEL'S WORK PROGRAMME

Panel members considered their Work Programme. Councillor Broomfield suggested that Development Control be added to the Work Programme.

It was AGREED that the Work Programme be noted.