

# **Scrutiny**

## **Monday, 10 September 2018**

### **Additional Information**

Agenda Item 5 - Consideration of Cabinet Decisions

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## **NOTICE OF DRAFT DECISIONS OF THE MEETING OF THE CABINET HELD ON WEDNESDAY 5 SEPTEMBER 2018**

### **30. Budget Management 2018/19**

Councillor Russell Holland, the Deputy Leader of the Council and Cabinet Member for Finance, and the Director of Finance, submitted joint report presenting to Cabinet the 2018/19 revenue and capital budget forecast out-turn.

Councillor Holland and Councillor Gary Sumner, the Cabinet Member for Strategic Planning, responded to questions put by Councillor Jim Grant, the Leader of the Labour Group, regarding:

- The delivery of housing and land sales through the Council's housing company as a measure to mitigate potential overspend.
- The profit accruing to the Council as a result of the sale of properties at the Euclid Street site.
- The disparity between projected and actual accruals through housing and land sales through the Council's housing company.

Resolved – (1) That the 2018/19 revenue budget forecast out-turn for each service area, set out in Table 1 and Appendix 1 to the report, be noted.

(2) That the risks to the current forecast be noted and also that the Corporate Management Team will continue to take action to manage spending within the approved budget.

(3) That the virements set out in Appendix 2 to the report be approved.

(4) That the forecast capital expenditure, set out in Tables 2 & 3 and Appendix 3 to the report, be noted.

(5) That the changes to the capital programme, set out in section 3.11 of the report, be approved.

(6) That the contents of Appendix 4 to the report, regarding the 2017-18 Community Infrastructure Levy (CIL), be noted and that this be approved to be published on the Council's website.

(7) That the annual retention of 5% of the total annual CIL receipts to cover administration costs, as detailed in paragraph 3.15-3.16 of the report, be approved.

(8) That the intention for CIL receipts to support capital programme proposals to be taken to Cabinet in February 2019 as part of the annual capital budget setting process be noted.

The reasons for the decision and alternative options are as set out in the report to the meeting.

### **31. Customer Access Strategy**

Councillor Keith Williams, the Cabinet Member for Corporate and Customer Services, and the Director of Performance, Organisational Improvement and Communications, submitted joint report outlining the results of a recent consultation on the Council's draft Customer Access Strategy and offers recommendations as to how the Council should modernise customer access in the future. It was noted that the report was necessary in order that the Council can modernise its approach to customer services and keep in step with customer expectations as to how they wish to contact the Council.

Councillor Williams, with Councillor Oliver Donachie, Cabinet Member for Economy Prosperity, responded to questions put by Councillors Mary Martin, Jim Grant, the Leader of the Labour Group, and Bob Wright regarding:

- Digital inclusion and the support available for customers who might be less confident in using available technologies to access services and the timeframe for getting this support in place.
- Projected savings through digitisation and the reasons for the Council not pursuing digital solutions previously.
- Problems encountered by members in respect of the Hotline service and issues with the Council's incoming call handling systems generally.

Resolved – (1) That the results of the Customer Access Strategy consultation and the accompanying analysis be noted.

(2) That the Customer Access Strategy 2018-2021, attached to the report at Appendix 1, be endorsed.

(3) That Cabinet's recognition of the contribution of the March 2018 cohort of Aspiring Leaders to the development of the Customer Access Strategy be recorded in the minutes.

The reasons for the decision and alternative options are as set out in the report to the meeting.

## **32. Vision, Priorities and Pledges**

Councillor David Renard, the Leader of the Council, and the Chief Executive submitted a joint report setting out an updated set of Pledges that the Council intends to deliver for the people of Swindon in order to achieve the Vision for the Borough of Swindon and the associated four priorities, as agreed by full Council on 15th September 2015. This report was necessary to provide to Cabinet the detail of how the Council's Vision and Priorities will be delivered in its current context.

It was noted that, since the adoption of the Council's Vision, Priorities and Pledges in 2015, some of the Pledges have been delivered and new issues and opportunities have emerged and that it had been necessary to update the Pledges to reflect these changes.

Councillor Renard, with Councillors Russell Holland, the Deputy Leader of the Council and Cabinet Member for Finance, Mary Martin, Cabinet Member for Children and School Attainment, and Brian Ford, Cabinet Member for Adults, responded to questions put by Councillor Jim Grant, the Leader of the Labour Group, regarding the content of several of the new pledges detailed in Appendix 1 to the report, specifically where these made reference to statutory functions.

Resolved – (1) That the 26 Pledges, set out in Appendix One to the report, be adopted.

(2) That the Leader of the Council and the Chief Executive be authorised to work with Portfolio Holders and Corporate Directors to set out a suite of specific deliverables for each of the years 2018/19, 2019/20 and 2020/2021 which will clearly show how each Pledge will be achieved

The reasons for the decision and alternative options are as set out in the report to the meeting.

### **33. Annual Review of Local Ombudsman Complaints**

Councillor David Renard, the Leader of the Council, and the Director of Law and Democratic Services, submitted joint report on the receipt of the Local Government and Social Care Ombudsman's (LGO) Annual Review for 2017/2018, which gives the total number of complaints and enquiries received by the LGO with regard to Swindon Borough Council. The report highlighted the annual summary of statistics on the complaints made to the LGO regarding the Authority for the year ended 31st March 2018.

It was noted that securing good decisions and the effective delivery of services without generating complaints ensures the Council's compliance with the requirements of its decision making principles, as set out in Article 13 of the Constitution and that high quality corporate functions, including how complaints are handled, are an essential component of successful delivery of the Council's Vision, Priorities, and Pledges.

Resolved – (1) That the LGO's Annual Review 2017/18, including the summary of National Statistics, and the trends across service areas in Swindon 2010-2018, attached at Appendix 1 to the report, be noted.

(2) That it be noted that, of the 58 complaints submitted to the LGO in relation to Swindon in 2017/18, only 3 were upheld, which is a reduction on the previous year.

(3) That Cabinet records its thanks to all officers for their efforts in dealing with complaints so effectively.

(4) That the Chief Executive, Corporate Directors, Directors and Heads of Service be authorised to take appropriate actions to continue to ensure that, where possible, complaints are resolved internally before such matters are referred to the LGO and that requests for information from the LGO are dealt with promptly.

The reasons for the decision and alternative options are as set out in the report to the meeting.

### **34. Rodbourne Traffic Issues**

Councillor Fionuala Foley, the Cabinet Member for Highways and the Environment, and the Head of Highways and Transport, submitted a joint report on the Council's response to each of several actions proposed at the Full Council on 19th April 2018, following members' consideration of a petition requesting the Council "take action to resolve the traffic issues in the Rodbourne (Even Swindon) area and, in particular, the problems caused by queuing vehicles trying to enter the car parks of McArthur Glen Outlet Village".

Councillor Foley advised the meeting that the following wording had been omitted from the published report:

To be added to the end of para 3.3.2:

"A meeting to be arranged with Ward Councillors and highway officers, to agree the

wider public consultation strategy”.

Councillor Foley commented on the success of the McArthur Glen Outlet Village and the important contribution it makes to the Swindon economy. She recognised that the surrounding highway networks are an essential component for the continuing success of the venture but that this needed to be balanced against the requirements of the community of Rodbourne and, as part of the overall highway network, the requirements of the people of Swindon. Councillor Foley outlined the measures that had been taken, and were proposed to be taken, by the Council in conjunction with the Outlet Village Management to facilitate improved access and car parking at the Outlet Village and to try and resolve the associated problems currently being encountered by the local community.

Following her introduction of the report, Councillor Foley responded to additional questions put by Councillors Jim Robbins and Bob Wright regarding:

- The reasons for the delay in submitting this report to Cabinet
- Engagement with ward members and the local community regarding the proposed pilot scheme to test the feasibility of making Rodbourne Road northbound only on days when there are special events at the Outlet Village or Steam.
- The limitations of the revised highway lining arrangements on Kemble Drive, particularly the effect on “through traffic” of stationary and parked vehicles on that road.
- Enhanced traffic enforcement in the area at peak times and on weekends and bank holidays
- Promoting better use of the Bristol Street Car Park on known busy days at the Outlet.
- The enhancement of signage to improve traffic flows in the area, particularly to direct vehicles to lesser-used car parks, including those accessed from Paddington Drive and Penzance Drive.
- Measures to meet increased parking demands at the Outlet over the Christmas period.
- Traffic flows in the area and the possible introduction of a “yellow box” traffic management system at the top of Dean Street and the junction with Church Place.
- Traffic Management and the feasibility of establishing a Park and Ride Service connecting to the Outlet Village.

Resolved – (1) That it be noted that the Head of Highways and Transport, in consultation with the Cabinet Member for Highways and the Environment, and in accordance with the post’s delegated authority, will undertake the required tasks in response to each of several actions proposed at the Full Council on 19th April 2018, following members’ consideration of a petition requesting the Council “take action to resolve the traffic issues in the Rodbourne (Even Swindon) area and, in particular, the problems caused by queuing vehicles trying to enter the car parks of McArthur Glen Outlet Village.

(2) That, further to (1) above, Councillor Oliver Donachie, the Cabinet Member for Economic Prosperity, be included as a consultee in relation to the particular matters referred to in paragraphs 3.4 (Church Place Bus gate) and 3.5.2 (enhanced signage) of the report.

(3) That, in relation to the development of proposals to address traffic issues in the area of the Outlet Village, and also in relation to any consultation on such proposals, the officers give due consideration to the following suggestions made by members during the course of the debate of this item:

- a) The enhancement of car parking enforcement provision in the area at peak times and on weekends and bank holidays.
- b) Promoting better use of the Bristol Street Car Park on expected busy days at the Outlet.
- c) The enhancement of signage to improve traffic flows in the area, particularly to promote more effective use of car parking by directing vehicles to under-utilised car parks, including those accessed from Paddington Drive and Penzance Drive.
- d) The need to meet with Ward Members and interested parties, to include the Outlet Management as appropriate, to consider measures to address increased parking demands at the Outlet over the Christmas period.
- e) Traffic flows in the area and the possible introduction of a “yellow box” traffic management system on Rodbourne Road, at the junction of Dean Street and Church Place.
- f) The feasibility of establishing a Park and Ride Service connecting to the Outlet Village.

The reasons for the decision and alternative options are as set out in the report to the meeting.

*Date of Publication of Draft Decisions: 7<sup>th</sup> September 2018*

*Issued to Members of the Scrutiny Committee: 7<sup>th</sup> September 2018*

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