

# **Minutes of a meeting of the Scrutiny Committee held on 9 April 2019 at Pippbrook, Dorking from 7.00pm to 8.43pm**

Present: Councillors David Draper (Chairman), Joe Crome (Vice-Chairman), Lynne Brooks, Stephen Cooksey, Mary Cooper, Elizabeth Daly, Mary Huggins, Duncan Irvine and Garry Stansfield.

Also present: Councillors Margaret Cooksey and Rosemary Dickson

## **85. Minutes**

The minutes of the Scrutiny Committee meeting held on 12 March 2019 were agreed as a correct record and signed by the Chairman.

## **86. Apologies for Absence**

Apologies for absence were received from Councillors Malcom Ladell and Alan Reilly.

## **87. Disclosure of Interests**

Councillor Crome declared a non-pecuniary interest in agenda item 6 as the charity for which he works have charity riders participating in the event.

Councillor Margaret Cooksey declared a non-pecuniary interest in agenda item 6 as she is working with the event organisers to provide places in the mass participation ride for riders from Sinalunga, Italy.

## **88. Presentation from Idverde**

Richard Burton and Martin Packman attended the meeting to give Members an update on the work of the Mole Valley's ground's maintenance contractor, Idverde. Following the presentation, Members were invited to ask questions and provide comments.

Members queried the responsibility of the cutting of grass verges and grass on roundabouts. Mr Packman advised that this was within the remit of Surrey County Council.

Mr Packman outlined Idverde's responsibilities regarding Dorking Cemetery which included two separate teams carrying out grass cutting and grave digging.

Staffing was discussed and the Committee noted that some staff had been recruited to assist in the maintenance of Dorking Cemetery. It was pointed out that Idverde had maintenance staff at Dorking Cemetery and Mr Packman advised Members that at least one Idverde employee would be based there for 2-3 days per week as per the conditions of the contract. Idverde felt it was necessary in terms of maintenance to have one member of staff based there for 5 days a week, and two members of staff for 3 days a week during the summer month. There was at no additional charge to MVDC for the additional staff.

There was concern surrounding an increase in littering around the district and noted that the dry weather last summer was a contributing factor of this. Members were advised that certain sites were visited three times a week (Monday-Friday) throughout the winter period, increasing to 5 visits per week, including an additional member of staff to cover weekends in the summer months. Furthermore, all grass cutting teams had been trained to pick up litter first before cutting.

Members asked for key performance indicators against objectives within the contract. Mr Packman advised that Idverde would look into and circulate any KPIs with the Committee.

The Chairman thanked Idverde for their presentation and Members for their questions.

## **89. Presentation from Clarion Housing Group**

Jackie Andrews, Bev Covington, Ian Hagger and Matt Parsonage attended the meeting to give Members an update on the work of Clarion Housing Group. Following the presentation, Members were invited to ask questions and provide comments.

Members commended the work of Clarion Housing on their initiatives including their community work, the scheme on Middlemead, Bookham and their work on Goodwyns, Dorking.

The Committee discussed property maintenance and raised concern surrounding issues at Lyons Court, Dorking. Ms Andrews agreed to follow up on the Members concerns and keep them updated.

Members were concerned that Clarion's recent move from Dorking to Leatherhead would cause difficulties for Dorking residents accessing Clarion's services. The Committee was advised that Clarion's services remained the same and that the emphasis was to visit residents rather than the other way around.

Clarion were asked if and when it would resume its bi-monthly meetings with Members. The Committee were advised that going forward, the meetings would take place quarterly due to low attendance levels.

It was asked if Clarion Housing Group owned Regents House. Mr Parsonage confirmed that they owned the freehold.

Anti-Social Behaviour on the Grove Estate, Bookham were highlighted and Members asked Clarion for an update on what action would be taken and. Clarion advised Members that they would investigate the issues further.

Clarion's complaints data was discussed in length and Members felt that it highlighted areas for improvement. Clarion referred Members to its high customer satisfaction levels and high emergency repair rate. Furthermore, Clarion advised Members of a low level of complaints in Mole Valley. Members asked for detailed figures and categories in terms of complaints on a Mole Valley level rather than a regional level, of which Clarion agreed.

Performance data was then discussed and it was asked if Clarion's data was audited. Members were informed by Clarion that their performance data was audited internally whilst satisfaction surveys were handled by an external organisation. Clarion told Members that they were happy to share information and data with Members at their next Members meeting in July.

Clarion Voice was discussed and Clarion explained to Members that this was a way for residents to get in touch using social media and email. This service was in addition to traditional telephone support and home visits.

The Chairman thanked Clarion Housing for their presentation and Members for their question.

**90. Presentation from RideLondon**

Kevin Nash attended the meeting to give Members an update on the work of RideLondon. Following the presentation, Members were invited to ask questions and provide comments.

Members queried the rolling road closures and asked RideLondon if it was possible to re-open the roads quicker. Mr Nash informed the Committee that some roads were re-opened quicker than others, taking into consideration the level of infrastructure and wider road network. Members noted that re-opening times were improving each year.

It was asked if RideLondon paid MVDC compensation to MVDC for any disruption caused within the district. RideLondon told Members that although it did not provide compensation, it did have a charitable trust in which it supported recreational and sporting initiatives as a way of thanking the local community. Several projects have been delivered as a result of this.

It was then asked if RideLondon would consider re-locating the event following the expiration of their contract. The Committee noted RideLondon were the delivery partner of the event and that Surrey County Council would ultimately decide on the location of the event.

The Committee discussed the employment of stewards and Mr Nash explained how RideLondon recruited approximately 3000 stewards for the event and therefore had to recruit from outside of the local area. Mr Nash added that in order to enhance local knowledge, RideLondon were looking to invite Members of the local community to carry out those roles, rather than recruiting from elsewhere. Furthermore, the funds which would have been spent on recruitment would instead go towards the local community.

Due to the race only coming through Dorking High Street once, as opposed to twice in previous years, there was some concern raised at the possibility of local businesses being adversely affected. Mr Nash advised Members that RideLondon would be engaging with the Dorking Business Forum and the Dorking BID.

The Chairman thanked RideLondon for their presentation and Members for their questions.

**91. Presentation from Epsom & St. Helier University Hospital NHS Trust**

Deferred to a future meeting.

**92. Urgent Items**

None

Chairman: ..... Date: .....