

**Minutes of the Overview and Scrutiny Committee
10 September 2019**

Present:

Councillor V.J. Leighton (Chairman)
Councillor J. McIlroy (Vice-Chairman)

Councillors:

C.L. Barratt	N.J. Gething	R.W. Sider BEM
J.H.J. Doerfel	H. Harvey	R.A. Smith-Ainsley
J.T.F. Doran	L. Nichols	
R.D. Dunn	J.R. Sexton	

Apologies: Councillor N.L. Cornes

229/19 Minutes

The minutes of the meeting held on 9 July 2019 were approved as a correct record subject to the inclusion of ethical investment as one of the topics listed in minute no. 186/19 for possible inclusion in the work programme.

The minutes of the extraordinary meeting held on 3 September were approved subject to the inclusion of Shepperton Town and Ashford Common in paragraph 4 of minute 225/19 and deletion of the duplicate listing for Sunbury Common.

It was requested that the minutes of the extraordinary meeting on 3 September were amended to state that some councillors expressed wholesale opposition to any expansion of Heathrow airport, however it was agreed by the majority of the Committee that the minutes accurately reflected the overall general views expressed by members.

230/19 Disclosures of Interest

There were none.

231/19 Call-in of Cabinet decisions

No Cabinet decisions had been called in.

232/19 Cabinet Forward Plan

Members were advised that the Committee can call in any decision of Cabinet provided it was not a matter for Council or an urgent item that had already been agreed by the Chairman of Overview and Scrutiny.

233/19 Review of Community Safety

The Group Head for Neighbourhood Services presented her review of community safety report for the year April 2018 to March 2019 which looked at key issues and performance for that period.

Councillor Barratt acknowledged the work of the officers and partners of the Spelthorne Safer Stronger Partnership who are working with limited resources to make the borough a safer place and reduce the instances of anti-social behaviour.

Sergeant Grinter, on behalf of Surrey Police, reported that it had been a busy year. The number of unauthorised encampments had made a huge demand on police resources. He also explained some of the factors that should be taken into account when considering the crime rate for Spelthorne, including changes made in the recording of crime and the location of a custody centre in Staines which was fed from Elmbridge and Runnymede area. A significant number of drugs related and violent crime was committed in the custody centre. Sergeant Grinter stressed that the police were always open to any suggestions that may reduce crime. Although the number of violent crimes had increased, the police had been striving to encourage domestic abuse victims to report crimes resulting in a positive outcome.

Mr Munro and Sergeant Grinter responded to a number of questions including the theft of high value cars, the crime statistics, work being done at schools to prevent drug abuse and how councillors can assist residents with anti-social behaviour.

In response to a question about what can be done to combat the use of nitrous oxide canisters, Mr Munro advised that the police were doing their best to disrupt the use of these and he continued to campaign for it to become an offence to use them.

Surrey Police and Crime Commissioner David Munro gave a presentation (attached to these minutes) detailing the role of the PCC, the Police and Crime Plan priorities, the number and structure of police officers in Spelthorne and details of the increase of 104 police officers across Surrey as a result of the precept raised .

Mr Munro believed that real crime was fairly static now, as opposed to recorded crime. An area of focus had been burglaries and he felt that they were now on top of that.

The increase of 20,000 police officers announced by the government would start from next year; once scaled down Surrey's share was likely to be an extra 100 per year for 3 years. There had been no indication of how the increase would be funded.

Members raised concerns about the 101 service and in particular how to improve community engagement. Mr Munro was confident that the 101 service had improved considerably and offered a good service when the call was answered. He advised that the best way to report non-urgent crime was

online but there were other options including Crimestoppers which guaranteed anonymity. Both Mr Munro and Sergeant Grinter expressed willingness to meet councillors to discuss this issue and welcomed suggestions on how to reach out to those who felt disengaged.

Sergeant Grinter also stressed the importance of notifying housing associations as well as the police of anti-social behaviour if it was occurring on their estates as evidence was required to support potential evictions.

Resolved to note the report on the review of community safety.

The Chairman thanked David Munro and Sergeant Grinter for attending the meeting.

234/19 SW Rail update

David Wilby, Regional Development Manager, South Western Railway gave a presentation (attached to these minutes) on progress made with their franchise delivery plan. However, he acknowledged that performance was not as good as they would like and expanded on how they were addressing this.

Members asked questions on a number of issues including the unreliability and lack of trains on some local routes and the shortage of drivers.

In response to a question asking if SWR would support the inclusion of the borough in zone 6, Mr Wilby advised that it would not make good business sense to do so as they made very little money from the Oyster zone, however they would be willing to offer assistance, particularly for the next franchise.

Resolved to note the update and thanked Mr Wilby for attending.

235/19 Corporate Project Management

It was moved and seconded and

Resolved to exclude the Press and Public in order for the Committee to receive a presentation on progress being made with the Council's housing development projects, in view of the likely disclosure of exempt information within the meaning of Part 1 of Schedule 12A to the Local Government Act 1972, as amended by the Local Government (Access to Information) Act 1985 and by the Local Government (Access to information) (Variation) Order 2006; Paragraph 3 - Information relating to the financial or business affairs of any particular person (including the authority holding that information).

The Deputy Chief Executive presented an update on progress with corporate projects.

In response to queries from members he agreed that officers would consider and address any inaccuracies and anomalies in the documentation.

The Property and Development Manager presented an update on the Council's housing development projects and answered questions raised by the Committee members.

Resolved to note the project update report and the confidential presentation on the Council's housing developments.

236/19 Work Programme

The Committee considered the draft Work Programme for 2019 to 2021. Concern was raised that Knowle Green Estates (KGE) was linked with the Housing Strategy on the work programme and that KGE was overdue for scrutiny. The Deputy Chief Executive advised that the two issues were grouped together because of the housing link but would be considered separately and were listed on the work programme for November 2019.

After discussion it was agreed that consideration should be given to bringing forward the Fire service operation review to an earlier date in the work programme in view of closure of the new station recently due to crew availability.

Resolved to approve the work programme subject to the change outlined above.

The Committee agreed to set up the following task groups:

- **Flytipping, abandoned vehicles and litter:**
Councillors Gething, Sexton and C Barratt. Councillor Gibson to be invited to be part of the group
- **Free off-peak parking in Staines upon Thames:**
Councillors Smith-Ainsley and Doerfel. Councillor Saliagopoulos to also be invited to join the group.

Officers will contact the groups in due course to discuss suitable start dates.

David Munro

Police & Crime Commissioner





Set the **force budget** and determine the precept.



Secure an **efficient and effective police** for their area.



Bring together **community safety** and **criminal justice partners**.



Make sure local priorities are joined up.

The role of the PCC



Set the **Police and Crime Objectives** for their area through a Police and Crime Plan.



Contribute to the **national and international policing capabilities** set out by the Home Secretary.



Appoint the Chief Constable and **hold them to account** for running the force.

Police and Crime Plan Priorities

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**Tackling Crime and Keeping
People Safe**

Building Confident Communities

Supporting Victims

Preventing Harm

Making Every Pound Count

A Force Fit for the Future

Police Officers in Spelthorne



Increased Officers – Surrey Wide

Neighbourhood Support Officers	22
Problem Solving Advisors	5
Youth Intervention Officers	11
High Intensity Officers (SHIPP)	3
High Harm Investigators	18
SOC/Economic Crime	9
RASSO Investigators	10
Embedded CPS Officer	1
Reverse Loss of Neighbourhood Policing Officers	25
Total	104

Spelthorne Crime Statistics (April - May 2019 compared to previous year)

Crime Category	Crime			Positive Outcomes					
	Last Year	This Year		Volume			Rate		
				Last Year	This Year		Last Year	This Year	
Criminal damage	364	354	↓	28	31	↑	7.7	8.8	↑
Domestic burglary	109	98	↓	1	4	↑	.9	4.1	↑
Drug offences	49	71	↑	42	55	↑	85.7	77.5	↓
Fraud and forgery	2	4	↑	1	1	-	50	25	↓
Non-domestic burglary	38	29	↓	1	1	-	2.6	3.4	↑
Other criminal offences	74	82	↑	29	22	↓	39.2	26.8	↓
Other sexual offences	8	8	-	2	1	↓	25	12.5	↓
Robbery	19	18	↓	0	2	↑	0	11.1	↑
Serious sexual	43	49	↑	4	5	↑	9.3	10.2	↑
Theft (other than vehicle) & handling stolen goods	469	442	↓	32	51	↑	6.8	11.5	↑
Vehicle crime (excluding interference)	250	216	↓	2	9	↑	.8	4.2	↑
Vehicle interference and tampering	38	19	↓	0	2	↑	0	10.5	↑
Violence with injury	249	267	↑	55	52	↓	22.1	19.5	↓
Violence without injury	853	825	↓	132	112	↓	15.5	13.6	↓
TNO	2565	2482	↓	329	348	↑	12.8	14	↑

How can I get in touch?...



<https://www.ourwatch.org.uk/>

InTheKnow.Community

Get updates from your local police and Neighbourhood Watch. Find out what is happening in your area - witness appeals, crime updates, crime prevention advice and news

<https://www.intheknow.community/>

FACEBOOK: <http://www.facebook.com/SurreyPolice/>

TWITTER: <http://twitter.com/#!/surreypolice/>

Email:

[SurreyPCC@surrey.pnn.police.](mailto:SurreyPCC@surrey.pnn.police.uk)

[uk](mailto:SurreyPCC@surrey.pnn.police.uk)

Tel: 01483 630200



<https://www.surrey.police.uk/contact-us/report-online/report-a-crime/>



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SWR Franchise Update

David Wilby



SWR Objectives

Customer: Provide a great customer experience at every stage of the journey.

Colleague: Make SWR a great company to work for.

Commercial: Grow our railway and deliver for all of our stakeholders.

Safety: Ensure we have a safe, secure and sustainable railway.

Performance: Deliver a Consistent reliable and improving service.



Customer



Colleague



Commercial



Safety



Performance

Key points to cover

1. Progress after 24 months
2. Improving Customer Experience
3. Performance
4. Timetables and Capacity
5. New and Refurbished Trains
6. Industrial Relations
7. Working in Partnership
8. Commitment to Community



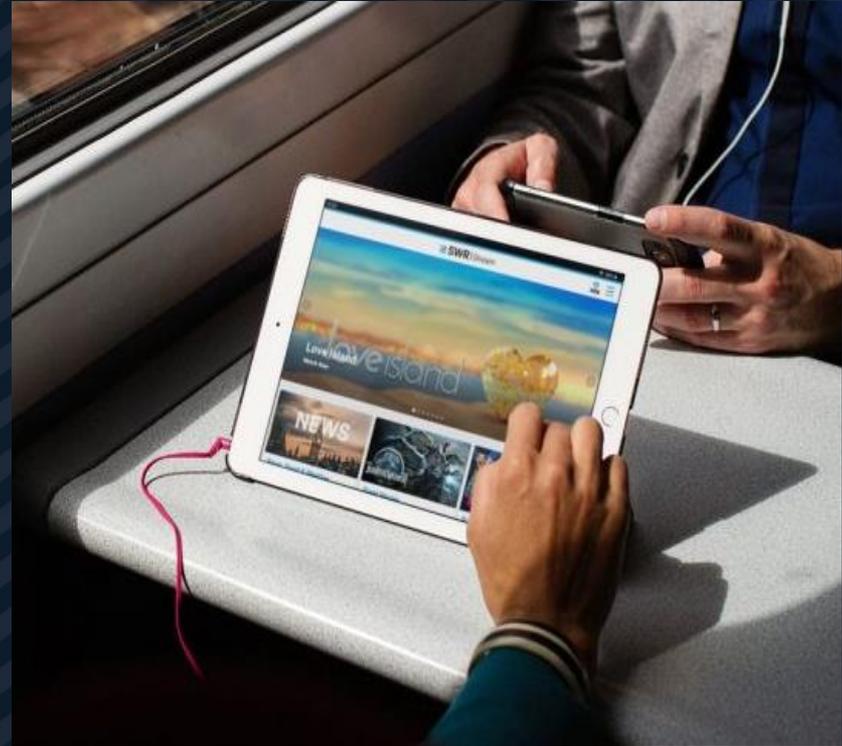
1. Progress after 24 months

- Introduction of 15 minutes Automated delay repay
- Completed the introduction of the 707 Fleet, delivering more seats across the network
- May 2019 Timetable changes deliver some incremental capacity benefits
- £110m of train refurbishments is well progressed as is the reengineering and refurbishment of 90 as new Class 442 Vehicles
- Over 400 Committed Obligations delivered so far
- Delivery of infotainment, SWR App, Wi Fi and Gatelines



2. Improving the Customer Experience

- Roll out of Touch Smartcards/Carnets
- Monthly Season Tickets
- App development – showing other transport
- Enhanced Gatelines – to tackle ticketless fraud and anti-social behaviour
- Improvements to CIS – including real time bus information, ferry times (e.g. Portsmouth Harbour)
- Roll out of our £5.2m CCIF (Customer & Communities Improvement Fund)



3. Performance

- Our train performance is not where we want it to be but is now improving
- Ageing assets and a congested railway with rising passenger numbers, putting huge pressure on our service
- Improving capacity and passenger experience through:
Multiple performance initiatives to prevent incidents and respond rapidly
- Targeted enhancements, e.g. targeted fleet enhancements, station upgrades and new railway infrastructure, for additional services and better journeys
- Network Rail CP6 settlement of more than £2 billion over the next 5 years (20% more money than the last 5 years)



3. Performance

- Typical split in delay minutes is:
 - South Western Railway: ~25%
 - Network Rail: ~70%
 - Other operators: $\leq 5\%$
- Joint SWR and NR Performance Improvement Centre located at Basingstoke
- Independent Holden Review published a year ago has seen 16 out of 28 recommendations closed
- SWR investment includes £5m spend on fleet reliability modifications and additional resources – fleet accounts for around 35% of overall SWR delays. Also introduction of local resource managers and enhancement of Control Centre Capability.
- All delays and cancellations are attributed to an owning manager who has responsibility for development of Performance Improvement Plans to achieve the target reduction
- Rolling programme of “Golden Trains” – Key services that cause delay

PPM Attrition by Source, Year to Date



4. May 2019 Timetable Enhancements



- Over 300 extra services per week
- Extra peak services to Southampton, Portsmouth, Winchester, Windsor, Reading and Waterloo
- More trains to and from London Waterloo in the evenings
- Strengthening of off peak services with the introduction of the Class 442s
- Extra services between London Waterloo and Portsmouth on Sundays
- Additional peak service Bournemouth to Waterloo, Poole to Waterloo on Sundays
- New Farnham to Guildford services

5. New and Refurbished Trains

- Class 442 fleet introduced from May 2019 – ultimately a further **6,048** seats which will also allow lengthening of trains across the network
- Class 444/450 fleet refurbishment (50% completed) – **4,766** more seats
- Ongoing plans for introduction of Class 701 fleet



6. Industrial Relations

- Introduction of new suburban trains allows an opportunity to change the way we operate our services on what are some of the most congested railway lines in the UK
- Commitments given in relation to:
 - Keeping a guard on-board our services for the duration of the franchise.
 - Protection of existing Terms & Conditions
 - A need to employ more, not less, guards – over 70 more than at start of franchise
- Talks have taken place with Acas with a view to reaching an agreement as to how we can move forwards
- In the meantime we are determined to run the best possible service in the event of industrial action and have a growing team of contingency guards which has allowed us to run over 50% of services during previous industrial action

7. Working in Partnership

- Accessible ramps at Chessington South
- Working with 3 Transforming Cities Funds (at Ryde Esplanade, Portsmouth and Southsea, Southampton Central, Bournemouth and Poole)
- Accessibility scheme at Syon Lane – Working with LB Hounslow
- Successful Access for All Bids at 5 stations (Wandsworth Town, Isleworth, Barnes, Stoneleigh and Walton-on-Thames)
- 10 successful Cycle-Rail bids



8. Commitment to Community

- Almost £250,000 provided to eight Community Rail Partnerships per annum
- Focus including promoting destinations, encouraging sustainable and healthy travel
- SWR supporting development of new CRPs, with latest being Surrey Hills to South Downs
- Continue to encourage groups to adopt stations – adding gardening or art to benefit all
- Station adoption trebled to 22 across the network in the last 12 months



Community Ambassadors

- SWR initiative to engage with those who do not currently travel by train
- 35 volunteer Ambassadors (40% over target)
- In year one with 27 try the train trips we have exceeded our trip target by 60%
- Try The Train trips provided to those with various disabilities, youngsters, new mothers and trainee assistance dogs
- “I heard the children describing it as, ‘The best trip ever’”



SWR update

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David Wilby

Regional Development Manager

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