

## Appendix D

### TASK GROUPS

Title	Taxi and Private Hire
Who attended	<p>Councillor Lacey and Mrs Pooley  Head of Environmental Health  Mr M Nicholson, Chairman, Eastbourne Sensory Disability Forum  Mr M Chant, Chairman, Radio Cars  Mr B Thomas, Licensing Enforcement Officer Environmental Health EBC  Mr A Attwater, Independent Hackney Carriage Proprietor  Mr N Kinnish, Director of Planning, Regeneration and Amenities Eastbourne Borough Council  Mr I Millar, Chairman, Eastbourne Hotels Association  Mrs C Purkess, Eastbourne &amp; District Chamber of Commerce  Mr R Cussons, Director of Tourism &amp; Leisure, Eastbourne Borough Council  Mr D Stone-Cox, Chairman Eastbourne and Country Group  Mr C Islip, Managing Director, Sussex Cars  Mr D Lindsay, Commercial Services Manager Environmental Health Eastbourne Borough Council</p> <p>Attendance at Committee  CI Martin Stevens, East Downs Division, Sussex Police,  Mr Chris Islip, Managing Director Sussex Cars,  Mr David Stone-Cox, Chairman, Eastbourne and Country Group,  Mr Mike Gillman, Manager, Kings Nightclub</p>
Primary Goals / objectives	To assess the working relationship between EBC and the taxis and private hire companies.
Methodology	A Task Group was formed to hear individual representations from a range of interested parties. The sessions were held on 21 <sup>st</sup> and 22 <sup>nd</sup> August. The Head of Environmental Health attended the sessions

	<p>to take notes to facilitate and to provide additional information or clarification as required.</p> <p>A letter inviting each person set out the following issues which were to be considered:</p> <ul style="list-style-type: none"><li>• vehicle livery</li><li>• fares, including the rates charged at different times</li><li>• meters, and</li><li>• the general usefulness to the town in terms of availability and level of service provided</li></ul>
Final Recommendations	<p>That Cabinet consider the agreed findings and endorse the production of an Officer action plan to develop the 'way forward' issues identified in the report.</p>
Monitoring	<p>Monitoring report due in July 2006</p>

Title	Elections and Voter Turnout
Who attended	Councillors Leggett and Mrs Murray Peter Finnis, Head of Democratic Services David Robinson, Members Services Manager Tracey Pannett, Electoral Services Manager
Primary Goals / objectives	<ol style="list-style-type: none"> <li>1. To review existing mechanisms and make further proposals on increasing electoral turnout.</li> <li>2. To make clear recommendations on actions to educate and promote participation in Local Democracy.</li> <li>3. To review how to make the most effective use of Councillors' time, in particular to look at the balance between engaging the local community and attending Council meetings.</li> <li>4. To assess and make clear recommendations on the use of Information Technology in Democratic Services.</li> <li>5. To develop a means of assessing the success of local democracy with particular reference to community participation.</li> </ol>
Methodology	<p>The Review Team looked at comparative turnout figures between Eastbourne and a random selection of other Local Authorities. This included:-</p> <ol style="list-style-type: none"> <li>(a) Authorities on the same election cycle as Eastbourne (Adur, Elmbridge, Maidstone and Reading).</li> <li>(b) Authorities with whole Council elections every four years (Lewes, Mid Devon, Oadby &amp; Wigston and Staffordshire).</li> <li>(c) Authorities that have undertaken all postal vote pilots (Blackpool, Brighton &amp; Hove, Chorley, Gateshead, Lincoln City, North Lincolnshire, Stevenage and Trafford).</li> <li>(d) Authorities that have undertaken electronic voting and other pilots (Bolton, Newham, Stratford, Swindon and Windsor &amp; Maidenhead).</li> </ol> <p>Finally, the Review Team looked at Eastbourne's 2003 turnout in a national context. A local survey exploring the issues of voter awareness, motivation and turnout was conducted. This covered all households in the Borough.</p>

Final Recommendations	To recommend the Council to approve the Action Plan appended to this report.
Monitoring	Monitoring report due in July 2006

Title	Wheeled Bin Collections
Who attended	<p>Councillors Skilton and Elkin</p> <ul style="list-style-type: none"> <li>• Members of the Project Management Board</li> <li>• Members of the Project Management Team</li> <li>• Representatives from Residents Groups</li> <li>• Representative from the Voluntary Sector</li> </ul> <p>A written response was requested from a representative of Otto (UK) Ltd. (Wheeled bin supplier and deliverer); and the Editor, Eastbourne Herald.</p>
Primary Goals / objectives	<p>The review was limited to the period February 2003 to the end of November 2003, which is the main period for the planning and implementation of the wheeled bin and recycling collection services.</p> <p>The following topics were also considered;</p> <ul style="list-style-type: none"> <li>• Communication</li> <li>• Service</li> <li>• Response</li> <li>• Green Waste</li> <li>• Reviews</li> <li>• Press</li> <li>• Elected Members</li> <li>• Residents</li> <li>• Contractors</li> <li>• Staff</li> <li>• Performance Indicators</li> <li>• Commercial Waste</li> <li>• Equalities</li> </ul>

Methodology	<p>Interviews were conducted over 2 half days in January/February 2004. It was agreed that no more than ten interviews, using set scripts, would take place. The Review Group agreed that the interviews would take place in private. A Forum to which Community and Voluntary representatives were invited to attend was also arranged.</p> <p>Additionally, a notice was published in the newspaper and on the Council's website advising of the review, giving an opportunity to residents to contribute to the review.</p>
Final Recommendations	<ol style="list-style-type: none"> <li>1. That the work currently being undertaken by the Cleansing Contracts Manager to introduce recycling facilities within blocks of flats should continue to ensure that all residents of the Borough have the opportunity to recycle their waste as soon as possible.</li> <li>2. That the work currently being undertaken by the Cleansing Contracts Manager to address wheeled bins (and recycling boxes) that are left out by residents on the highway be continued with.</li> <li>3. That the delivery of lids for recycling boxes and wheeled bin 'change overs' should be completed.</li> <li>4. That the Council should consider further the introduction of a green waste collection service for residents of the Borough.</li> <li>5. That the Council should consider the development of its curtilage recycling service to collect plastics and cardboard and/or to provide suitable containers within its 'bring sites' to receive such commodities.</li> <li>6. That the Council provides information, in addition to that currently on the Council's website, through its Cleansing Community Forum on street cleansing frequencies.</li> <li>7. That the Council ensures that the momentum for waste reduction and recycling is maintained through education and community involvement.</li> </ol>
Monitoring	Carried out in 2005/06

Title	Abandoned Vehicles
Who attended	Councillors Taylor and Mrs Bannister
Primary Goals / objectives	<p>Include a review of the Council's response to Abandoned Vehicles, particularly since April 2004 since when the Council has participated in a joint initiative with Sussex Police and other Councils of East and West Sussex known as "Operation Crackdown" (Crackdown). It also provided an understanding of the way in which reported abandoned vehicles were responded to by the Council. And, also, to help understand improvements to the service that may, or may not, have come about since the Council joined Crackdown in April.</p>
Methodology	<p>In August 2002 the Assistant Director – Amenities &amp; Contract Management prepared a Briefing Note on Crackdown for the Review Group.</p> <p>Additionally, the Review Group decided that the review would be determined through:</p> <ul style="list-style-type: none"> <li>• survey with tenants and residents groups/associations;</li> <li>• online survey through the Council's website;</li> <li>• interviews with key personnel in the Council's Cleansing Group responsible for dealing with abandoned vehicles;</li> <li>• interviews with key personnel from the Sussex Police Authority responsible for Crackdown;</li> <li>• an understanding of online reporting through the Sussex Police website and Crackdown website</li> <li>• an understanding of online reporting through the Council's website</li> <li>• a review of Crime and Disorder Data Information Exchange (CADDIE);</li> <li>• visit to the Council's Cleansing Group Office to see Crackdown in operation; and</li> <li>• visit to H Ripley &amp; Co, vehicle breakers at Hailsham, East Sussex</li> </ul> <p>The Review Group also received a presentation by Sussex Police on Operation Crackdown which included a video entitled "Operation Crackdown".</p>
Final Recommendations	(a) engage with partners in a publicity campaign to encourage the owners of old and potential

	<p>abandoned vehicles to dispose of them direct to a vehicle breaker;</p> <p>(b) arrange for a vehicle amnesty through which residents may have vehicles collected and disposed of at nil cost;</p> <p>(c) promote an awareness of Operation Crackdown with residents and Community Groups within the Borough through Council's Cleansing and Highways Forum;</p> <p>(d) monitor the position on End of Vehicle Life Directive for potential increase in abandoned vehicles;</p> <p>(e) monitor activity with regard to abandoned vehicles and to report any significant increase in activity to Cabinet with an appropriate recommendation;</p> <p>(f) joint initiatives that could take place further to the Eastbourne Crime Reduction Partnership remit. This request would be taken forward by the Assistant Director of Amenities to the Crime Reduction partnership, vehicle crime group presuming that this group will continue after the ECRDP had reviewed its priorities for the forthcoming year; and</p> <p>(g) the Council should lobby the Government to the effect that the Council should receive a contribution from Government relating to its contribution to the unofficial collection of taxes associated with the identification of vehicles which do not display a valid road fund licence</p>
Monitoring	Carried out in 2005/06

Title	Gypsies and Travellers
Who attended	Councillors Taylor and Mrs Healy
Primary Goals / objectives	<ol style="list-style-type: none"><li>1. Develop a Gypsies and Travellers Strategy – Public Land.</li><li>2. Consult on the strategy with residents groups affected, including the Compton Estate and the Gypsy and Traveller community, Sussex Police, County Council</li></ol>
Methodology	On going
Final Recommendations	
Monitoring	

Title	Disabled Access
Who attended	Councillors Marsh and Mrs Howlett
Primary Goals / objectives	<ol style="list-style-type: none"> <li>1. Understanding of how Council is dealing with the DDA</li> <li>2. Views of tenants groups on access to Council buildings</li> <li>3. Views of residents groups on access to Council buildings</li> </ol> <ol style="list-style-type: none"> <li>1. and to provide an understanding of the way in which Access for the Disabled is responded to by the Council through the Access to Services Delivery Plan and to understand how improvements to access are perceived by the public.</li> </ol>
Methodology	<ul style="list-style-type: none"> <li>• determining progress of the Access to Services Action Plans.</li> <li>• a survey distributed to groups and associations representing the interests of disabled people;</li> <li>• a meeting of representatives from these groups.</li> </ul>
Final Recommendations	The Review Group recommend that the issue of access for all is given a higher profile. To achieve this it is proposed that a Councillor Champion be appointed by each Party, to act as a point of contact in all access issues. The Champions are to stand for a period of one year and report directly to Scrutiny Committee.
Monitoring	To be monitored during the 06/07 Annual Programme Year (December 2006)

Title	Back Alleys
Who attended	Councillors Mrs Bannister and Warner
Primary Goals / objectives	The production of a leaflet giving residents guidance on the maintenance and ownership of Back Alleyways, rather than identifying individual ownership.
Methodology	<ul style="list-style-type: none"> <li>(a) review detailed plans of alleyways in the Devonshire Ward</li> <li>(b) consider a draft information leaflet entitled 'Alleyways'</li> <li>(c) agree consultation to take place on the information leaflet</li> <li>(d) agree a draft consultation letter</li> <li>(e) agree a format for consultation on the Council's website</li> <li>(f) agree the programme for consultation</li> <li>(g) agree critical dates in the programme to enable a report to be presented to Scrutiny Committee on the 5 December 2005.</li> </ul>
Final Recommendations	<ul style="list-style-type: none"> <li>(a) endorse the Information Leaflet entitled 'Alleyways'; and</li> <li>(b) recommend to Cabinet that the Information Leaflet entitled 'Alleyways' is made available to the public in Council Office reception areas; on the Council's website; and that it should be sent to residents in response to correspondence received on such matters.</li> </ul>
Monitoring	To be monitored during the 06/07 Annual Programme Year (December 2006)

Title	Airbourne
Who attended	Councillors Belsey and Slater
Primary Goals / objectives	Review to establish the true value of Airbourne to both the Town and Eastbourne Borough Council including research on how the event is perceived
Methodology	<p>(a) Letters were sent to the list of representatives inviting them to attend, and a list of key questions was included in order that they could prepare the relevant information. Key questions list attached in Appendix 2 to the report.</p> <p>(b) The forum took place on 26 January. Not all invitees attended, so in order to gather as much information as possible from various groups in support of and against Airbourne, a second meeting was set up.</p> <p>(c) The second forum took place on 1 March 2006, but this was poorly attended. See Appendix 3 for list of invitees and attendees of both forums. Appendix 5 of the report contains minuted notes, copies of all presentations and written responses.</p> <p>(d) Members previously agreed to invite responses from the general public, in order to ascertain the views of the 'silent majority'. A short questionnaire was published on the Eastbourne Borough Council website which allowed members of the public to submit their views online. An invitation to take part in this online consultation was emailed to the subscribers of 'Friends of Airbourne' (a database of people interested in the latest news about the airshow).</p> <p>(e) Over 200 emailed responses were received from the general public, which is a high number of responses for an online questionnaire for Eastbourne Borough Council. A synopsis of the public's views can be seen in Appendix 4 to the report.</p>
Final Recommendations	<p>That the scrutiny committee is asked to comment on the report and support the recommendations of the Task Group which are:</p> <p>(a) Airbourne is a positive benefit to Eastbourne and the South East region and should therefore continue</p>

	<ul style="list-style-type: none"><li>(b) Eastbourne Borough Council continue to run the event unless a successful alternative is found</li><li>(c) Attention should be given to feedback from the general public and ways should be found of measuring and minimising negative impact</li><li>(d) That this scrutiny review is carried out on a three yearly cycle in order to review the value of the event</li></ul>
Monitoring	To be monitored during the 07/08 Annual Programme Year

Title	Coaching Industry
Who attended	Councillors Mrs Sims and Taylor
Primary Goals / objectives	Arising from Brighton University research – To analyse long term facilities for coaches and drivers (over the next 20 yrs), promotional ideas and the development of economic opportunities
Methodology	<p>(a) As part of the review, research was undertaken to establish the priorities for coach drivers. As part of this research a comparison study was undertaken to compare the coach park facilities provided at Eastbourne with competing destinations. The research established the following key points:</p> <ul style="list-style-type: none"> <li>• Provision more important than the location</li> <li>• Manned access points, i.e. organised collection point for passengers. (Eastbourne has a Coach Co-ordinator at the Pier head during busy times.)</li> <li>• Coach drivers vote with their feet, i.e. if they are not happy they will tell everyone and lobby their operator not to come to Eastbourne</li> <li>• Eastbourne has the second most expensive coach park</li> <li>• Newquay’s coach park is the most expensive with the least facilities</li> <li>• Price and facilities of each destination depends on the destination’s reliance on coach tourism</li> </ul> <p>The full details of the survey are attached as Appendix 1 to the report. Alongside this the issue was raised with regard to Eastbourne Buses and their proposed opening times. It was felt that Eastbourne Buses should be open for 24 hours; the current plan indicates that the depot will be closed for two hours. (2.00am – 4.00am)</p> <p>(b) Further research was undertaken to establish the changes in the trends of coach tourism, along with the reliance on the industry. Research carried out established the following information:</p> <ul style="list-style-type: none"> <li>• Coach travel is the second highest mode of transport after the car</li> <li>• Less than 40% of the hotels in Eastbourne are large enough to accommodate a coach</li> <li>• Only 24% of visitors stay for seven days</li> <li>• There are 1040 coach operators in the UK – 93% use or have used Eastbourne</li> </ul>

	<p>Attached as Appendix 2 to the report is the table of hotels showing the number and level of reliance on coach tourism.</p> <p>A further issue that needs to be addressed is with regard to the transportation of students to host families and host families' needs for parking, when collecting students.</p> <p>The volume of coaching could increase with the development of the National Park. It is envisaged that with National Park status additional marketing opportunities will arise.</p> <p>Furthermore there may be an increase in coach tourism as a result of the introduction of civil parking.</p> <p>(c) Additional research was completed to confirm the number of hotels that have changed or closed over the past 10 years, key points from this survey are listed below:</p> <ul style="list-style-type: none"> <li>• 8 hotels have changed their names but have continued to rely on coach tourism</li> <li>• 496 bedrooms have been lost through the closure of coaching hotels</li> <li>• 12 hotels rely totally on coaches</li> <li>• None of the 12 hotels are graded, i.e. not starred accommodation</li> <li>• Only 5 of the 12 advertise in the Eastbourne guide</li> </ul> <p>Attached as <i>Appendix 3</i> is the table of hotels, either changed or closed.</p> <p>(d) A list of questions and suggested stakeholder attendees was prepared for the Scrutiny Board. The Board decided on the list and the stakeholders were sent the questions and invited to attend the Scrutiny Task Group at agreed times. The list of attendees is attached as <i>Appendix 4</i>.</p> <p>Two dates were agreed for the interviews to take place, Monday 3<sup>rd</sup> April and Friday 21<sup>st</sup> July. The list of questions asked is attached as Appendix 5 to the report.</p>
Final Recommendations	<p>That the scrutiny committee is asked to comment on the report and support the recommendations of the Task Group which are:</p> <p>(c) That coach tourism continues to maintain its market share</p> <p>(d) That coach tourism has a sustainable future and will continue to generate income to Eastbourne's economy</p> <p>(e) That the marketing strategy for the town will commit to the industry whilst developing new markets for the future</p> <p>(d) Further discussion with coach companies needs to take place to establish their aspirations with</p>

	regard to the facilities that will be available at Eastbourne Buses. This discussion needs to take place with local companies as well as national companies. This recommendation needs to be passed to the Coach & Lorry Park Working Party to ascertain what research has been undertaken already.
Monitoring	To be monitored during the 07/08 Annual Programme Year

Title	Enforcement
Who attended	Councillors Mrs Goodall and Stanley
Primary Goals / objectives	To inform Scrutiny Committee on the outcome of a review into the work of the Community Enforcement Team. The scope of the review is to focus on the actual and perceived effect on the community at large of the enforcement team's activities.
Methodology	<p>(a) At its first meeting on the 17 October 2006 the Scrutiny Board consisting of Councillor Patrick Warner (Chairman) and Councillor Neil Stanley agreed the scope of the review which would review the following:</p> <ol style="list-style-type: none"> <li>1. History of the Community Enforcement Team (the Team)</li> <li>2. The work and priorities of the Team</li> <li>3. Performance in meeting priorities</li> <li>4. Linkages with external agencies, community organisations and the public</li> <li>5. Contribution to JAG (Joint Agency Group)</li> <li>6. Profile and public relations</li> <li>7. EBC Website</li> </ol> <p>(b) The Board agreed that the Lead Officer would:</p> <ol style="list-style-type: none"> <li>1. Present papers to the Review Group on the matters outlined in 3.1 above.</li> <li>2. Seek references from the external agencies, community organisations and the public on the work of the Team to enable an improved understanding of their work.</li> <li>3. Arrange for the Scrutiny Board Members to accompany members of the Team to enable an improved understanding of their work.</li> <li>4. Arrange for the Scrutiny Board Members to interview the Senior Community Enforcement Officer.</li> </ol>
Final Recommendations	That Scrutiny Committee endorses the outcome of the Review Board's findings to the effect that: (a) it is agreed that the Community Enforcement Team does make a very useful contribution to the

	community at large in terms of its activities and its achievements; (b) the Team is successful in deterring anti-social behaviour and is foremost in responding to environmental crime; and (c) every opportunity should be taken by officers and Members alike to promote the activities of the Community Enforcement Team to the benefit of the communities.
Monitoring	To be monitored during the 07/08 Annual Programme Year

Title	Benefits
Who attended	Councillors Marsden and Tester
Primary Goals / objectives	The perspective of our customers on service delivery, the level of take up of the service by those in need, and a review of our progress with the Action Plan response to the Benefits Fraud Inspection, comprising Councillors Tester and Marsden and Lead Officer.
Methodology	On going
Final Recommendations	To be reported in July 2007
Monitoring	To be monitored during the 08/09 Annual Programme Year

Title	Play Facilities
Who attended	Councillors Miss Woodall and Tester
Primary Goals / objectives	Review Eastbourne's Playgrounds to ensure they comply with the National Playing Fields Health and Safety Standards
Methodology	On going
Final Recommendations	To be reported in September 2007
Monitoring	To be monitored during the 08/09 Annual Programme Year