

## West Sussex County Council – Ordinary Meeting

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**22 July 2016**

At the Ordinary Meeting of the County Council held at 10.30 a.m. on Friday, 22 July 2016, at the County Hall, Chichester, the members present being:

Mrs P A C Arculus (Chairman)

Mr W E Acraman	Mr R A Lanzer
Mr D H Barling	Mr G V McAra
Mr L H Barnard	Mr P G Metcalfe
Mr A J Barrett-Miles	Mrs M E Millson
Mrs E A Bennett	Mrs J S Mockridge
Mr P J J Bradbury	Mr J A P Montyn
Mr M J Brown	Mrs S R Mullins
Mr P C Catchpole	Mr R J Oakley
Mr P J Circus	Mr S J Oakley
Mr M R Clark	Mr J J O'Brien
Mr M A Cloake	Mr F R J Oppler
Mr D G Crow	Mr C G Oxlade
Dr N P S Dennis	Mr A Patel
Mrs J E Duncton	Mr A P Petch
Mrs E M Evans	Mr N F Peters
Mr P C Evans	Mrs J E Phillips
Mrs C M Field	Mr B J Quinn
Mr M J Glennon	Mr J G Rae
Ms M L Goldsmith	Mrs A M Rapnik
Mr P A D Griffiths	Mr R Rogers
Mr P D High	Mr D P Sheldon
Mr S R Hillier	Mr B A Smith
Mr J C Hunt	Mrs B A Smith
Ms S James	Mr R J Smytherman
Mrs A F Jones, MBE	Mr B W Turner
Mr G L Jones	Mr S G Waight
Mr M G Jones	Dr J M M Walsh, KStJ, RD
Mrs A J Jupp	Mr B R A D Watson, OBE
Ms D M K Kennard	Mr D R Whittington
Mrs L Kitchen	Mr L S Wickremaratchi
Mr P K Lamb	

### Deaths of John Rankin and Jo Cox MP

**54** The Chairman reported the death of a former member of the County Council, Mr John Rankin, who had represented the South Chichester electoral division from 1989 to 2001.

**55** The Council stood for a minute's silence in memory of Mr Rankin and also of those who had so tragically lost their lives in the previous week's Nice terror attack and other recent incidents.

**56** The Chairman informed members that, on behalf of the County Council, County Council Report  
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she had written to the family of Jo Cox MP, whose death the previous month whilst carrying out her constituency duties had shocked and saddened everyone.

### **Queen's Birthday Honours**

- 57** On behalf of the Council, the Chairman congratulated the 15 residents of West Sussex who had received awards in the Queen's Birthday Honours list, particularly Sean Ruth, the Deputy Chief Executive and Chief Fire Officer, who had received the Queen's Fire Service Medal.

### **Apologies and attendance**

- 58** Apologies were received from Mrs Brunson, Mr Buckland, Mr Burrett, Mrs Hall, Mr Parsons, Mr J L Rogers, Mr Sutcliffe, Mr Tyler and Mr Urquhart. Mr Sheldon gave his apologies for the afternoon session and Mr Peters gave his apologies and left at 3.00 p.m. Mr Rae was absent for the afternoon session. Mr Griffiths arrived at 11.10 a.m. and Mrs Smith at 12.18 p.m. Mr Oppler, Mr Brown and Mrs Jupp left at 2.50 p.m., 3.55 pm. and 4.00 p.m. respectively.

### **Interests**

- 59** Members declared interests as set out at Appendix 1.

### **Minutes**

- 60** It was agreed that the minutes of the Ordinary Meeting of the County Council held on 27 May 2016 (pages 119 to 139) be approved as a correct record.

### **Address by a Cabinet Member**

- 61** The Cabinet Member for Community Wellbeing addressed the Council on the issue of Hate Crime.

- 62** Members asked questions on the address.

### **Notice of Motion by Mr Evans**

- 63** The following motion was moved by Mr Evans and seconded by Group Leaders.

'This County Council recognises the benefits for our residents of the integration of the Fire and Rescue Service with other vital council services and its close working with partners. The service is democratically accountable and we believe that the model we are operating in West Sussex is the right one for our county and the communities we serve.

The Council therefore encourages every member to promote this model for

the service at every opportunity.'

- 64** Mr Evans also moved an amendment which was seconded by Ms James as set out below.

'This County Council recognises the benefits for our residents of the integration of the Fire and Rescue Service with other vital council services and its close working with partners. The service is democratically accountable and we believe that the model we are operating in West Sussex is the right one for our county and the communities we serve.

The Council therefore encourages every member to promote this model for the service at every opportunity.

***It is always possible to improve democratic accountability and transparency and we will use this opportunity to build such improvements in to the model we have.'***

- 65** The motion, as amended, was carried as set out below.

'This County Council recognises the benefits for our residents of the integration of the Fire and Rescue Service with other vital council services and its close working with partners. The service is democratically accountable and we believe that the model we are operating in West Sussex is the right one for our county and the communities we serve.

The Council therefore encourages every member to promote this model for the service at every opportunity.

It is always possible to improve democratic accountability and transparency and we will use this opportunity to build such improvements in to the model we have.'

### **Notice of Motion by Mrs Millson**

- 66** The following motion was moved by Mrs Millson and seconded by Mr Griffiths:

'West Sussex County Council recognises that Family and Friend Carers provide many thousands of hours of support to vulnerable people in West Sussex, and save enormous amounts of money that would otherwise need to be found by the Council for the provision of paid-for care to those vulnerable people.

The Carers' Task and Finish Group was set up to look at the issues that Family and Friend Carers face and how the Council could better support them.

At its final meeting, the TFG, anxious that all WSCC services do what they can to improve the life of carers and those they care for, touched on

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Council responsibilities outside of Adult and Children's Care Services that impact on Family and Friend Carers.

One of these areas is Highways and Transport. Issues that affect Family and Friend Carers in the Highways and Transport portfolio include:

- Lack of dropped kerbs, and the need to match them at both sides of roads, e.g. West Street near the Cathedral in Chichester is a place where they don't.
- The condition of our pavements - pushing a wheel chair over an uneven pavement is difficult, and uncomfortable for the person in the wheel chair.

In addition, people with disabilities are affected by Highways and Transport issues, in addition to those above. Probably the most important of these is the problems that different types of street furniture, including A boards, cause to people with visual disabilities.

This Council therefore calls on the Cabinet Member for Highways and Transport to set up a working group within the next three months, to consider what can be done to improve Highways infrastructure to take account of the needs of Family and Friend Carers and people with disabilities.'

- 67** The motion was referred to the Cabinet Member for Highways and Transport for consideration.

### Notice of Motion by Ms James

- 68** The following motion was moved by Ms James and seconded by Mr Glennon:

'The turnout of the recent referendum on Britain's membership of the EU demonstrated high levels of voter participation. However it also revealed sharp differences between age-groups. Polling evidence indicates that young people, particularly those aged 18 to 24, were considerably less likely to engage in actually voting.

Low levels of youth engagement in the political process reduce the voice of young people and undermine the legitimacy of our democratic system.

This Council therefore asks the Cabinet Member for Education and Skills to prioritise and reinforce efforts to increase youth participation in the political process, both within the Council and with key partners working with young people.'

- 69** The motion was referred to the Cabinet Member for Community Wellbeing (covering for the Cabinet Member for Education and Skills) for consideration.

### Notice of Motion by Mr M G Jones

- 70** The following motion was moved by Mr M G Jones and seconded by Ms James:

'This Council recognises the significant public concern and opposition expressed during the recent consultation about proposed changes to the Services, Opening Hours and Charges at Household Waste and Recycling Sites. As a Waste Disposal Authority this Council has a duty to provide reasonably accessible sites for the free disposal of household waste. Given the recent rise in council tax this financial year this Council believes the current services available to residents across the county are fundamental and should be maintained.

This Council also believes these proposals will have an adverse impact on recycling rates and will result in increased fly-tipping across the county in addition to increasing the carbon footprint, congestion and waiting times at some waste sites.

This Council requests the Cabinet Member for Residents' Services abandons these proposals and works with the Districts and Boroughs to provide a more cost-effective approach to waste to ensure the current services and opening hours at Household Waste and recycling sites are retained.'

- 71** The motion was put to a recorded vote under Standing Order 36(1).

(a) For the motion – 20

Mr Clark, Dr Dennis, Mr Glennon, Ms James, Mr M G Jones, Mr Lamb, Mrs Millson, Mrs Mullins, Mr Oppler, Mr Oxlade, Mr Petch, Mrs Phillips, Mr Quinn, Mrs Rapnik, Mr R Rogers, Mr Sheldon, Mr B A Smith, Mrs B A Smith, Mr Smytherman and Dr Walsh.

(b) Against the motion - 38

Mr Acraman, Mrs Arculus, Mr Barling, Mr Barnard, Mr Barrett-Miles, Mrs Bennett, Mr Bradbury, Mr Brown, Mr Catchpole, Mr Cloake, Mr Crow, Mrs Duncton, Mrs Evans, Mr Evans, Mrs Field, Ms Goldsmith, Mr Griffiths, Mr Hillier, Mr Hunt, Mrs Jones, Mrs Jupp, Ms Kennard, Mr Lanzer, Mr McAra, Mr Metcalfe, Mrs Mockridge, Mr Montyn, Mr R J Oakley, Mr S J Oakley, Mr O'Brien, Mr Patel, Mr Peters, Mr Rae, Mr Turner, Mr Waight, Mr Watson, Mr Whittington and Mr Wickremaratchi.

(c) Abstentions – 3

Mr Circus, Mr High and Mr G L Jones.

- 72** The motion was lost.

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### **Council Annual Report 2015/16**

**73** The Leader moved the Council Annual Report (page 140 to 148). Members noted that the reference to roads in the county on page 140 of the booklet should read 'We maintained and improved 2,486 miles of roads in the county'. On page 142 under 'Giving children the best start in life', members noted that there should be a reference to charities in the paragraph about working with partners.

**74** Resolved -

That, subject to the corrections set out in minute 73 above, the Council Annual Report 2015/16 be endorsed.

### **Written Questions**

**75** Questions and answers pursuant to Standing Order 15(2), as set out at Appendix 2, were circulated. The Council agreed to waive Standing Order 15(2)(b) to remove the right of the questioner to put one relevant supplementary question and for other members to put one question arising from the original reply.

### **Cabinet Member Question Time**

**76** Members asked questions of Cabinet Members on matters relevant to their portfolios, including those in the Cabinet Members' reports (pages 149 to 159), and a supplementary report on pages 159A to B, as set out at Appendix 3.

### **Leader's Question Time**

**77** Members questioned the Leader on matters currently relevant to the County Council, including on a report on page 159C, as set out at Appendix 3.

### **Governance Committee: Changes to the Constitution: Adult Safeguarding Panel and terms of reference of the Rights of Way Committee**

**78** The County Council considered the replacement of the Adult Safeguarding Panel with a Safeguarding Adults Member Reference Group and a minor change to the terms of reference of the Rights of Way Committee (pages 160 to 164).

**79** Resolved -

- (1) That the discontinuance of the Adult Safeguarding Panel and the proposals for future member engagement in the County Council's adult safeguarding responsibilities be approved; and
- (2) That the amendment to the terms of reference of the Rights of Way Committee by the addition of powers under the Commons

Registration (England) Regulations 2014, as set out in paragraph 16 of the report, be approved.

### **Treasury Management Annual Report 2015/16**

**80** The Cabinet Member for Finance moved the Treasury Management Annual Report 2015/16 (pages 165 to 189).

**81** Resolved -

That the Treasury Management Annual Report for 2015/16, as set out in the Appendix to the report, be noted.

### **Other Annual Reports**

#### **Report of the Corporate Parenting Panel**

**82** The Council noted the Annual Report of the Corporate Parenting Panel (pages 190 to 197).

**83** Resolved - That the report be noted.

#### **Annual Champions' Report 2015/16**

**84** The Council noted the Annual Champions' Report (pages 198 to 200).

**85** Resolved - That the report be noted.

#### **Standards Committee Annual Report**

**86** The Council considered the Standards Committee Annual Report including the compliments, comments and complaints overview (pages 201 to 209).

**87** Resolved - That the report be noted.

#### **Report of Urgent Action**

**88** The report of urgent action taken under regulation 11 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 (pages 210 and 211) was noted.

### **Chairman**

The Council rose at 4.20 p.m.

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### Agenda Item No. 1 – Interests

Members declared interests as set out below. All the interests listed below were personal but not pecuniary or prejudicial unless indicated.

Item	Member	Nature of Interest
5(a) Notice of Motion on Fire and Rescue Service	Ms James	Member of Sussex Police and Crime Panel
	Mr Lamb	Substitute member of Sussex Police and Crime Panel
	Mr Parsons	Son-in-law is employee of West Sussex Fire and Rescue Service
	Mr Petch	Employee of East Sussex Fire and Rescue Service and Member of Fire Brigades Union
	Mr Watson	Chairman of Sussex Police and Crime Panel
5(c) Notice of Motion on Youth Engagement in the Political Process	Mr Sheldon	Chief Executive of Horsham Matters
5(d) Notice of Motion on Household Waste and Recycling Sites	Mr Bradbury	Member of Mid Sussex District Council
	Mr Circus	Cabinet Member at Horsham District Council
	Mr M G Jones	Cabinet Member at Crawley Borough Council
	Mr Lamb	Member of Crawley Borough Council
	Mr Sheldon	Chief Executive of Horsham Matters
7(a) Written Question 2 (Rail Services)	Dr Dennis	Annual Rail Season ticket holder from Horsham to London
7(a) Written Question 3 (tackling depression in older people)	Mrs Jupp	Employed by charity 'Independent Age'

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<b>Item</b>	<b>Member</b>	<b>Nature of Interest</b>
7(a) Written Question 3 (tackling depression in older people) (cont)	Mr Sheldon	Chief Executive of Horsham Matters
7(a) Written Question 4 (rough sleeping)	Mr Oxlade	Hostel Manager, Crawley Open House
	Mr Sheldon	Chief Executive of Horsham Matters
7(a) Written Question 7 (premises previously used for youth provision)	Mr Sheldon	Chief Executive of Horsham Matters
7(b) CMQT paragraph 2 (Special Educational Needs and Disabilities – Education Facilities Visits)	Mr G L Jones	Has a grandchild with disabilities
7(b) CMQT paragraph 4 (Big Bang Fair South East)	Mr Bradbury	Chairman of Mid Sussex Science Week and Big Bang Fair and Trustee of Sussex Learning Trust
7(b) CMQT paragraph 9 (Support for Carers)	Mr Catchpole	Spouse employed by West Sussex Carers Support
	Mrs Millson	Carer
7(b) CMQT paragraph 10 (Digital Resources for Carers)	Mr Catchpole	Spouse employed by West Sussex Carers Support
	Mr Griffiths	Registered Carer
	Mrs Millson	Carer
7(b) CMQT paragraph 11 (West Sussex Dementia Friendly Communities Event)	Mrs Jones	Chairperson of Burgess Hill Dementia Friendly Town
10(b) Annual Champions' Report	Mr Bradbury	Chairman of Building Heroes
	Mrs Millson	Carer
All items	Mr Oppler	Member of Arun District Council and registered foster carer

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1. Written question from **Mr Glennon** for reply by the **Leader**

### **Question**

Given the Prime Minister's confirmed commitment to Brexit, can the Leader describe what immediate steps she is putting in place to ensure that WSCC fully supports the public's decision for Brexit and harnesses the enormous opportunities that Brexit provides for our County?

### **Answer**

Following the EU Referendum result, the County Council will be looking to maintain stability and reassure all residents, businesses and communities that it remains committed to delivering the very best council services for everyone. Through any period of transition the Council will continue to work with all of its businesses to build a stronger economy for West Sussex that creates and secures jobs for today, tomorrow and for the future. The County Council has an ambitious agenda, which it will continue to pursue.

It will be for the Government to lead the negotiations in relation to the country's exit from the European Union and it is not for this County Council to attempt to anticipate the timetable for or the detailed content of any changes that will happen. Nor should this Council spend time and effort second guessing the potential impact of those on the county. The Council will respond in a timely way to any changes in how it needs to or can do business and any opportunities that those changes provide.

2. Written question from **Mrs Millson** for reply by the **Leader**

### **Question**

The Leader will be aware of the atrocious service currently being received by the County's rail users. Our MPs have been making significant efforts to hold the Train Operating Company to account, but since the wellbeing of our residents is being affected, the Council also has a role.

Will she therefore please raise the following issues with the Department for Transport, the Department of Health and the Department for the Environment, Food and Rural Affairs:

- (a) The cost to business and the economy due to late arrivals at work, missed meetings and the need to allow additional time to travel to meetings in case trains are delayed, all of which are leading some companies to say enough is enough and threaten workers with dismissal;
- (b) The stress levels that many residents are now living with, due to the additional stress of unpredictable journey times, delayed meals, childcare problems etc, on top of their jobs and other life issues - not to mention the irritation of filling in endless forms to reclaim the cost of the delayed

journeys and the new threat of disciplinary action by employers. These levels of stress can affect people's physical and mental health, and could lead to increases in heart attacks and strokes as well as bouts of depression and anxiety;

- (c) The stress on families when parents are late home, and do not see the children as frequently as they want to, grandparents providing childcare are left literally holding the baby etc and the consequent risk of family breakdown;
- (d) The additional costs in terms of fuel and air pollution, as thousands of extra car journeys are made to try and get commuters home, and the risk of increased accidents in the chaos surrounding the larger rail stations?
- (e) Will she confirm what action or discussions she and/or the Cabinet Member have held to date, with whom, when and with what outcomes?

### Answer

The Cabinet Member for Highways and Transport recently wrote to Govia Thameslink Railway (GTR) and the Department for Transport (DfT) expressing concerns about the ongoing poor rail service performance of Southern and Gatwick Express services operated by GTR. The letter highlighted that unacceptable levels of short-notice cancellations, poor reliability and short-formation of services are leading to many of the issues mentioned in the question such as stress and anxiety to West Sussex residents and visitors.

A response has subsequently been received from the Passenger Service Director – GTR, which apologises for the service which has operated over recent months and attributes the cause to unprecedented levels of sickness among conductors and drivers and a reduction in the uptake of overtime. Also, due to ongoing works as part of the Thameslink Programme, particularly at London Bridge Station, there is little or no contingency capacity so any incident has a more widespread effect.

In order to reduce the number of short-notice cancellations and give more certainty, a temporary revised timetable has been introduced until crew levels return to normal. This is affecting West Sussex mainly on the west coastway route and early indications suggest that the temporary revised timetable has led to significantly improved performance. GTR is also continuing to seek a resolution to the industrial relations issues with the RMT Union.

A response has also been received from Passenger Services at the DfT, which acknowledges that the current situation is unacceptable. The letter points out that the temporary revised timetable maintains 85% of services and will provide much-needed certainty for passengers and make more staff available to recover quickly from any disruption. The temporary revised timetable will be in place for four weeks before it is reviewed and there will be careful monitoring of issues such as punctuality and crowding.

The Cabinet Member's letter and the responses from GTR and DfT are available upon request. The Cabinet Member will continue to monitor the situation, including the impact of introducing the temporary revised timetable.

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### 3. Written question from **Ms James** for reply by the **Cabinet Member for Adult Social Care and Health**

#### Question

Recent research by the charity 'Independent Age' suggests that around 85% of older people with depression do not get any help from the NHS and that depression may affect one fifth of all older people in the general community and two fifths of those in care homes.

Tackling depression amongst older people was highlighted in the County Council's 2012-17 Public Health Plan and can the Cabinet Member therefore outline:

- (a) The progress the County Council is making towards tackling depression in older people in West Sussex. Including specific activities for:
  - (i) those living independently/alone; and
  - (ii) Those living in residential care.
- (b) How the County Council is helping to support families/carers assisting older people living with depression.

#### Answer

- (a) (i) The County Council and the NHS jointly commission mental health services, with the Clinical Commissioning Groups taking the lead role. Clinical depression amongst older people will generally be dealt with through primary care and is GP led. The County Council sits on the two NHS (North and South) Mental Health Transformation Boards, ensuring the needs of the population, including those of older people with depression are addressed.

The Council, alongside other social care and health providers and commissioners, recognises that older people may be prone to forms of depression that do not amount to a clinical depression but are nonetheless serious in terms of both physical and mental wellbeing. A commonly cited cause is social isolation.

Following a debate at full Council the Cabinet Member set up an executive Task and Finish Group to look at social isolation and make recommendations about ways the Council could further address it. At its meeting on 30 April 2015 the West Sussex Health and Wellbeing Board agreed that priorities in the Public Health Plan 2012-17 would be taken forward within the Wellbeing and Resilience workstream of the Joint Health and Wellbeing Board Strategy. This workstream is currently addressing the recommendations in the task and finish group report concerning ways to reduce social isolation, which is a key factor in depression in older people and will report to the Cabinet Member later in the year on proposed enhancements to services and ways of working.

It is important to recognise that clinical and other forms of depression may be one of a number of wellbeing issues facing the individual in question, linked to for example, living with a condition such as cancer or diabetes. It is therefore important to ensure that all care services can recognise signs of depression so that they are able to signpost to more specialised help should this be required.

At a broad level the County Council's universal offer for social support is delivered in line with [NICE guidance for promoting the mental wellbeing of older people](#) and consists of the following:

- Services that tackle social isolation and loneliness, on a one-to-one and group basis (e.g. befriending, day activities)
- Services by Prevention and Assessment Teams that increase independence and wellbeing at home through practical assistance
- Services that settle people in their homes following an unplanned visit to hospital and provide practical support for people coming out of hospital following a planned admission

For older people who are diagnosed as having a clinical depression the following are available:

- West Sussex Independent Living Service links people with depression to Mental Health services and signposts to third sector provision/groups who can offer various activities with initiatives such as [Men's Sheds](#).
- Depression may arise in relation to other health conditions such as dementia. The County Council recently gained approval for an action plan and application for membership as a Dementia Action Alliance. County Council staff working in the community and in local Action Alliances play an active role in supporting district level dementia action alliances.

- (ii) Residential care provided by the Council or commissioned in the independent sector sets out broad standards that are required of all providers. This includes only accepting placements (based on a professional assessment) where the provider is able to deal with the needs of the individual. This covers depression. There is a contractual expectation that residential providers would also be prepared to change packages of care to provide for different needs should they arise once a person has been in the placement for a period of time.

Overall, it is the Care Quality Commission's (CQC) role to regulate the residential care sector. The County Council offers support to residential care homes on the quality and safety of the place in which care is delivered via its Care and Business Support Teams. Managers of care homes that are run by the County Council are fully trained to identify and seek help for any depression or mental health difficulties that may arise for residents.

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- (b) The County Council currently spends £3.5m per annum on the identification and support of all carers including those supporting loved ones with depression.

Carer's services are able to provide for the needs of people who are depressed (via signposting) and to ensure that carers mental and physical health needs are met. The Carers health team for example has a specific remit to promote the health needs of carers and ensure that they get the help they need. Of the expected carer population of 16,000 carers, 18.5% have accessed services, (Census data 2011). The County Council has, in co-production with carers and providers, assessed carers' needs, reviewed provision and designed and re-commissioned services. Services for older carers include:

- Information and advice
- Carer Support Groups (50 carer groups are running per month – some of which are specifically for those caring for people needing mental health support)
- Carer assessments
- Respite services (planned and emergency)
- Carer support workers in acute hospital settings
- Emotional support services for carers
- A Carers' Health team
- Carer return from hospital scheme

Efforts to ensure all carers are aware of the support available to them is an ongoing programme and a special initiative was undertaken by the County Council during Carer's Week (6 to 12 June 2016) and is the subject of a [Cabinet Member Question Time](#) report to this council.

#### 4. Written question from **Mrs Mullins** for reply by the **Cabinet Member for Community Wellbeing**

##### Question

I am deeply concerned about the increasing number of people, who find themselves homeless, in West Sussex. Rough sleeping in England increased by 30% since autumn 2015, with the single biggest cause of homelessness in England being private landlords ending assured shorthold tenancies.

In April the Cabinet Member for Adult Social Care and Health took a decision which will represent a £2.7m reduction over the next three years in the provision of supported housing services, to some of the most vulnerable people across the County, including young people at risk of homelessness, those who require refuge and domestic abuse services, as well as those in homeless hostels.

Those needing outreach support and those living in sheltered and extra care housing will also be affected.

Will the Cabinet Member:

- (a) Agree to visit Crawley Open House and other homelessness support services, around the county, to understand the extent of the problem and how vital the funding currently provided to these organisations by this authority is, in supporting some of the most vulnerable residents in our county;
- (b) Call on all Sussex MPs to support the homelessness reduction Bill 2016/17 (a private member's bill sponsored by Bob Blackman MP) who chose to use his Bill for this cause, having heard first hand disturbing first-hand accounts from people who had been forced to sleep on the streets, because they could not get the help they needed, during the Communities and Local Government Committee's recent inquiry into homelessness;
- (c) Agree to support, advertise and/or sponsor local events aimed at highlighting the plight of the homeless, such as Stonepillow's Big Sleep Out 2016 at Chichester Cathedral in October; and
- (d) Consider working with the Cabinet Member for Residents' Services and Stonepillow and other homelessness support services, to explore the possibility of partnership working, with a view to diverting items destined for household waste sites, to be restored and sold on by homeless volunteers and trainees.

### Answer

- (a) The Cabinet Member recognises the valuable work of organisations such as Crawley Open House and others which are commissioned by the County Council to provide accommodation for people who are homeless. She is willing to visit this project if it is felt that this would be helpful.
- (b) The Cabinet Member is supportive of the objectives of the Homelessness Reduction Bill, which aims to strengthen homelessness prevention services in England in line with improvements which are already being seen in Wales. When published, the Bill is expected to impose a broader range of duties which would almost certainly fall on district and borough housing authorities and could well have significant resource implications. The Cabinet Member considers that it would be appropriate to await the detail of the Bill and to consult with district and borough councils before making contact with West Sussex Members of Parliament. Appropriate discussions with district and borough councils can take place prior to the second reading in the House of Commons which is expected to take place on 28 October.
- (c) The Cabinet Member is supportive of initiatives such as the Big Sleep Out which raise awareness of homelessness in West Sussex and enjoy strong community support. She is willing to consider any suggestions of ways in which the County Council can contribute to the continued success of such events.
- (d) The County Council already provides financial support to several homelessness focused charities which recycle and re-use donated furniture

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and other household goods. This provides training and work opportunities for service users as well as a source of low cost furniture.

### 5. Written question from **Mr Glennon** for reply by the **Cabinet Member for Corporate Relations**

#### Question

Following the loss of all telephone services at the County Council's Contact Centre, outsourced to Capita, due to a technical failure on 20 June and subsequent days, can the Cabinet Member confirm the following:

- (a) Estimated number of residents adversely impacted, particularly those who do not have access/unable to use the internet;
- (b) Specific technical issue that led to the loss of service; and
- (c) Degree of confidence the Cabinet Member has in the technical capacity of the current Contact Centre service to routinely meet and exceed the expectations of our residents, given that this was the latest in a series of incidents?

#### Answer

- (a) It is estimated that 2,070 customers were adversely impacted by the technical failure on 20 June. These customers attempted to call the Contact Centre and were unable to speak to an advisor.

Communications were sent out asking customers to use alternative channels; including the web site and email and 289 customers were successfully supported through email and webchat. Once the phone lines were re-established 965 customers were supported over the remainder of the week. That potentially leaves 816 customers unaccounted for. These customers may have used the website or alternative organisations to resolve their queries.

- (b) At 8.30 a.m. on Monday, 20 June Capita received reports that their MVS2 (Managed Voice Services) systems were not working for many of their customers. Symptoms reported were: incoming calls not being received, users unable to make outgoing calls, and calls that were coming through were disconnecting after several seconds.

MVS2 is the telephony platform used by multiple Capita business services and their customers, including service desks and customer facing contact centres (a subsequent report issued by Capita lists 22 internal and external organisations, including the County Council, that were impacted by the failure). All Capita customers that lost service were using SIP (Session Initiation Protocol) technology which is used as the means of signalling and controlling communications sessions. Only MVS2 users who are on the SIP technology were impacted.

The Capita MVS2 infrastructure is provided from their data centres at West Malling and Laindon. The infrastructure is designed to provide a resilient service between the two data centres. However due to the nature of the incident Capita were not able to fail over from one side of the infrastructure to the other as the MVS2 devices in both Data Centres were impacted and no further disaster recovery options were available.

Part of the MVS infrastructure includes four SBCs (Session Boarder Controllers), two at each site. The SBCs govern the routing of telephony traffic (using the Voice of Internet Protocol, VOIP) and all four SBC devices had failed. Capita undertook extensive and urgent investigations during 20 June to identify the root technical problem, eventually identifying and making an initial fix at around 5.00 p.m. on 20 June. Subsequent investigations within Capita identified that configuration changes had been made to the SBC devices the previous night and that the root technical cause of the failure was a direct result of those changes. In particular, during the process of carrying out agreed changes to the SBC configuration an engineer also upgraded the firmware controlling the SBCs; this firmware upgrade exposed an issue with the configuration of the SBCs' Access Control Policy, restricting the flow of traffic to the point of dropping calls once utilisation got high enough on the morning of 20 June.

As telephony traffic increased at start of business on 21 June the system failed again. This was identified as an issue relating to the 'trust' status between the MVS infrastructure and the traffic relayed to it from Capita's network provider. Further changes were made by 9.30 a.m. on 21 June at which point the service was restored. Following a period of monitoring over the 24 hours the system was eventually declared as fully restored on 22 June.

- (c) The Contact Centre has the capability and capacity to routinely meet the expectations of the County Council's customers and, in situations of disruption to services, has a tried and tested business continuity plan – members will be aware that this has been invoked on two occasions in recent months. However the Contact Centre is reliant on technology for telephone calls, web chat and email which is provided by the Capita partnership. A recent disaster recovery test was completed on the Council's technology infrastructure which has provided a level of assurance on the ability of the County Council to continue to deliver a good customer experience across all services that rely on technology for service delivery.

**6. Written question from Mr Oxlade for reply by the Cabinet Member for Education and Skills**

**Question**

In July 2015, the Skills Minister announced plans for a restructuring of the post-16 education and training sector, through a series of area based reviews of provision. I understand that the Sussex wide area review of post-16 education and training provision overseen by a local steering group which included representation from this authority and the Coast to Capital LEP concluded in May 2016.

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Given that the outcome of the review could include mergers or closures of post-16 education institutions across Sussex and that this authority and the Coast to Capital LEP will be responsible for funding, could the Cabinet Member please:

- (a) Provide members with a briefing outlining the conclusions of the review ahead of the full report being put in the public domain;
- (b) Assure me that the school sixth forms, 16 to 19 free schools and University Technical Colleges across West Sussex who were excluded from the scope of the review are satisfied they have had adequate opportunity to feed into the review;
- (c) Advise me to what extent the review played a part in the decision taken by Central Sussex College in April to close its Haywards Heath campus by the end of 2017 and wind down its A-level provision;
- (d) Outline what funding exists for those providers of post-16 education and training identified as needing to merge and whether there are funding implications for this authority;
- (e) Given that the Public Accounts Committee (PAC) published a report in December 2015 stating 'it is unclear how area-based reviews of post-16 education, which are limited in scope, will deliver a more robust and sustainable further education sector' whether he has full confidence that the Sussex area review will indeed do so; and
- (f) Given that the PAC report also stated that 'with so many parties involved in running the reviews, there may be no clear process for making difficult decisions on the future of individual colleges', whether he is satisfied that the process to be put in place for taking forward difficult decisions based on the findings of the review will be effective and transparent and that local members will be kept informed as the findings of the review are taken forward.

### **Answer**

- (a) The Review was organised by central government with the County Council being present as a stakeholder. It would not be proper to brief on the findings of the Review until such time as it is in the public domain. Several representations have been made about the fact that the Review has not yet been published.
- (b) The review has not been led or managed by the County Council and 11 to 16 and 16+ providers may have found it difficult to express any particular views that they may have. Where the Council has been aware that the review will impact on other education providers and schools it has sought to ensure the Review has had factual information about potential impacts and consequences – particularly around number of places that are available for both vocational and academic routes.
- (c) The decision by Central Sussex College to close its Haywards Heath provision was taken by the College. How far the Review will have played a

part in the decision making process of the College is not known to the Council.

- (d) Funding for post-16 education/training is determined at national level and is administered through the Schools Funding Agency and the Education Funding Agency. There is a complex set of funding arrangements in place across the County that is outside of the control of the County Council. As such there are no funding implications for this Council.
- (e) As the findings of the Review are not yet public the County Council is not in a position to take a view about how effective the review has been. The Council's aim will be to seek to influence providers about the mix of traditional sixth-form and vocational provision that is available and to seek to link this back to our role in economic development and job/wealth creation.
- (f) At the point at which the Review is published then local members will certainly be involved in the debate about 16+ education. The 'arms-length' funding arrangements and statutory accountabilities of different funding bodies in this sector would benefit from greater local democratic oversight. One of the planks of County Council's devolution bid is much greater control and freedom over the funding streams to ensure greater local accountability.

**7. Written question from Mrs Mullins for reply by the Cabinet Member for Finance**

**Question**

Between 2010 and 2014 the Cabinet took decisions to radically reduce the youth provision across the county. I would be grateful if the Cabinet Member could provide me with a list of the premises across the county previously used to provide youth services, and confirm in respect of each of these:

- (a) Whether the building is currently in use, if so:
  - (i) for what purpose; and
  - (ii) the average number of hours per week it is used for;
- (b) In respect of any lease:
  - (i) to whom it is leased; and
  - (ii) when it is due to end;
- (c) Whether the County Council plans to dispose or retain the asset and if the latter, for what purpose.

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### **Answer**

At present the Economy, Planning and Place Directorate is undertaking a review of the County Council's property assets which will be clarified in the Strategic Asset Management Strategy, including premises previously used to provide youth services. The Cabinet Member is willing to discuss with Mrs Mullins any specific sites in order to provide relevant information.

### **8. Written question from Mr Quinn for reply by the Cabinet Member for Highways and Transport**

#### **Question**

The Environmental and Community Services Select Committee has scrutinised proposals relating to the 3-1 Card on a number of occasions.

In December 2015 the Committee recommended that the Cabinet Member maintain the scheme and explore ways in which it could be improved and enhanced to widen take-up reflecting the current financial situation. Despite this recommendation the Cabinet Member pressed on with a public consultation which confirmed that 96% of those who responded called for the scheme to be maintained as it is at present.

In June 2016 the Select Committee was asked to support a proposal to cease the 3-1 card scheme with effect from 1 January 2017 with some mitigation. Having considered the issue before it the Committee resolved that it remained unconvinced by the evidence provided that the cessation of the 3-1 card would be in the best interest of West Sussex residents and recommended the item be deferred to allow officers to work up various reports to bring back to the Committee.

Given that the current Forward Plan records that he is due to take a decision on the future of the 3-1 card scheme for young people in July, can the Cabinet Member confirm whether he has had an opportunity to fully consider the Select Committee's view and can he advise what action he proposes to take and when, so that the parents and pupils of those children who currently benefit from the scheme will know how long they are likely to continue to do so.

#### **Answer**

I can confirm that I am currently considering the Select Committee's view to defer the Decision on the future of the 3in1 Scheme.

My consideration of the proposal has been made all the more difficult because I understand the impacts on the c.6000 card holders if the Council is to cease the Scheme at the end of December 2016 as is proposed. However, the Scheme is not statutory and has to be considered whether it remains affordable in the current financial climate with the other priorities that need to be delivered.

One concern is that the impact is relatively greater on young people from low income families in Further Education who need to use buses to attend colleges

and sixth forms. The proposal includes ongoing financial support for these residents, as well as transitional support for a small number of school pupils in rural areas.

I understand that timing is important as parents and students may have already made choices about schools and colleges and would want as much notice of any change as possible. I intend to make my decision in July, allowing my officers time to communicate with parents and card holders about the future of the Scheme in time for the new School Year.

**9. Written question from Ms James for reply by the Cabinet Member for Residents' Services**

**Question**

Given recent trends in household waste recycling, can the Cabinet Member outline what the County Council's road map is and any associated annual targets for the recycling of household waste within West Sussex, particularly within the context of proposed and likely future service reductions for local communities?

Please can the response either outline the road map in conjunction with annual target levels to 2020 or conversely state the minimum percentage level of recycling targeted over the same period.

**Answer**

The 'recycling roadmap' is a project to assist the boroughs and districts in their decision making processes in achieving a 50% recycling performance in 2020. The project has delivered a costed suite of options for the implementation of new and expanded recycling services in each borough and includes detail on the expected increase in performance associated with each option. This study was further backed by data from the 2015 household waste composition analysis which provided detailed information on the quantity of each waste stream currently in the non-recycling (black bag) waste stream.

Options ranged from the introduction of new collection services, such as Waste Electrical and Electronic Equipment (WEEE), food and textiles to the reduction of collection frequencies for the residual waste stream - each with an additional focus on waste minimisation, education and communications.

There are no local or national statutory recycling targets before 2020, but a direction of travel would require a 2.5% annual increase in recycling performance to get the county to its 50% target. The County Council is currently increasing its rate by 0.7% each year.

The changes to the County Council's level of service provision currently proposed are likely to increase recycling performance at all facilities with the expected reduction in wastes that are not included as recycling and therefore the proportion of wastes being recycled increases.

The County Council continues to proactively engage with each borough and

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district at an operational, strategic and political level and is currently expanding the collaborative areas of its work areas, including joint procurements, infrastructure review and a review of the Memorandum of Understanding.

### **Agenda Item No. 7(b) - Cabinet Member Question Time**

Members asked questions of the Cabinet Members and Leader (in respect of the Economy portfolio) as set out below. In instances where a Cabinet Member or Leader undertook to take follow-up action, this is also noted below.

#### **Start of Life**

##### **Cabinet Member for Children – Start of Life**

The Cabinet Member answered questions on paragraph 2, Special Educational Needs and Disabilities – Education Facilities Visits, from Mr G L Jones.

In relation to a request from Mr Jones for the Cabinet Member to ensure in the case of family breakups that both parents were involved in discussions about children with special education needs and that both got the support they needed, the Cabinet Member said he would arrange to speak to Mr Jones outside the meeting to see if there was work officers needed to do on the issue.

##### **Cabinet Member for Education and Skills**

Questions to the Cabinet Member answered questions on the following matters.

Paragraph 4, Big Bang Fair South East, from Mr Bradbury and Mr Wickremaratchi (answered by the Cabinet Member for Community Wellbeing).

Educational opportunities of white working-class boys from Mr Clark and Mrs Jones.

Mr Clark commented on the new Prime Minister's prioritisation of the educational opportunities of white working-class boys, the lowest attaining of any group, and asked for the Council's working understanding of this group. The Cabinet Member for Community Wellbeing, covering for the Cabinet Member for Education and Skills, said she would provide a response to Mr Clark and to any other members on request.

#### **The Economy**

##### **Leader**

The Leader answered questions on the following matters.

Brexit, from Mr Glennon, Ms James and Mr S J Oakley.

Written question 2, current problems with Southern Rail, from Mrs Millson and Dr Walsh.

In relation to the current problems with Southern Rail, the Leader agreed to a request from Dr Walsh to set a time limit such that if the problems were not resolved by September, the Council would join in the pressure to relieve Southern Rail of their franchise. The Leader said she would also speak to Tim Loughton MP and the two other 3SC County leaders.

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### **Later Life**

#### **Cabinet Member for Adult Social Care and Health**

The Cabinet Member answered questions on the following matters.

Paragraph 8, Supported Housing Services, from Mrs Jones.

Paragraph 10, Digital Resources for Carers, from Mr Griffiths.

Options appraisal relating to day services, including the Rowans, from Mr Smytherman.

### **Stronger Communities**

#### **Cabinet Member for Highways and Transport**

The Cabinet Member answered questions on the following matters.

Paragraph 12, Highways England – A27 Chichester Scheme, from Mr Smith and Dr Walsh.

Paragraph 13, Highways England – Improving links with the County Council, from Mr S J Oakley.

Restrictions to prevent parking on grass verges, from Mr Lamb, Mrs Mullins and Mr Wickremaratchi.

Written question 8, proposals relating to the 3-in-1 card, from Mr M G Jones, Mr Quinn and Dr Walsh.

Brexit vote and economic implications for Gatwick Airport decision, from Dr Dennis.

#### **Cabinet Member for Community Wellbeing**

The Cabinet Member answered questions on the following matters.

Paragraph 18, Sugar Reduction Work, from Mr Circus and Mr Griffiths.

Written question 4, homeless people, from Mrs Mullins.

#### **Cabinet Member for Residents' Services**

The Cabinet Member answered questions on paragraph 20, Broadband Stakeholder Engagement Group, from Mr Acraman, Mr Clark, Mr Griffiths and Mr Watson.

In response to a question from Mr Acraman, the Cabinet Member agreed to supply him with a plan showing those villages within West Sussex that currently did not have Broadband.

### **Effective Council**

#### **Cabinet Member for Corporate Relations**

The Cabinet Member answered questions on written question 5, recent problems with the Contact Centre, from Mr Glennon and Ms James.

#### **Cabinet Member for Finance**

The Cabinet Member answered questions on paragraph 24, PropCo, from Mrs Duncton.

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### **Agenda Item No. 7(c) - Leader's Question Time**

The Leader answered questions from members on the following matters.

Paragraph 1, 3SC Devolution, from Mr S J Oakley and Dr Walsh.

Climate change and what the Council was doing to prepare for extremes of climate, from Mrs Millson.

In response to a question the Leader said the Council was doing a piece of work around both saving water and flood resilience, in which the Fire and Rescue Service had a major part to play, and said she would respond to Mrs Millson in due course on the way forward.