Report of Residents Committee – 23 March 2017

In attendance: Councillor Andy Johnson-Creek (Chair), Councillor Phil Doyle (Vice-Chair), and Councillors Jack Cheetham, Ian George, Terry Paton, Rachel Reid, Thay Thayalan and Yogan Yoganathan. (Councillor Andrew Day attended as a substitute member)

(A) For recommendation:

Customer Contact Shared Service with LB Sutton

At its meeting on 23 March 2017, the Residents Committee considered a report regarding the implementation of a Shared Customer Contact Service between the Royal Borough of Kingston and the London Borough of Sutton. It was considered that the option for both Councils to share services offered the greatest benefits at a manageable level of risk and within appropriate timescales. The option also strongly supported the strategic direction of both Councils.

Members noted that the function would continue to operate under a single head of service and retain a physical presence in both Boroughs. The response to customers would continue to uphold each Council’s individual identity. The potential implementation date for a fully integrated service was 1 November 2017.

It was noted that a shared service would deliver both site resilience and benefits of scale, as well as allowing sufficient investment in effort and development to define and drive a Customer Access Strategy for each Council. This would underpin each Council’s relationship with its customers and provide valuable insight across end-to-end service delivery within the Councils. It was estimated that RBK would achieve £189k savings in the first year, with LBS avoiding costs of £70k which could potentially rise to £194k. Further savings were estimated at £60k pa for each Council by year five of operation.

The Committee agreed that Officers be authorised to implement a Shared Customer Contact Service between the Royal Borough of Kingston and the London Borough of Sutton with a potential implementation date of 1 November 2017. Members also noted that a similar proposal and recommendations was presented to the Strategy and Resources Committee of the London Borough of Sutton on 16 January 2017, where it was approved subject to a further report on financial and staffing detail being presented to their Members by the end of April 2017.

The Residents Committee RECOMMENDS the Council to approve that the powers of the Council exercised by Officers within scope of the Shared Customer Contact Centre be delegated to the London Borough of Sutton with effect from the date of implementation of the new service.

(B) For information:

1. K1 Bus Stops – A petition (which had received 528 signatures) relating to proposals from Transport for London (TfL) for introduction of fixed bus stops in Sunray and Egmont Estates, Tolworth for the K1 bus route was presented and debated at full Council on 28 February 2017. Members of the Council recognised that the petition represented widespread opposition from many residents in the Sunray and Egmont estates and there were strong arguments against the proposed changes; however, there were also arguments which could be made in favour of the proposals. The Council agreed unanimously that the petition should be referred to the Residents Committee to consider, and it was thus considered at the meeting on 23 March 2017.

The report to the Residents Committee explained that Transport for London (TfL) were proposing replacement of the ‘Hail and Ride’ sections of the K1 bus route with
fixed stops within the Sunray and Egmont estates, with the aim of improving the accessibility, safety and reliability of the service. The officer recommendation in the report was to support the proposals.

At the meeting a number of residents addressed the Committee and significant concern was expressed about the proposals, particularly in relation to the fairness of the consultation process and the apparent disregard of the petition.

The Committee overturned the officer’s recommendation and agreed that TfL be requested to acknowledge the petition of 528 signatures in the correct manner in relation to their own procedures and for them to conduct a new consultation using a more thorough consultation process. Furthermore TfL were requested to devise a scheme which takes into account the views of all residents concerned, including those who are visually impaired or blind and consult Council officers on these new proposals.

2. Malden Green Avenue 20mph Proposals – The Committee received a report on the results from a public consultation on proposals for a 20mph speed limit scheme in the Malden Green Avenue area. Following a petition received by the Committee in relation to a number of highway issues in the Malden Green Avenue area, particularly concerning speeding in the vicinity, a public consultation exercise was undertaken. The Committee noted the comments made by the Maldens and Coombe Neighbourhood Committee on 15 March 2017 and their endorsement of the proposals and subsequently agreed that the 20mph scheme be implemented.

3. Richmond Road - Carriageway widening - (Kingston Town) – The Committee considered a report which outlined proposed changes to the road layout in the vicinity of the Kingston Academy in Richmond Road. This included the Planning Consent for the Kingston Academy condition that the proposed development would retain the use of the existing site access points from Richmond Road, as well as improved access at the south west corner. Members were satisfied that any concerns by residents would be reflected within the consultation process and were therefore supportive of the proposals, outlined in Annex 1 of the report, subject to those issues being taken into consideration.

4. Local Implementation Plan 2017/18 Settlement and Delivery Programme – The Committee received a report on the LIP scheme proposals which were set out at Annex 1 of the report and included a number of strategic corridor improvements, cycling and walking schemes, bus stop accessibility improvements, various neighbourhood engineering schemes which address local safety and accessibility, smarter travel initiatives and principal road maintenance. Members were supportive of the proposals and approved the 2017/18 LIP Funding Settlement subject to incorporating the views of the Neighbourhood Committees.

5. Annual review of the Shared Environment Service – The Committee noted the report on the outcome of a first year review of the Shared Environment Service. It was explained that the Shared Environment Service had broadly met its three principal objectives of achieving financial savings, maintaining customer satisfaction and ensuring service resilience. However opportunities for further service improvements had been identified and Members noted a full list of 18 subsequent recommendations for implementation as set out in Annex 1 of the report. The Committee agreed to delegate authority to the Director of Place (in liaison with the Strategic Director of Environment, Housing and Regeneration at the London Borough of Sutton) to implement the recommendations arising from the review report.

Councillor Andy Johnson-Creek
Chair