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## **PRESENT**

### **MEMBERS OF THE COMMITTEE**

Cllr Will Pascall (Chair)  
Cllr Charles O'Connor (Vice-Chair)  
Cllr Aarien Areti  
Cllr Marwan Elnaghi  
Cllr Alison Jackson  
Cllr Portia Thaxter  
Cllr Laura Round

### **OTHERS PRESENT**

#### **Members of the Leadership Team**

Cllr Johnny Thalassites, Lead Member for Planning, Place and Environment  
Cllr Mary Weale, Lead Member for Finance and Customer Delivery  
Cllr Emma Will, Lead Member for Community Safety, Culture and Leisure

#### **Other Councillors**

Cllr. Marie-Therese Rossi, Chair of Overview and Scrutiny Committee  
Cllr Ian Henderson

#### **Support Officers**

Mark Chetwynd, Chief Transport Policy Officer  
Tim Davis, Head of CREST & Environmental Health (Residential Team)  
Caroline Dubarbier, Sustainable Travel Manager  
Sophie Ellis, Director of Customer Delivery  
Jacqui Hird, Scrutiny Manager  
David Hughes, Director of Audit, Fraud, Risk & Insurance  
Tom McColgan, Robert Sheppard, Hannah Davenport, Governance Services  
Ryan McGowan, Scrutiny Officer  
Terry Oliver, Director for Cleaner, Greener & Cultural Services  
Jon Wade, Head of Spatial Planning

# Public agenda

## **72 SECONDS SILENCE**

At the invitation of the Chair, all present observed 72 seconds of silence in remembrance of those who lost their lives in the Grenfell tragedy.

The Chair also asked those present to remember all those who have suffered as a result of COVID-19 and to thank all those supporting the community during this pandemic.

## **A1. APOLOGIES FOR ABSENCE**

Cllr Portia Thaxter sent her apologies.

## **A2. DECLARATIONS OF INTEREST**

Cllr Pascall declared a business interest in Lots Road, SW10. Cllr Thalassites declared that he was North West London's representative for the Thames Regional Flood Committee.

## **A3. MINUTES**

The minutes of the meeting of the Committee held on 8 December 2020 were confirmed as a correct record.

## **A4. CUSTOMER SERVICES AND CREST UPDATE**

Cllr Mary Weale introduced the report and explained that the aspiration of the Customer Access Strategy was to prioritise people over convenient operational practice and ensure our residents and customers have positive experiences when accessing council services. The programme that delivers the strategy will support this improvement across all council services. Cllr Emma Will noted that CREST has already implemented multi-disciplinary working to achieve a better, more streamlined customer experience. The work to deliver the strategy will improve the systems to allow queries to be tracked from submission to resolution as part of the Borough's Customer Services transformation.

Sophie Ellis expanded upon the Customer Access Strategy and explained that it aims to increase residents' confidence in the Council to deliver services effectively by improving their interactions with us and ensuring fragmented systems are joined up and simplified through new technology and infrastructures.

Tim Davis explained further how CREST and the Customer Services teams are working together to achieve this. There are six teams which form CREST. Four of these bear most of the pressure of customer services requests, which are Noise and Nuisance, Wardens, the Waste and Street Scene Enforcement,

and the Construction Management Team. He stated that these teams have the largest presence, especially at weekends and out of hours. He spoke to the work taking place over the COVID period helping businesses and ensuring special restrictions in a supportive manner. He stated that the intention with CREST is to support officers in recognising and dealing with issues before they become a problem to residents.

Cllr Jackson supported the aspiration of making the Council more accessible. She was dismayed to read on page 12 of the Strategy that officers are struggling to show empathy to residents and enquired whether changing hiring strategies had been considered to seek to recruit more staff with the skillset and personal qualities required.

Sophie Ellis responded that this strategy is not solely about changes in the way the Council uses digital services but is a multi-faceted approach which includes training and clear expectations about quality of contact, exploring issues of equipment, and new training schemes.

The Chair asked for an indication of timescale. Sophie Ellis responded that this is still in flux, with some progress regarding changing the MyRBKC platform in March. The Chair asked for a further update to be made in the future.

*Action by: Tim Davis and Sophie Ellis*

## **A5. GREEN PLAN**

Cllr Thalassites introduced the report and explained that it was built upon the previous Environment Sustainability Strategy but reworked to become more focused in its purpose as an umbrella to other existing strategies. Terry Oliver stated that this document sets out the environmental vision in a concise, easy to understand manner and that the attached document is a working draft.

Cllr O'Connor said he hoped that the attributed documents would be closely linked and accessible through the Green Plan to avoid headline grabbing without the necessary detail. Cllr Thalassites replied that this document is not the totality of the Council's intentions and programmes, rather just an introductory document to these. He clarified that this document would serve as the centre of the web to link to other documents.

Cllr Round asked for more information on the commitment to build a new riverside park. Cllr Thalassites detailed the new pledge to build a new riverside park with a sports facility on Cremorne Wharf, with the aim to provide a new green space in the heart of the community, alongside the expected developments in the area.

Cllr Areti emphasised the need to be mindful of all residents' perspectives and priorities and not to make decisions on the basis of pressure from particular groups but based on robust research. Cllr Thalassites confirmed that the priority will be to continue consulting locally with local groups.

The Chair stated that he felt that the document did not yet demonstrate the scope, scale and pace required to achieve 2030 and 2040 Carbon Neutral

Commitments. Cllr Thalassites responded that some changes had already been made in the introductory section to reflect this, and he would continue to work with Officers towards this goal.

*Action by: Terry Oliver*

## **A6. GREENING SPD**

The Chair expressed his thanks to officers for the substantial document. Cllr Thalassites introduced the paper as an example of one of the subsidiary documents to the Green Plan. Jon Wade clarified that this is a planning document and therefore focussed on delivery, based on robust evidence and concisely express to a wide audience this key information. He stated that this is not setting new policy but reflected what was already in the New London Plan.

Cllr O'Connor stated that disappointingly there was only limited reference to trees in the document and conveyed that this is a topic of importance to residents and should be more prominent. He further stated that there was also limited reference to air conditioning units. Furthermore, this document did not have relevance to the control of existing building stock and enquired how the principles in the Greening SPD could be applied here. Cllr Jackson suggested that the actions of the SPD need to be implemented promptly and built into the decision making for planning applications as soon as possible.

Cllr Thalassites responded that he would also like the strongest possible protection on trees and to review this in the Greening SPD and noted the other points.

Cllr Jackson further asked what provisions there would be to support the river as a major waterway and the residents nearby. Cllr Thalassites confirmed that a Thames Conservation Area Management Plan is being produced and that the Greening SPD hoped to be implemented into decision making processes soon.

Cllr Elnaghi referenced paragraph 3.4 and asked for expansion upon the principles of reducing waste and the circular economy, in terms of the operations management. Jon Wade stated that the document aims to set out best practice in this regard and signpost ideas around the circular economy, but that the London Plan holds more detail. Terry Oliver explained how the recent procurement of the new waste contractor is helping maximise and develop ideas around a circular economy.

Cllr Areti flagged about Section 9 of the SPD regarding existing buildings and specifically about the importance of double or triple glazing, both to prevent heat loss and add soundproofing.

The Select Committee recommended that the Lead Member undertake a pilot scheme (including RAs and Amenities Societies) to assess the case for using modern (double, triple, or selective) window glazing on historic buildings within conservation areas. The study could specifically assess: the thermal insulation benefits of modern glazing; the degree to which improved glazing might

contribute to the Borough's 2040 decarbonisation deadline; and whether the heritage impact of modern glazing could be mitigated using new and innovative techniques. Subject to the findings of this pilot, the Lead Member could then consider revising local policy to authorise wider use of modern glazing in heritage settings.

*Action by: Planning and Place*

## **A7. E-SCOOTERS**

Cllr Thalassites introduced the Trial and expressed that he understood that there are some reasonable anxieties about the operation of the e-scooters. Cllr Elnaghi expressed concern about the monitoring aspect of the trial and asked for further information about this. Caroline Dubarbier explained that TfL are setting up robust monitoring systems including GPS tracking and this data will be available to the Council. Operators may also be able to provide reports of damage to scooters with regards to collisions. She clarified that the scooters will be solely regulated by the Metropolitan Police, which will include the Cycle Safety team who have been specifically briefed, of which there are approximately 6 members.

Cllr Jackson stated that the risk e-scooters pose must be mitigated by provider accountability. The Chair expressed concern at the already overstretched capacity of the Police to manage this and stated he would like further clarification on the responsibility of the e-scooter provider to manage their use. Mark Chetwynd stated that there is not an equivalent expectation of self-management for cycle hire schemes and private transport.

The Chair asked that when contracts become more clear, further evidence is provided to the Committee regarding management intentions from providers.

*Action by: Mark Chetwynd*

## **A8. A8. CARBON ZERO AND TRANSPORT UPDATE**

Cllr Thalassites introduced the report and outlined some of the current achievements of the Transport team at the Council. Cllr Jackson stated that cycling needed more safety regulation from the Council and expressed concern regarding the danger of segregated cycle ways. Cllr Thalassites responded to confirm that cycle safety was a resident concern and noted Cllr Jackson's comments.

Cllr Jackson further stated that it could be useful to install EV charging points into lampposts upon their repair. Cllr Elnaghi added that signposting for EV charging places is not always clear and should be made more visible. Cllr Thalassites responded that Officers need to balance between signposting and street clutter. There also needs to be a strategic balance between rapid and lamppost charging places in response to surrounding infrastructure. The Chair enquired about the sources of funding for installing EV charging places and

suggested collaboration regarding sales projections with industries that provide electric vehicles as to gauge the need for charging spaces. Mark Chetwynd stated that there is currently no collaboration on a local level, but that Officers are following London-level and national market projections. He further stated that some charging points are not funded by public subsidies, for instance Source London.

The Committee proposed the recommendation that the Lead Member revises planning policy to require 100% of on-site parking in new developments to make active provision for electric vehicle charging.

*Action by: Governance*

## **A9 CARBON NEUTRAL PROCUREMENT.**

Cllr Weale provided some of the background for this report, including the Procurement and Contract Management Strategy which aims to ensure that departments provide better value which will include green aspects of use to our residents, businesses and visitors. David Hughes explained further detail included in the report, including key steps to achieving this aims wherein there is a clear understanding of how procurement activities relate to policy commitments. He further explained how this could be built into the governance and decision-making processes including a responsible procurement section in KD reports.

The Chair commended the paper and its implications for the 2030 Carbon Neutral Commitment. The Committee recommended that the Leadership Team commits to its full implementation in the shortest possible timeframe. The Committee further recommended that the Lead Member undertakes a pilot study involving the housing service to trial the implementation of this procurement approach in a real-world setting.

*Action by: Governance*

## **A10 SELECT COMMITTEE WORK PROGRAMME**

Ryan McGowan introduced the report and explained some of the main priority topics for this Municipal Year. The Chair stated that a key contributing paper to the 2030 Carbon Neutral Commitment would be the forthcoming Carbon Neutral Roadmap published by Aether UK on behalf of the Council and asked for this to be circulated to the Committee at the earliest possibility.

*Action by: Terry Oliver*

The Chair asked for the Housing Sustainability and Fuel Poverty Strategy coming to the Leadership Team on 10 February to be recirculated to provide a further opportunity for Member comment.

*Action by: Governance*

## **A11 ANY OTHER BUSINESS WHICH THE CHAIR CONSIDERS URGENT**

## **EXCLUSION OF THE PRESS AND PUBLIC**

There were no matters requiring the exclusion of the press and public from the meeting.

The meeting ended at 9.12pm.

Chair