

## EPPING FOREST DISTRICT COUNCIL OVERVIEW AND SCRUTINY MINUTES

**Committee:** Overview and Scrutiny Committee      **Date:** Tuesday, 12 July 2011

**Place:** Council Chamber, Civic Offices, High Street, Epping      **Time:** 7.30 - 9.48 pm

**Members Present:** Councillors R Bassett (Chairman) D Wixley (Vice-Chairman) Ms R Brookes, K Chana, D Jacobs, D C Johnson, Mrs S Jones, Mrs M Sartin, D Stallan and G Waller

**Other Councillors:** Councillors K Avey, W Breare-Hall, Mrs D Collins, Mrs J Lea, A Lion, Mrs M McEwen, A Mitchell MBE, G Mohindra, Mrs L Wagland, C Whitbread and J M Whitehouse

**Apologies:** Councillors S Murray

**Officers Present:** D Macnab (Acting Chief Executive), J Gilbert (Director of Environment and Street Scene), I Willett (Assistant to the Chief Executive), S G Hill (Senior Democratic Services Officer), T Carne (Public Relations and Marketing Officer), A Hendry (Democratic Services Officer) and M Jenkins (Democratic Services Assistant)

**By Invitation:** P Tollington (London Underground Ltd.) and M Graves (London Underground Ltd.)

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### 11. WEBCASTING INTRODUCTION

The Chairman reminded everyone present that the meeting would be broadcast live to the Internet, and that the Council had adopted a protocol for the webcasting of its meetings.

### 12. SUBSTITUTE MEMBERS

There were no substitute Members for the meeting.

### 13. DECLARATIONS OF INTEREST

Councillor Mrs M Sartin declared a personal interest in agenda item 7 as she was the council representative on the Lea Valley Regional Park Authority. Councillor Bassett also declared a personal interest as he was a Deputy EFDC representative on the Lea Valley Regional Park Authority.

### 14. MINUTES

#### RESOLVED:

That the minutes of the last meeting of the Committee held on 31 May 2011 be agreed.

The Chairman updated the meeting on Key Objective 11 (to continue to increase the Council's recycling performance) mentioned in minute item 4, saying that the Council already collected food waste on a weekly basis.

## 15. LONDON UNDERGROUND LIMITED

The Chairman welcomed Peter Tollington the General Manager for the Central, Waterloo and City Lines and his colleague Michael Graves the group station manager for stations between Epping and Stanmore.

Mr Tollington gave a short presentation to the meeting (slides attached) saying that this was the second busiest and the longest line on the underground. It was fully automated and was modernised in the 90's. The Central Line had enjoyed a surge in demand since then, with an understandable dip in 2002, after the Chancery Lane derailment. It serves about 650,000 people every week day. There has been a large improvement in peak capacity since 2003 and by 2008 they were at the limit of what the line could provide, using 79 of the 85 trains in the fleet at peak hours. Stratford Station now carried more people on Saturday afternoons that it did at the rush hour in the late 90's.

They have a customer service improvement plans in place to provide Oyster vending machines with pre-loaded value at stations, more wide aisle gates and more service information, they were working hard to provide information remotely and have regular accurate announcements. They also have staff deployment reviews and coaching and they were proud to have higher levels of staff than other comparable stations in the UK.

They also have a 'reliability programme' but they were finding cable theft a major problem and this reduced reliability.

Their upgrade plan was looking to bring in air conditioned articulated trains when capital allowed. They were currently looking to rebuild the busiest stations on the Central Line such as Tottenham Court Road, Victoria, Bond Street, Bank and Paddington. Stratford Station had been transformed where they had put in a new ticket hall and had opened an extra platform to set it up as a one way station, with passengers getting off on one side of the train and passengers getting on from the other side. They are also upgrading other stations with CCTV and better communication systems.

They were had increased capacity by 30% through line upgrades, new trains, track and signalling. They were currently refreshing their fleet of trains by replacing their windows (the old ones used to let in water) and their seats. The Metropolitan Line was getting new trains that were air conditioned and articulated.

They would be putting on extra staff for the upcoming Olympic Games; they already have the capacity for the games and are currently refining their plans in readiness for next year.

Mr Tollington then went through the questions that the committee wished to be considered at their last meeting.

*Capacity on trains, specifically rush hour on trains and train stock improvements* - Mr Tollington said the line was presently working to capacity and he did not know where any extra space would come from. They were relying on the new 'Cross Rail' development to take some of the excess people from the Central Line. They could not increase the number of trains running on the Central Line, although they have a world class signalling system they cannot run trains any closer together. It may be the next generation of trains could increase the standing room.

**Q:** As the Metropolitan Line had new trains would the Central Line be getting them soon.

**A:** That would be about 20 years away, new designs would be great to have.

**Q:** When would Cross Rail be coming on track?

**A:** It was on schedule for 2017.

**Q:** Would the train stock improvements make them cooler?

**A:** We were looking at various systems for this but there was no money to take it forward. Current train stocks were constrained by space available, both inside and outside the train, and the size of the tunnel to put in air conditioning or ventilation.

*Engineering works and refurbishment –*

**Q:** Why are weekend works not well advertised, and are there any works coming up?

**A:** We are doing extensive works every weekend and notices about works are sent out. The weekend works are very necessary, doing work that could not be done overnight (heavy engineering). It was a difficult balancing act keeping the line operating and repairing/upgrading it, but necessary.

**Q:** Some weekend works coincides with other transport closures in this area and occasionally with big events, which tend to jam up the system. Can this be addressed?

**A:** Occasionally unplanned things clash with us. We try to co-ordinate with other big events happening where possible. If you have any specific issues you can follow it up with me.

**Q:** Sundays are becoming like Saturdays, but the timetabling does not reflect how busy it is, with only one train every 10 minutes. Also there was a major closedown in June but we had no idea how frequent the busses would be.

**A:** We are looking at matching train services to demand and this work will be finished in a couple of years, but I will provide a separate formal response.

**Q:** Additional weekend capacity would not be added until 2013, why two years delay?

**A:** We need to liaise with other lines, station schedules etc. and share staff. Also 2012 will disrupt our schedules.

*Refurbishments at Mile End, destination boards and low ceilings –* the station had been bedevilled by water ingress and the only solution was to dig up the A12 and put in a waterproof membrane. This was never going to happen. However, a water management system will be installed; unfortunately this would leave no space for a conventional Dot Matrix display board. We have to install flat screens which are not as good. We are however exploring other ways. As for station staffing, visibility would always be a problem, but they are there.

**Q:** The message boards are a complete waste of time, also there are no announcements on where the trains are going, and it is very claustrophobic in there.

**A:** We have attempted to make it brighter by improving the lighting and retiling and other decorative improvements.

*Oyster cards, will the scheme be extended and there have been reports that they were not working as they should –* they will not be extended further. The reports in the press about cards not charging the right amount were not correctly reported, it was mainly due to customer misuse. We are looking to roll out a bank card system on London Busses by 2012 to make it easier to travel.

**Q:** Barriers are sometimes left open so passengers just walk through and do not have to swipe their cards.

**A:** We do not wish to trap customers at peak times, and we have put in more readers but passengers have to swipe out to complete their journeys.

*Parking issues around stations –*

**Q:** We have heard about adding a second layer to the Epping Station Car Park – could we not use the derelict cutting at Stonnards Hill Bridge, with a roundabout at the station parking area. You can also zone the street to one hour parking only.

**Q:** The fare increases on the overland trains are encouraging more commuters to drive to the end of the line to board the trains, making parking a nightmare, what is the current situation?

**A:** I will take away any suggestions and consider them. I have no knowledge of any scheme to build a new level. British Transport Police are looking at the area around the station.

**Q:** We are in the middle of a major parking review in Epping. In the past LUL have indicated that they would do something about the parking and there have been many rumours over the years. We need to work with LUL to solve some of these problems. There was talk of using the old coal yard at Epping Station. The new road markings are not helping people when dropping off.

**A:** We are happy to revisit these restrictions. The double yellow lines are to deter people parking for long periods. We are aware that parking around Epping is a problem, but we are always open to suggestions.

**Q:** Can you also look at Debden; there is land there that might be suitable for use as a parking area.

**A:** There was a scheme for Debden but it may be on hold at present.

**Q:** There has been a price hike in the Car Parks – where does this money go? And, what does TFL do to educate the public in using buses to get to stations and not their cars?

**A:** We contract out to National Car Parking Ltd. Some of this money comes back to TFL where it is reinvested. As for educating drivers, we tend to leave them to their own devices and rely on their local knowledge etc.

**Q:** There are some sidings at Grange Hill and Chigwell Stations, could these be used for extra parking.

**A:** I will look into it and send a response.

*Disabled exit at Epping Station; could people be advised at Theydon Bois on which side of the station the train was to stop at so they could decide what to do – this is a long running issue and we are currently looking at this. Some solutions are very expensive and some not physically possible as we have to use both platforms. We are looking at using the exit on Platform 2 but this would entail some risks for us including staffing issues. The current signalling system does not allow us to advise passengers at Theydon Bois. We have asked that, if possible, trains are put to Platform 2.*

*Litter in car parks –*

**Q:** There is a problem in Loughton with litter in the shrubbery that is not being cleared. I am prepared to meet someone about this. It is an eyesore, especially with the Olympics coming up.

**A:** Car parks are cleaned under contract. Michael Grade will speak to you separately after the meeting.

*Impact of the Olympic Games* – LUL are looking forward to this. We know that commuter travel will be reduced by holidays and they would also be making other arrangements during this period. People attending the games would not have to queue at the ticket office as they will have their own tickets. We will cope, but we also have contingent plans.

**Q:** Are there any plans for getting people from Waltham Abbey to Stratford?

**A:** These are separate venues and we do not anticipate much travel between them.

**Q:** Loughton to Waltham Abbey – what about residents going to Waltham Abbey, they would have to go to Central London. Would you consider putting in something between Loughton and Waltham Abbey?

**A:** To the best of my knowledge this has not been considered. There are however, two bus routes covering Loughton to Waltham Abbey. I will investigate and get back to you.

*Security at unmanned stations, lack of staff in the evenings* – there are occasions when staff are not available, but we still have the capacity to respond by asking neighbouring station staff to patrol. We also have CCTV systems monitoring stations. We can find no reported incidents of crime when stations were unmanned.

The Chairman thanked Mr Tollington and Mr Graves for an interesting presentation and patiently answering all the questions put to them.

## **16. LEA VALLEY REGIONAL PARK AUTHORITY AND THE OLYMPICS**

The Committee received a report on the London 2012 Olympic Bid and the legacy benefits for our region especially regarding the Lea Valley Regional Park Authority (LVRPA).

They noted that:

- The East of England had the highest level of public support for the games across the whole of the United Kingdom;
- Experiences of other host cities, indicate that there were significant social benefits to be realised, such as increased sports participation, volunteering, tourism and cultural opportunities;
- Apart from the White Water Rafting, Essex will also host the Olympic Mountain Bike Event at Hadleigh Castle in Castle Point. LVRPA will have responsibility for the velodrome as well as the White Water Rafting;
- Business breakfasts had been organised for local businesses to contend for contracts. A number of local companies have gained contracts through this event. The Town Centre Manager had also organised a similar event for local businesses and we have also gained apprenticeships for local people from these events;
- The Games are looking for 70,000 volunteers and it is anticipated that a number of event volunteers will be recruited locally to support the actual operation of the Olympic canoe event at Waltham Abbey;
- A multi-agency partnership Olympic Legacy Board has been established and, to provide focus and capacity, the Board created a temporary 2 year Olympic Officer post to maximise the legacy potential. A consultants report had been prepared for the legacy board on development and regeneration opportunities, and we are awaiting an official copy;

- With the White Water Rafting venue, it was anticipated that other specialist facilities would be needed around it, the World Championships are coming up (in 2015) and this would be a bigger event than the Olympics;
- The British Canoe Union estimated the value to the local economy of this event to be some £1.7million;
- During the period of the games the Town Centres would not benefit from the mass influx of spectators as they would be strictly controlled being taken directly to the venues and back again. However, officers are trying to get the Park and Ride buses to leave later to encourage people to spend some money at Waltham Abbey;
- There will also be a Cultural Olympiad, celebrating the games through arts and festival events that will be running up to the games. Council staff are promoting a number of these Cultural events.

Asked what Broxbourne were doing, the Acting Chief Executive, Derek Macnab, said they were developing a walkway from Waltham Cross and improving Waltham Cross Station. They also have other plans to regenerate Waltham Cross.

Councillor Sartin noted that the White Water Centre had held a free Schools event recently, which was very successful. Children from every borough in London attended and this had generated future bookings from these boroughs.

Councillor Brookes said that the sports development team were under funding pressure, this was a chance to promote activities to children over the summer months. Mr Macnab replied that they already have an extensive holiday programme, which was already sold out.

**RESOLVED:**

That the work undertaken with a range of partners including the Lea Valley Regional Park Authority to maximise the benefits for the District for the 2012 Olympic and Paralympic Games be noted.

**17. REFERENDUM AND ELECTIONS 5 MAY 2011**

The Chairman of the Constitution and Members' Services Standing Panel, Councillor Stallan introduced their report on the recent referendum and elections held in May 2011.

They noted that referendum was held under a different management and accountability structure compared under an election. A Chief Counting Officer was responsible for certifying the overall result and the Chair of the Electoral Commission, Jenny Watson, was appointed to this position. It was necessary to comply with some 207 directions given by the Chief Counting Officer. In order to abide with the directions some 87 polling stations had to be provided on the day, with the appointment of over 80 Presiding Officers and around 150 Poll Clerks.

A total of 9540 Referendum Postal vote packets were issued, many including District Council ballot papers and some Parish/Town Council ballot papers. Approximately 74% were returned.

The Police response was very good this year with all Polling Stations receiving regular visits. No formal complaints had been received regarding an alleged breach of electoral law.

Councillor Bassett said it was disappointing that only 20% of Parish Councils had enough candidates to warrant an election.

Councillor Jacobs asked if we have ever had to provide so many staff before. He was told that the Returning Officer would not have done it this way if he was in control, but the directions had been dripped fed to him over a period of time. The electoral commission gave directions after the bill went through Parliament, about 11 or 12 weeks before. This was a short time frame.

Councillor Waller commented that it was unusual to have no public area for people to come and see the count taking place. He was told this was due to a combination of a number of things like the size of the hall, the number of different types of counts going on and for reasons of security. They would reconsider allowing the public in future counts, but they really needed a bigger hall.

**RESOLVED:**

That the review of the Referendum and Elections held on 5 May 2011 be noted.

**18. COMPLAINTS PANEL - LIMITS OF JURISDICTION**

The Chairman of the Constitution and Members' Services Standing Panel, Councillor Stallan introduced their report on the limits of jurisdiction of the Complaints Panel.

Currently, certain types of complaints fall outside the limits of jurisdiction of the Panel and cannot therefore be considered at Step 4. These exclusions are:

(a) a complaint about a situation which arose more than 12 months before it was brought to the attention of the Council (unless new information has since been identified which would justify a further review of the complaint);

(b) where an alternative and formal right of appeal exists (e.g. Planning Appeal; Housing Appeal; Benefits Tribunal) and for which the complainant failed to exercise his/her right to appeal within the specified timescale, or has not yet appealed, or has already made such an appeal;

(c) matters which would best be dealt with by the Courts, e.g. Human Rights issues;

(d) matters which would affect the majority of the people in the Epping Forest District, e.g. a complaint that "the Council Tax is too high";

(e) complaints for which a resolution could only be achieved through a change in the law or a change in the policies of another organisation;

(f) complaints about policies currently subject to a review, or about matters for which it has already been agreed that a policy needs to be reviewed or formulated. (Note - this exclusion does not preclude the consideration of a complaint about the way a policy has been administered, e.g. an allegation that a policy had been administered unfairly, or that the Council had fettered its discretion);

(g) complaints about the frequency of delivery, or the level of a service which is subject to contract conditions (again, a complaint about the way a contract service has been delivered could still be considered by the CP);

(h) where the customer elects to pursue legal action as a means of determining their

complaint. (Note - this would not preclude the CP considering non-legal elements of a complaint, e.g. an allegation of unreasonable delay by the Council in undertaking a statutory or agreed course of action).

In recent years, other types of complaints have been made for which consideration by the Complaints Panel was found to be inappropriate. It is therefore recommended that the limits of jurisdiction should be extended to encompass these as well.

**RESOLVED:**

- (1) That revisions to the limits of jurisdiction of the Complaints Panel be approved; and
- (2) That a report be submitted to the Council recommending that Annex 1 (section 1) to the terms of reference of the Complaints Panel be amended as set out in paragraph 3 of the report and published in the Constitution.

## **19. SUBSTITUTIONS AT MEETINGS**

The Chairman of the Constitution and Members' Services Standing Panel, introduced their report on revision of the member substitution rules at Committees. Currently a substitution has to be notified to Democratic Services by 10.00am on the day of the meeting by an authorised member of their group. The Panel looked to see if more than one member of a group should undertake this role and if the notification time be extended.

Councillor Stallan reported that a last minute change had been made to the report and instead of a notification being made no later than 30 minutes before the commencement of the meeting concerned, it should be 60 minutes before the meeting.

**RESOLVED:**

- (1) That Procedural Standing Order 14(4) (i) and (ii) be amended as follows:
  - (a) to permit a Leader, Deputy Leader or other appointed member of a political group to notify the Assistant to the Chief Executive of any substitute members to attend a meeting;
  - (b) to require that any political group member so appointed be notified to the Assistant to the Chief Executive at the beginning of each Council year;
  - (c) to amend the deadline for notifying substitutes from "not later than 10.00 a.m." to "not later than 60 minutes before the commencement of the meeting concerned";
- (2) That a report be submitted to the Council recommending that approval be given to these alterations and their publication in the Constitution;
- (3) That, if possible, the substitution notification deadline be included on every agenda where this is permitted under the Constitution; and
- (4) That this process be reviewed after 1 year.



## **20. CONSTITUTION AND MEMBER SERVICES STANDING PANEL - WORK PROGRAMME**

The Committee reviewed the Constitution and Members' Services Standing Panel's draft work programme. They agreed to add the review of the Audit and Governance Committee - appointment of Deputies; a report of the external Auditor; report of the Remuneration Panel on District Council allowances; webcasting; Council Meetings – reporting by Scrutiny Panel Chairmen; and member reports on Outside Bodies at Council meetings. They also agreed that two extra meetings would also be needed to contain these extra bits of work.

### **RESOLVED:**

- (1) That the six extra pieces of work be added to the work programme of the Constitution and Member Services Standing panel; and
- (2) That two extra meetings also be agreed.

## **21. WORK PROGRAMME MONITORING**

### **(a) Work programme**

#### **(i) Overview and Scrutiny Committee**

Noted that items 10 (Broadband access), 11 (Corporation of London), 12 (Police and Fire Rescue Services) and 18 (To meet ECC in connection with Children's services) all had to have dates attached to them.

Also there were two presentations set for the September meeting one from the LSP and one on the Police reform proposals for Essex.

#### **(ii) Housing Standing Panel**

Noted these were mostly cyclical reports.

#### **(iii) Constitution and Members' Services Standing Panel**

Noted that this has been dealt in the previous agenda item.

#### **(iv) Safer Cleaner Greener Standing Panel**

The Chairman of the Panel reported back on their first meeting of the year which mainly consisted of 6 monthly updating reports.

#### **(v) Planning Services Standing Panel**

Noted that the Planning Panel were looking to revise their Terms of Reference and that Councillor Lion would be drafting appropriate terms for the Panel to consider.

#### **(vi) Finance and Performance Management Standing Panel**

Councillor Jacobs, the Chairman of the Panel informed the Committee on the work covered at their first meeting. These included reports on avoidable contact, Key Performance Indicators (KPIs) and the KPI targets of 70% for the year, a presentation on the new corporate strategy tool, equality and diversity, sick

absences, Consultation plans, the future of public audit and the Capital and Revenue outturns.

The Chairman informed the Committee that he would be attending an Essex Scrutiny Chairs meeting at the end of July and asked if members wanted him to bring up anything at that meeting. Councillor Stallan would like to know what other authorities did about scrutiny. The Chairman said he would report back at the next meeting of the Committee.

**22. CABINET REVIEW**

The Committee reviewed the Cabinets agenda for their 18 July meeting but there were no specific items that the Committee wanted to be brought to their attention.

**CHAIRMAN**



**Central line –  
presentation to  
Epping Forest District Council  
General Manager, Central and Waterloo & City line  
Peter Tollington**

12 July 2011



# Demand increase (boarders)

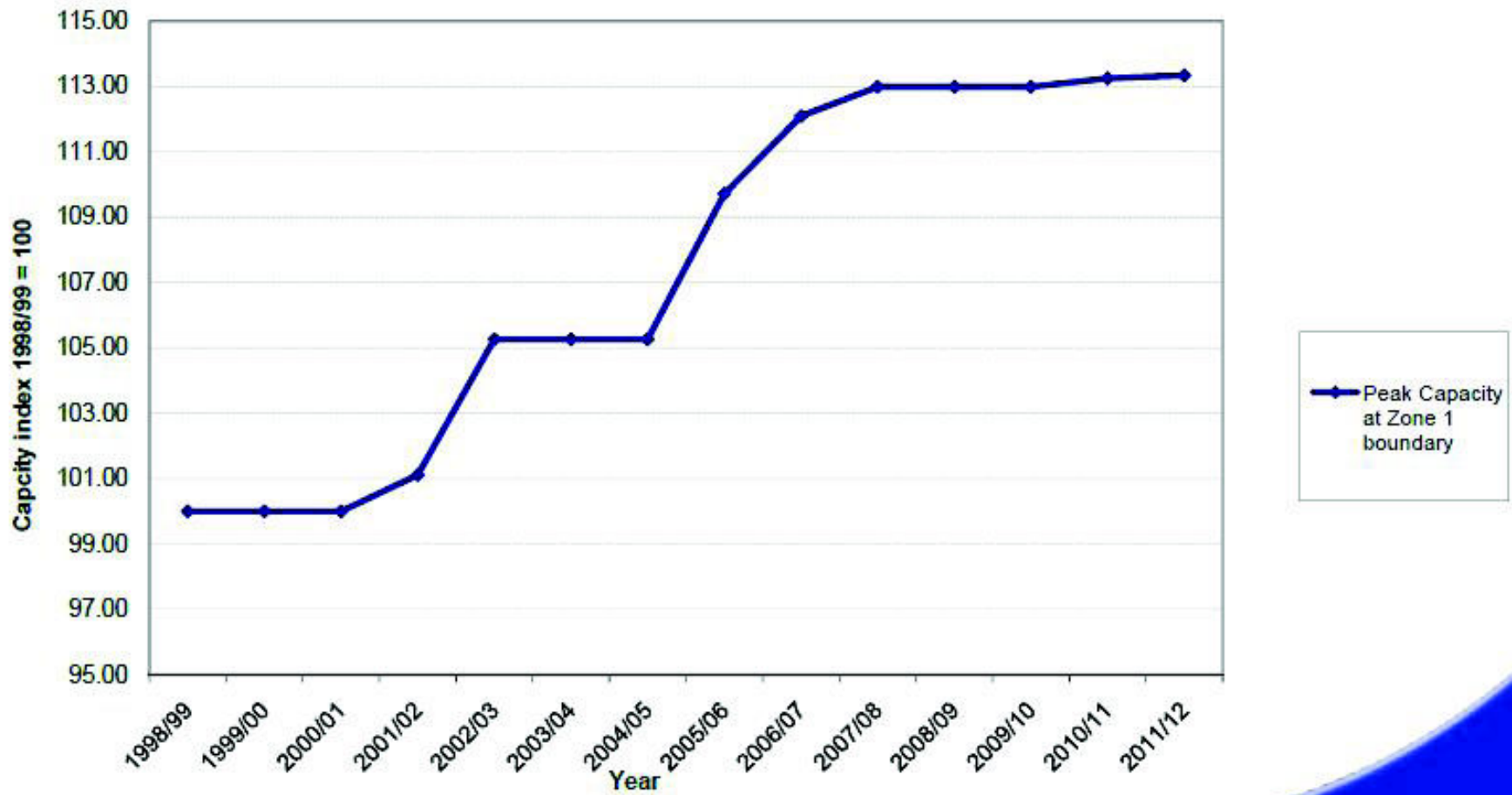
Indexed from 1997/98





# Peak capacity (zone 1 boundary)

Indexed from 1998/99



# Customer satisfaction

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# Customer service improvement plans

- **Oyster vending with pre-loaded value at all stations**
- **More wide aisle gates**
- **Staff deployment reviews and coaching**
- **Service information**
- **Reliability programme**



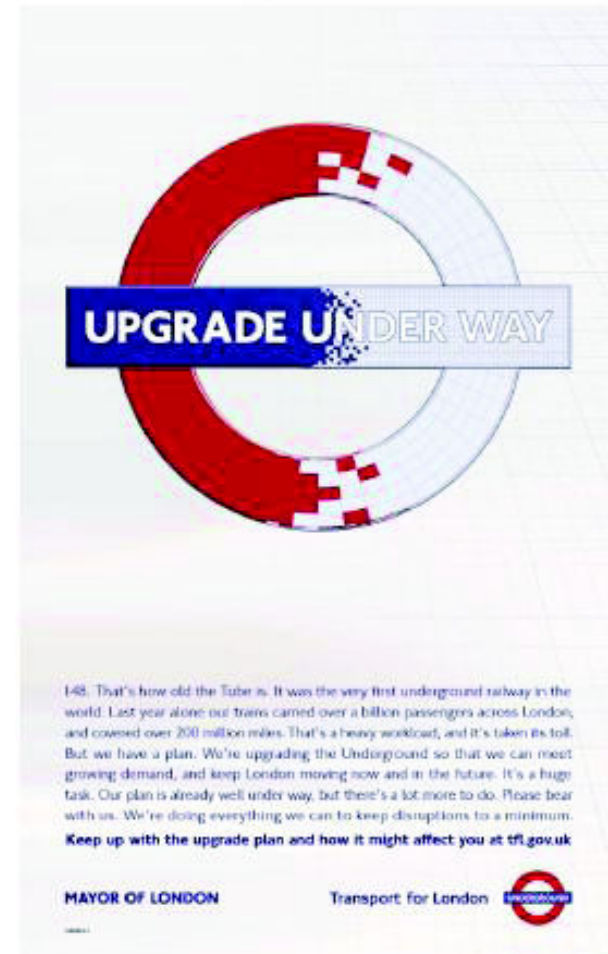
# Our upgrade plan

- **Capacity:** increasing network peak capacity by 30% through line upgrade programme: new trains, track and signalling
- **Stations:** rebuilding busiest stations: Tottenham Court Road, Victoria, Bond Street, Bank, Paddington; upgrading others with CCTV and better communication systems



# Our upgrade plan – on the Central line

- Fleet refurbishment
- Station upgrades





# Fleet programme



# Fleet programme





# Tottenham Court Road station



# Stratford station





# 2012 Games

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# Questions?



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