

**ENVIRONMENT, HIGHWAYS AND WASTE POLICY
OVERVIEW AND SCRUTINY COMMITTEE**

Thursday, 16th July, 2009

10.00 am

Council Chamber - Sessions House





AGENDA

ENVIRONMENT, HIGHWAYS AND WASTE POLICY OVERVIEW AND SCRUTINY COMMITTEE

Thursday, 16th July, 2009, at 10.00 am
Council Chamber - Sessions House

Ask for Karen Mannering
Telephone 01622 694367

Tea/Coffee will be available 15 minutes before the meeting

Membership (12)

Conservative (11): Mr C Hibberd (Chairman), Mr J R Bullock, MBE, Mr N J Collor, Mr J M Cubitt, Mr M J Harrison, Mr J D Kirby, Mr S C Manion, Mr R A Pascoe, Mr W L Richardson, Mrs E M Tweed and Mr M Whiting

Liberal Democrat (1): Mr M B Robertson

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UNRESTRICTED ITEMS

(During these items the meeting is likely to be open to the public)

Item No

A. Committee Business

- A1 Substitutes
- A2 Declaration of interests by Members in items on the Agenda for this meeting
- A3 Election of Vice- Chairman
- A4 Minutes - (a) Highways Advisory Board - 5 May 2009 (b) Environment, Highways and Waste Policy Overview Committee - 25 June 2009 (Pages 7 - 30)
- A5 Constitution

B. Items for Discussion

- B1 Cabinet Member's Update
- B2 Outturn Business Plan and Budget Report 2008/09 (Pages 31 - 78)
- B3 Kent Highway Services - Performance Management Report (Pages 79 - 116)
- B4 Highway Adoptions - Cold Case Project (Pages 117 - 122)
- B5 A summary of plans to review the Kent Partnership's Environment Strategy (Pages 123 - 130)
- B6 Data Quality Audit 2007/08 (Pages 131 - 144)
- B7 Kent's Policy Framework for Later Life (Pages 145 - 230)
- B8 Winter Service 2008/09 - End of Season Review (Pages 231 - 234)
- B9 Proposed Prohibition of Driving Traffic Order - Mill Lane, Beltinge, Herne Bay (Pages 235 - 238)
- B10 Safety Camera Partnership (Pages 239 - 256)
- B11 Circular Roads 1/2006 Setting Local Speed Limits - Update (Pages 257 - 270)
- B12 Casualty Reduction Progress Against National 2010 Casualty Targets (Pages 271 - 280)
- B13 Gravesend Transport Quarter (Pages 281 - 296)
- B14 Kent Downs AONB Rural Streets and Lanes: A Design Handbook (Pages 297 - 300)
- B15 A256 Tilmanstone and Eythorne - Proposed Gap Closures (Pages 301 - 312)

C. Select Committee Update

- C1 Select Committees - update (Pages 313 - 318)

D. Items for Report/Information

- D1 The Management of Vehicle Obstructions to Private Access (White Access to Highlight Markings on the Public Highway (Dog Bone Markings)) (Pages 319 - 334)
- D2 Beechwood Avenue, Deal - proposed cycle route (Pages 335 - 342)
- D3 A258 London Road, Sholden - Proposed Walking and Cycling Improvements (Pages 343 - 350)
- D4 Smartcard Project (Pages 351 - 354)
- D5 Minibus Application Procedure (Pages 355 - 366)
- D6 A28/A2 On-Slip Roads, Canterbury (Pages 367 - 378)

EXEMPT ITEMS

(At the time of preparing the agenda there were no exempt items. During any such items which may arise the meeting is likely NOT to be open to the public)

Peter Sass
Head of Democratic Services
(01622) 694002

Wednesday, 8 July 2009

Please note that any background documents referred to in the accompanying papers maybe inspected by arrangement with the officer responsible for preparing the relevant report.

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KENT COUNTY COUNCIL

HIGHWAYS ADVISORY BOARD

MINUTES of a meeting of the Highways Advisory Board held in the Council Chamber, Sessions House, County Hall, Maidstone on Tuesday, 5 May 2009.

PRESENT: Mr W A Hayton (Vice-Chairman) in the Chair, Mr T J Birkett, Ms S J Carey, Mr I S Chittenden, Mr R F Manning, Mr J I Muckle, Mr R A Pascoe, Mr A R Poole, Mrs P A V Stockell, Mr R Tolputt and Mrs E M Tweed.

IN ATTENDANCE: Mr D Hall, Head of Transport & Development, Mrs N Davis, Traffic Planner, Mr J Farmer, Major Projects Manager, Mr G Fitch, Kent Highways Services, Mr L Holliday, Network Performance Manager, Mr D Latham, Roadworks Manager, Mr I Procter, Road Safety Manager, Mr M Sutch, Head of Planning & Transport Strategy, Mr G Tanner, Travel Planning Team Leader; and the Head of Democratic Services (represented by Mrs K Mannering).

UNRESTRICTED ITEMS**1. Minutes – 3 March 2009**

(Item. 3)

RESOLVED that the Minutes of the meeting held on 3 March 2009 are correctly recorded and that they be signed by the Chairman.

2. Petition

Mr D Hall formerly reported receipt of a petition from parents/friends/students of the Hugh Christie Technology College, Tonbridge relating to the Kent Freedom Pass. Mr Hall informed Members that following a recent meeting of the Cabinet Scrutiny Committee there would be a review of the Scheme in September 2009.

3. Kent Highway Services - Interim Director's Update

(Item. 4)

Road Safety

(1) The DfT's draft road safety strategy for 2010-2020 - A Safer Way: Consultation on Making Britain's Roads the Safest in the World - was published on 21 April for consultation. The closing date was 14 July 2009.

(2) Part of the consultation related to speed limits and revised guidance on ensuring that all roads had the appropriate speed limit. Members were of course aware that KHS was already undertaking the speed limit review, but the consultation took this beyond the current scope of the review.

(3) Once the consultation document had been looked at in detail, a response would be submitted after seeking the views of the Highways Advisory Board.

(4) During debate the Board requested that its thanks be placed on record for the outstanding work carried out by the Road Safety team.

Frost Damage and Potholes

(5) In early January, a further £500,000 was allocated to fund additional work required as a result of the cold weather. This was increased in February so that a total of 66 crews were working on minor and major surface repairs across the County.

(6) At the peak KHS staff were repairing approximately 3,000 potholes and larger patches per week.

(7) Even at this resource level, for a number of weeks demand outstripped repairs, although this was to be expected following such a prolonged winter event. However, by keeping staff and crews fully focused on the task at hand, completion times quickly improved.

(8) The high level of resource had been maintained until the end of April.

(9) Key Statistics from January to March 09

*Number of pothole reports from the public: 6,488

*Number of pothole reports from highway inspectors: 5,971

Number completed: 9,560

Average time to resolve public enquiry: 11.8 days

Average time to resolve inspectors defect: 18.1 days

* It should be noted that on many occasions a pothole report would contain more than one pothole.

Members' Grant

(10) The members' highway grant scheme was being developed so that it could be implemented quickly after the June elections. Work was underway to determine the likely scope and scale of grant-funded schemes.

(11) Details of the scheme, and guidance for members about the likely cost of various works were being written and would continue to be discussed with the Informal Members' Group which had been looking at the arrangements for the scheme already. The IMG last met on 15 April and recommended that the grant scheme should be named 'Members' Highway Fund (MHF)' and that its purpose would be 'to enable elected members to resolve local highways issues'. We would ensure that members, existing and new, had every support they needed when the scheme started in June.

Mercury streetlight replacement

(12) A capital programme to replace the 8100 mercury streetlights in Kent began in March. So far 1500 lights had been replaced with the remaining lights due for

replacement during 2009/10. Mercury lights were environmentally unfriendly, and it was also increasingly difficult to source stock when parts failed. The new lights were more energy efficient and would therefore provide savings – both financial and carbon.

S38 Cold Cases

(13) 175 'cold case' Section 38 road adoptions had been inherited from the Highway Units which were pre 2002. They all had specific problems such as land transfer or significant maintenance issues. A great deal of work had been undertaken to reduce the backlog, which stood at 38 at the end of April. It was expected that the majority would be completed early in the new financial year.

Scheme Prioritisation

(14) All submitted Transport and Safety package scheme assessments would go through a new scheme prioritisation validation process following Highways Advisory Board and Cabinet approval of the suggested changes to the scheme (paragraph 11 below refers).

(15) Following this process the Transport & Development Team Managers would present the draft list of schemes to the next round of Joint Transportation Boards (JTB).

(16) The Board noted the report.

4. Concrete Roads

(Item. 5)

(1) The report was in response to the issues concerning Magnolia Avenue, Cliftonville reported to the Board on 8 July 2008 (Minute 3) and the subsequent discussions about the new KHS approach to maintaining the authority's minor concrete roads asset on 6 January 2009 (Minute 6). It described the progress made in developing the approach and to promote a programme of repairs to concrete roads.

(2) The condition assessment of Kent's minor roads was achieved by a visual survey carried out on a two-year cycle. Six Districts were surveyed one year with the remaining Districts surveyed the next.

(3) In order to make an assessment of the condition of the concrete road asset, the 2008/09 survey was extended to cover concrete roads in the other six Districts that the local Highway Inspector considered were in urgent need of attention. Concrete roads in those same six districts which were not considered in need of attention would be surveyed by default in 2009/10.

(4) This year's visual survey was enhanced to enable a comprehensive assessment of the needs for maintaining the Authority's concrete roads. As a result, the concrete road survey had been separately analysed to develop a specific programme of repairs for the County's concrete estate roads.

(5) The visual survey data had been analysed to identify potential schemes and to calculate a Road Condition Index (RCI) for each scheme. Thresholds were applied to the RCI values for every 10m of the County's minor roads and each section was colour-coded red, amber or green depending on the severity of defects recorded in the survey.

(6) This approach had enabled all minor concrete roads surveyed to be included in the Carriageway Asset Manager system (JCAM). JCAM identified clusters of red and amber 10m sections to identify potential schemes across the minor road network. JCAM then listed potential schemes in a priority order, suggested an outline treatment and provided a broad cost of repair for each scheme.

(7) The outline treatments included in JCAM were:

- Concrete roads: Strengthening, Localised Repair and Micro-asphalt
- Covered concrete roads: as for bituminous roads
- Block-paved roads: Strengthening and Relay Blocks

(8) The construction type was recorded during the visual survey, and the information had been included in JCAM. This enabled KHS to provide, for the first time, potential scheme programmes targeted for concrete, covered concrete and block-paved minor roads. The programmes would be finalised in June/July 2009 using the JCAM data published on the Kent Gateway.

(9) The role of the Highway Resurfacing Team was to now carry out detailed assessments of each of the high priority schemes to develop specific treatment requirements for each scheme. However, the outputs from JCAM allowed for the overall investment needs to be assessed, and to target concrete roads for detailed assessment and repair.

(10) The separate programmes of work had been collated and assessed to provide the following summary of value of schemes identified:

Road Type / Treatment	Concrete Roads (£k)	Covered Concrete Roads (£k)	Block-paved Roads (£k)	Totals (£k)
Strengthening	12	0	0	12
Localised Repair	134	N/A	N/A	134
Micro-asphalt	3	926	N/A	929
Surface Dressing	0 Due to 1km rule*	0 Due to 1km rule*	N/A	0
Thin Surfacing	N/A	445	N/A	445
Relay blocks	N/A	N/A	0	0
Totals	149	1,371	0	1,520

* Surface Dressing schemes were currently restricted to those 1km in length or greater. Schemes on concrete roads tended to be shorter than this minimum length

and therefore were treated with Micro Asphalt, Thin Surfacing or localised repairs in the model.

(11) The above table indicated that the total cost of repairing all potential schemes identified on concrete, covered concrete and block-paved minor roads was £1.52m. The cost of all schemes identified on the minor network was £18.37m – this included a majority of schemes on bituminous roads. The schemes on concrete, covered concrete and block-paved minor roads made up 8.5% of the total minor roads schemes by cost.

(12) The Board supported:-

- (a) the new approach to identifying investment needs for the minor concrete road network in Kent, and that the Highway Resurfacing team now assessed detailed requirements for repair of the top priorities to finalise the programme of repairs for 2010/11 onwards; and
- (b) that, on the basis of the need for investment in concrete roads as demonstrated by the table above, £0.34m (8.5% of the indicated minor roads allocation) be dedicated to the repair of concrete roads annually from the 2010/11 programme onwards.

5. Ashford Ring Road Alterations

(Item. 6)

(1) Following publication of the ODPM's Sustainable Communities Plan 2003, Ashford was identified as one of the major growth areas in the South-East with a total of 31,000 homes and 28,000 jobs envisaged by 2031. Detailed masterplanning studies followed which had now led to the development of mutually supporting land use and transport strategies to ensure that the town's future growth was well planned and sustainable.

(2) Masterplanning studies to guide the sustainable delivery of the projected growth in the town were reported further in the Greater Ashford Development Framework (Urban Initiatives, April 2005), Ashford Town Centre Development Framework (Urban Initiatives, August 2005) and the Transport Strategy for Ashford (KCC, November 2005).

(3) Ashford Borough Council had previously consulted upon the Town Centre Area Action Plan (TCAAP) which would form one of the key documents of the Ashford Local Development Framework (LDF). A Transport Strategy for Ashford had also been developed by the County Council in line with the broad thrust of central government and County Council transport policy which was approved in January 2006.

(4) From the Sustainable Communities Plan 2003 and the Town Centre Area Action Plan, an early transformational project was identified to re-configure the one-way, traffic dominated environment to a series of two-way quality streets which would support and stimulate town centre development, and encourage greater joint use by traffic and pedestrians of the public realm, whilst maintaining safety. An early 'mend before extend' approach to the town centre was considered to be crucial, even before significant growth took place, and the transformation of the Ashford Ring Road was

regarded as a key priority since the future growth of the town could not be achieved with the one-way ring road configuration. Previous reports to the Board had discussed the concept, outline design, detailed design and construction progress.

The Scheme

(5) While ultimate aspiration was to provide a quality, shared space environment around the entire Ring Road, the current funding had enabled all of the Ring Road to be converted to two-way working. Elwick Road, Bank Street, parts of Godinton Road, West Street and Forge Lane had been radically changed to a high quality, shared space environment under a new 20 mph speed limit zone.

(6) Available funding had meant that improvements to Somerset Road, Mace Lane, Wellesley Road and Station Road had been more conventional in form at this stage although with unnecessary street clutter removed and a 30mph speed limit. A new Victoria Road/Romney Marsh Road/Beaver Road traffic signal controlled junction was also incorporated into the project.

Art, Engineering & Public Realm

(7) The shared space element (Bank Street, Tufton Street, Elwick Road, Godinton Road, West Street, Forge Lane) of the Ring Road alterations was an innovative project which was an example of best practice in the UK. It offered considerably more to the town's fabric than a standard highway scheme by incorporating a number of key shared space, urban design and artistic features. A high quality public realm had been created by the use of quality materials, landscaping, aesthetically pleasing yet functional street furniture together with the integral use of art and street lighting to bring out the scheme identity and distinctiveness.

(8) In order to deliver such a transformational project, an Integrated Design Team (IDT) was assembled involving engineers, consultants, urban designers, planners, landscapers, traffic experts, lighting specialists and artists to produce a high quality project along the shared space.

Scheme Layout

(9) The overall scheme layout was presented within Appendix A of the report; and before and after photographs at various locations were presented in Appendix B of the report.

Construction phases

(10) Advance highway works along Station Road, Elwick Road, Mace Lane, North Street, Somerset Road and New Street commenced on-site on Monday 15 January 2007 and was open to 2 way operation on 1 July 2007 converting the whole of the Ring Road to a 2 way operation with temporary traffic management in place to assist in the change over period. The shared space public realm work in Bank Street, Elwick Road, Godinton Road, West Street and Forge Lane commenced in September 2007 with practical completion in November 2008. Landscaping work was delayed to allow Ashford to have a Christmas trading period free of road works. In February 2009, landscaping works commenced with completion in mid March 2009.

Traffic Flows

(11) The re-configuration of the one-way, traffic dominated road network had deliberately reduced overall highway capacity. However, one of the overarching aims of the transport strategy was to minimise traffic in the town centre area by a series of transport measures and car park relocation policy. Indeed, the ultimate success of the ring road alterations relied on a host of other transport schemes coming forward.

(12) A comparison of the before/after(predicted) morning peak (0800 – 0900) traffic flows around the Ring Road was presented in Appendix C of the report. The post scheme figures were predicted 2008 figures as surveys of traffic flows were not being carried out until later in 2009. Certain other modelling assumptions were made including the provision of a park and ride site at the Warren which the Borough Council had had difficulty in delivering.

(13) For a number of reasons including the reduction in the number of available traffic lanes, the greater route choice which two-way flow provided and the traffic restraint associated with a shared use concept (20mph/pedestrian/cycle interaction etc), traffic flows around the Ring Road were predicted to reduce. Elwick Road in the one-way system was carrying about 19,000 vehicles per day and following the alterations (including the J10 improvements and with Dover Place car park) flows were predicted to reduce to 8000 vehicles per day. A week long survey undertaken between Tuesday 9 December 2008 and Monday 15 December 2008 indicated an even lower flow of 5,000 vehicles per day but as stated above a more comprehensive survey was to be undertaken. In advance of formal traffic surveys, the view in overall terms was that the two-way, partly shared use scheme was proving to be viable in traffic terms and in any event was a necessary consequence of providing a sustainable growth agenda for the town.

Road Safety

(14) There were a total of 48 personal injury accidents around the ring road in the 3 year period up to October 2005. A qualitative road safety analysis was also carried out of the scheme based upon the existing accident history which took into account the reduction in traffic speed and change in highway environment which would increase driver awareness and care. The assessment predicted that personal injury accidents would reduce by around 30% as a result of the changes which compared favourably with the 44% reduction in personal injury accidents over 3 years which was achieved following the implementation of a similar type of scheme along Kensington High Street in London.

(15) The reversion of the ring road from a fast moving, one-way traffic dominated environment to a slower, two-way, partly shared surface environment was therefore predicted to improve road safety around the town centre as well as providing greater accessibility in terms of crossing and accessibility options.

(16) Post opening road safety audits had highlighted areas that needed further consideration such as the courtesy crossings, positions of trees with regard to visibility of pedestrians and vehicular movements around Apsley Street and Godinton Road. All areas highlighted in the safety audit report would be considered and appropriate action taken if necessary.

(17) Speed monitoring with road 'loops' was undertaken between Tuesday 9 December 2008 and Monday 15 December 2008 on the stretch of Elwick Road between Bank Street and Church Road which had a 20mph speed limit. In summary the speeds were measured as follows:-

Average median speed westbound – 21.3 mph
Average median speed eastbound – 21.0 mph

Average 85%ile speed westbound – 26.6 mph
Average 85%ile speed eastbound – 25.7 mph

The range of 85%ile speeds was 25.3 – 28.4 mph

(18) This was encouraging and it was hoped that speeds would reduce as drivers became more familiar with the concept. And. When the landscaping was completed that would help to reduce the openness of the area. However, complacency was not appropriate and a 'speed indicator' device had been installed in Elwick Road to assist with reducing speeds even further.

(19) Further speed and flow monitoring was planned following completion of the landscaping and residual highway works planned in Elwick Road.

Environmental Impact

(20) The ring road alteration formed part of a broad transport strategy for the town which aimed to reduce reliance on the private car and promote other more environmentally friendly and sustainable forms of transport such as walking, cycling and use of passenger transport.

(21) With the reduction in vehicle speeds and regularisation of traffic flows, traffic noise levels were predicted to fall slightly. Whilst the overall traffic related impact on air quality was forecast to be broadly neutral, there were some moderately beneficial improvements in terms of reducing the production of greenhouse gases, particularly carbon dioxide.

(22) The existing landscape along the Ring Road was poor and the introduction of landscaping, public open space and use of quality materials would provide notable benefits to the street scene environment. The scheme itself also provided an opportunity to stimulate appropriate development opportunities and would therefore provide moderate benefits for social, cultural, physical and visual connection.

Accessibility

(23) In order to understand the accessibility issues, particularly within the shared space environment, a close working relationship was established during the design stage with representatives from Ashford Access, Wheelchair Users Group, Guide Dogs for the Blind and Kent Association for the Blind. As a result, certain amendments to the original design were incorporated such as kerb delineation in many areas, colour contrast, guidance path, informal crossing points with tactile paving on approaches and positioning of street furniture/trees to help guide vehicles.

(24) A post scheme opening workshop involving disability groups took place on 27 January 2009 and involved group discussions and a visit to site to get first hand experience. A report was to be produced by the external facilitator as part of the monitoring of the shared space and it was expected that this would be available mid 2009.

(25) In overall terms, the scheme attempted to create a much more friendly environment which reduced the dominance of the motor vehicle although this was not pursued without due consideration for all users including drivers, pedestrians, cyclists and people with mobility impairments. Best endeavours had been made to involve and consult widely on the project with all affected parties and provide a scheme that was accessible for all. It was also worth remembering that the fast moving, traffic dominated one-way ring road environment was a barrier for both disabled and non-disabled people alike and the intention was to remove those barriers and allow other road users to reclaim the street.

(26) Shared space was a new but proven concept but the underlying difficulty in Ashford was one of timing. Elwick Road was a very open vista. It would only be when the south side of Elwick Road was fully developed and a pavement café culture created with a critical mass of pedestrians that the concept would properly operate.

Finance

(27) The total cost of the scheme including fees, works and other ancillary costs was approximately £16m and was funded as follows:-

ODPM (Growth Area Fund 1)	£0.300m
ODPM (Growth Area Fund 2)	£8.262m
CLG (Growth Area Fund 3)	£3.718m
English Partnerships	£1.260m
Interreg	£0.930m
Kent County Council	£0.777m
Ashford Borough Council	£0.500m

(28) Carrying out major road works in a town centre was always difficult and we were always mindful of the commercial impact on small businesses in particular. The argument that it was to the long term benefit of the town was not always convincing when businesses were struggling with the commercial reality of the moment. Traffic management was high on the agenda and many changes were made to the construction programme to try and minimise disruption.

(29) When combined with public realm and innovative shared space the scheme attracted wider attention and frequently made the national press and media. Anything new attracted opinion and often views were polarised and it was sometimes difficult to separate out the genuine concerns from inbuilt fear of change. Many things now taken for granted were considered radical when first introduced.

(30) There was also a tension between the wider regeneration objectives and the narrower highway operational and maintenance aspects. Ashford was a major growth area and the town centre must expand to meet that challenge. It had the opportunity to be different and needed to be different and the changes had been

welcomed by those most driven by the growth and regeneration agenda and as a public realm scheme it had already started to receive national recognition.

(31) However, it was a highway scheme and the County Council had the operational, safety and maintenance responsibility and inevitably was the focus for any criticism. The scheme was developed by an Integrated Team and drawing on wider experience through a Champions Group. The shared space aspects appeared to be working well but safety was the immediate focus of monitoring. The implied courtesy crossings had invited some comment and in addition to the speed indication device installation their operation would be monitored closely. It was important to remember the existing safety record of the old Ring Road and that even formal signal controlled crossings had an inherent safety risk and hence the need to monitor and avoid any possible knee jerk reactions.

(32) The cost of some aspects of the scheme such as the street lighting and street furniture had attracted local and national comment recently. It could be argued that the street lighting was a key contributor to the aesthetic distinctiveness that had been created and was a relatively small proportion of the overall cost of the project that in the main had been funded by central Government. On the other hand, trying to justify the cost of the street lighting in isolation when there were so many other demands on public funding could seem incongruous. This was a difficult subject area and particular in the context of the current economic climate. However, the intent was not to provide this standard throughout the expanding town centre and Victoria Way would use a simpler pallet of materials and the street lighting would be elegant but using stock equipment.

(33) The long term robustness of the public realm and increased maintenance liability was an issue both in Ashford and the wider interest being shown in such schemes in Kent and nationally. Some aspects of the 'Flume' feature in Bank Street were showing distress and this was a difficult issue because they were formed of individually created slabs. Other areas of paving were cracking but it had not yet been established whether this was a construction or design fault. These issues should not be overstated but they were indicative of aspects of high quality public realm schemes that needed to be considered. Work was underway within Regeneration & Economy on a Maintenance Protocol for public realm that would include consideration of maintenance funding regimes.

(34) The report updated the Board on proposals to re-configure the one-way A292 Ashford Ring Road into a series of two-way quality streets.

(35) It was important to allow a settling in of the scheme as it would take several months for users to become familiar with the changes. Monitoring would be required initially and over the next 12 to 24 months and formal safety audit procedures extended beyond that period.

(36) Ultimately, the scheme would secure a better balance between the needs of car users, pedestrians, cyclists and public transport users, radically improve the environment of the town centre, encourage further investment in the town and strengthen the town centre's economy by making the centre easily accessible for all.

(37) The Board noted the report.

6. Smarter Choices – 2009 Progress Report

(Item. 7)

(1) In July 2004, the DfT published 'Smarter Choices – Changing the Way We Travel'. The document was the result of a project that looked at the potential impact that 'soft factor' or indirect interventions could have on travel demand. These 'soft' transport policy measures included workplace and School Travel Plans. The report demonstrated that, for relatively little investment compared to large capital infrastructure schemes, 'soft' measures had a key role to play in changing travel patterns and improving accessibility.

(2) In 2004 KCC secured additional funding from the DfT and DfES (DCSF) to employ a team of School Travel Advisors whose principal role would be to work with schools across the county to deliver School Travel Plans. School Travel Plans were a strategy developed by the whole school community to address issues of local congestion, pollution and safety attributable to the school-run. They contained clear objectives and targets and a range of measures tailored to the circumstances of that school.

(3) Since 2004 the team had developed and expanded its remit, working collaboratively with partners both inside and outside of KCC to deliver a broad range of targeted measures aimed at promoting and facilitating 'smarter' travel choices for people of all ages across the county. The report indicated the breadth and scale of the work that was currently underway to complement the wider 'Greener Kent' agenda, ensuring that Kent Highway Services and its partners made a substantial contribution to tackling congestion, pollution and greenhouse gas emissions across the county.

Key Achievements

(4) Some headline achievements in 2008/09 included:-

- 50-60 new School Travel Plans, taking the Kent Total to 470 (approx) or 78%
- A 1% shift to sustainable modes of travel to school (against 2006/07 school census base data)
- 114,000 school-run journeys saved through walk to school initiatives (as of March 09)
- Over 13,000 Kent Freedom Passes issued, with an estimated 2%-6% improvement in journey times outside those schools with a significant uptake of the scheme
- 400 personal pledges from Maidstone residents to make 'greener' travel choices as part of In Town Without My Car (September 2008)
- £100,000 of capital investment in sustainable travel to school facilities, within school grounds (Local Transport Plan)
- A projected 3,163,283 car journeys saved in 2009 through Kentcarshare which equated to a saving of over 1000 metric tonnes of CO₂

School Travel Plans

(5) The highly successful School Travel Plans project was now entering its final 'official' year. As part of funding secured by the Government's "Travelling to School"

initiative, KCC – along with all other Local Authorities – was expected to deliver School Travel Plans at 100% of schools in the County by March 2010. At the time of writing, it was expected that between 50 and 60 Travel Plans would have been completed during 2008/09, bringing the total to approximately 470 schools (78%). While this still left a further 130 (22%) schools to achieve in 2009/10, this was considered achievable, particularly if a more direct and prescriptive approach was taken to producing the documents at harder to reach schools. Regardless of the final tally at March 2010, the project represented a huge achievement, having built on a baseline of just 7 schools with Travel Plans in 2004.

(6) As well as showing a demonstrable impact on the school-run, the initiative had also secured in excess of £2.3 million of additional Capital funding to schools in Kent which had been spent on a wide range of initiatives to support the objectives of School Travel Plans e.g. cycle storage, sheltered waiting areas for parents, footpaths etc.

(7) A recent announcement confirmed that the School Travel Advisor funding, currently received as part of KCC's Area Based Grant, would be continued in 2010/11. Further guidance is awaited from Government as to their priorities for delivery beyond 2010.

Local Transport Plan School Capital Grant Funding

(8) For the first time in 2008/09, funding was made available through Kent's own Local Transport Plan to schools proactively driving forward their School Travel Plans and providing solid evidence of modal shift away from the car. £100,000 of funding was split between 12 schools across the county leading to the development of a range of initiatives including secure cycle/scooter storage, improved pedestrian access, signage and sheltered parent waiting areas. The scheme had been an excellent tool to secure the longevity of School Travel Plans and to further engage schools in taking responsibility for their carbon footprint and impact on local traffic congestion. A new set of submissions were currently being assessed for funding in 2009/10.

Kent Freedom Pass

(9) KCC first introduced the Kent Freedom Pass scheme in June 2007, providing bus travel free at the point of use to students attending school in three pilot areas (Canterbury district, Tonbridge town and Tunbridge Wells district). Since then it had proven very successful, encouraging children away from car travel and on to Kent's bus network. By the end of the first year, pass holders had made more than 1 million journeys and over 13,000 passes had now been issued.

(10) The original pilot scheme was intended to run until 2009 however its success led to it being extended to the remainder of Tonbridge & Malling, Dover, Maidstone and Shepway districts in June 2008 and Swale and Thanet in January 2009. The scheme would be extended to its final countywide phase in June 2009 by covering schools in the districts of: Ashford, Dartford, Gravesham and Sevenoaks

(11) Preliminary research had indicated that:-

- 30% of those applying for a Kent Freedom Pass, were previously driven to school (it was unclear at this stage what proportion of those students had actually made the switch for their home to school trips)
- Journey times had improved between 2% to 6% outside those schools with a good uptake of the scheme

Sustainable Travel to School Strategy and supporting initiatives

(12) The Education and Inspections Act 2006 placed a duty on local authorities to promote the use of sustainable travel and transport on the journey to school. Kent's Sustainable Travel to School Strategy was duly published as a consultation draft on 31 August 2007 and was published in its final form on 31 August 2008.

(13) Good progress was being made on the delivery of the Strategy and its development had led to improved joined-up working between directorates involved in co-ordinating travel to school, including KHS, CFE and Commercial Services.

(14) As part of its Area Based Grant, Kent received £112,865 per annum (5 years from 2007/08) from Government to support the delivery of the strategy. The following had been delivered in 2008/09, as required by the Act.

- An infrastructure audit, highlighting sustainable transport provision at all Kent schools
- A Sustrans Bike IT officer promoting cycling to schools in Ashford
- Partnership funding for the Kent and Medway Walking Bus Group Charity
- Improving web based travel information for schools, pupils and parents

(15) In 2009/10 it was intended to explore the potential for Theatre in Education to support key messages and also software to support and streamline the ongoing monitoring and auditing of Travel Plans (see para (21) re. iTRACE)

(16) Additionally two new initiatives were being piloted including a hard hitting campaign targeting parents parking on 'School Keep Clear' zig zags and a scheme called Journease which aimed to engage secondary school aged children in providing journey planning information and resources to their peers. This was a similar concept to the Junior Road Safety Officer scheme where pupils acted as a conduit within the school, promoting key messages.

Employer/Developer Travel Plans

(17) Changes in Government Guidance had led to a significant increase in Travel Plan Conditions secured through the planning process. In this context a Travel Plan could be defined as 'A strategy for managing multi-modal access to a site or development focusing on promoting access by sustainable modes'. The main objective of a Travel Plan was to reduce the number of single occupant car trips to a site. A successful Travel Plan would give anyone travelling to and from a business or organisation a choice of travel options and encourage them to use the more sustainable ones.

(18) Provision of an effective Travel Plan would never be able to justify the siting of a development in a totally unsuitable location. However, a sufficiently strong Travel Plan might help to counterbalance the disadvantages of a site where sustainable

access without Travel Plan measures would be less than ideal. A Travel Plan would need to be robust enough to give assurance that the sustainable travel patterns predicted by the developer would be delivered once the site was complete and operating.

(19) Significant progress had been made in the last year in clarifying protocols and processes between KHS, District Planning Authorities and the Highway Agency for the scoping, implementation, monitoring and enforcement of Travel Plan conditions. This had included the publication of Kent's "Guidance on Transport Assessment and Travel Plans" which was intended for adoption by KCC as a material consideration in Planning.

(20) The five tests relating to the appropriate use of planning obligations (as set out in ODPM Circular 05/2005) would be adhered to when considering the Travel Plan as part of the legal agreement. The use of conditions would also need to be in line with the guidance outlined in the DoE Circular 11/95. This was particularly important in the current economic climate where KHS and the Planning Authority needed to balance what was 'reasonable' and viable with environmental and sustainability considerations.

(21) KHS were seeking to procure a bespoke piece of software called iTRACE to substantially streamline and improve the tracking and monitoring of the Travel Plans. iBase Systems Ltd (iBase) had developed and implemented the iTRACE system for capture management and reporting of work place and schools Travel Plans across London. iTRACE had been developed over the last 4 years with the support of Transport for London.

National Rail Station Travel Plan Pilot

(22) In 2008 a partnership led by Kent Highway Services, Southeastern and Ashford's Future made a successful bid to participate in a National Rail Station Travel Plan Pilot. The 2007 Rail White Paper proposed that station travel plans be tested through a series of pilots, and ATOC was co-ordinating a national pilot scheme on behalf of the Department for Transport DfT. Ashford station was selected as one of 31 successful applications across England out of a total of 70 bids.

(23) The National Rail Station Travel Pilot provided an exciting opportunity for Kent to participate in a national initiative to promote sustainable travel to rail stations. The development of the Travel Plan and supporting initiatives would assist the sustainable expansion of commuter rail travel in Kent as a result of the new High Speed (HS1) services. It was intended that best practice be rolled out to other stations in due course.

(24) The Ashford Station Travel Plan was due to be launched in May 2009, with a series of innovative measures, including personalised travel planning and marketing tailored to the specific needs of individual commuters.

Kentcarshare/Kentjourneyshare

(25) In the context of the Ashford Station Travel Plan (highlighted above), the successful Kentcarshare journey matching facility was being developed and expanded to include greater flexibility for journey matching.

(26) This would include new 'budi' elements for walking, cycling and taxi trips aimed at improving personal security, knowledge and confidence of local cycle routes and cost sharing opportunities. The Kentcarshare scheme currently had 3000 members with 3117 journeys registered. Based on current matches it was estimated that in 2009 the scheme would save:-

- 3,163,283 miles
- £577,312
- 1,040.7 metric tonnes of CO²

Streetcar

(27) Kent's partnership with Streetcar to promote and develop Car Clubs in the county continued. The core scheme at County Hall had recently expanded to include an additional third car and the intention was that this would ultimately be located in The Mall car park, with the potential to serve Maidstone Borough Council and Jacobs employees, as well as being more readily available to residents to the south of the town centre.

(28) Positive discussions had taken place with District Council partners and developers, raising awareness of the potential for such schemes to address parking limitations on new town centre residential developments. A number of developments across the county had the provision of a Car Club facility conditioned as part of S106 Agreements and it was hoped that this model would serve to quickly develop a viable network of Car Club cars across the County, presenting a genuine alternative to traditional car ownership

Travel Awareness Campaigns

(29) A key part of the strategy was to carry the sustainable travel message to people through a series of campaigns, promotions utilising the media and face to face communication. Examples of such activities in 2008/09 had included:-

- Maidstone Goes Green

The development of an exciting new partnership between KCC, Maidstone Borough Council, The Maidstone Town Centre Management Group and Maidstone's three main shopping centres (The Mall, Fremlins Walk and Royal Star Arcade) led to opportunities to promote sustainable transport in the town under the umbrella of 'Maidstone Goes Green'. Free space was made available in all three of the shopping centres to promote KCC led 'green' initiatives and it was hoped that this activity would prelude a major event on 'In Town Without My Car Day' on the 22 September. This was traditionally the culmination of European Mobility Week (13-21 September).

- In Town Without My Car

Building on the success of the Maidstone Goes Green partnership, In Town Without My Car held in Maidstone in September 2008, represented the largest promotional and awareness raising campaign that KHS had delivered to date. A week of activity and promotion in all 3 major shopping centres, culminated in a day when all Maidstone residents and employees were encouraged to leave their car at home and

try a sustainable alternative. A partnership with the KM helped to ensure excellent and positive publicity for the event.

(30) Through the development of these initiatives, KCC had forged excellent partnerships with local organisations e.g. Maidstone Town Centre Management, local shopping centres, retailers, lobby groups and the media. This partnership working had maximised the potential of such initiatives and had also allowed them to be delivered in a very cost effective way through sponsorship in kind. KHS aimed to build on these partnerships in 2009/10, facilitating the delivery of the core messages at the local level through funding to support locally led campaigns and initiatives. A Maidstone Goes Green/In Town Without My Car event was planned for Maidstone in 2009 and was to be led by the Town Centre Management. Early discussions were also underway with Canterbury City Council and the Canterbury Employers' Travel Plan Forum regarding a similar event later in the year.

(31) The success of Smarter Choices relied on developing partnerships with people and organisations across Kent. A fundamental principle of Smarter Choices was to develop and deliver highway schemes and services, which were aligned with people's travel needs. This could be achieved by continuing to engage with the public and other stakeholders to raise awareness and ownership, leading to the development of effective schemes that delivered real behavioural change.

(32) Smarter Choices gave Kent an opportunity to make good progress towards improving access, tackling congestion and delivering sustainable development as defined in the LTP2. The plan built on good practice and was achievable and cost effective.

(33) The Board noted the good progress being made and continued to support the delivery of the programme.

7. Stopping Up the Highway – Stopping Up Order (Section 116 of the Highways Act 1980)

(Item. 8)

(1) The proposed policy set out how Kent Highway Services would comply with the requirements of the Highways Act in relation to applications where the highway was unnecessary, in a manner which was functional, effective, transparent and did not expose the Council to financial risk. The policy covered financial matters and the processes involved in managing an application, including declaring the highway unnecessary and land ownership matters.

(2) The Board supported the proposal for recommendation to the Cabinet Member for Environment, Highways and Waste that Kent Highway Services introduce a new policy on how the Council carry out the management of stopping up the highway (Stopping Up Order) under Section 116(1)(a) of the Highways Act 1980.

8. KHS Policy for Managing Skips on the Highway

(Item. 9)

(1) Control of skips placed on the highway under S139 of the Highways Act, required permission of the highway authority for the skip (or equivalent type of container) to be placed. This had driven the need for formal licensing of skips in Kent

at a minimal charge, currently £20 per week or part week, in order to be able to fully consider the safety and disruption factors for highway users whilst the skip was in place.

(2) If any skip was placed upon the highway without a licence the operator would be required to immediately apply for a licence and pay the respective charges – including for time already spent on the highway. Regular inspections would be carried out by local inspectors, checking skips for valid licences and compliance and investigating any complaints received. A penalty charge of £47 (in line with the NRSWA defect site inspection fee) was to be applied when a skip was on the public highway without a licence. Records would be kept of offending operators and where there were repeated offences, we reserved the right to refuse an operator permission to place skips on the highway. Where circumstances dictated we could remove offending skips and recharge costs to operators where known. In exceptional cases, we had the option to prosecute the skip operator.

(3) The Board supported the proposals for recommendation to the Cabinet Member for Environment, Highways and Waste that:–

- (a) the policy to actively manage skips placed on the highway be approved;
- (b) continued licensing of skips on the highway be approved;
- (c) continued charging for licences at current levels of £20 per week or part week be approved; and
- (d) a penalty charge of £47 (in line with the NRSWA defect site inspection fee) to be applied when skips were placed on the public highway without a licence be approved.

9. KHS Policy for Managing Tables and Chairs on the Highway

(Item. 10)

(1) The existing policy for ‘The Location and Licensing of Street Furniture’ had been reviewed and revised to reflect current issues and working practices, and focussed on Tables and Chairs on the highway, removing A boards from the policy. It was to be renamed accordingly.

(2) The Board supported the proposal for recommendation to the Cabinet Member for Environment, Highways and Waste that the existing Street Furniture Policy be revised, with changes as outlined above, forming the new Tables and Chairs policy. The current annual charge of £150 was proposed to remain unchanged for 2009/10, and the penalty, imposed for non-compliance with the licence on inspection, was to be increased from £25 to £47 in line with the NRSWA site inspection charge for defects.

10. Scheme Prioritisation System

(Item. 11)

(1) In 2006, Kent County Council adopted its second Local Transport Plan (LTP2). The LTP2 was KCC’s strategy for transport for the period 2006-2011. A key part of the LTP2 was outlining how funds provided by central government would be spent by

KCC in order to provide the best possible transport improvements for the people of Kent.

(2) In LTP2 a new approach was used for assessing integrated transport schemes; all proposals went through the same assessment process and received points depending on how well they delivered against national, regional and local transport policies. The system was called PIPKIN, and it had been used to assess over 500 scheme proposals for construction in 2008/09 and 2009/10 totalling over £40m. The funding allocation for schemes to be constructed over the two years was £27m. This showed the need for a robust assessment system to ensure the most worthwhile schemes were delivered.

(3) PIPKIN was a useful guidance tool to assist in prioritising integrated transport schemes, but at the end of the 2009/10 assessment period, the Cabinet Member asked that PIPKIN be revised to address a concern that safety schemes were not receiving a high enough weighting in PIPKIN. This opportunity presented the chance to revise the prioritisation system as a whole. An improved method of assessing schemes was now being proposed, called the Scheme Prioritisation System.

(4) The Scheme Prioritisation System had been developed to achieve two things:-

- Enable KCC officers to assess every scheme proposed resulting in a score. This allowed comparison between one scheme and another, with the highest scoring schemes being the ones that contributed the most to national, regional and local transport targets.
- Provide a score for every scheme which could be ranked to prioritise the proposals. This acted as a guide for officers and Members on which schemes should be funded and constructed, and which were less worthy of a share of the limited budget.

(5) The new system had been devised following consultation with the Cabinet Member, Members of an Informal Members Group (IMG), and officers responsible for generating and assessing Integrated Transport proposals. It was based on the national, regional and local priorities set out in LTP2, and revolved around the four shared priorities agreed by the Local Government Association and Government in 2005: Tackling congestion; improving accessibility; increasing road safety; improving air quality.

(6) Seven different options were tested and were outlined in Appendix 1 of the report. These involved different weightings, scores and bonus points in order to illustrate the variations that different scores and rankings achieved. Using the schemes submitted for construction in 2009/10, 100 schemes were assessed using the seven different options.

(7) Following two IMG meetings, the following option received the unanimous support of Members present:-

- Increasing road safety, tackling congestion and improving accessibility should each receive a 30% weighting in the scheme assessment. Improving air quality should receive a 10% weighting.
- Bonus points awarded to personal injury crashes should be increased by 50% in comparison to the points received in PIPKIN.

- JTBs should be able to boost their priority schemes by nominating the top 8 schemes in their district. These would receive additional points: the number 1 priority would receive 8 points, decreasing to number 8 priority receiving 1 point.

(8) The Board supported the proposal for recommendation to the Cabinet Member for Environment, Highways and Waste that the proposed Scheme Prioritisation System for integrated transport schemes be approved, for assessing and prioritising schemes to be constructed from 2010/11 onwards.

11. Participation of Highways Advisory Board Members in the Road Safety stand at the 2009 Kent County Show

(Item. 12)

(1) Since 2004 the KHS Road Safety team had worked with its partners to deliver key messages to the public at the County Show under the collective banner of 'Fit for the Road'. The partnership approach involved KCC, the Kent and Medway Safety Camera Partnership, Medway Council, the Highways Agency, Kent Police, Kent Fire and Rescue, South-East Coast Ambulance Service and the Kent Probation Service.

(2) The primary purpose of the 'Fit for the Road' stand was to promote key road safety messages; these were agreed at the early stages of planning the project. The promotion of who was delivering the messages was seen as a lesser priority. This approach had enabled KCC to engage people with key messages in a more effective manner and maintained good partnering relationships. Significantly the stand was deliberately located amongst the car dealers and deliberately away from the Local Government or Kent Police tents.

(3) Every opportunity was taken to make the displays interactive. This year the displays would include a wide range of topics:-

- Seat-belt demonstrator
- Eye-sight screening
- Pedestrian safety
- Cyclist safety
- Road crashes and their causes
- Driver impairment
- Collision investigation
- Safety Cameras (with real cameras and speed limit information)
- Motorcyclist safety.

(4) This approach engaged people of all ages in the important areas of concern and for this reason the stand was awarded second prize in the Public Sector category in 2008.

(5) Typically the stand attracted over 5,000 visitors each year. Completed questionnaires about the displays provided valuable feedback. The findings indicated consistently high levels of satisfaction, with visitors being able to recall important messages and how they were delivered on the day. The findings also enabled the road safety team to better understand which aspects had the most appeal and where improvements were needed. This had been particularly useful in the development of the current approach.

(6) It was proposed that Highways Advisory Board Members be invited to participate in the Road Safety stand in support of the team drawn from the various partners. The objectives of the proposal were to:-

- Make a clear leadership statement by demonstrating political support for the road safety priorities
- Provide encouragement to team members
- Enable members to gain a greater insight into how people react to messages.

(7) It was envisaged that each Member would spend around two hours at the stand and would be asked to attend pre-event briefings.

(8) The Board supported the Kent County Show Road Safety stand in the manner described above; and agreed to contact Mr Procter following the June elections.

12. Proposed Prohibition of Driving Traffic Order - Mill Lane, Beltinge, Herne Bay

(Item. 13)

(1) At its meeting on 8 July 2008 the Highways Advisory Board considered an objection to a proposal to make a traffic regulation order to prohibit driving in Mill Lane, Beltinge, Herne Bay. The Board agreed that the traffic order should be made as advertised, but following a complaint from an objector, the decision was taken that the traffic order should be readvertised so that his objection could be reconsidered by the Board.

(2) The Development Brief for the residential development north of the Thanet Way and west of Margate Road included a requirement to make Mill Lane North a cycleway/footway. This was to be achieved by a traffic regulation order prohibiting motor vehicles whilst leaving access available for an adjacent landowner at the northern end of the road. Vehicular access to the new development was not to be permitted via Mill Lane as this road had a poor junction with Margate Road which the development brief did not propose to improve.

(3) Eight letters of objection had been received. Five of these were signatories to the same letter and were from residents of Talmead Road who back onto Mill Lane. The vehicular access to these premises was via Talmead Road. One objection was from a resident of Cedar House which was outside the length of road that was proposed to be closed.

(4) One letter was from a horse owner who rented the field adjacent to Mill Lane and required access for tractors and trailers via the southern most access point. One letter was from the owner of the land bordering the western side of Mill Lane whose objection was based on the fact that the traffic order would prevent him from accessing his land from all of the accesses that he had constructed.

(5) The landowner had constructed a number of accesses into his land from Mill Lane including the access into the field rented by the horse owner. The proposed traffic regulation order would prohibit driving to all but the most northerly access to his land. If an exemption were to be made to allow access along Mill Lane as far south

as the junction with Talmead Road, this would meet the objections that had been raised but would negate any improvements to Mill Lane to make it a pedestrian/cycleway.

(6) Members of the Board had the following options available:-

- (i) make the traffic regulation order as advertised. This would permit access to the northern end of Mill Lane only;
- (ii) make the traffic regulation order with an exemption for access to adjacent land. This would permit access to the length of Mill Lane north of Talmead Road and would meet the objections of the respondents, but would not meet the terms of the development brief;
- (iii) abandon the traffic order. This would allow residents of Talmead Road to gain access to the development via Mill Lane and would increase traffic at the junction with Margate Road.

(7) The best arrangement for the area was for the Prohibition of Driving Order to be made in Mill Lane with no exemptions, apart from emergency vehicles. This would mean that the Order could be enforced with a robust bollard that only the emergency services could remove.

(8) The Board agreed to defer consideration of the report to the next meeting, to enable officers to seek advice from the Legal Unit.

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ENVIRONMENT, HIGHWAYS AND WASTE POLICY OVERVIEW COMMITTEE

MINUTES of a meeting of the Environment, Highways and Waste Policy Overview Committee held at Council Chamber, Sessions House, County Hall, Maidstone on Thursday, 25 June 2009.

PRESENT: Mr N Collor, Mr J Cubitt, Mr M J Harrison, Mr C Hibberd, Mr J D Kirby, Mr S Manion, Mr R A Pascoe, Mr W Richardson, Mr M Robertson, Mr J E Scholes (Substitute for Mr J R Bullock, MBE), Mrs E M Tweed and Mr M Whiting

IN ATTENDANCE: Mr P Sass (Head of Democratic Services and Local Leadership)

UNRESTRICTED ITEMS

1. Membership

(Item. 2)

The Committee noted its membership as set out above.

2. Election of Chairman

(Item. 3)

RESOLVED that Mr C Hibberd be elected Chairman of the Committee.

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By: Nick Chard, Cabinet Member, Environment, Highways & Waste
Mike Austerberry, Executive Director, Environment, Highways & Waste

To: Environment, Highways & Waste Policy Overview Committee - 16th July 2009

Subject: Outturn Business Plan and Budget Report 2008/09

Classification: Unrestricted

Summary: In January this committee received a report on the half-yearly update of business plans. This report presents a summarised full-year picture for each of the service units and an overview of the directorate as a whole.

1 Executive Director's Summary

1.1 2008/09 was a year of change for the Environment & Regeneration Directorate, with a number of senior staff moving on and significant organisational change with the Regeneration & Economy division relocating to a more central position within the authority in the Chief Executive's Department. Whilst change often brings uncertainty I am pleased to say that our services to the people of Kent – which are, after all, the reason for our existence – were sustained.

1.2 Excluding two specific roll-forwards totalling some £900k the Environment, Highways & Waste Portfolio had a net revenue underspend of around £2m in 2008/09. This was made up by the combination of two factors. The first was a significant underspend in Waste Management, due to a reduced tonnage overall and delays in the full-scale operation of the Allington Waste to Energy Plant; the second was an overspend in Kent Highway Services, generated in the main by the seizing of invest to save opportunities, more spending on vegetation control, minor repairs and the Traffic Management Act, and additional expenditure on winter services.

1.3 Turning to capital investment our spending was focused on major highway maintenance, integrated transport schemes and new road building. We also commenced work on a longer-term investment programme in waste management. Overall the capital programme outturn was approximately £70m, which takes account of some £3m of rephased expenditure, £2m of which was accounted for by the difficulties encountered in acquiring a suitable site for the West Kent highway depot. The £70m total included a planned redirection of £4m into additional highway maintenance, taking the total spend in this area to £36m.

1.4 Writing a summary of the year's achievements is a rewarding but difficult task – seeking to summarise what has been achieved inevitably excludes, or fails to do justice to, substantial areas of activity that are important to, and for, the people of Kent. Of the 323 projects, actions and developments identified in our 2008/09 business plans 207 were completed, 106 are ongoing or carried forward into 2009/10 and 10 were incomplete and will not be taken any further. Further details on these can be found in the attached service unit reports. What I have attempted to do in what follows is to give a flavour of what the Directorate achieved in 2008/09 by picking out specific priorities we identified in the 2008/09 KCC Annual Plan or notable events.

1.5 The multi-agency Clean Kent programme (www.cleankent.co.uk) has encouraged citizenship and environmental responsibility with, for example, the Street-Wise Educational Project being nationally recognised as good practice. Alongside these programmes we have, with our district partners, taken a firm line on enforcement with outstanding success against fly-tippers. We have had over 20 successful prosecutions and the prospect of fines of £50,000 and up to five years imprisonment are having a significant and beneficial deterrent effect. New evidence gathering techniques have been introduced such as the use of the "Smartwater" identification technology as well as other interventions in partnership with Kent Police.

1.6 A new waste transfer station and household waste recycling centre opened in October 2008 at Pepperhill. The facility is one of the few undercover household waste and recycling centres in the country and is designed to be as customer-friendly as possible. A new in-vessel composting facility at Blaise Farm also opened in October which provides combined food and garden waste capacity, while the Waste to Energy Plant at Allington, an integral part of Kent's waste strategy for the next 20 years, completed major hand-over tests.

1.7 The Delivery Report of the Local Transport Plan, setting out progress and achievements to date, was submitted to the Government Office for the South East (GOSE) in December. Feedback is that good progress is already being made in the four shared priorities of congestion, road safety, accessibility and air quality and that 70% of the mandatory targets were on track. The Department for Transport (DfT) released its report on the Lower Thames Crossing on 20 April 2009 and Kent and Essex County Councils will have completed their joint report by the end of June 2009. KCC will be maintaining pressure on the DfT to deliver the short-term capacity improvements at the Dartford Crossing as quickly as possible and to influence Government thinking on the best longer-term options for increased capacity across the Thames.

1.8 2008 was another successful year for KCC and its partners in reducing the number of casualties on our roads, with reductions in both serious and slight categories. The introduction of new technology has enabled us, for the first time, to have an integrated 'end to end' process for road and pavement repairs, and investment in maintenance enabled us to resurface 523 roads and pavements during the year. These two improvements no doubt played a part in the further increase in public satisfaction that was recorded as part of our annual tracker survey, and further investment in maintenance is built into the 2009/10 budget in order to improve both our responsiveness and the condition of our roads and pavements.

1.9 The winter of 2008/09 was one of the wettest and coldest for a decade and these weather conditions put our adverse weather services to the test. We started salting on 20 October 2008 and by the end of February we had been out 78 times on primary routes and 38 times on secondary routes – increases of 195% and 422% compared to the winter of 2007/08. Due to the long period of poor weather we re-prioritised our work programmes to deal with additional repairs needed as a result of frost induced damage, and throughout March we had 66 crews working on repairs, dealing with a peak of 3,000 jobs a week. In the period January to March 2009 over 12,000 potholes were repaired. The positive press coverage we received for our efforts was a welcome 'thank you' to the crews who were doing their best to deal with the problems caused by the weather. In order to tackle the damage inflicted on our

network we have budgeted for additional repair crews in 2009/10 including two specialist 'jet patching' teams who will be dealing mainly with problems in rural areas.

1.10 We continued our programme of replacing the halogen lamps in traffic signals with modern light emitting diodes (LEDs) delivering improved reliability and reduced energy consumption. We also installed around 1,500 new energy efficient lanterns in streetlights, a first step in the planned replacements of some 7,500 old mercury-based lights. The enhanced Traffic Management Centre in Maidstone improved traffic flow in the town centre and received positive comments from the public, and work to expand the coverage to include Canterbury and Tunbridge Wells started. Kent Highway Services dealt with around 18,000 customer calls each month.

1.11 In Ashford KCC invested around £1m on the new buses for the A Line route in February 2009. This provided a significant uplift to the image and quality of bus travel in the town. Equality of access issues have been an integral part of the thinking with the majority of buses now providing easy access for disabled people. The A Line route is a significant step in the introduction of the broader Smartlink concept, which will join all parts of the town together using a high quality public transport network. The Kent Freedom Pass scheme was expanded to cover six further districts in 2008 and the pass will be offered Kent-wide from 1 June 2009. 14,000 passes have been issued to date, feedback from users has been positive and there has been a measurable reduction in congestion outside secondary schools.

1.12 Following concerted lobbying by KCC, MPs and others the A21 Pembury-Tonbridge scheme is scheduled to start in 2011/12, with Kippings Cross-Lamberhurst in the following year. Improvements to increase the capacity of the M25 between Junctions 5 (Chevening) and 7 (Godstone) should start by 2015 with hard shoulder running. While no A2/M2 improvements are currently planned a proposed London to Kent Ports Study will investigate the need for measures to relieve the pressure on the M20/A20 corridor and enhance growth proposals in Swale, Thanet, Canterbury and Dover.

1.13 The Fort Hill de-dualling in Margate, an integral part of the programme of public space enhancement in the town, was completed in October 2008 and improvements to King Street, Duke Street and The Parade were finished in March 2009. In Sittingbourne the public inquiry into the Northern Relief Road was held in June 2008 and the orders confirmed by the Secretary of State in December. These have been closely followed by an invitation to tender for construction in April 2009 with the objective of awarding a contract in summer 2009 and opening the road to traffic in late 2011.

1.14 On the rail front, lobbying of Eurostar by KCC and others was successful with services between Ashford and Brussels being restored. A new timetable for domestic passengers comes into operation in December 2009 which will improve connections between Kent and London with more trains running from most towns in Kent. KCC continues to lobby against the proposed cuts in the Maidstone service and for a reduction of proposed fares on the high speed services. Work on proposals to improve Northfleet Station continues and while Community Infrastructure Funding for Dartford Station has been used elsewhere Network Rail plan to improve the station to accommodate 12-car trains in the near future.

1.15 We have worked hard to improve our popular Country Parks, and new play areas were installed at four sites which all received very positive customer feedback. A new five-year strategy for our parks was developed which identifies the key priorities for the future. We established improved consultation mechanisms with Parish Councils and other key stakeholders to improve our understanding of public expectations and the Lullingstone Liaison Group was established, providing a model for future customer engagement. Three of our Country Parks were given the Green Flag award, which recognises high-quality public spaces throughout the country.

1.16 KCC's eight design standards which aim to improve access to the countryside, including those who have mobility issues, were published and gained a lot of interest and national recognition. 51,000 individual items were installed on the Public Rights of Way network, and the North Downs Way anniversary celebrations were highly successful. DEFRA praised the Countryside Access service for setting the standard nationally in delivering new Common Land and Village Greens legislation through its work on a national pilot project and a very successful year was topped off with KCC winning the national award for the most enterprising and innovative Countryside Access Improvement Plan in March 2009. This was one of a number of awards our environmental services received, including the Customer Charter Mark for service excellence in May 2008.

1.17 Environment & Regeneration led work on the international environmental management standard, ISO14001 and all KCC Directorates won accreditation. KCC has achieved a 5% decrease in office carbon emissions since 2004 and invested or committed over £1m to energy efficiency measures, and now has over 160 green guardians who are championing environmental improvements in the way we operate. Over 50% of Kent schools have some form of Eco Schools Award.

1.18 At the start of the year we set out to build on our existing awareness programmes that concentrate on environmental issues and over 500 children signed up for the Junior recorders pack, which introduces youngsters to the variety of species in the Kent countryside and promotes activities that are interesting, worthwhile and free. 2,500 people attended the 'Kent Goes Wild' weekend and 1,600 took part in Kent's Coastal Week. Looking to the future we adopted two shoreline management plans – one covering the Medway Estuary and Swale, and one the Isle of Grain to South Foreland. These set out policies for the sustainable management of our coast in the face of climate change.

1.19 We sought to protect and enhance Kent's valuable man-made heritage as well as its natural environment and in 2008 Historic Fortifications Project, supported by Interreg funding, was completed. In the last four years this has helped deliver £2.5m for conservation and promotion projects including accessible trails, interpretation panels, audio-visual displays and educational projects. For the first time an archaeological excavation that specifically set out to engage local communities was held at Shorne Country Park and this involved hundreds of people from a wide age range, including a school for blind children. Finally, our past involvement in the heritage aspects of the Channel Tunnel Rail Link construction was recognised through national and regional planning awards.

2 Budget Outturn 2008/09 – Revenue and Capital

2.1 The first table below sets out the revenue outturn on a unit by unit basis for the Environment, Highways & Waste (EHW) directorate. Within KHS there were significant planned overspends in Community Operations and Technical Services on issues such as vegetation control, increased minor repairs (NOMU) and street lighting investment and an underspend in Public Transport contract costs as a result of efficiencies delivered as part of the retendering of the contracts and rail not being included in the Freedom Pass. There was a significant underspend in Waste Management due to reduced overall waste tonnages and a delay in the full-scale operation of the Allington Waste to Energy Plant, which is, at this point in time, a more expensive disposal option than landfill. There was also increased income from recyclables.

2.2 The second table sets out capital expenditure during the year. Significant additional funding was made available for major maintenance works within KHS.

Table 1 - EHW Revenue

Service Unit	Director	Original budget £000s (net)	Approved cash limit £000s (net)	Final outturn £000s (net)	Variance from cash limit £000s (net)
Community Operations	MA	13,338	13,738	15,624	1,885
Technical Services	MA	20,577	21,825	24,281	2,456
Network Management	MA	7,006	7,006	7,040	34
Countywide Improvements	MA	2,795	2,955	3,061	106
Transport & Development	MA	3,255	3,205	3,074	-130
Public transport contracts	MA	13,555	13,862	12,396	-1,466
KHS central HQ budget	MA	3,866	4,593	4,542	-51
Total KHS	MA	64,391	67,183	70,017	2,834
Total Transport Strategy Group	DC	467	617	616	-1
Natural environment and coast	MA	307	313	287	-26
Countryside Access	MA	2,052	2,068	2,150	82
Heritage	MA	295	329	401	72
Greener Kent	MA	267	271	325	54
Country Parks	MA	718	722	930	208
E&W central HQ budget	MA	464	464	188	-276
KDAONB	MA	9	9	9	0
Waste Management	MA	64,577	65,602	60,101	-5,501
Total Environment and Waste	MA	68,689	69,778	64,391	-5,387
Total Strategic Management including Resources	MA	5,939	6,781	6,403	-378
Total Environment Highways and Waste	MA	139,486	144,359	141,427	-2,932

Rephased projects

Replacement of MIDAS financial system 437

Kent Waste Partnership 470

Net real underspend -2,025

Table 2 - EHW Capital

	2008/09 Spend				Total Scheme Cost		
	Original Budget £000s	Approved Cash Limit £000s	Final Outturn £000s	Variance from Cash Limit £000s	Approved Cash Limit £000s	Forecast Spending £000s	Variance from Cash Limit £000s
Rolling Programmes							
Improvements to Public Transport Infrastructure	1,000	667	648	-19			
Public Rights of Way-Structural Maintenance	950	930	829	-101			
Country Park Access and Development	310	488	237	-251			
Highway Major Maintenance/Bridge Assessment & Strengthening	23,697	27,744	32,999	5,255			
Integrated Transport Schemes	13,883	15,266	12,061	-3,205			
Major Scheme-Preliminary Design Fees	950	1,320	1,497	177			
Non-grant supported Land, Part 1 Compensation Claims, Old grant funded Schemes	1,000	650	617	-33			
Management & Modernisation of Assets	280	295	245	-50			
Total Rolling Programme	42,070	47,360	49,134	1,774	0	0	0
Schemes with Approval to Spend							
Shorne Woods Heritage Project	135	131	125	-6	869	863	-6
Shorne Woods Visitors Centre	0	0	17	17	0	0	0
Wetland Creation-East Kent	0	0	12	12	501	501	0
Civic Amenity Site-Landfill Gas & Leachate Pollution	100	0	0	0	0	0	0
Archaeological Research Centre-Preliminaries	200	0	0	0	200	200	0
Energy Water Efficiency Investment Fund	1,000	1,446	658	-788	2,130	2,116	-14
Small Community Projects	0	29	5	-24	28	28	0

3 Individual Service Unit Reports

- 3.1 Reports for each of the service units – Environment & Waste, Integrated Strategy & Planning, Kent Highway Services and Resources are attached.

4 Recommendations

- 4.1 Members of the EHW Policy Overview Committee are asked to:

4.1.1 Note and review the outturn budget summary and service unit reports; and

4.1.2 Ask questions on any areas where they require clarification.

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Business Plan Performance 2008-9

KENT HIGHWAY SERVICES

Summary Business Plan details

Kent Highway Services' core purpose is the maintenance and improvement of the County's roads, pavements and other assets. The service is also responsible for improving road safety for all users, managing traffic flow to ease congestion, working with others to provide viable alternatives to the car, as well as implementing major projects and managing development in key areas of growth.

Planned Outcomes:

The planned outcomes from Kent Highway Services Business Plan in 2008/9 were:

1. Deliver a new depot in Ashford and secure a location for a further one in West Kent
2. Implement KHS Transformation by driving efficiencies through integrated processes across organisational boundaries, improving customer satisfaction and delivering high quality services
3. Rollout new fleet vehicles to all Highway Inspectors
4. Extend the Freedom Scheme to six further areas of Kent
5. Launch Congestion Busting Teams across Kent
6. Implementation of Contact Handling improvements to support greater levels of first point resolution, mail handling, web reporting and self serve facilities
7. Achieve enhancement of Works Order Management System customer service module

Cross Divisional Summary:

Many of the planned outcomes were successfully carried out in 2008/09. However, the achievement of some of KHS' objectives were impeded by the ambitious restructure and transformation programme. There were unforeseen problems with the delivery of the West Kent site, which was halted by planning issues. An alternative site has been identified and the project will continue in 2009/10. Contract compliance and financial management issues were picked up through the audit activity and is an area which has been actively addressed since November 2008.

KHS is a wide-ranging business and many of the service groups have been working effectively and delivered well against their projects and developments in 2008/09. But there were significant areas of core delivery, such as routine maintenance and customer care, where performance was not good.

Teams, achievements and benefits to the customer

There are six key teams within Kent Highway Services, their core services and achievements for 2008/9 are shown below:

Business, Performance and Communications: To provide expertise, advice and support across the Alliance to drive continuous improvement and promote Kent Highway Services To develop and act as custodian to the Service and Business Unit Level Plans, Risk Registers and Business Continuity. To develop the KHS performance model to embed a culture of continuous performance improvement and value for money. To improve the image and perception of KHS in the eyes of the public and members. To deliver business solutions to support KHS activities and to ensure compliance with relevant standards and to create and maintain a safe and healthy environment.

Key Achievements in 2008/9

- New Technology rollout including mobile working, handheld computers and Implementation of new Customer Service Module (fault reporting system)
- Improved performance model introduced to better manage key indicators across KHS

Summary of benefits to the customer:

Good progress of the contact handling programme meant improved access to KHS services through all media channels giving a more accessible service to the customer. Improvements to fault reporting tools meant better quality data and quicker repair times of faults. The new performance model and associated supporting technology enabled more effective management and measurement of performance to help drive improved service delivery.

Community Operations: On behalf of the community, ensure the safe condition of the highway network and the maintenance of roads and pavements

To create and maintain a close relationship with members and parish councils through the use of liaison officers and improved technology and processes. To deliver an inspection regime of our highway network, maintaining 8,400km of county roads and 6,000km of pavements. Undertake a programme of road/pavement surveys using technology to assess the condition to assist with prioritisation and to provide a winter maintenance service countywide.

Key Achievements in 2008/9

- Tracker results showing +29% net satisfaction roads, +23% net satisfaction pavements.
- Improved customer communication arrangements driven by a new “Dashboard” arrangements
- Regular Member feedback or meetings held
- Started regular liaison and Parish meetings across the County
- Quiet surfacing pilot proved to be extremely popular by residents and has encouraged further schemes of this type; protocol being developed.
- Jet patching has been successfully used widely across the County with a specific focus on rural unclassified roads. (Jet patching is specialist equipment, which cleans potholes as it fills them, using compressed air)
- Co-located at the new Ashford Highways Depot, Preston, Sandwich and Doubleday House
- Introduced 60 inspectors vans (including Masternaut tracking)
- Successfully trialled new ‘quiet’ surfacing (at Linton Hill, Maidstone) testing theoretical assumptions
- Mobile working IT solutions delivered to Inspectorate including full training
- Improvements to Preston and Sandwich depots
- Introduced mobile hardware to the Highway Inspectors
- Introduced “Jobsmart” (work processing / monitoring of orders to crews)
- Employed 4 inspector and 2 liaison apprentices

Summary of benefits to the customer:

The co-location of staff at the new super depot and improvements to KHS technology meant a more streamlined service to the public, with seamless partnership working and an improved customer experience. The new fleet vehicles achieved a more visible and professional KHS presence on the highway network with the single contact number and the unified KHS brand being widely promoted to all of Kent's residents. Improved communication with our customers, parishes, members and partner agencies were achieved through liaison meetings and events, monitoring our standards and investing in IT to give us 'real time' information on our service delivery.

KHS has also been successful with trials of quiet surfacing and jet patching in several areas which have helped to improve the road network condition and increased levels of user satisfaction. In addition, more road-crews were setup to reduce Kent's potholes (12,459 repaired in the period Jan-Mar 09) which had been as a result of the extreme cold weather over the winter months.

Careful planning, precise forecasting and a dedicated team of experts meant that KHS was able to keep Kent moving despite the severe weather in the Winter of 2008/9. The planning process began before winter started when more than 20,000 tonnes of salt was ordered and stored throughout Kent.

Countywide Improvements: To design and deliver an agreed list of approved projects on time and on budget

To deliver resurfacing, integrated transport and major scheme projects across the whole of Kent. To work in close partnership with other internal and external partners to deliver projects in a seamless way to the public. To deliver schemes that comply with national codes of practice and that ensure statutory safety obligations e.g. CDM Regulations & Health & Safety, are fulfilled both in the design and construction phase of scheme delivery and that provide value for money, are technically proficient and environmentally sustainable.

Key Achievements in 2008/9

Schemes - Completed:

- Fastrack Everards Link Phase 2
- Ashford Bank Street.
- Ashford Ring Road – Shared Space
- Ashford Newtown Road Bridge
- Fort Hill De-dualling
- Old Town, Margate Public Realm
- Eurokent – Thanet Access Road.
- Annual planned maintenance programme – £23.6m
- Annual highway schemes programme – £30.5m
- Integrated Transport Schemes – £13.8m

Community Achievements

- Ashford Ring Road - Monthly Liaison Meetings.
- Ashford Newsletters.
- Eurokent - Marlowe Academy Schools Safety Talk.
- East Kent Access – Phase 2 – meetings with Minster & Cliffs End Parish Councils/Residents
- Kent Profile Articles – Ashford.
- Civil Engineering Contractors Association (CECA) Liaison.

- Awarded ICE Brassey Award in the Transport Project Category

Reforms

- Taking lead role in the improved operation of the Term Maintenance Contract with Ringway
- Review and reform of Contract Price List to help drive efficiency
- Leading on Market Testing to test competitiveness of the Ringway Contract
- Introduction of 2 year rolling programme for Maintenance Schemes.
- Introduction of designers operating manual for design engineers.

Summary of benefits to the customer:

During 2008/9 Countywide Improvements managed a programme of schemes within a financial framework that included 4 major, 120 integrated transport/crash reduction measures and 460 highway maintenance projects. This involved engaging with communities and representatives countywide, gauging their opinion on the schemes both at inception and completion, taking into account the needs of specific user groups and ensuring that these projects improved the lives and safety of those living and working within Kent.

Network Management: To manage the use of Kent's roads to help people make safe and reliable journeys

To improve journey times and journey time reliability. To reduce road casualties by altering roads and driver behaviour and improved road safety through promotional campaign and road safety education. To reduce congestion by working with utilities, co-ordinating roadworks and managing and monitoring traffic through the Traffic Management Centre.

Key Achievements in 2008/9

- Continued overall reductions in casualties
- Casualty Reduction (CaRe) Group formally established
- Introduction of e-business to customer facing aspects of driver diversion service
- Memorandum of Understandings formally signed for Kent Safety Camera Partnership
- Performance Reward Grant of £2.4m received
- Considerate Contractor Scheme has been successful
- Draft permit scheme developed for implementation 09-10
- Site safety compliance (improve the signing and guarding of all works on the highway)
- Enforcement Team has been recruited
- Developing links with Highway Agency for joint traffic management
- Ongoing replacement LED programme
- Worked with Highway Agency and InterRoute to co-ordinate works
- Partnership working with Maidstone Canterbury and Dover Councils on joint events and safety meetings with emergency services
- Successful management of Local Street Gazetteer and Associated Street Data with accredited national awards
- Continue to successfully commission Cascade to manage abnormal load movements

Summary of benefits to the customer:

Further reducing casualties in 2008/9, as well as the other achievements of the Road Safety team meant that fewer people were injured or killed on Kent's roads. Working with contractors and improving safety standards through the Considerate Contractor Scheme benefits both the travelling public and those working on the highway. The good progress with regard to the co-ordination of roadworks, traffic management and the drafting of the permitting scheme (set to be

implemented in 2009/10) will greatly reduce the congestion associated with roadworks meaning raised levels of customer satisfaction. The majority of the LED replacement programme is almost complete, resulting in proven efficiencies and environmental benefits.

The major part of KCC's strategy to manage increasing traffic volumes, is the state of the art Traffic Management Centre based with links to CCTV cameras and traffic signals across Kent. The benefits to the customer are that the systems regularly check routes and make adjustments to traffic signals to improve journey times; giving up to date and accurate travel information through the dedicated website, road side information signs, radio and television.

Technical Services: To maintain highway assets: streetlights, signs, lines, barriers, drains and structures

To carry out structural maintenance, electrical testing and asset data collection of streetlights, illuminated bollards and signs. To respond to flooding of highway areas, to carry out routine cleansing and design and build new drainage systems. To maintain and improve highway signs, lines and safety barriers, manage highway arboriculture, cutting and planting of grassed areas trees and hedges and inspect, assess and develop schemes for bridges, tunnels and other structures.

Key Achievements in 2008/9

- 800 drainage repairs carried out to alleviate surface water flooding. This will carry on into 2009/10
- Streetlight Asset inventory data collection completed in Dartford, Gravesham, Sevenoaks and Maidstone; rest of County to be completed in Autumn 2009. This will allow more efficient maintenance and improved metering of electricity supplies (cost savings).
- Designed new streetlighting layout for Eastchurch (eco-village) including LED lighting
- EDF now part of Streetlighting Management Team. SLA signed with EDF regarding improved performance
- Introduced 'rent a jointer' scheme with EDF; jointing teams output has now doubled
- White line blitz in Maidstone
- Introduction of a drainage investigation unit including CCTV capability
- Investigations into route optimisation for scheduled gully cleansing to gain efficiencies and reduce running times
- Employed 'Find & Fix' signs and lines gangs working on strategic routes
- Completion of an annual tree safety audit programme
- Production of a Highway Tree Policy for the management of highway trees
- Development of formal arrangements with local contractors for mobilisation during widespread emergency situations
- Developed links with the Parish Tree Warden Scheme and assisted with funding of the Kent Wildlife Trust verge initiative
- Established the use of the Tree Module within the WAMS business system and completed a pilot area study
- Review of grass cutting program leading to improved contracts
- Trained over half of the tree inspection team to the top level national inspection standard
- Implemented a highway tree planting/re-planting programme
- Introduced and further developed, dedicated gang working initiatives for general repairs on bridges.
- Achieved capital works over and above the 08/09's original budget requirements.
- Reached key stage one in the Code of Practice for the Management of Highway Structures
- Commenced derivation of asset management plan for KHS.

Summary of benefits to the customer:

In 2008/9, there has been a better focus and an improvement on the delivery of key asset maintenance for grass, trees, drains, street lighting, signs, lines and structures.

Technical Services has established teams to deliver a number of diverse and locally important 'front-line' services. This meant that the achievements this year produced significant benefit to the residents of Kent. Consultation and liaison was essential to ascertain the best way to communicate with communities/groups/statutory companies in respect of maintaining the assets. Processes, policies and audits were developed to manage and administer the assets with formal arrangements being made with contractors and local councils to support these services.

Transport & Development: To shape and influence the built environment and travel behaviour to support regeneration and improve access to key services

To plan local transport improvements and work with district councils and developers to shape new developments and provide more sustainable travel options. To manage the County Council's budget for supporting bus services and works with public transport operators to improve services, especially the integration of bus and train travel. To work with schools and business to develop travel plans and promote alternatives to the car.

Key Achievements in 2008/9

- Punctuality and quality of bus services in the County have improved with investment from KCC
- More young people (academic years 7-11) have enjoyed free travel as the Kent Freedom Pass has been rolled out to new areas of the County. The scheme will be fully Countywide by June 2009.
- People with mobility impairment will have found it easier to use the highway network and public transport.
- Cyclists have more routes to use
- More schools have had help with their travel plans - 1% shift from children being driven to school to more sustainable alternatives helping to tackle congestion on the school run.
- A clear assessment method for traffic and transport schemes has been devised ("Scheme Prioritisation System") to aid prioritisation for funding. This ensures that schemes that are constructed are in line with T2010 and Local Transport Plan (LTP) objectives and make the best use of the money available.
- Greater understanding of people's experiences in recent residential developments is informing a greater investment of time and expertise in the 'placemaking' stage of new developments. Furthermore, higher quality materials, professionally installed, are being sought to improve both the appearance and durability.
- Careful consideration of Transport Assessments and Travel Plans for new developments is reducing their impact and providing for improved mitigation. Furthermore, by directly relating future transport needs to appropriate developments and their impacts, a fairer and more effective system for funding improvements is being devised.
- Geographical Information Systems are being used to capture a wide range of highway and transport information. This is speeding up the provision of such information to a wide range of customers, including other KHS services.
- Improvements in the management of housing developments (Section 38) leading to adoption of many very old developments

Summary of benefits to the customer:

The good progress shown through these achievements meant that the service successfully engaged with the community on transport strategies, local transport improvements and initiatives; bus services have been improved, the Freedom Pass has been warmly received, cyclists and other 'alternative to car' users have been given more opportunities and assistance to use the network safely and new developments are being designed with 'communities', 'aesthetics' and 'sustainable transport links' in mind. The planning of developments to support and promote public transport services make it easier for the community to reach jobs, schools and health facilities. Partnership Officers which were introduced into the Service in April 2008 are working with and embedded into district councils to work on the Local Development Frameworks (LDFs).

Introduction to Key Performance Indicators and Activity Levels

Some good progress has been made in 2008/09 but a refocus on getting the customer service basics right and ensuring improved contract compliance has been a priority. The benefit of this clearly needed shift in emphasis in 09/10.

Key Performance Indicators & Activity Levels					
Indicator	2006/07 Actual	2007/8 Actual	2008/9 Target	2008/9 Actual/ Est	Trend ▲ (Better) ▶ (Same) ▼ (Worse)
% of NET positive press coverage about KHS	19%	21%	25%	26%	▲
Ratio of compliments to combined number of complaints and compliments	77.5%	76%	70%	66%	▼
Explanation for above Target not being met: Number of reported complaints has increased.					
% of users happy with service provided by KHS T2010 (37)	62.3%	73%	60%	79%	▲
Number of leavers within KHS (Alliance wide)	New	15.7%	10%	12.1%	3yrs of data not available
Explanation for above Target not being met: Improved result from 2008/09 compared to 2007/08 but target not met due to ongoing reorganisation.					
Number of lost time accidents involving KHS staff	New	2	0	8	3yrs of data not available
Explanation for above Target not being met: Increase in incidents compared to 2007/08 due partly to increase in workload through the contracts.					
Value of 'efficiency gains' and number of service innovations actually delivered	£5.4m	£5.18m	£7.5m	£3.7m	▼
Explanation for above Target not being met: More focus on responding to customer service requests has led to a reduced drive to capture ideas for efficiency gains but value for money is a clear priority for 09/10.					
Staff satisfaction working in KHS	33%	76%	55%	76%	▲

Indicator	2006/07 Actual	2007/8 Actual	2008/9 Target	2008/9 Actual/ Est	Trend ▲ (Better) ► (Same) ▼ (Worse)
NET annual satisfaction with the condition of KHS a. roads b. pavements c. streetlights T2010 (37)	+5% +4% +31%	+19% +16% +44%	+25% +20% +50%	+29% +23% +45%	▲ ▲ ▲
Explanation for above Target not being met: Improved performance but target for roads and streetlights not met.					
% of overhead cost of delivering KHS service compared to total budget for the service	New	14.8%	<10%	10.9%	3yrs of data not available
Explanation for above Target not being met: Reduction in 2008/09 compared to 2007/08 but staff costs increased marginally compared to target.					
Staff sickness days lost per FTE	6.7 days	7.76 days	7 days	6.5 days	►
% of Letters responded to in time	57.9%	84%	90%	73%	►
Explanation for above Target not being met: Installation of new IT systems to record letters has resulted in changes to how letters are handled and this is yet to be delivered to full effect.					
% of material diverted from landfill	New	80%	92%	91%	3yrs of data not available
Explanation for above Target not being met: Upward trend based on 2 years data and target narrowly missed.					
Average monthly number of service requests outstanding after 21 days	New	New	500	1969	3yrs of data not available
Explanation for above Target not being met: Implementation of new technology and new structures at the same time as reducing this target from 28 days.					
Indicator	2006/07 Actual	2007/8 Actual	2008/9 Target	2008/9 Actual/ Est	Trend ▲ (Better) ► (Same) ▼ (Worse)
Electricity consumption – reduction in KHS usage	New	New	-15%	Awaiting data	3yrs data not available
Water consumption – reduction in KHS usage	New	New	-10%	Awaiting data	3yrs data not available
Fuel use in vehicles reduction in business mileage	New	New	-10%	Awaiting data	3yrs data not available
KHS insurance performance (red / amber / green assessment) (cumulative)	49 Red	37 Red	8 Red	21 Red	▲
Explanation for above Target not being met: Better performance compared to 2007/08 but significant number of claims during bad weather has exacerbated backlog.					
% of important pavements (prestige/walking routes) to be considered for maintenance	26%	25.8%	29%	16%	▲
% of A roads to be considered for maintenance NI168	8%	6%	7%	7%	►

% of B/C roads to be considered for maintenance NI169	13%	9%	10%	12%	►
Explanation for above Target not being met: Changes to the local criteria for measuring important pavements has changed how this indicator is measured. Further significant investment is required to turn around the deterioration in B / C roads.					
% of local roads to be considered for maintenance	25%	17.9%	20%	20%	►
Fixing gang efficiency	New	New	50%	65%	3yrs data not available
% of Emergency of repairs on pavements and footways attended in 2 hours	99.5%	98%	99%	99.9%	▲
Average number of days taken to repair streetlight fault (KHS)	15.9 days	7.14 days	4 days	5 days	▲
Explanation for above Target not being met: Improvement on 2007/08 result and target narrowly missed.					
Indicator	2006/07 Actual	2007/8 Actual	2008/9 Target	2008/9 Actual/ Est	Trend ▲ (Better) ► (Same) ▼ (Worse)
Average number of days taken to repair streetlight fault EDF control	39 days	55.78 days	10 days	60.0 days	▼
Explanation for above Target not being met: Continued poor performance from EDF although SLA with the Office of the Gas and Electricity Markets (OFGEM) now in place.					
Highway Drainage - % of Emergency response within 2 hour response (Ringway)	New	New	90%	71.3%	3yrs data not available
Explanation for above Target not being met: Increased number of emergency call outs due to bad weather exceeded available specialist crews and equipment.					
% of schemes delivered against agreed published programme	New	New	95% of all projects	77.4%	3yrs data not available
Explanation for above Target not being met: During detailed design stage a number of integrated transport schemes were found to be impossible to deliver and budget was transferred to a larger surfacing programme which was completed.					
Number of schemes delivered between 98-102% of their target price and the overall £ profile of value of schemes within target range to value of the whole programme	New	New	80	12	3yrs data not available
Explanation for above Target not being met: Difficulties with WAMS not being updated with correct statuses, thus not enabling accurate reports to be run.					
% of sites vacated only when the work has been substantially	New	New	95%	100%	3yrs data not available

complete as agreed by the Alliance partners					
The number of pre 2002 S38 developments that are still not yet adopted	New	New	0	102	3yrs data not available
Explanation for above Target not being met: A total of 175 old Agreements were targeted with 102 completed by April and the remaining will be resolved before the summer.					
The % of the 2009/2010 integrated transport programme that has PIPKIN assessed and safety audited to stage 1 by December 2008	New	New	95%	83%	3yrs data not available
Explanation for above Target not being met: Late approval of the 2009/10 scheme list.					
Indicator	2006/07 Actual	2007/8 Actual	2008/9 Target	2008/9 Actual/ Est	Trend ▲ (Better) ▶ (Same) ▼ (Worse)
Maintain the PSA2 target of 40% reduction in number of people killed/ser. injured T2010 (59)	716	716	716	627	▲
Reduction in people killed or seriously injured in road traffic accidents NI 47	1.3%	3.2%	3.3%	6%	▲
Reduction in children killed or seriously injured in road traffic accidents NI 48	+57.4%	17.6%	0%	5%	*
People with slight injuries from road traffic accidents	New	New	Monitor only	5571	3yrs data not available
% of sites passing safety audit	73.5%	91.3%	85%	87.0%	▶
% of defective sites (quality of reinstatement) found by inspections	7.5%	7.5%	7%	8.7%	▼
Explanation for above Target not being met: Increased site inspection has led to an increase in defective sites being identified.					
Traffic systems – Number of faults on urgent sites that require a response within 2 hours	New	New	60	164	3yrs data not available
Explanation for above Target not being met: LED programme has led to increase faults, this is due to some installation errors and product development issues that have lead to spurious faults – these issues are being resolved by Telent through renewed product development.					
Traffic systems – Number of faults on non-urgent sites that require a response within 24 hours	New	New	175	308	3yrs data not available
Explanation for above Target not being met: as above					
Traffic systems availability –	New	New	98%	97%	3yrs data not





the % of sites that are fully operational					available
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Explanation for above Target not being met: as above

- Small numbers make figure very volatile therefore difficult to give a trend.

Indicator	2006/07 Actual	2007/8 Actual	2008/9 Target	2008/9 Actual/ Est	Trend ▲ (Better) ▶ (Same) ▼ (Worse)
Congestion - Average journey time per mile during the normal peak NI 167	New	New	Data not yet available	Data not yet available	3yrs data not available
No. of traffic management violations T2010 (33)	New	New	50	71	3yrs data not available
Average journey times in Maidstone T2010 (34) (vehicle minutes per mile)	New	New	4.28	3.7	3yrs data not available

Benchmarking Information

Indicator	Definition	Comment		Mar 2007	Mar 2008	
 NI047 Percentage reduction in people killed or seriously injured in road traffic accidents	The percentage reduction in number of people killed or seriously injured during the calendar year compared to the previous year. Figures are based on a 3 year rolling average, up to the current year.	LAA Target	Actual	4.4	5.0	
			APACS	Best Q All	9.0	7.6
				Worst Q All	2.2	0.3
				Quartile UT	Below median	Above median
 NI048 Percentage reduction in children killed or seriously injured in road traffic accidents	The percentage reduction in number of children killed or seriously injured during the calendar year compared to the previous year. Figures are based on a 3 year rolling average, up to the current year.	APACS	Actual	0.0	9.4	
				Best Q All	14.3	15.5
				Worst Q All	-0.3	0.0
				Quartile UT	Below median	Above median
 NI168 Principal roads where maintenance should be considered	The indicator measures the percentage of the local authority's A-road and M-road network where maintenance should be considered.	Was 223	BVPI			
				Actual	6.0	6.0
				Best Q All	6.0	3.0
				Worst Q All	13.0	7.0
 NI169 Non-principal classified roads where maintenance should be considered	The percentage of the local authority's B-road and C-road network where maintenance should be considered.	Was 224a	BV			
				Actual	10.0	11.0
				Best Q All	9.0	5.0
				Worst Q All	18.0	11.0
			Quartile UT	Above median	Below median	

The above comparative information includes all upper tier authorities, i.e. Counties, Unitaries, Metropolitan and London Boroughs.

Performance Against Projects/Developments / Key Actions

Half year monitoring

Done and Ongoing	On Course	More progress Needed
45 (43%)	46 (43%)	15 (14%)

Year end monitoring

Done Number / (%)	Part Done and Ongoing Number / (%)	Red Number / (%)
61 (58%)	45 (42%)	0

NB A full list of projects with end of year status is available on request

Towards 2010

Target 32: Provide more car parking places in Kent and remove unnecessary yellow lines and bus lanes	On course
Target 33: Penalise contractors for unnecessary delays caused by road works and synchronise works to minimise disruption	On course
Target 34: Tackle urban congestion and reduce peak journey times between and within towns by 10% using methods such as intelligent traffic light management systems and congestion-busting teams	On course
Target 35: Work with bus and train providers and lobby government to improve public transport services in Ken	On course

Target 37: Improve the way we repair roads and pavements	More progress needed
Target 59: Work with our partners to reduce the number of deaths and serious casualties from road accidents	On course
External Evaluation	
<ul style="list-style-type: none"> ▪ IHT Awards 2008 – Award for Effective Partnerships – The Alliance is recognised by industry peers as a successful private/public partnership model. ▪ Institution of Civil Engineers South East Association Brassey Awards 2008 – Winner in the Transport Project category and Overall Winner of the Brassey Award. ▪ Jacobs Performance Excellence Award 2008. ▪ Highways Magazine Excellence Awards 2008- Shortlisted. ▪ ITS UK Award for Excellence 2008 – for Fastrack’s “pioneering approach to local urban regeneration using innovative technology to completely overturn passenger perception and experience of bus transport”. ▪ ACE Engineering Excellence Award 2008 – Transport Category. ▪ KHS highly commended and won 2nd place at the prestigious National Transport Awards 2008 ▪ PTRC Bus Priority conference – ‘Outstanding’ success in bus priority ▪ Performance Reward Grant for Road Safety ▪ KHS won the ‘Joined up Thinking and Innovation’ Award at the 2008 British Parking Awards 	

Business Plan Performance 2008-9

ENVIRONMENT & WASTE

Summary Business Plan details

The aim of the Environment and Waste Division is to make Kent a better place to live, work and visit by delivering a range of core, high quality services.

Planned outcomes:

1. Manage household waste
2. Provide, improve and promote access to the countryside coast and heritage for everyone
3. Conserve and enhance Kent's natural and man-made heritage
4. Influence attitudes and behaviours to our environment
5. Develop and support the Division's business

Teams, achievements and benefits to the customer

Waste Management:

To receive and manage household waste from Kent residents to deliver the best outcome, balancing the environmental, social and financial costs to Kent.

Key achievements

- Opening of the new Pepperhill Waste Transfer Station (TS) and Household Waste Recycling Centre (HWRC).
- Opening of the Blaise Farm In-vessel composting plant.
- Capital investment to improve existing sites such as Tovil HWRC and Hawkinge TS/HWRC.
- The management of the Church Marshes Transfer Station and HWRC brought in-house from 1st April 2009.
- Our fly-tipping enforcement team secured its highest ever level of prosecutions and other enforcement action.

Summary of benefits to the customer

The new Pepperhill Household Waste Recycling Centre offers a new state-of-the-art undercover facility for residents to dispose of and recycle their unwanted household items and garden refuse.

Country Parks:

To provide an inspirational countryside experience for all Kent's residents and visitors

Key Achievements

- New play areas were installed at Manor Park, Teston, Shorne and Brockhill.
- Review of Country Parks systems and processes helped to reduce annual budget deficit

by around £100k.

- New 5 year Strategy gives clear view on what key priorities are over next few years with the strategic aims: providing the parks and protecting their landscape, heritage and wildlife; increasing understanding of the environment and countryside; well managed, sustainable and innovative service.
- The Lullingstone Liaison Group was established and we are looking to adopt a similar model for Shorne Woods Country Park in the coming year.
- Shorne Woods Country Park attained the Green Flag standard, and Brockhill and Trosley Country Parks were successful in retaining their Green Flag awards.
- The implementation of Road Traffic Act Orders in our parks has resulted in a 39% increase in car parking income – we can now fine people who do not pay and that has encouraged more people to purchase a ticket.

Summary of benefits to the customer

The capital programme works have improved play facilities and have received very positive customer feedback. Our improved consultation mechanisms with Parish Councils, our customers and other key stakeholders have led to us understanding more what their expectations are, and along with the Strategy will enable us to target improvements to the service.

Countryside Access:

To provide walking, riding and cycling opportunities for the people of Kent to explore and enjoy Kent's countryside and offer alternative transport options. Support Countryside Partnerships to improve and involve the community in sustainable management of the wider countryside.

Key Achievements

- The Countryside Access Improvement Plan won the accolade of the Most Enterprising and Innovative Improvement Plan – the most coveted award at Natural England's Rights of Way Improvement Plan awards in March 2009, presented by the Chief Executive of Natural England and Nicholas Crane, television presenter.
- Design and production of the eight design standards which aim to improve access furniture were published and gained a lot of interest and national recognition.
- Successful delivery of £900k of capital asset improvements on the network with over 51k items of access furniture.
- 4434 faults on the network were received and completed.
- Explore Kent magazine distribution has been widened and the subscription list has increased by over 25% to 11,666 people.
- North Downs Way 30th anniversary celebrations were a huge success with over 500 people attending the events, with good media coverage.
- 30 volunteer wardens are now trained and active across Kent, monitoring the PROW network.
- DEFRA selected KCC as one of seven authorities to take part in a pilot project to implement Part 1 of the Commons Act 2006 from 1st October 2008.

Summary of benefits to the customer

The design standards in particular will assist landowners and others in the county, ultimately benefiting those who use the networks, particularly those with mobility issues.

Greener Kent:

To deliver a step-change approach to sustainability, environment and climate change in KCC and Kent.

Key Achievements

- All KCC was accredited against ISO14001 (achieved at the end of April 2009).
- 5% decrease in office carbon emissions since 2004.
- Over £1 million pounds invested or committed to energy efficiency measures giving lifetime savings of £1.1m and 6695 tonnes of CO₂.
- Over 25 renewable energy initiatives including 10 solar and 4 biomass boilers and a 50% recycling rate at County Hall.
- 160 green guardians established across KCC, more than doubling the number in 2008, with several 'Green Teams' set up and almost 100 staff attending a cross KCC 'Good Deeds Grow' event.
- More than half of Kent schools have some form of Eco Schools Award.

Summary of benefits to the customer

All these activities contribute to KCC's carbon reduction targets and produce financial savings. They also increase staff and community engagement in making a positive contribution to environmental issues.

Heritage Conservation:

To provide expertise to help discover, record, preserve, enhance and promote Kent's heritage, and to widen enjoyment and understanding of the county's rich past.

Key Achievements

- Completion of Historic Fortifications Network and the Exploring Kent's Past projects.
- A very successful community archaeology excavation at Randalls Manor, Shorne Country Park, was held with good attendance by the public and local schools.
- Excellent partnership working for the archaeological mitigation of the 90ha Thanet Earth site.

Summary of benefits to the Customer

The community archaeological work is popular with schools and the public in general, and provides a free activity in these difficult economic times and increases understanding of the history and heritage of Kent.

Natural Environment & Coasts:

To protect, conserve, enhance and improve understanding of the County's biodiversity, coastal and natural environment.

Key Achievements

- 21% increase in planning application responses completed to deadline, to ensure we are

meeting our biodiversity duty and ecological legislation is adhered to.

- 500+ children signed up for the Junior recorders pack.
- over 2,500 people attending the Kent Goes Wild weekend.
- 91% increase in those attending Kent's Coastal Week (over 1600 people).
- The Medway Estuary and Swale Shoreline Management Plan and Isle of Grain to South Foreland Shoreline Management Plan was adopted by KCC – these set out a policy for the sustainable management of our coast in the face of climate change and inform strategic and sustainable planning of our coast line.

Summary of benefits to the Customer

The activities provided by the team, often in partnership with others, is leading to greater involvement and interest in the natural environment and providing free activities during these difficult economic times.

Cross-division

Key Achievements

- Positive feedback from annual review of Customer Charter Mark
- Work begun on putting together framework of indicators for Country Parks and other services
- Staff survey results fed back to staff with action plan set up to tackle issues raised

Summary of benefits to the customer

An action plan will be drawn up from the annual review of the Customer Charter Mark and this will lead to direct, on-the-ground changes to benefit the customers of our services.

Key Performance Indicators & Activity Levels

Indicator	2006/07 Actual	2007/8 Actual	2008/9 Target	2008/9 Actual/ Est	Trend ▲ (Better) ▶ (Same) ▼ (Worse)
Waste Management					
BVPI 82 a&b: Total tonnage of household waste arisings:					
(a) percentage recycled : (excluding hardcore)	21.79%	24.21%	26.7%	26.7%	▲
(b) percentage composted	10.64%	11.61%	12.8%	12.6%	▲
<i>Total</i>	32.43%	35.82%	39.5%	39.3%	▲
Explanation for above Target not being met: Trend is for improved performance since 2006/07 but target narrowly missed.					
BVPI 82c: Total tonnage of household waste arisings:					
(c) percentage used to recover heat, power and other energy sources	12.09%	8.20%	40.9%	19.7%	▲
Explanation for above Target not being met: Delays in commissioning of Allington					

Waste to Energy Plant.					
BVPI 82d: Total tonnage of household waste arisings: (d) percentage landfilled (excludes hardcore)	55.48%	55.97%	19.6%	40.5%	▲
Explanation for above Target not being met: Delays in commissioning of Allington Waste to Energy Plant.					
BVPI 84: Kg of household waste collected per head: (excludes hardcore)	548	538.81	543	518	▲
BVPI 87: Cost of waste disposal per tonne: (Includes hardcore and but excludes all costs for the Abandoned Vehicle service)	£61.23	£67.19	£78.33	£78.47	For information
Public Rights of Way Service					
BVPI 178: Percentage of network easy to use	67.4%	74%	70%	74%	▶

Benchmarking Information

Best Value Waste Indicators with Comparatives			
		31/03/2007	31/03/2008
BV082ai Percentage of Household Waste Recycled	Actual (YTD)	21.8	24.2
	Best Q All	21.5	23.4
	Median	18.4	20.9
	Worst Q All	14.8	16.7
	Quartile UT	Upper Quartile	Upper quartile
BV082bi Percentage of Household Waste Composted	Actual (YTD)	10.6	11.6
	Best Q All	12.7	14.8
	Median	9.7	11.2
	Worst Q All	6.2	7.4
	Quartile UT	Above median	Above median
BV082ci Percentage of Household Waste converted to Energy Recovery	Actual (YTD)	12.1	8.2
	Best Q All	11.7	10.8
	Median	0.0	0.0
	Worst Q All	0.0	0.0
	Quartile UT	Upper quartile	Above median
BV082di Percentage of Household Waste Landfilled	Actual (YTD)	55.5	56.0
	Best Q All	55.6	50.4
	Median	65.2	60.5

	Worst Q All	71.2	67.2
	Quartile UT	Upper quartile	Above median
BV084a Kg of Household Waste Collected per head of population	Actual (YTD)	548.4	538.8
	Best Q All	448.0	438.0
	Median	495.0	482.0
	Worst Q All	528.0	519.0
	Quartile UT	Lower quartile	Lower quartile
BV084b %age change in kg of household waste per head of population	Actual (YTD)	-0.8	-1.8
	Best Q All	-1.4	-3.9
	Median	0.4	-2.1
	Worst Q All	2.4	0.4
	Quartile UT	Above median	Below median

The above comparative information includes all upper tier authorities, i.e. Counties, Unitaries, Metropolitan and London Boroughs.

Performance Against Projects/Developments / Key Actions

Half year monitoring		
Done and Ongoing	On Course	More progress Needed
32	70	6
Year end monitoring		
Done Number / (%)	Part done and ongoing Number / (%)	Red Number / (%)
70 (65%)	33 (31%)	5 (4%)

Explanation for red projects:

- Development of pilot study of ecological networks being pursued at a local level rather than through a national project with Natural England
- Shared eco-advice service proved unfeasible so now focussing on individual district council advice service (part done and continuing)
- Guide to Kent coast not produced – now collaborating with Kent Tourism to ensure a better product for 2009/10
- Code of conduct for activities on Kent coast – being dealt with at a local level so county level project shelved to avoid duplication
- Interreg IV Bid for more funding for Countryside Access activities now being taken forward as part of Kent Tourism project

NB A full list of projects with end of year status is available on request

Towards 2010

<p>Target 42: Reduce the impact of KCC's buildings and vehicles on the environment, including trialling the use of bio-fuels and other new technologies</p>	<p>More progress needed</p>
<p>Target 43: Expand the Clean Kent programme to tackle the top 20 fly-tipping hotspots and increase the capacity to prosecute fly-tipping offenders</p>	<p>On course</p>
<p>Target 45: Protect and enhance Kent's ancient woodlands and improve access to countryside, coast and heritage</p>	<p>On course</p>

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Business Plan Performance 2008-9

INTEGRATED STRATEGY & PLANNING

Summary Business Plan details

The primary focus of the Integrated Strategy & Planning Service Group is the formulation and implementation of planning and transport policy, The Kent Economic Plan (Kent Prospects), statutory Minerals and Waste Development Frameworks and the determination of planning applications for minerals and waste facilities and County Council developments

Teams, achievements and benefits to the customer

Integrated Strategy

To develop planning and transport policy for the County and influence the development of primarily planning and transport policy at the national, regional and local levels and to deal with the strategic transport issues facing Kent

Key achievements and benefits to the customer

- Progress on Lower Thames Crossing including completing draft joint study report with Essex County Council and maintaining pressure on Government to complete their own studies and to provide more road capacity for residents and businesses in Kent
- Successful lobbying for the reinstatement of Eurostar services between Ashford and Brussels to give a direct link for East Kent rail passengers
- Following our interventions and input at the public examination, stronger policies on infrastructure and economic development have been included in Ashford's Local Development Framework Core Strategy reflecting County policy set out in the Structure Plan
- Needs assessment for waste completed as part of the Minerals and Waste Development Framework
- Studies completed into the effect of the overhaul of rail timetables in December 2009 when commuter services on High Speed Line 1 (CTRL) start including impacts on business and housing and the potential of Parkway Stations at Manston and Westenhanger. This will lead to robust responses on fares and rail services to the consultations on the draft December 2009 timetables and the Kent Rail Utilisation Strategy (RUS) in the summer.
- Production of the two main technical reports which will support the positions of Maidstone Borough and County Councils to oppose the KIG proposals at the forthcoming public inquiry

Planning Applications

To carry out the statutory development control service on behalf of the County Council and the formal processing of planning applications, as well as pre-application advice, enforcement and monitoring and appeals arising from this work.

Key achievements and benefits to the customer

- The successful introduction of new procedures to facilitate the introduction of the new national

planning application form, revised validation procedures and new planning fee regime; this will introduce consistency across planning procedures and be a fairer reflection of planning costs.

- A successful defence of a planning enforcement notice at Woodgers Wharf, Iwade, at public inquiry and achieved a number of negotiated enforcement successes without the need for costly legal action.
- Determined a number of waste management proposals, thereby facilitating opportunities for improved waste infrastructure helping to support waste diversion targets
- Formalised training programme for Planning Application Committee Members, leading to more informed Members and reducing the risk of external challenge.
- Determined a number of country developments promoted by the County Council including the Schools Academy proposal, Building Schools for the Future and Care Home facilities, helping to achieve wider corporate objectives including a number of Towards 2010 objectives.

Key Performance Indicators & Activity Levels

Indicator	2006/07 Actual	2007/8 Actual	2008/9 Target	2008/9 Actual/ Est	Trend ▲ (Better) ▶ (Same) ▼ (Worse)
BVPI 109 - % of planning applications excluding those involving environmental impact assessment determined within 13 weeks	64%	67%	70%	62% (actual)	▼
Explanation for above Target not being met: A number of planning applications needed better quality planning solutions for the County's benefit, so the emphasis here is on the quality of determination rather than the speed.					
BVPI 111 - % of planning applicants who were satisfied with the service received (collected 3-yearly)	89%	N/A	N/A	NA	Next survey due 2009/10
BVPI 200 – Plan-making					
a. Did the local planning authority submit the Local Development Scheme (LDS) by 28 March 2005 and thereafter maintain a 3-year rolling programme?	Yes	Yes	Yes	Yes	▶
b. Has the authority met the milestones that the current LDS sets out?	Yes	Yes	Yes	Yes	▶
c. Did the local planning authority publish an annual monitoring report by December of the last year?	Yes	Yes	Yes	Yes	▶
% of housing completions on previously developed land	80.7%	80.7% ¹	70%	Available October 09	3yrs data not available

¹ Based on 2006/07 data. Data for 2007/08 is available from December 2008.

Local Transport Plan block settlement	£30.3m	£36.7m	£36.9m	£37m est.	▲
% of county matters applications determined within 16 weeks including EIA development	75%	66%	70%	70%	▲
Average time taken to determine all applications for the Council's own development proposals	10	8.04 weeks	Under 12 weeks	9.35 weeks act	▶
% of applications for the Council's own development proposals determined within 13 weeks	78%	86%	65%	87.5% act.	▲
% of planning applications acknowledged within 3 working days of receipt	93%	100%	100%	100%	▶

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Business Plan Performance 2008-9

RESOURCES

Summary Business Plan details

Brief description of core activities

The Resources Division exists to monitor the delivery of the Directorate's (£288 Million) expenditure programme, support Directors and Lead Officers in the delivery of high quality services and ensure the prudent, effective and efficient use of resources. The team also provides financial and other specialist advice/expertise in order to ensure adherence to KCC's overall priorities and control framework. In 2008/09 the Division had corporate lead responsibility for joint working, workforce development, equalities, marketing & communications as well as a range of business and resource management processes, such as business and medium term planning, risk management and business continuity, acting as the key interface between the Directorate and KCC's corporate centre.

Planned Outcomes

The planned outcomes for Resources in 2008/09 were:

1. Manage and monitor overall Directorate revenue and capital expenditure
2. Deliver an agreed medium term financial planning (MTFP) framework
3. Effectively manage risks affecting the Directorate
4. Improve public satisfaction levels with E&R service
5. Ensure KCC has up-to-date Geographic Information Systems
6. Provide high quality, timely and robust research and analysis that will lead to better informed policy and decision making within KCC and in its wider partnerships
7. Lead on development and strengthening of joint working with internal/external partners across E&R
8. Provide management and support resource for key Directorate-wide projects, shaping and supporting the implementation of the Directorate Strategy Team's vision for E&R
9. Provide executive support to E&R Cabinet Members and Managing Director.

Teams, achievements and benefits to the customer

Finance

Key achievements

- Closed 07/08 accounts in prescribed timescale with praise from auditors for audit pack
- Made good progress on BVPI 8 (paying invoices within required period)
- A balanced realistic budget was set for 08/09 (delivered on target)
- Supported the Directorate through restructuring
- Co-ordinated and delivered the MTFP

Summary of benefits to the customer

The ensured the Directorate had the appropriate financial base upon which to operate and deliver its services to the people of Kent. The good progress on BVPI 8 meant that more companies were being paid in the required timescale, improving our relationship with them and avoiding any unnecessary

financial penalties being passed on to the residents of Kent. Co-ordinating and delivering the MTFP helped to reassure the public that adequate forecasting of the budget was carried out and that public funds were being used prudently in order to deliver value for money.

Change & Development

Key achievements

- Completed Directorate-wide communications audit and DVD to promote Dover for a ministerial visit
- Supported a range of events including two Parish events for KHS
- Produced weekly full-page item for KHS in *Kent on Sunday*
- Managed Directorate presence at Kent Show
- Reviewed E&R's presence on KNet and kent.gov.uk
- Produced two editions of new directorate brochure *re:gen*
- Produced bi-monthly E&R bulletins to all KCC Members identifying achievements within E&R
- Co-ordinated production of *Regeneration* Supplement in LGC and *Our Journey* document for EH&W
- Arranged Bridging Session on political processes and decision making for E&R colleagues
- Organised bespoke E&R Cabinet/Lead Member training on leadership skills & emotional intelligence
- Arranged a series of successful '*Conversations with Keith Ferrin and Roger Manning*' with local parishes around Kent, linking in to the Localism agenda
- Arranged monthly E&R Area Briefings for KCC members
- Continued to produce DST/MD communications for E&R staff e.g. newsletters
- Carried out research and other activities for Cabinet Members - e.g. Income Generation Group, KEB spending Priorities sub group, KHS Alliance Board, Credit Union Members Working Group, writing of the internal Review of Kent Highway Services report, Review of International Activities, KLOE for Waste Management
- Coordinated E&R contribution to the 2009 New Member Development programme
- Established regular meetings with all E&R senior managers to improve relationships and understanding of unit activities within each portfolio
- Trained, managed and supported the new team apprentice
- Proactively addressed and responded to queries/complaints from Members and the public on behalf of the Managing Director
- Supported E&R POC and assumed responsibility for co-ordinating papers and responses to actions on behalf of E&R. All papers were submitted within specified deadlines and actions delivered
- Provided monthly E&R project updates to the Leader and POC members
- Researched and wrote the E&R contribution to the corporate Health Inequalities Action Plan produced by the Kent Public Health team
- Provided a support resource for key Directorate-wide projects and shaped and supported the implementation of the Directorate Strategy Team's vision for the Directorate
- Promoted a Coaching culture in E&R - total 7 coaches trained and 3 further places sponsored
- Promoted Talent management programme - 13 high performers invited to attend 3 day workshop
- Planned the 2009 E&R QSA awards ceremony and managed the monthly awards scheme
- Provided advice and support to E&R staff in preparation for the liP February 2009 health checks
- Supported directorate in achieving ESLG Level 3 and wide range of equality good practice continues to be evidenced across the Directorate
- Rolled out of bespoke Equalities workshops for DST and E&R senior managers
- Supported *Excellence in Everything* change groups, including organisation of Staff Forums and co-ordination of the Appraisal Task Force.
- 2 members of the Change Groups were accredited as Lead Auditors in Quality Management
- Appraisal Task Force completed a review of the existing appraisal system

Summary of benefits to the customer

The achievements facilitated high quality communication with our customers, both internal and external, promoting and highlighting the work of the Directorate through various events and publications. The research and support carried out by the team helped ensure a good intelligence base for the work of the Directorate, enhancing the reputation and performance of Members and Senior Officers by ensuring better informed decision making on behalf of the residents of Kent. The organisational improvement achievements supported E&R employees in reaching their full potential, developing a high calibre of staff who are able to deliver the Directorate services to our customers in a more innovative and efficient manner.

Achieving ESLG Level 3 raised awareness amongst staff of equality and diversity issues, highlighting individual and group differences across the workforce as well as the community, promoting fair treatment and equal opportunity for all.

Performance

Key achievements

- H&S Training programme – 364 people received H&S specific training. IOSH course established, advertised and offered on bespoke and local basis. E&W and KHS have H&S training matrices designed and operating
- Lone working review - Lonestar sign up tested
- KHS location moves - H&S management for fire safety, traffic safety and welfare provision
- Reviewed accident and incident reporting to improve monitoring
- Rolled out waste management contractor safety audit programme ensuring good standards at all sites
- Continued to provide self sustaining and popular wellbeing activities
- Supported PRow team who were given national press recognition for safety related project on footpath furniture provision by landowners
- Supported E&W who were awarded a '*Substantial*' rating by KCC Corporate Audit for H&S
- Successfully managed E&R's responses to 232 FOI/EIR requests; 33% of all requests received corporately
- Successfully completed half year 2008/09 Business Plan monitoring
- Developed Directorate, Service Level and Business Unit Level Business Plans for 2009/10
- Developed 5 Risk Management Plans for the E&R Divisions
- Reviewed the Directorate's 0-7 day critical functions and continued to work with Emergency Planning to develop the Directorate's Business Continuity Plans

Summary of benefits to the customer

These achievements led to the Resources Group meeting the planned outcomes 3, 4, and 8 as listed above. The achievements meant that key support services and expertise were provided to the Directorate's frontline services. For example, Health and Safety advice was provided to KHS and E&W to ensure public safety; Freedom of Information advice was provided to ensure appropriate response to customer information requests. Ensuring that the Directorate had Business Plans, Risk Registers and Business Continuity Plans in place and fit for use made certain that we had robust and useful documents to help guide and monitor the Directorate with regard to its purpose and objectives for the year, its legislative duty and annual budget commitment.

Analysis & Information

Key achievements

- Conducted baseline Analysis and Monitoring for the Regeneration Strategy
- Published reports on Index of Multiple Deprivation (IMD), The Kent Workforce and Impact of Migrant Workers
- Continued to support Developer Contributions work
- Evaluated waste forecasting models

Summary of benefits to the customer

These achievements meant the Resources Group met the planned outcomes 5, 6, 7 and 8 as listed above. The achievements helped provide high quality, timely and robust research and analysis to better inform policy and decision making within KCC and its wider partnerships.

Environmental Performance and Climate Change
End of Year Progress of Business Plan Objectives

Business Unit/Division: **Kent Highway Services**

Environmental Performance (including Climate Change Mitigation: energy savings / carbon savings)

Objective/target	On track /more progress needed/ completed	Supporting performance data for measurable objectives (e.g. cost savings, paper savings etc)
Reduce energy use in KHS used buildings	More progress needed	Part of ISO14001 accreditation
Continue the roll-out of LEDs in traffic lights	More progress needed	Programme suspended to allow for further technical development which was completed May 09; programme due to be complete end of Aug. energy savings have already been realised.
Reduce Water consumption	More progress needed	Part of ISO14001 accreditation
Reduction in unnecessary business travel	Completed	Pool car leased for Network Management in Ashford office to encourage car share and green travel to work, multi car occupancy in pool car on trips to meetings at Maidstone or seminars. 2nd Pool car being sourced for Doubleday. Travel Plans developed for Ashford Depot and Video conferencing
Create KHS Climate Change/Sustainability Group	Completed	Flavio Walker has been given this role as Directorate Representative

Climate Change Adaptation (how the Unit is preparing for how the changing climate in Kent will impact business operations / service delivery)

Objective/target	On track /more progress needed/ completed	Supporting performance data for measurable objectives (e.g. risk register updated, numbers of staff trained)
Soft Estate - Asset Maintenance Plans extended to include accompanying soft estate	More progress needed	Asset data being collected and tree policy published; New grass contracts developed.
Soft Roads/Summer Melting - Collect data for future use and analysis	Complete	Data used to determine future programmes
Carbon Calculator - Develop programme for calculating the carbon footprint for the alliance (operations)	More progress needed	Part of ISO 14001 accreditation

Environmental Performance and Climate Change
End of Year Progress of Business Plan Objectives

Business Unit/Division: **Environment & Waste**

Environmental Performance (including Climate Change Mitigation: energy savings / carbon savings)

Objective/target	On track/more progress needed/completed	Supporting performance data for measurable objectives (eg cost savings, paper savings etc)
1. Commitment to support revised KCC Environment Policy and implementation plans.	Completed (and ongoing)	
2. Reduce energy and water use within E&R occupied buildings to support achievement of T2010 target 42	On track	
3. A 20% reduction in the amount of print and copy paper used.	More progress needed	Baseline figures currently being established against which to measure the 20% reduction
4. All external and internal documents to be produced on recycled content paper, with ISO 14001 logo displayed.	Completed (and ongoing)	
5. All staff to have individual environmental targets or an environmental behaviour as part of TCP	Completed	
6. All new printers to be have double sided capability. All existing printers to defaulted, where possible, to double-sided. (supports objective 2)	Completed and ongoing	
7. Reduction in business mileage within the division to support achievement of T2010 target 42	On track	
8. Develop action plan following 'Green Office Benchmarking Audits'	On track	
9. E-storage target	More progress needed	

Climate Change Adaptation (how the Unit is preparing for how the changing climate in Kent will impact business operations / service delivery)

Objective/target	On track/more progress needed/completed	Supporting performance data for measurable objectives (e.g. risk register updated, numbers of staff trained)
North Kent Coastal Survey: Baseline survey against which to assess and monitor the effect of climate change	More progress needed	Application process for grant funding was changed so not completed in 2008/9
Redesign of Teston country park buildings: New visitor centre building to be designed to cope with increased flooding	On track	Project to build Teston Country Park visitor centre not yet underway, but building will be designed to cope with increased flooding
Advice & practical projects on water efficiency, planting, tree planting and habitat management	On track	Free Tree scheme now expanded to include the whole county – encouraging the planting of trees (which act as carbon sinks)

Environmental Performance and Climate Change
End of Year Progress of Business Plan Objectives

Business Unit/Division: **Integrated Strategy & Planning**

Environmental Performance (including Climate Change Mitigation: energy savings / carbon savings)

Objective/target	On track/ more progress needed/ completed	Supporting performance data for measurable objectives (eg cost savings, paper savings etc)
1. Commitment to support revised KCC Env. Policy and implementation plans	Completed (and ongoing)	Continuing to promote policy to staff
2. Reduce energy and water use within E&R occupied buildings to support achievement of T2010 target 42	On track	Systems devised to recycle paper at printers
3. A 20% reduction in the amount of print and copy paper used.	More progress needed	Baseline figures currently being established against which to measure the 20% reduction
4. All external and internal documents to be produced on recycled content paper, with ISO 14001 logo displayed.	More progress needed	Not all documents are suitable for recycled paper
5. All staff to have individual env. targets /env. behaviour as part of TCP	More progress needed	Reminders sent, but no system in place to measure compliance and not all staff have targets for this
6. All new printers to be have double sided capability. All existing printers to defaulted, where possible, to double-sided.	Completed and ongoing	
7. Reduction in business mileage within the division to support achievement of T2010 target 42	On track	Car sharing options promoted systems to record/monitor mileage Use of coaches to replace individual cars for divisional events
8. Develop action plan following 'Green Office Benchmarking Audits'	On track	Action plan developed

Climate Change Adaptation (how the Unit is preparing for how the changing climate in Kent will impact business operations / service delivery)

Objective/target	On track/more progress needed/ completed	Supporting performance data for measurable objectives (e.g. risk register updated, numbers of staff trained)
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<p>Policy work</p> <ul style="list-style-type: none"> ▪ Review business continuity plan to ensure it adequately covers climate change impacts on business activities / objectives <p>Continue to undertake and strengthen business processes and policies that take into account impacts of climate change including:</p>	<p>Completed</p>	<p>Included as an appendix to Divisional Continuity Manual and forms part of annual update process</p> <p>Before progressing a planning application, a locally determined validation assessment is undertaken. KCC's validation</p>
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Objective/target	On track/more progress needed/completed	Supporting performance data for measurable objectives (e.g. risk register updated, numbers of staff trained)
<ul style="list-style-type: none"> ▪ Make links in formal consultation responses to climate change and policy decision-making ▪ Factor in climate change impacts in planning applications risk assessment work ▪ Consider scope environmental performance/carbon footprint and options for reducing water consumption in new buildings ▪ Update data on flood risk (from Environment Agency) to help inform decisions ▪ Integrate new PPS25 requirements for flood risk assessments ▪ Consider climate change impacts of major infrastructure schemes and transport assessments 		<p>assessment, signed off by Members, includes a number of factors that impact on climate change.</p> <p>For KCC developments, such as Schools for the Future, these are now subject to much “greener” requirements including energy efficiency and renewables, and at a number of school sites, wind turbines have been included in the planning permission to encourage and make the next generation more aware of greener energy options. Encouragement is given to waste operators to take surplus material to sites that are close to restoration</p>
<ul style="list-style-type: none"> ▪ Set transport policies that assist KHS deliver on more sustainable transport services ▪ Consider climate change impacts on Enforcement and Monitoring work ▪ Subject to resources and other work commitments, lobby to make failure to comply with enforcement activity a criminal rather than civil action ▪ Take more pro-active influencing action over disposal of spoil ▪ Increased training for Members on climate change impacts of planning proposals ▪ Refer in committee reports to sustainability credentials of planning proposals 		<p>Successful intervention made with a waste operator to deposit surplus material at a site rather than travel further to a site that was at not at the same level of restoration. Enforcement notices will, if supported by evidence, reference climate change impacts.</p> <p>Though lobbying work has been carried out on strengthening enforcement work, to take this forward now requires Government-led consultation.</p> <p>Transport assessments for major schemes include env. impacts. The LTP and Accessibility Strategy for Kent promote and give policy context for implementing public transport focused solution.</p> <p>Member training programmes include raising understanding</p>

Environmental Performance and Climate Change
End of Year Progress of Business Plan Objectives

Business Unit/Division: **Resources**

Environmental Performance (including Climate Change Mitigation: energy savings / carbon savings)

Objective/target	On track/more progress needed/completed	Supporting performance data for measurable objectives (e.g. cost savings, paper savings etc)
Commitment to support revised KCC Environment Policy and implementation plans	On track	On going process. Continue to raise staff awareness
Promoting good staff behaviours	On track	On going process. 'Switch it off campaign' Turning lights and monitors off when leaving offices Used/scrap paper binded to make notebooks
All staff to have individual environmental targets or an environmental behaviour as part of TCP	On track	On going process. Where relevant to job function targets are included on individuals PDPs.
All new printers to have double sided capability. All existing printers to be defaulted, where possible, to double-sided	Completed	ISG defaulted all printers within Resources to print double sided on our request
Develop action plan following 'Green Office Benchmarking Audits'	More progress needed	Rep to be identified. Work to progress in 2009/10.
Reduction in business and commuter miles within the division.	On track	On going process Promote car sharing options With assistance from CEPG setting up systems to monitor mileage (Targets included in 09/10 Business Plans) Use of coaches to replace individual cars for divisional events
Leaflets and printed material produced by Resources to be on recycled paper where possible	On track	On going process. Reduction in leaflets produced – links sent as an alternative

E-storage	On track	On going process. Set-up of E&R Shared Area Awareness raising among staff
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Climate Change Adaptation (how the Unit is preparing for how the changing climate in Kent will impact business operations / service delivery)

Objective/target	On track/more progress needed/completed	Supporting performance data for measurable objectives (e.g. risk register updated, numbers of staff trained)
Develop a champion role within the team in order to support the rest of the Directorate in thinking about climate change in their activities.	On track	EMS Rep established but due to restructure has not been able to drive this forward. Work will continue in to 2009/10.
Encourage and support learning and development to assist understanding of climate change across the Directorate.	Completed	Induction Bridging Sessions encouraging all staff across E&R to attend
Help advise the rest of E&R on how to develop Risk Registers which take into account Climate Change.	On track	On going process. Refresh of Risk Registers will take climate change and its impacts into account.
Review Business Continuity Plan to ensure it adequately covers climate change impacts on business activities/objectives	On track	On going process. Work currently underway to review BC across KCC. E&R is actively involved with this work and will take climate change impacts into account as the review progresses in to 2009/10

Kent Highway Services – a report on performance @ May 2009

A report to the Alliance Executive on 24th June 2009

Summary of Decisions and Direction required from the Alliance Executive

1. To review performance and approve the decision/action set out by the Executive on Table 2.
2. Advise the Executive of any further action or investigation to be undertaken following the Board's discussion on performance to date.

Introduction

3. This report sets out the performance against the 2009/10 Alliance Performance Model. There are 5 KPI's where data is still not yet available and the reasons for this are set out in the table below:

Indicator	Executive Owner	Reason for lack of data and when the first set of results can be expected
KHS16 % of schemes delivered to programme	Cliff Malone	A programme is close to being finalised and data will reported next month
KHS 17 % orders where actual costs are less than or equal to 102% of target price	Cliff Malone	Focus has been on finalising 2008/9 pain/gain report but data will be presented next month.
CO1 Fixing gang efficiency	John Martin	Reports are now available from JobSmart and data is being verified. Results will be presented next month
CI1 % satisfied with completed projects	John Martin	Schemes completed have just had survey cards issued and data is not yet back from Residents/Members/Parish to analyse results. Results due next month
CI3 % of completed schemes with as built handover in 13 weeks	Behdad Haratbar	System now in place to collect data from project managers/engineers and data will be reported next month

4. The Alliance Executive have agreed the primary accountability for each of the indicators together with the relevant manager in each of the Alliance organisations that will have responsibility to 'sell and tell' the indicator in their organisation and support delivery to target. This list is included in Appendix 6.
5. A summary of the press cuttings about KHS services and the type and volume of contacts received by the Contact Centre is included in Appendix 4 and 5.

Summary of performance trend for 2009/10

6. Monthly and Year To Date (YTD) performance is set out in Appendix 1 and 2 and presented graphically, with comparison to 2008/9, where available, in Appendix 3.
7. Overall performance last month (summarised in Appendix 1) indicates consolidation in a number of key performance areas and whilst progress is being made focus is required to shift the performance of indicators that have been consistently poor performing. If this is not done then we will fail to meet the minimum 75% target.

Customer feedback summary

8. Service request demand (7,679) is slightly up on the same time last year with the majority of calls concerning streetlights (13%) and potholes (9%). However, total contacts are down from this time last year (14,578 compared to 11,771). As last year there is a significant seasonal increase in grass, weed, hedge and tree requests this month (over double last month). However, compared to last year the enquiries related to grass are half what they were, indicating a better start to the service this year. A reminder for private hedge owners of their responsibility to trim hedges will be issued as part of the regular calendar of press releases.

9. Complaints remain at the 70 mark with 15 related to KHS driver behaviour/parking of KHS vehicles (21%). Others are a wide variation between delay to respond, quality of repair and insurance claims response. Almost all complaints are currently responded to within the 20 working day period.
10. There were 31 compliments recorded in May and these relate to helpful staff, prompt service delivery and quality of service across a range of services.
11. There were 1888 avoidable contacts (e.g. repeat calls chasing a request that has previously been opened) which represent 18.6% of the total volume of contacts received and outside our target of 10%. Of all contacts received 33.4% were able to be answered by the contact centre agents as what we call 'first point resolution', in other words where the customer received an appropriate answer or information without the need to pass on a service request to front line KHS staff. This is outside our target of 50%.
12. Out of the 100 customers who were called back as part of the customer satisfaction survey, 71% were happy with the overall service provided. Positive comments relate to response to permanent traffic signal problems and speed of response to pot hole and streetlighting repairs. However the majority of negative comments were related to the work not yet carried out across a range of service areas.

Good progress on specific indicators or service

13. Table 1 below outlines those performance indicator results or service where the Executive want to emphasis the good progress being made;

Table 1 – Good progress

Indicator or service	Commentary
KHS10 Acknowledgements sent out in 2 working days results is better than last month and is now at 94.1%	<ul style="list-style-type: none"> ▪ The steady progress for this indicator is very encouraging and will ensure that when KHS is ready to go-live with automated customer communications, the basic processes for acknowledgment and setting expectations will be completed to a high standard. <i>(Marcus Hobbs)</i>
CO3 Emergency response – another good month with all emergency situations attended in 2 hours	<ul style="list-style-type: none"> ▪ The Ringway teams continue to work hard to meet this indicator that has a key impact on highway safety <i>(John Martin)</i>
TS1 KHS Streetlight repairs – average time to repair was 7 working days which now the full end to end time (for call received to repair completed) against a target of 10 days. The 2008/9 indicator result (just time between issue to Ringway and fix) was 4.9 days	<ul style="list-style-type: none"> ▪ The sustained efforts of the street lighting team has resulted in this positive result ▪ TS2 comment – EDF are addressing the KHS concerns and have now completed dated works which automatically give a reduced performance level against SLA target; a marked improvement next month is expected. <i>(Norman Bateman)</i>
NM3 Sites passing quality checks – over 90% of all works randomly inspected on the highway meet reinstatement quality thresholds.	<ul style="list-style-type: none"> ▪ This result may vary month on month due to sample size and quality of sites inspected but performance of all organisations undertaking works in roads and pavements is so far pretty good <i>(David Beaver)</i>
Contact Centre	<ul style="list-style-type: none"> ▪ Despite the disruption caused by the introduction of a new switchboard system performance of calls answered within 20 seconds and % calls answered remained acceptable. ▪ The CSM fault categories will be changed on 15th June to be more customer friendly and mirror the web reporting tool.

Issues and decisions/action plan for specific indicators

14. Table 2 outlines those indicators where the Executive have identified that intervention is needed to ensure performance is put back on target and includes a summary of the actions they will be taking;

Table 2 – More progress needed if targets are to be met

Ref	Indicator and issue	Decision/action plan by the responsible Executive lead.
KHS3	Net positive press coverage – more negative coverage than positive has lead to a minus 13% result in May and this continues the trend of more negative coverage that started in February 09.	<ul style="list-style-type: none"> A detailed analysis of coverage is being undertaken to identify specific issues and geographic coverage, so that a planned campaign can be put into place to recover performance following the recent return of the Communications staff to KHS <i>(Marcus Hobbs)</i>
KHS7	% first point resolution – 33.4% of contact centre requests were handled without the need to raise a service request but this is under the 50% target.	<ul style="list-style-type: none"> It is expected that the implementation of the “Knowledge Hub” and additional Contact Centre training rolled out at the beginning of June will have a positive impact on this indicator by providing improved information enabling answers to be provided at first touch. <i>(Marcus Hobbs)</i>
KHS8	Letters answered on time – performance is 75.3% against a target of 90%	<ul style="list-style-type: none"> New processes implemented in mid June are expected to enable both improved reporting and performance in terms of letter responses. Clear focus and action with teams will identify ongoing problem areas for specific intervention. <i>(Marcus Hobbs)</i>
KHS9	Calls backs in 2 days – performance is 79.4% which is up from last month but still below the target of 90%.	<ul style="list-style-type: none"> Gradual month on month improvement is encouraging and performance is expected to further improve following process and system changes that are aligned to Contact Centre training being implemented in June <i>(Marcus Hobbs)</i>
KHS11	Routine requests over 21 days – is at 2094 this month against a target of 500	<ul style="list-style-type: none"> System issues continue to cloud this indicator for the month of May. This has now been resolved and the action plan to bring the indicator into line will be driven by the Alliance Executive <i>(John Martin)</i>
KHS13	% Avoidable contact - 18.6% of all enquiries received by the contact centre were classified as ‘avoidable’ (chasing previously logged calls etc) and this is above the 10% target	<ul style="list-style-type: none"> As with KHS 7 (First Point Resolution) it is expected that the changes and training implemented in June will have a positive impact. Further actions will be identified and implemented as required once the impact of the June activity is clear. <i>(Marcus Hobbs)</i>
C02	Inspector’s defects completed on time – the first reported results for this indicator shows 66.1% of defects identified by Highway Inspectors were completed to programme and this is below the 90% target.	<ul style="list-style-type: none"> As this is the first data set for this indicator analysis will be done on this first set of data to fully understand the reasons for below target performance. Once the reason for under performance is clear an action plan will be developed to bring this back on track <i>(Kim Hills)</i>

Alliance organisation performance against 75% target achievement (to access gain share)

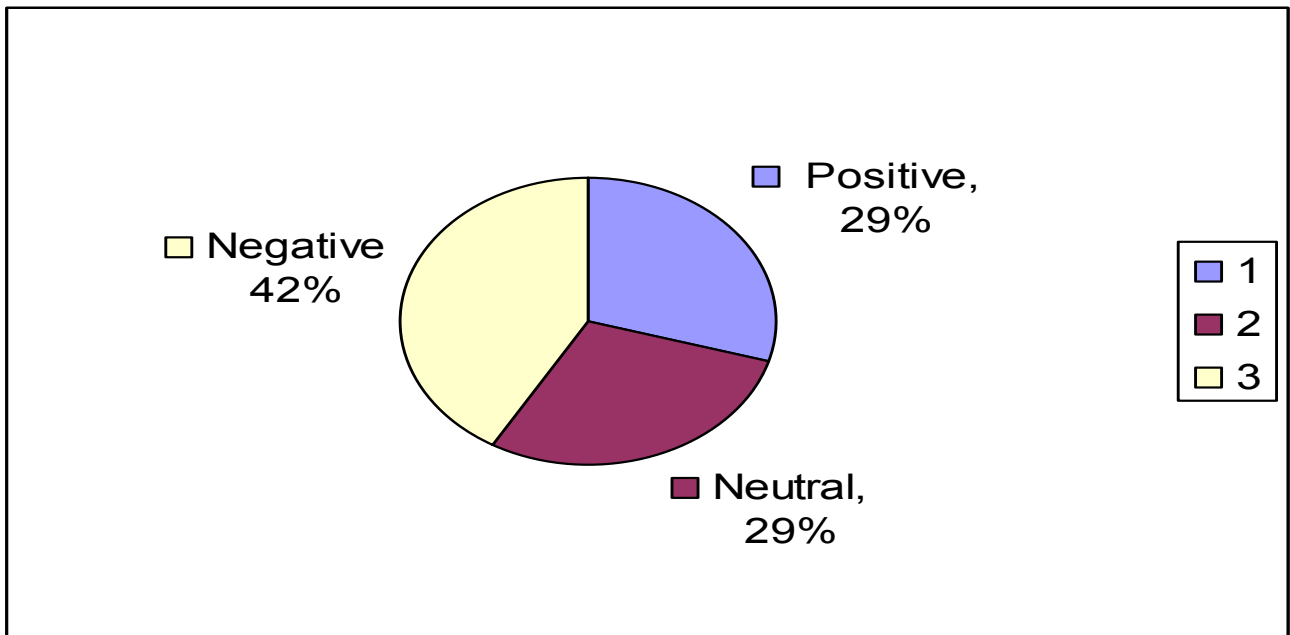
15. Data is still missing for 5 indicators and once all are able to be reported, Table 3 will be used to show the current position with regard to 75% achievement of targets relative to each Alliance partner.

Table 3

Indicator status	KCC	Jacobs	Ringway	Telent
Red				
Amber				
Green				
Not yet assessed (quarterly/annual reports)				
Maximum available points	48	38	41	17
Points required for 75% performance	36	29	31	12

PRESS CUTTINGS @ May 2009

Tone of cutting	Last month's cuttings	This month's cuttings
<i>Positive</i>	44	34
<i>Neutral</i>	38	34
<i>Negative</i>	56	48
TOTAL	138	116



- From a total of 48 negative cuttings 19 were letters.

<p>Positive Battle for pedestrian crossings won at last Lessons in road safety – Safety workshops for young children Car clubs prove attractive to more companies – Car sharing</p> <p>Neutral More than £600,000 spent in Kent's car parks Call to all drivers – Do not use mobile while driving Roads facing closure for resurfacing</p> <p>Negative Councils clash over Thames crossing – Location for new crossing Speed Camera destroyed No freedom on the buses – Freedom bus pass does not work in Medway</p>
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This month's total cuttings figures have decreased from last year's Mays figures (170 previously), the positive number of cuttings has fallen (82 previously), and the negative number of cuttings has risen (19 cuttings last year), the number of neutral cuttings has fallen (69 cuttings last year).

The topic with the single most amount of cuttings, which this month were negative, related to Major Schemes.

Appendix 6 – Executive owners for each indicator and ‘face-offs’ within all Alliance organisations

Ref	KPI description	Executive lead (in bold) and supporting ‘face-off’ managers within Alliance partners			
		KCC	Ringway	Jacobs	Telent
KHS1	% happy with the KHS service provided	Kim Hills	Dave Ardley	Matthew Sims	Ashley Miles
KHS2	Contact Centre Agent rating of KHS service	Kim Hills	Dave Ardley	Matthew Sims	Ashley Miles
KHS3	Net positive press coverage	Head of B,P&C	Dave Ardley	Steve Howell	Ashley Miles
KHS4	% complaints handled on time	Kim Hills	Dave Ardley	Matthew Sims	Clare Tolhurst
KHS5	United savings/efficiency value	David Hall	Dave Ardley	Cliff Malone	Ashley Miles
KHS6	% material diverted from landfill	Behdad Haratbar	Jerry Pert	Ian Parker	
KHS7	% first point resolution	Head of B,P&C	Dave Ardley	Matthew Sims	
KHS8	% letters responded on time	Head of B,P&C	Dave Ardley	Matthew Sims	
KHS9	% call backs in 2 working days	Head of B,P&C	Dave Ardley	Matthew Sims	Ashley Miles
KHS10	% aknow/commitments in 2 working days	Head of B,P&C	Dave Ardley	Matthew Sims	Ashley Miles
KHS11	Number of routine requests over 21 days	Kim Hills	John Martin	Matthew Sims	Ashley Miles
KHS12	% commitments fulfilled in promise time	Head of B,P&C	Dave Ardley	Matthew Sims	Ashley Miles
KHS13	% avoidable contacts	Head of B,P&C	Dave Ardley	Matthew Sims	Ashley Miles
KHS14	% quality/time orders to Ringway	Kim Hills	Jerry Pert		
KHS15	% quality/time commissions to Jacobs	David Hall		Cliff Malone	
KHS16	% programme delivered to time	Behdad Haratbar	Paul Herbert	Cliff Malone	
KHS17	% of schemes where actual cost of project delivered is <=102%	Behdad Haratbar	Dave Pole	Cliff Malone	Ashley Miles
KHS18	Health and safety progress report	Norman Bateman	Jerry Pert	John Hilson	Donald Bellshaw
KHS19	% reduction in CO2 progress report	Kim Hills	Dave Ardley	Ian Parker	Jim Dawson
KHS20	% staff happy working in KHS	Head of B,P&C	Dave Ardley	Ian Parker	Ashley Miles
KHS21	Net satisfaction roads & pavements	Kim Hills	Dave Ardley	Steve Howell	
CI1	% satisfied with completed schemes	Behdad Haratbar	John Martin	John Hilson	
CI2	% schemes fault free at maintenance end	Behdad Haratbar	John Martin	Matthew Sims	
CI3	% schemes with as-builts	Behdad Haratbar	Paul Herbert	John Hilson	
CO1	Fixing gang efficiency	Kim Hills	John Martin		
CO2	Inspector defects completed to time	Kim Hills	Barry Lee		
CO3	Insurance claims process	Kim Hills	Barry Lee	Matthew Sims	
CO4	Response to emergency situations	Kim Hills	John Martin		
CO5	Road and pavement asset progress report	Kim Hills	John Martin	Gary Fitch	
CO6	Reactive vs planned progress report	Kim Hills	Barry Lee		

Ref	KPI description	Executive lead (in bold) and supporting 'face-off' managers within Alliance partners			
		KCC	Ringway	Jacobs	Telent
NM1	Traffic systems availability	David Beaver		Andrew Westwood	Richard Bevins
NM2	% sites passing site safety audit	David Beaver	John Martin	John Hilson	
NM3	% sites passing quality reinstatement	David Beaver	John Martin	Adrian Holland	
NM4	% roadworks completed to time	David Beaver	John Martin	John Hilson	
NM5	Road Safety - progress report	David Beaver		Gareth Williams	
NM6	Average journey times - progress report	David Beaver	John Martin	Malcolm Kersey	Ashley Miles
NM7	Traffic Management Act - progress report	David Beaver	John Martin	Tim Read	Ashley Miles
TS1	Streetlight average repair (KHS)	Norman Bateman	John Martin		
TS2	Streetlight average repair (EDF)	Norman Bateman	John Martin		
TS3	Reactive vs planned progress report	Norman Bateman	Gary Newton	Matthew Sims	
TS4	Highway Drainage - progress report	Norman Bateman	Peter Bridgman		
TS5	Signs & Lines - progress report	Norman Bateman	Peter Bridgman	Adrian Holland	
TS6	Soft landscape - progress report	Norman Bateman		Cliff Malone	
TS7	Bridges - progress report	Norman Bateman	Paul Herbert	Adrian Holland	
TS8	Net satisfaction streetlights	Norman Bateman	Gary Newton	Matthew Sims	
TD1	% 2010/11 schemes handed over	David Hall	Paul Herbert	Cliff Malone	
TD2	Number S38 >12months	David Hall		Matthew Sims	
TD3	S38 residents satisfied - progress report	David Hall			

Notes:

- (1) shaded columns indicates that the Alliance partner's performance point total is not influenced by the indicator
- (2) names in bold identify the name of the Executive Manager with primary responsibility for the delivery of the performance indicator
- (3) the distribution of Executive accountability for indicators is set out on the table below and has been broadly assigned in accordance with the ability to fully influence the outcome and the in proportion to the number of members from each Alliance partner on the Executive itself:

Alliance partner	% representation on Executive	Number of indicators with primary accountability
KCC	6 people = 60%	32 = 66%
Jacobs	1 person = 10%	6 = 12.5%
Ringway	2 people = 20%	9 = 19%
Telent	1 person = 10%	1 = 2%

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Ref	Description	Target	Apr-09	May-09
KHS1	% happy with the KHS service provided	70%	79.0%	75.0%
KHS2	Contact Centre Agent rating of KHS service	65%	63.1%	60.7%
KHS3	Net positive press coverage	30%	-8.7%	-10.2%
KHS4	% complaints handled on time	90%	98.5%	99.4%
KHS5	United savings/efficiency value (£'000)	£7.5m	£771	£1,091
KHS6	% material diverted from landfill	90%	91.9%	90.0%
KHS7	% first point resolution	50%	32.6%	33.4%
KHS8	% letters responded on time	90%	75.5%	75.3%
KHS9	% call backs in 2 working days	90%	75.5%	79.4%
KHS10	% aknow/commitments in 2 working days	90%	93.8%	94.1%
KHS11	Number of routine requests over 21 days	500	2100	2094
KHS12	% commitments fulfilled in promise time	90%	89.5%	86.1%
KHS13	% avoidable contacts	10%	21.2%	18.6%
KHS14	% quality/time orders to Ringway	90%	Not available	93.2%
KHS15	% quality/time commissions to Jacobs	90%	Not available	95.6%
KHS16	% programme delivered to time	90%	Not available	Not available
KHS17	% of orders where actual cost is delivered <=102%	75%	Not available	Not available
KHS18	Health and safety progress report (assessed at Board)	n/a	Amber	0
KHS19	% reduction in CO2 progress report	n/a	Quarterly	0
KHS20	% staff happy	75%	Bi-annual	Bi-annual
KHS21	Net satisfaction roads & pavements	n/a	Annual	Annual
CI1	% satisfied with completed schemes	75%	Not available	Not available
CI2	% schemes fault free at maintenance end	85%	72.4%	81.9%
CI3	% schemes with as-builts (within 13 weeks of completion)	95%	Not available	Not available
CO1	Fixing gang efficiency (productive time)	90%	Not available	Not available
CO2	Inspector defects completed to time	90%	Not available	66.1%
CO3	Insurance claims process	12	2	3
CO4	Response to emergency situations	95%	100.0%	100.0%
CO5	Road and pavement asset progress report	n/a	Quarterly	0
CO6	Reactive vs planned progress report	n/a	Quarterly	0
NM1	Traffic systems availability	98%	98.7%	98.2%
NM2	% sites passing site safety audit	90%	89.3%	78.6%
NM3	% sites passing quality reinstatement	90%	88.7%	90.2%
NM4	% roadworks completed to time	90%	93.2%	92.0%
NM5	Road Safety - progress report	n/a	Quarterly	0
NM6	Average journey times - progress report	n/a	Quarterly	0
NM7	Traffic Management Act - progress report	n/a	Quarterly	0
TS1	Streetlight average repair (KHS)	10	9.6	8.6
TS2	Streetlight average repair (EDF)	30	28.7	34.4
TS3	Reactive vs planned progress report	n/a	Quarterly	0
TS4	Highway Drainage - progress report	n/a	Quarterly	0
TS5	Signs & Lines - progress report	n/a	Quarterly	0
TS6	Soft landscape - progress report	n/a	Quarterly	0
TS7	Bridges - progress report	n/a	Quarterly	0
TS8	Net satisfaction streetlights	> 2008 results	Annual	Annual
TD1	% 2010/11 schemes handed over	90%	Not available	11.4%
TD2	Number S38 >12months	tdc	132	112
TD3	S38 residents satisfied - progress report	n/a	Quarterly	0

Description and Accountable Manager	RAG Tolerance		Apr-09	May-09
KHS1: % happy with the service provided to them (100 user contact centre call back survey) (Kim Hills)	Red is < 63.0%	Target	70.0%	70.0%
	Amber is >=63% & <=69.9%	Monthly Result	79.0%	71.0%
	Green is >= 70%	YTD Result	79.0%	75.0%
KHS2: % KHS Contact Centre agent rating of KHS service based on their interaction with customers (Kim Hills)	Red is < 58.5%	Target	65.0%	65.0%
	Amber is >=58.5 & <=64.9%	Monthly Result	63.1%	57.9%
	Green is >= 65%	YTD Result	63.1%	60.7%
KHS3: Net positive press coverage (Head of BP&C)	Red is < 20.0%	Target	30.0%	30.0%
	Amber is >=20.1% & <=29.9%	Monthly Result	-8.7%	-12.1%
	Green is >= 30%	YTD Result	-8.7%	-10.2%
KHS4: % complaints handled on time (and number received for context) (Kim Hills)	Red is < 81%	Target	90.0%	90.0%
	Amber is >=81% & <=89.9%	Monthly Result	98.5%	100.0%
	Green is >= 90%	YTD Result	98.5%	99.4%
KHS5: United savings and innovation log (Cliff Malone)		Cumulative Target	£625	£1,250
	Green is on or above target and Red is greater than 10% below target	Monthly Result (£'000)	£771	£320
		YTD Result (£'000)	£771	£1,091
KHS6: % of material diverted from landfill (Jerry Pert)	Red is < 81%	Target	90.0%	90.0%
	Amber is >=81% & <=89.9%	Monthly Result	91.9%	87.6%
	Green is >= 90%	YTD Result	91.9%	90.0%
KHS7: % calls to contact centre that are 'first point resolution' (Kim Hills)	Red is < 40%	Target	50.0%	50.0%
	Amber is >=40.1% & <=49.9%	Monthly Result	32.6%	34.3%
	Green is >= 50%	YTD Result	32.6%	33.4%

Description and Accountable Manager	RAG Tolerance		Apr-09	May-09
KHS8: % letters responded to on time (Head of BP&C)	Red is < 81%	Target	90.0%	90.0%
	Amber is >=81% & <=89.9%	Monthly Result	75.5%	75.0%
	Green is >= 90%	YTD Result	75.5%	75.3%
KHS9: % required call backs completed in 2 working days (Head of BP&C)	Red is < 81%	Target	90.0%	90.0%
	Amber is >=81% & <=89.9%	Monthly Result	75.5%	83.1%
	Green is >= 90%	YTD Result	75.5%	79.4%
KHS10: % acknowledgements and commitments made in 2 working days (Head of BP&C)	Red is < 81%	Target	90.0%	90.0%
	Amber is >=81% & <=89.9%	Monthly Result	93.8%	94.4%
	Green is >= 90%	YTD Result	93.8%	94.1%
KHS11: Number of routine service requests still open after 21 days (John Martin)	Red is > 1000	Target	500	500
	Amber is >=501 & <=999	Monthly Result	2100	2088
	Green is <= 500	YTD Result	2100	2094
KHS12: % of commitments made to the public, following a service request received, that are fulfilled to the promise given (Head of BP&C)	Red is < 81%	Target	90.0%	90.0%
	Amber is >=81% & <=89.9%	Monthly Result	89.5%	83.1%
	Green is >= 90%	YTD Result	89.5%	86.1%
KHS13: % of avoidable contacts' (repeat calls etc. NI 14) (Head of BP&C)	Red is > 15%	Target	10.0%	10.0%
	Amber is >=10.0% & <=14.9%	Monthly Result	21.2%	16.0%
	Green is <= 10%	YTD Result	21.2%	18.6%
KHS14: % task orders to Ringway that meet timeliness and quality thresholds (Jerry Pert)	Red is < 81%	Target	90.0%	90.0%
	Amber is >=81% & <=89.9%	Monthly Result	Not available	93.2%
	Green is >= 90%	YTD Result	Not available	93.2%

Description and Accountable Manager	RAG Tolerance		Apr-09	May-09
KHS15: % commissions to Jacobs that meet timeliness and quality thresholds (Cliff Malone)	Red is < 81%	Target	90.0%	90.0%
	Amber is >=81% & <=89.9%	Monthly Result	Not available	95.6%
	Green is >= 90%	YTD Result	Not available	95.6%
KHS16: % of programme schemes delivered (with 60% of capital programme, including 60% of all ICT schemes, delivered by 30th Sept milestone) (Cliff Malone)	Red is < 81%	Target	90.0%	90.0%
	Amber is >=81% & <=89.9%	Monthly Result	Not available	Not available
	Green is >= 90%	YTD Result	Not available	Not available
KHS17: % of orders where actual cost is delivered <=102% (Cliff Malone)	Red is < 67.5%	Target	75.0%	75.0%
	Amber is >=67.5% & <=74.9%	Monthly Result	Not available	Not available
	Green is >= 75%	YTD Result	Not available	Not available
KHS18: Health & Safety of KHS staff (near miss, service strikes and lost time incidents) (Jerry Pert)	Monthly progress report will be assessed by the Board and rated either Red, Amber or Green	Monthly Assessment Result	Amber	0
KHS19: % reduction in CO2 emissions within the Alliance (NI 185) (Kim Hills)	Quarterly Milestone progress report will be assessed by the Board and rated either Red, Amber or Green	Quarterly Assessment Result	Quarterly	0
KHS20: % Staff happy working in KHS (Staff Survey) (Head of BP&C)	Red is < 60.0%	Target	75.0%	75.0%
	Amber is >=60.1% & <=74.9%	Bi-annual Result	Bi-annual	Bi-annual
KHS21: Net satisfaction with roads, pavements for residents, County Members, District Members and Parish Councils (Kim Hills)	Green is >= 75%	Annual Result	Annual	Annual
	Annual Target is met where results are improvement on 2008/09 results			

Description and Accountable Manager	RAG Tolerance		Apr-09	May-09
CI1: % of residents, County Members and Parish Council satisfied with the completed project (John Martin)	Red is < 67.5%	Target	75.0%	75.0%
	Amber is >=67.5 & <=74.9%	Monthly Result	Not available	Not available
	Green is >= 75%	YTD Result	Not available	Not available
CI2: % of schemes 'fault free' at end of the maintenance period return to KCC (John Martin)	Red is < 76.5%	Target	85.0%	85.0%
	Amber is >=76.5% & <=84.9%	Monthly Result	72.4%	91.9%
	Green is >= 85%	YTD Result	72.4%	81.9%
CI3: % of completed schemes that have as-built drawings handed over to asset maintenance teams within agreed timescales (13 weeks) (Behdad Haratbar)	Red is < 85%	Target	95.0%	100.0%
	Amber is >=85.1% & <=94.9%	Monthly Result	Not available	Not available
	Green is >= 95%	YTD Result	Not available	Not available

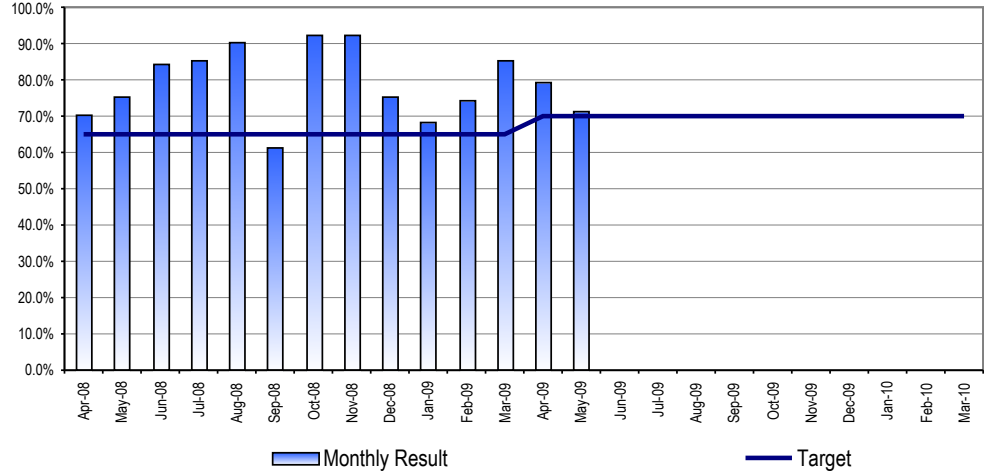
Description and Accountable Manager	RAG Tolerance		Apr-09	May-09
CO1: Fixing gang efficiency (% productive time as measured by Job Smart (John Martin))	Red is < 81%	Target	90.0%	90.0%
	Amber is >=81% & <=89.9%	Monthly Result	Not available	Not available
	Green is >= 90%	YTD Result	Not available	Not available
CO2: % of defects identified by the inspector that are completed in the programmed time (emergency and planned) (Kim Hills)	Red is < 81%	Target	90.0%	90.0%
	Amber is >=81% & <=89.9%	Monthly Result	Not available	61.4%
	Green is >= 90%	YTD Result	Not available	66.1%
CO3: Assessment of Insurance claims process (time of response to Corporate Claims Unit, repudiation rate etc.) (Kim Hills)	Red is > 14	YTD Target	1	2
	Amber is >12 & <=14	Monthly Result	2.0	1.0
	Green is <= 12	YTD Result	2.0	3.0
CO4: Response to emergency situations (attend on site within 2 hours) (John Martin)	Red is < 90.0%	Target	95.00%	95.00%
	Amber is >=89.9% & <=94.9%	Monthly Result	100.00%	100.00%
	Green is >= 95%	YTD Result	100.00%	100.00%
CO5: Progress against road and pavement asset condition (National Indicator) (Kim Hills)	Quarterly Milestone progress report will be assessed by the Board and rated either Red, Amber or Green	Quarterly Assessment Result	Quarterly	0
CO6: Proportion of budget spent on reactive Vs planned work (Kim Hills)	Quarterly Milestone progress report will be assessed by the Board and rated either Red, Amber or Green	Quarterly Assessment Result	Quarterly	0

Description and Accountable Manager	RAG Tolerance		Apr-09	May-09
NM1: Traffic systems availability (% that are fully operational) (Richard Bevins)	Red is < 88.2%	Target	98.0%	98.0%
	Amber is >=88.2% & <=97.9%	Monthly Result	98.7%	98.1%
	Green is >= 98%	YTD Result	98.7%	98.2%
NM2: % sites passing site safety audit (David Beaver)	Red is < 76.5%	Target	90.0%	90.0%
	Amber is >=76.5% & <=89.9%	Monthly Result	89.3%	67.9%
	Green is >= 90%	YTD Result	89.3%	78.6%
NM3: % sites passing quality of reinstatement (David Beaver)	Red is < 81%	Target	90.0%	90.0%
	Amber is >=81% & <=89.9%	Monthly Result	88.7%	91.6%
	Green is >= 90%	YTD Result	88.7%	90.2%
NM4: % of roadworks completed to their originally approved timescales (David Beaver)	Red is < 81%	Target	90.0%	90.0%
	Amber is >=81% & <=89.9%	Monthly Result	93.2%	90.9%
	Green is >= 90%	YTD Result	93.2%	92.0%
NM5: Road Safety - Reduction in casualties (David Beaver)	Quarterly Milestone progress report will be assessed by the Board and rated either Red, Amber or Green	Quarterly Assessment Result	Quarterly	0
NM6: Average journey times into main urban centres where APNR in place (David Beaver)	Quarterly Milestone progress report will be assessed by the Board and rated either Red, Amber or Green	Quarterly Assessment Result	Quarterly	0
NM7: Traffic Management Act - implementation and progress report (David Beaver)	Quarterly Milestone progress report will be assessed by the Board and rated either Red, Amber or Green	Quarterly Assessment Result	Quarterly	0

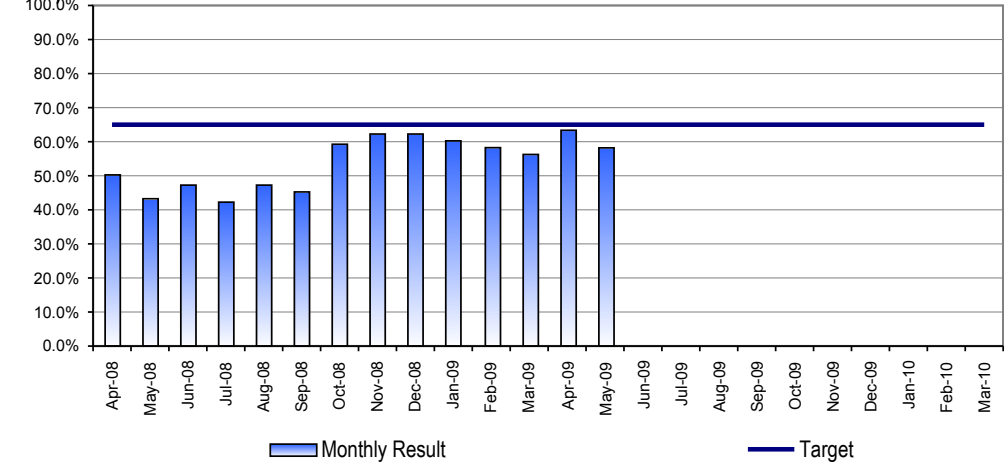
Description and Accountable Manager	RAG Tolerance		Apr-09	May-09
TS1: Streetlights - average working days for a routine repair (KHS) (John Martin)	Red is > 12	Target	10.0	10.0
	Amber is >=10.1 & <=11.9	Monthly Result	9.6	7.0
	Green is <= 10	YTD Result	9.6	8.6
TS2: Streetlights - average working days for a routine repair (EDF) (Norman Bateman)	Red is > 35	Target	30.0	30.0
	Amber is >=30.1 & <=34.9	Monthly Result	28.7	46.1
	Green is <= 30	YTD Result	28.7	34.4
TS3: Proportion of budget spent on reactive Vs planned work (Norman Bateman)	Quarterly Milestone progress report will be assessed by the Board and rated either Red, Amber or Green	Quarterly Assessment Result	Quarterly	0.0%
TS4: Highway Drainage asset report (Norman Bateman)	Quarterly Milestone progress report will be assessed by the Board and rated either Red, Amber or Green	Quarterly Assessment Result	Quarterly	0
TS5: Signs, lines asset report (Norman Bateman)	Quarterly Milestone progress report will be assessed by the Board and rated either Red, Amber or Green	Quarterly Assessment Result	Quarterly	0
TS6: Soft landscape asset report (Cliff Malone)	Quarterly Milestone progress report will be assessed by the Board and rated either Red, Amber or Green	Quarterly Assessment Result	Quarterly	0
TS7: Bridge/structures asses report (Norman Bateman)	Quarterly Milestone progress report will be assessed by the Board and rated either Red, Amber or Green	Quarterly Assessment Result	Quarterly	0
TS8: Net satisfaction with streetlights for residents, County Members, District Members and Parish Councils (Norman Bateman)	Target is met where results are improvement on 2008/09 results	Annual Result	Annual	Annual

Description and Accountable Manager	RAG Tolerance		Apr-09	May-09
TD1: % of 2010/11 schemes developed and responsibility formally handed over to delivery teams (Cliff Malone)	Red is < 81%	Target	10.0%	20.0%
	Amber is >=81% & <=89.9%	Monthly Result	Not available	11.4%
	Green is >= 90%	YTD Result	Not available	11.4%
TD2: Number of S38 schemes still not adopted >12 months after the expiry date of the maintenance period (David Hall)	Performance Target to be agreed following review of first quarter results	Target	TBC	TBC
		Monthly Result	132.0	112.0
		YTD Result	132.0	112.0
TD3: % residents satisfied with the highway elements of their new built environment (David Hall)	Quarterly Milestone progress report will be assessed by the Board and rated either Red, Amber or Green	Quarterly Assessment Result	Quarterly	0.0%

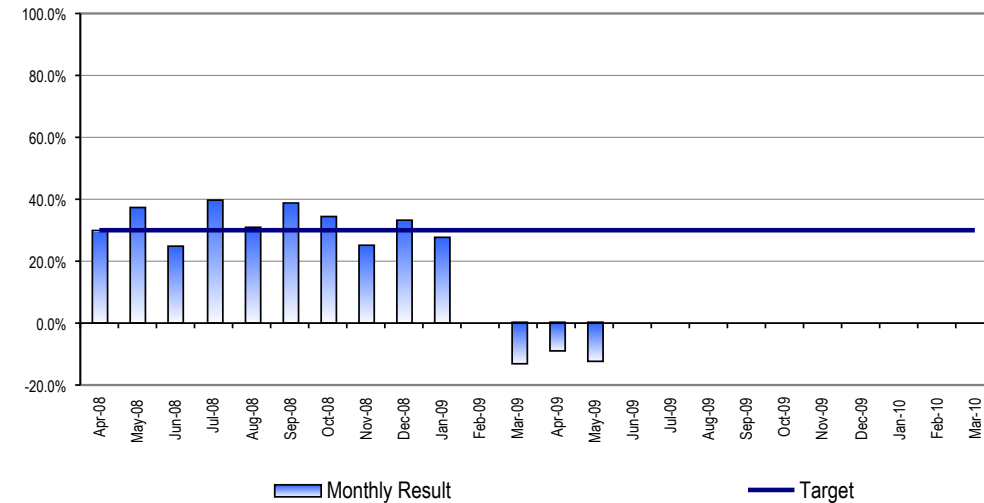
KHS1: % Happy with the service provided to them (Results ABOVE target line are better)



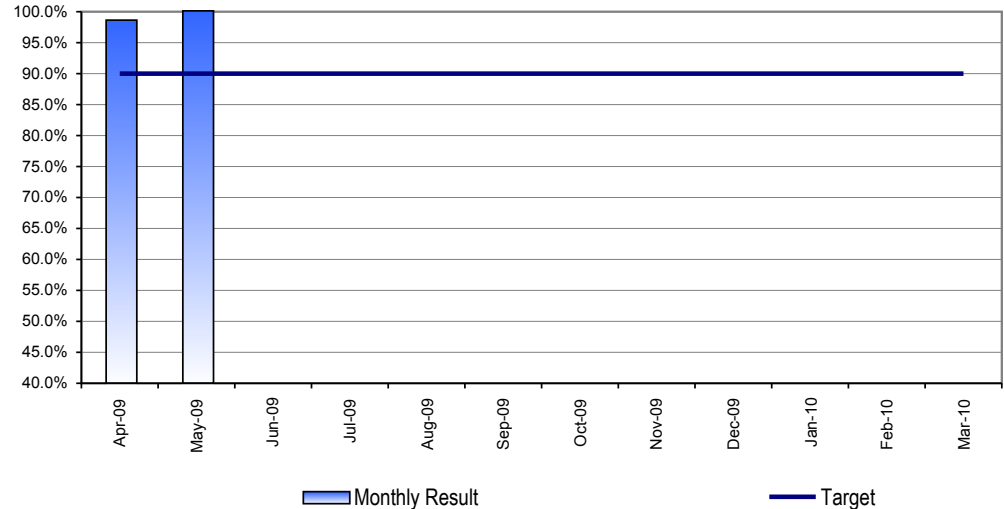
KHS2: Contact Centre Agents rating of KHS service (Results ABOVE target line are better)



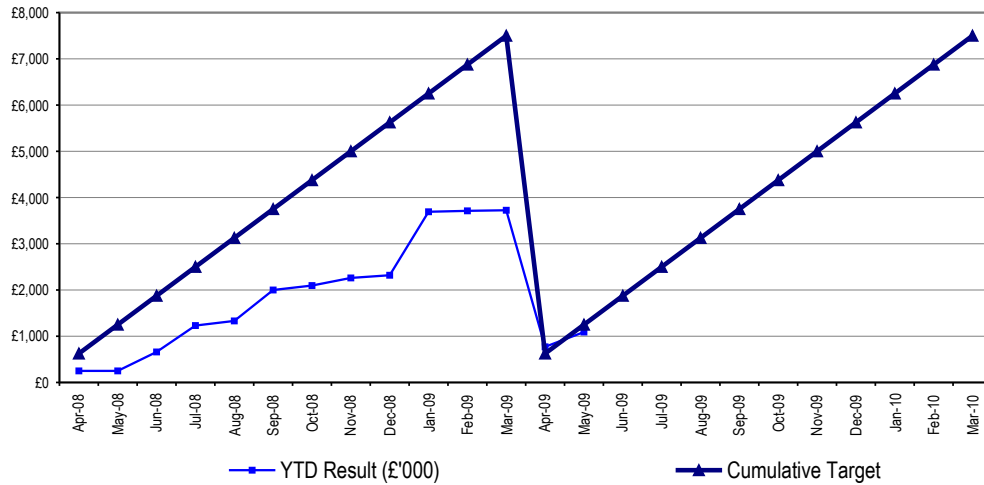
KHS3: Net positive press coverage (Results ABOVE target line are better)



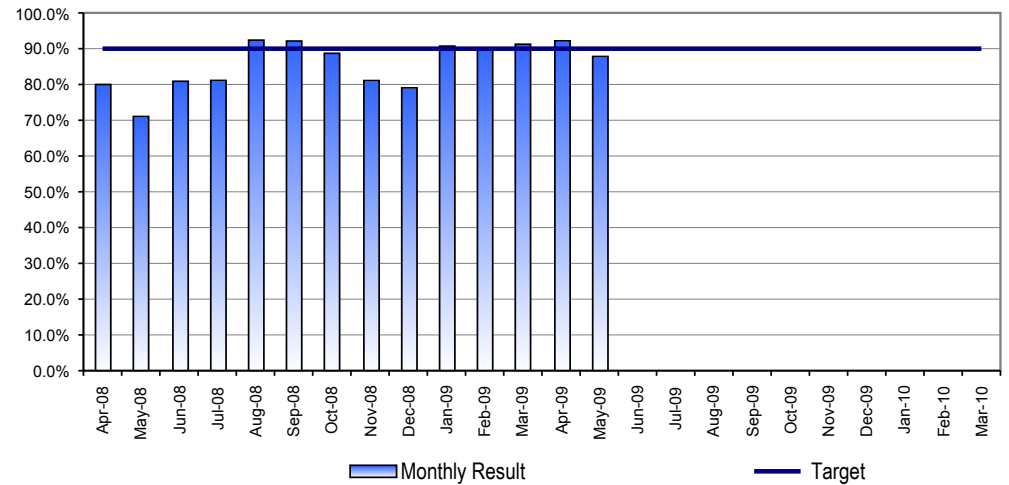
KHS4: % complaints handled on time (Results ABOVE target line are better)



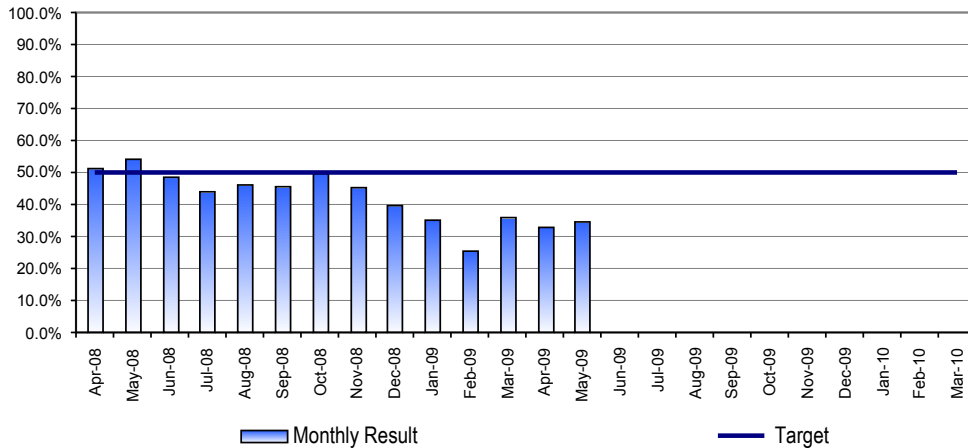
KHS5: United savings and innovation log (Results ABOVE target line are better)



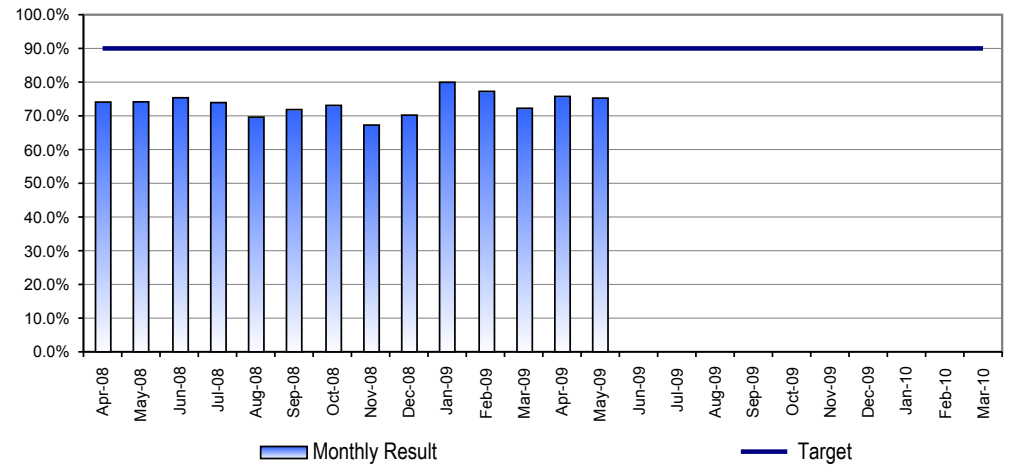
KHS6: % of material diverted from landfill (Results ABOVE target line are better)



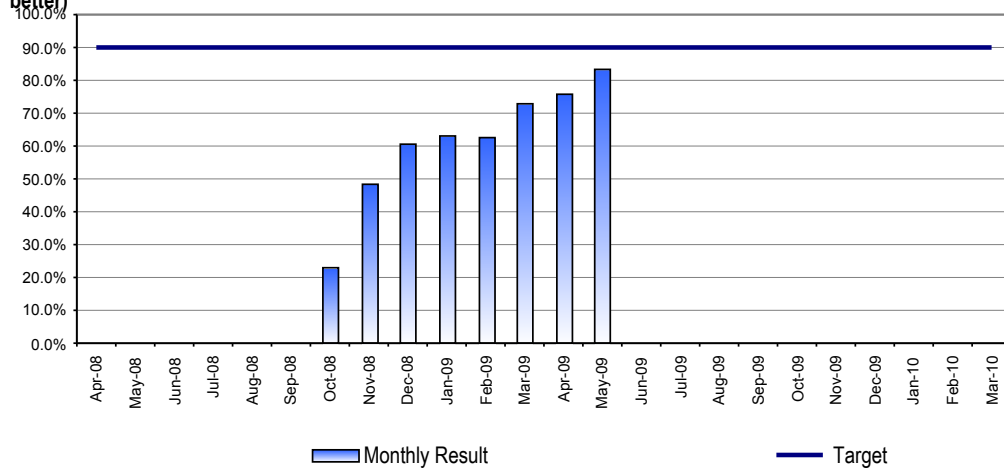
KHS7: % calls to Contact Centre that are 'first point resolution' (Results ABOVE target line are better)



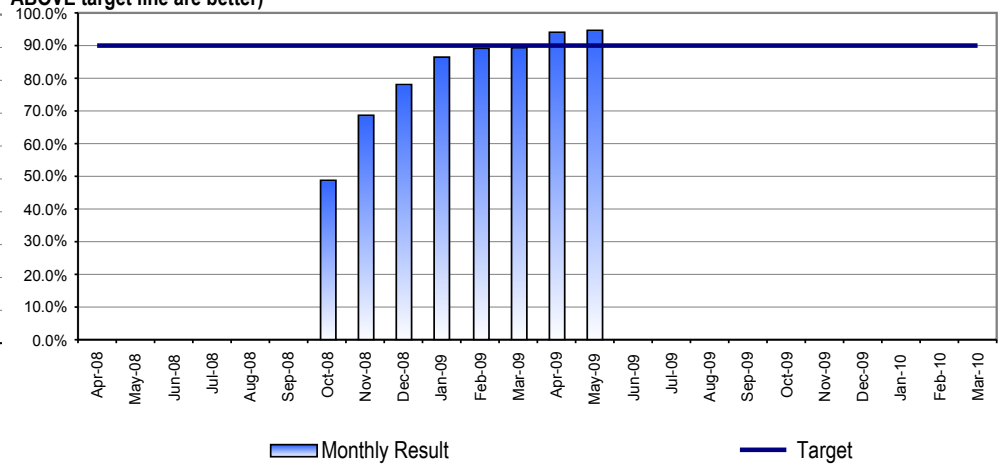
KHS8: % letters responded to on time (Results ABOVE target line are better)



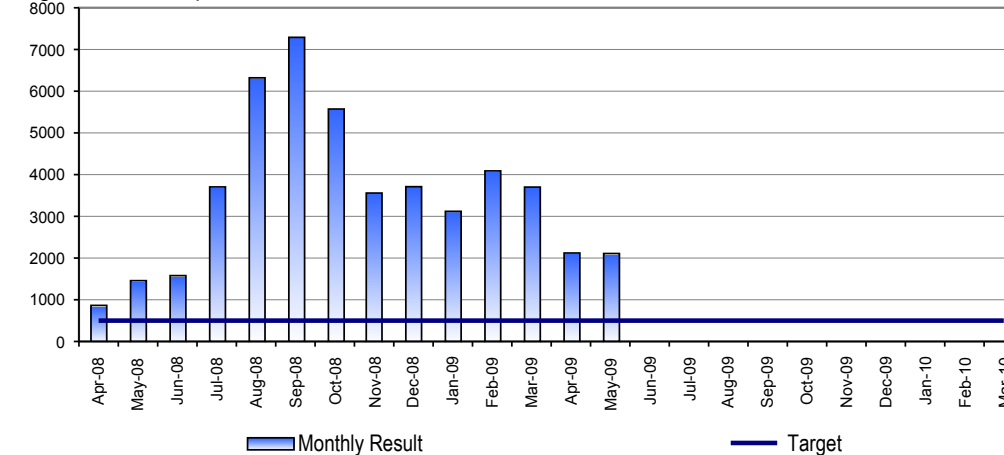
KHS9: % required call backs completed in 2 working days (Results ABOVE target line are better)



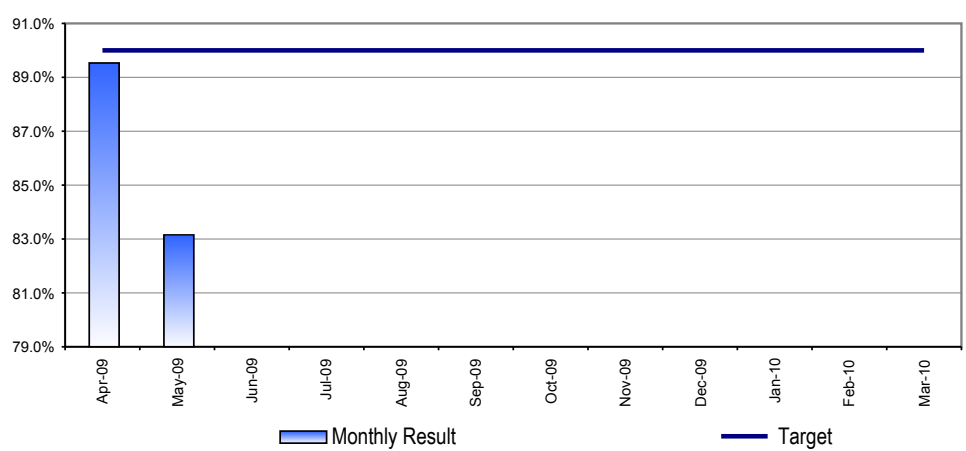
KHS10: % acknowledgements and commitments made in 2 working days (Results ABOVE target line are better)



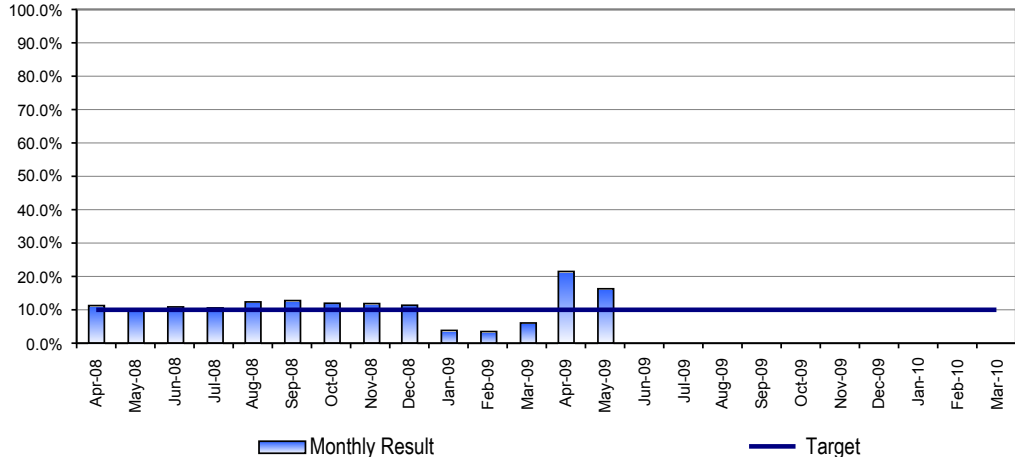
KHS11: Number of routine service requests still open after 21 days (Results BELOW target line are better)



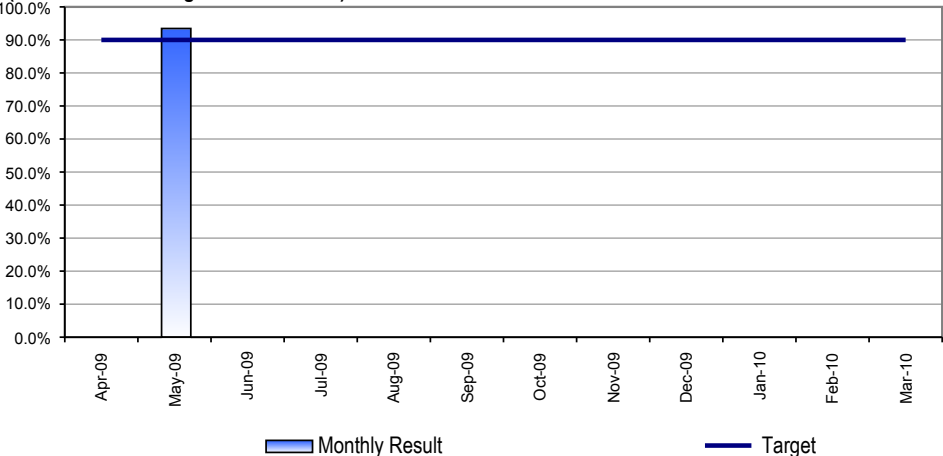
KHS12: % of commitments made to the public, following a service request, that are fulfilled to the promise given (Results ABOVE target line are better)



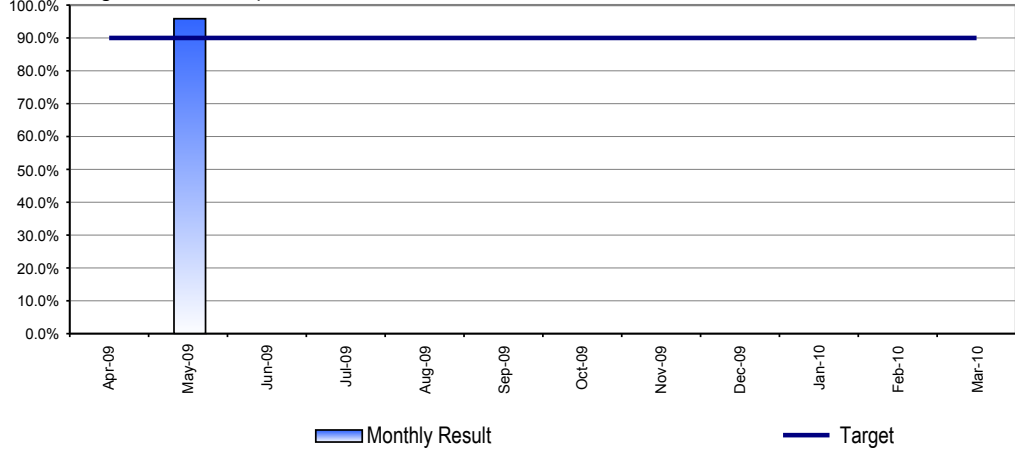
KHS13: % 'avoidable contacts' (Results BELOW target line are better)



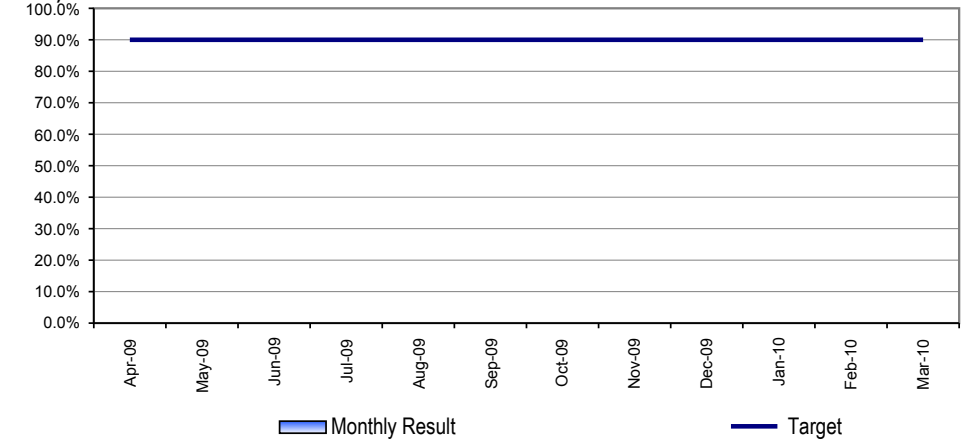
KHS14: % task orders to Ringway that meet timeliness and quality thresholds (Results ABOVE target line are better)



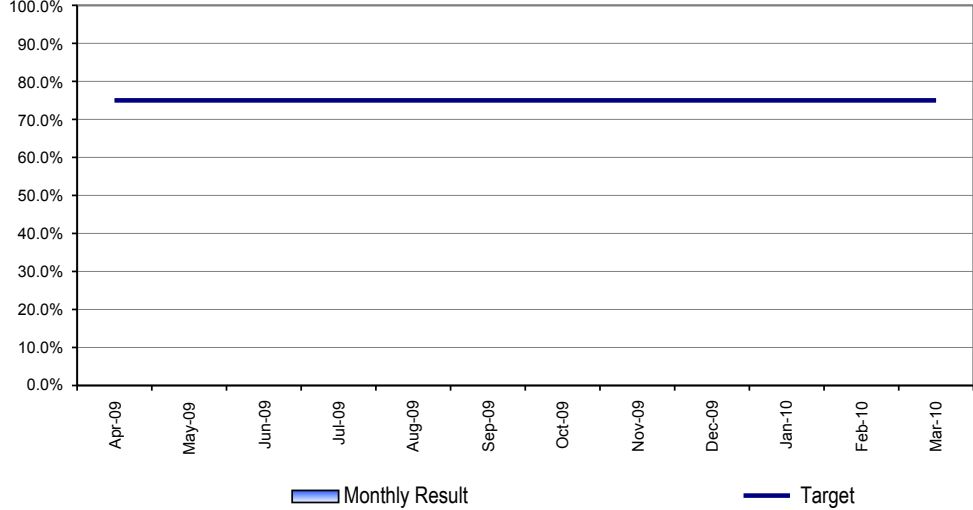
KHS15: % commissions to Jacobs that meet timeliness and quality thresholds (Results ABOVE target line are better)



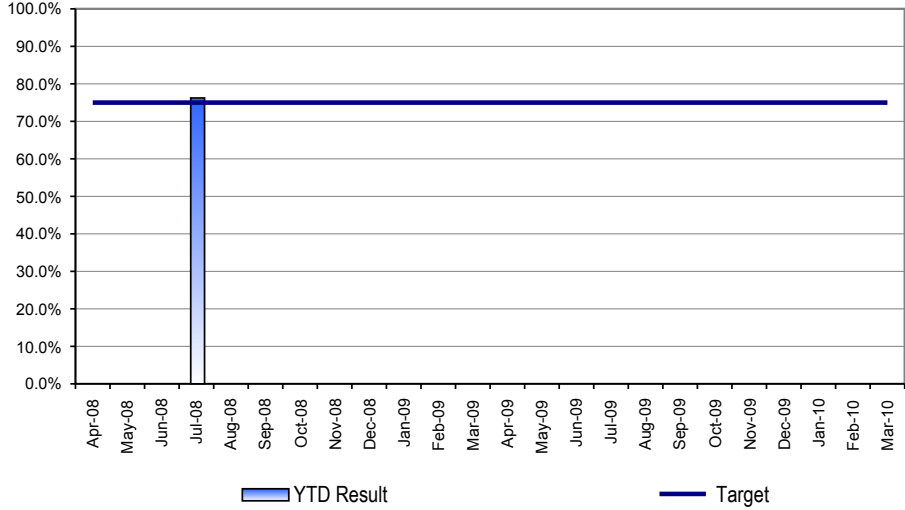
KHS16: % of programme schemes delivered (Results ABOVE target line are better)



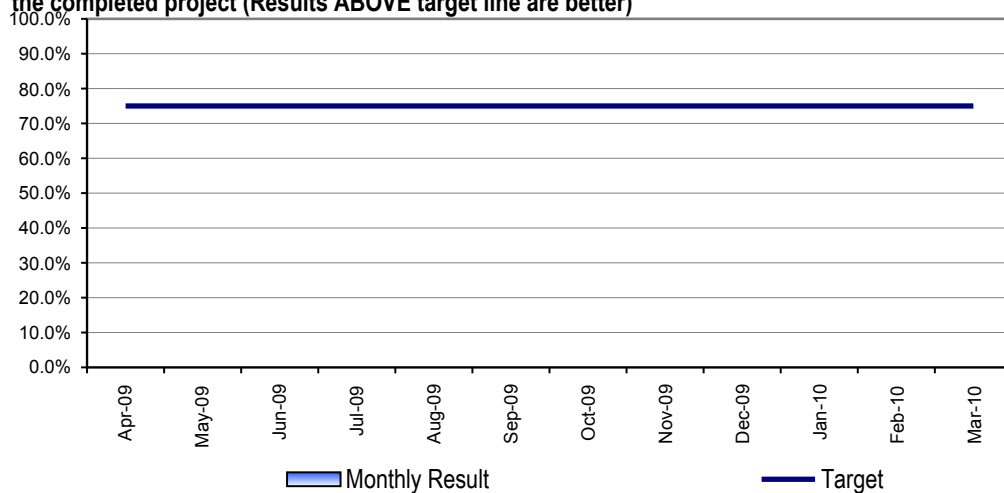
KHS17: % of orders where actual cost is delivered <=102% (Results ABOVE target line are better)



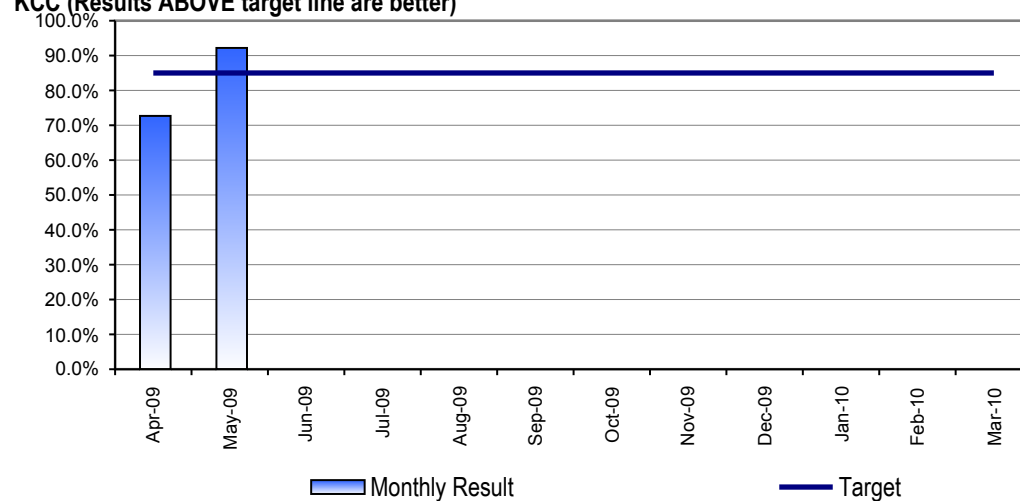
KHS20: Staff happy working in KHS (Results ABOVE target line are better)



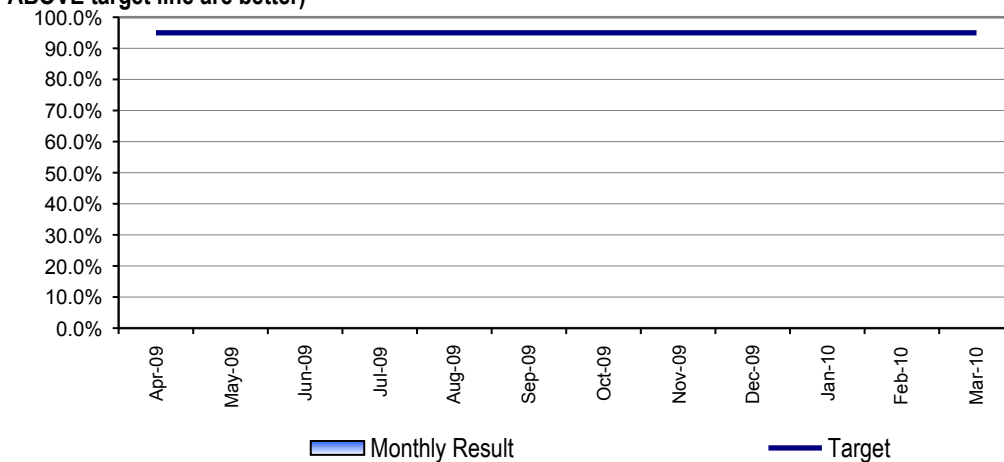
CI1: % of residents, County Members and Parish Councils satisfied with the completed project (Results ABOVE target line are better)



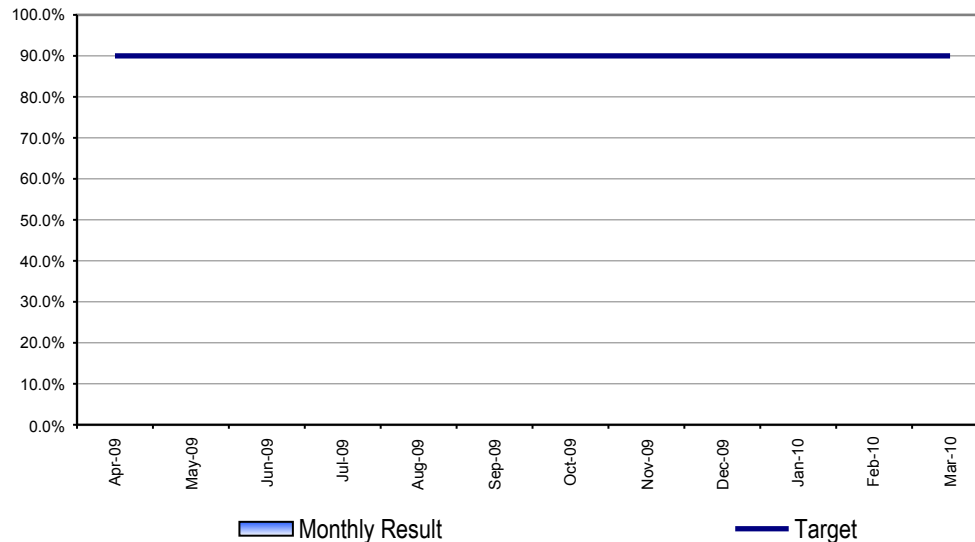
CI2: % of schemes 'fault free' at end of the maintenance period return to KCC (Results ABOVE target line are better)



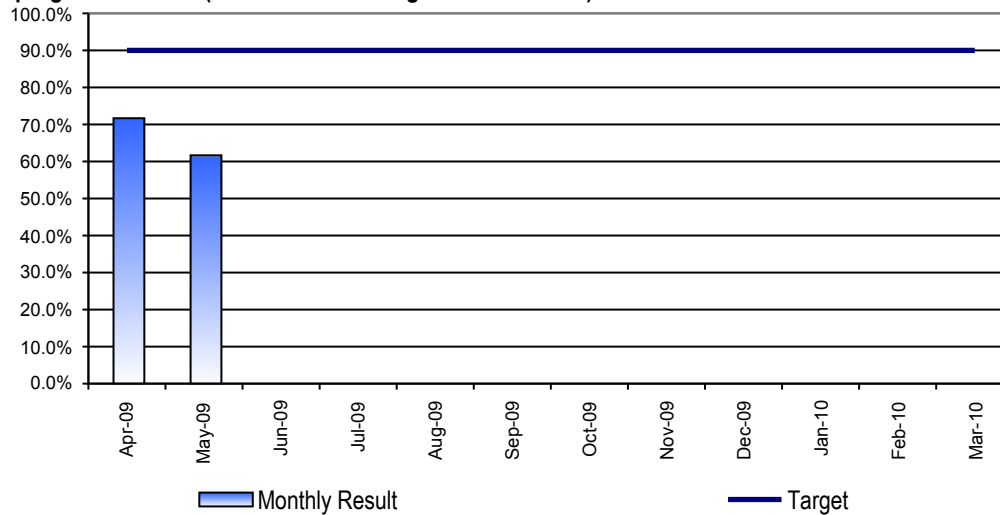
CI3: % of completed schemes that have as-built drawings handed over to asset maintenance teams within agreed timescales (13 weeks) (Results ABOVE target line are better)



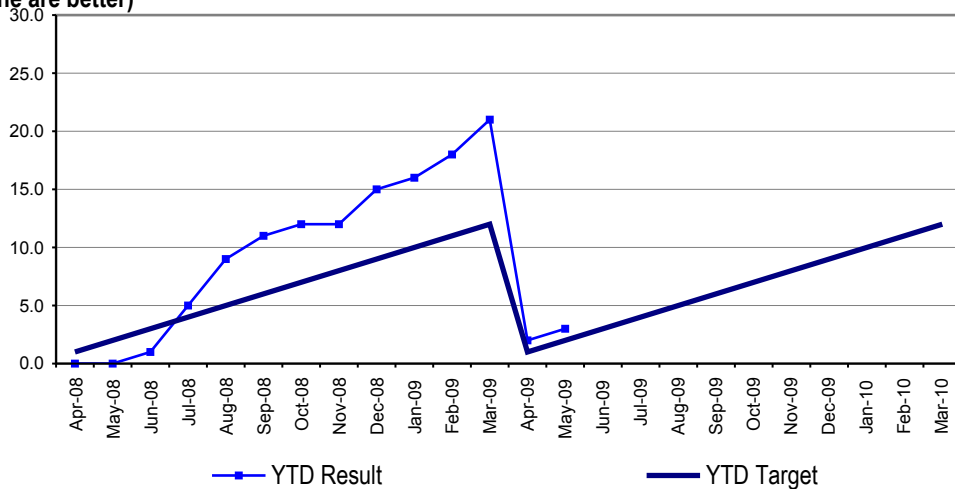
CO1: Fixing gang efficiency (Results ABOVE target line are better)



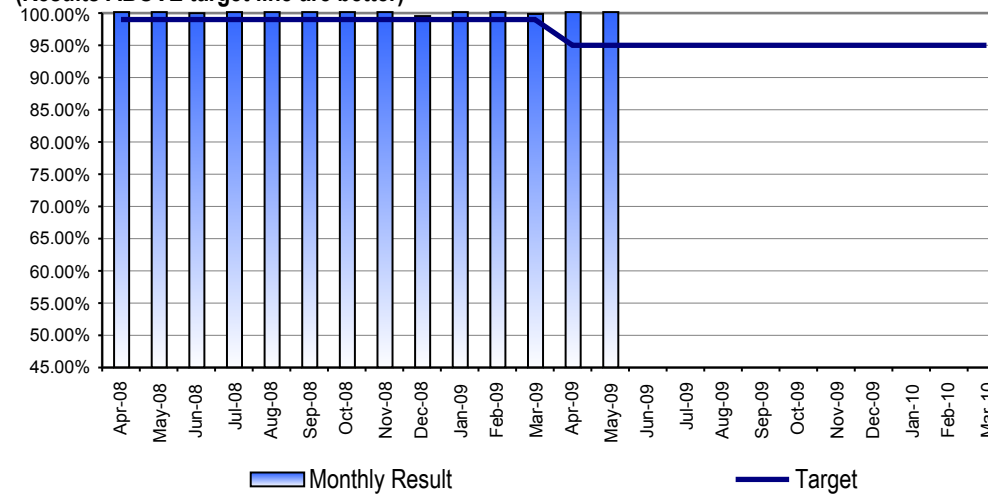
CO2: % of defects identified by the inspector that are completed in the programmed time (Results ABOVE target line are better)

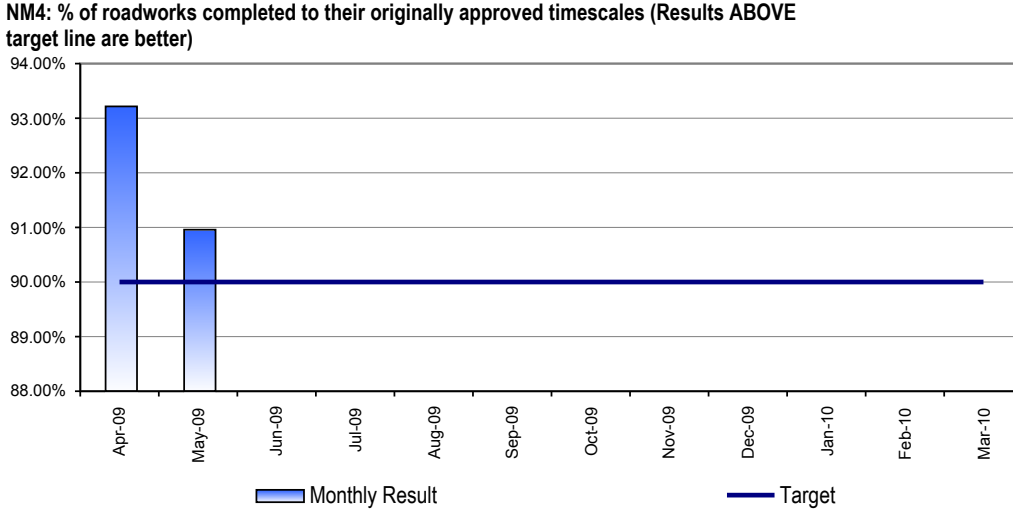
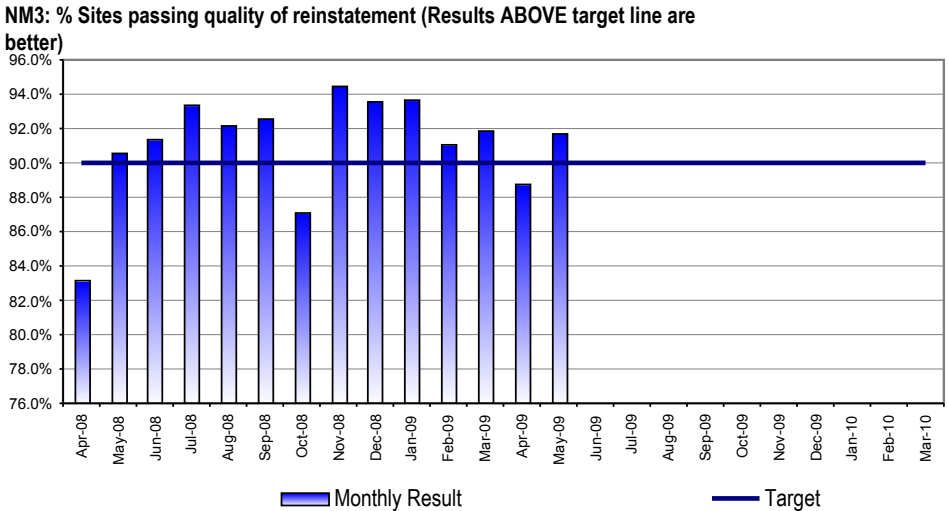
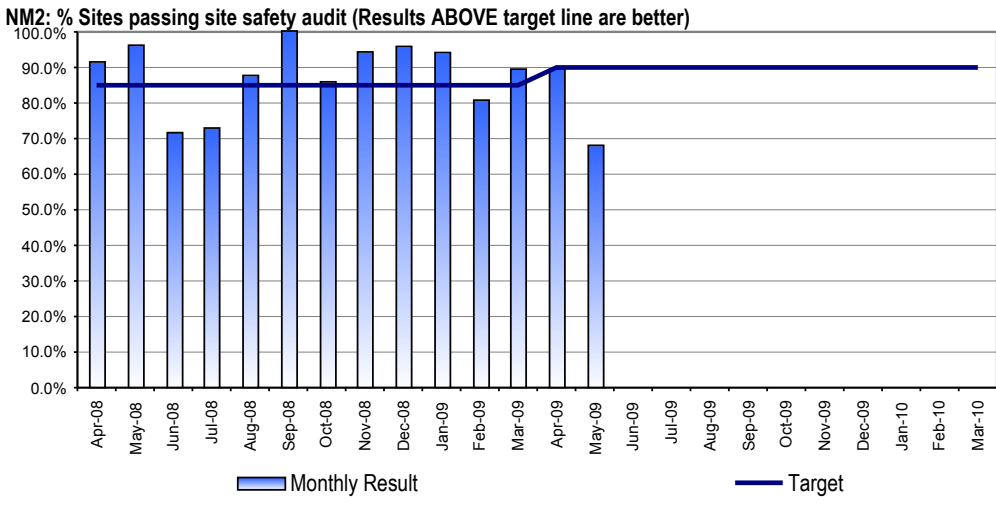
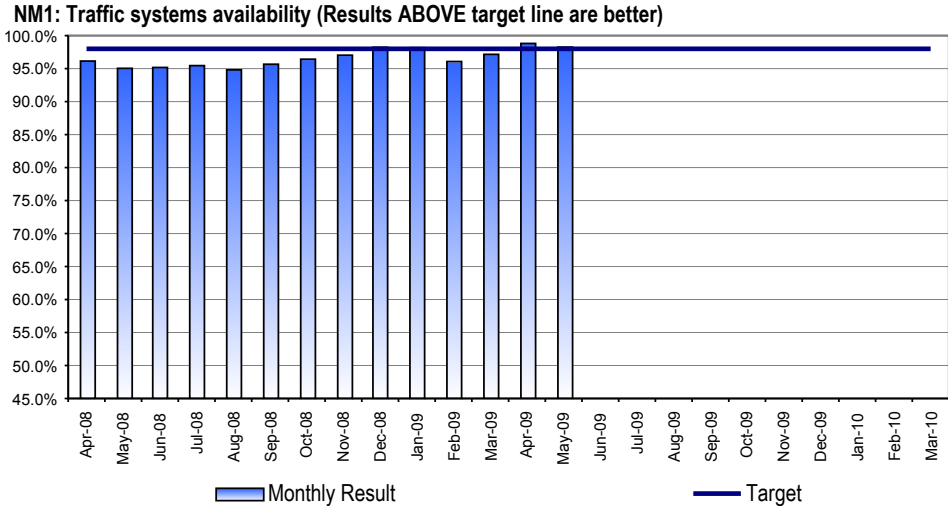


CO3: Assessment of Insurance Claims process (Results BELOW target line are better)

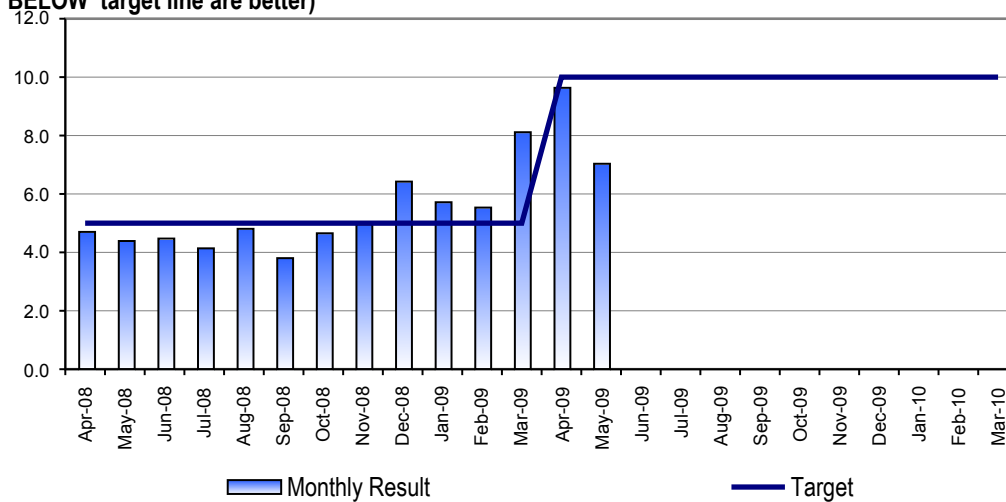


CO4: Response to emergency situations (attend on site within 2 hours) (Results ABOVE target line are better)

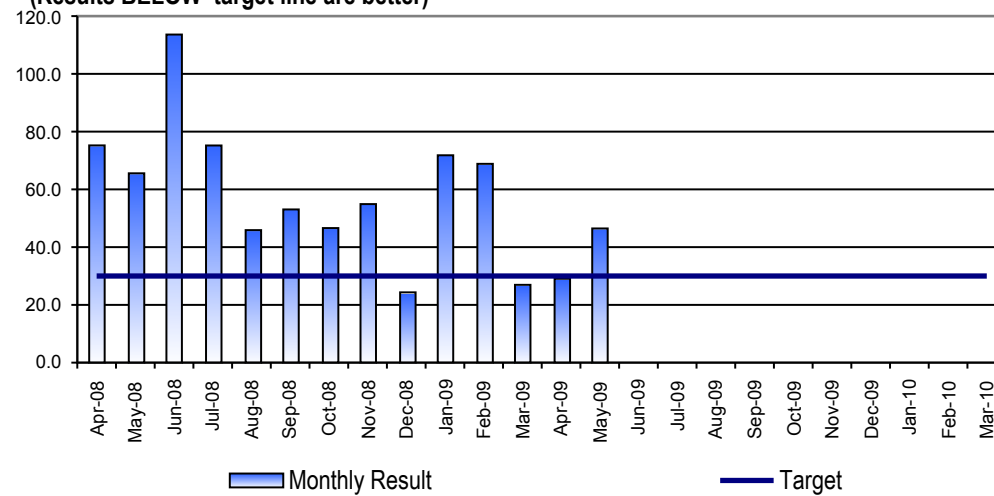




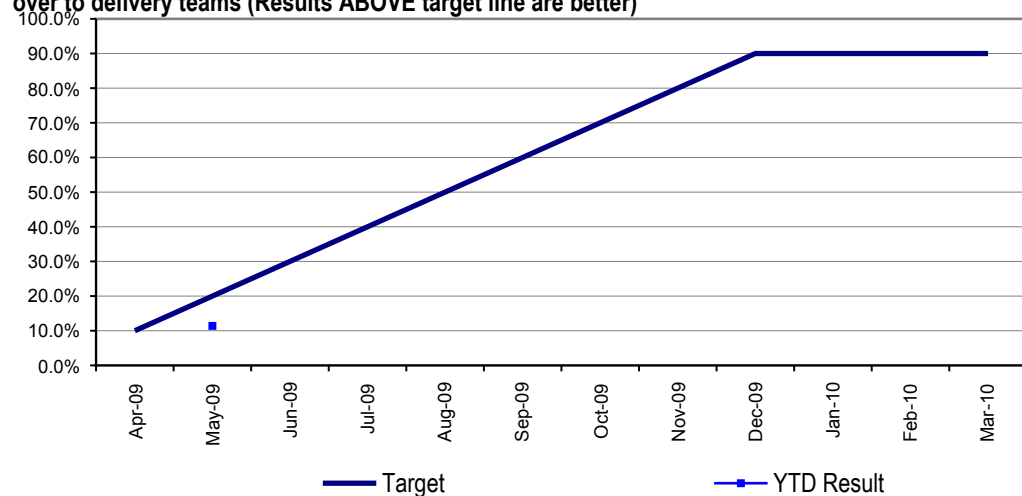
TS1: Streetlights - average working days for routine repair (KHS) (Results BELOW target line are better)



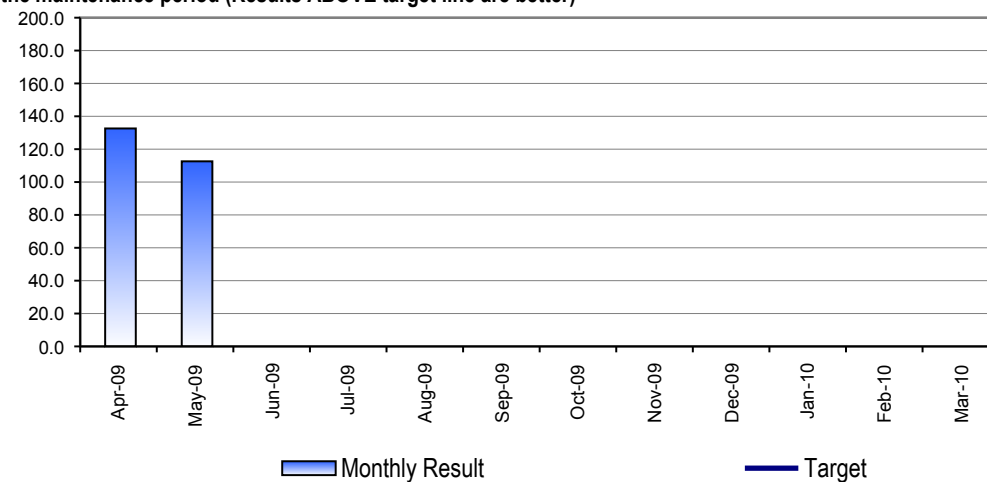
TS2: Streetlights - average working days for a routine repair (EDF) (Results BELOW target line are better)



TD1: % of 2010/11 schemes developed and responsibility formally handed over to delivery teams (Results ABOVE target line are better)



TD2: Number of S38 schemes still not adopted >12 months after the expiry date of the maintenance period (Results ABOVE target line are better)

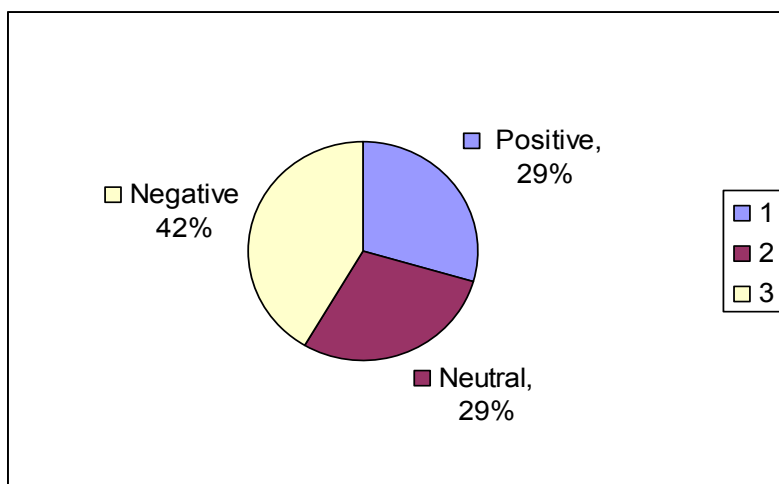


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Appendix 4 – Press Cutting Summary

PRESS CUTTINGS @ May 2009

Tone of cutting	Last month's cuttings	This month's cuttings
<i>Positive</i>	44	34
<i>Neutral</i>	38	34
<i>Negative</i>	56	48
TOTAL	138	116



- From a total of 48 negative cuttings 19 were letters.

Positive

Battle for pedestrian crossings won at last
 Lessons in road safety – Safety workshops for young children
 Car clubs prove attractive to more companies – Car sharing

Neutral

More than £600,000 spent in Kent's car parks
 Call to all drivers – Do not use mobile while driving
 Roads facing closure for resurfacing

Negative

Councils clash over Thames crossing – Location for new crossing
 Speed Camera destroyed
 No freedom on the buses – Freedom bus pass does not work in Medway

This month's total cuttings figures have decreased from last year's Mays figures (170 previously), the positive number of cuttings has fallen (82 previously), and the negative number of cuttings has risen (19 cuttings last year), the number of neutral cuttings has fallen (69 cuttings last year).

The topic with the single most amount of cuttings, which this month were negative, related to Major Schemes.

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	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
1	Kent Highway Services - Total number of contacts and resultant number of service requests ana																												
2																													
3	Note: top three issues are shown bold text in blue highlight																												
4	KHS Service group and category	Apr-08	Apr-09	May-08	May-09	Jun-08	Jun-09	Jul-08	Jul-09	Aug-08	Aug-09	Sep-08	Sep-09														2008/9 Cumulative Total / %		
5	Community Operations																												
6	Dropped Crossing	39	0.5%	82	1.0%	45	0.6%	93	1.2%	14	0.2%		#DIV/0!	49	0.5%		#DIV/0!	43	0.6%		#DIV/0!	63	0.7%		#DIV/0!			673	0.6%
7	Fly Tipping	92	1.2%	94	1.2%	91	1.2%	66	0.9%	150	1.8%		#DIV/0!	40	0.4%		#DIV/0!	56	0.7%		#DIV/0!	52	0.6%		#DIV/0!			942	0.9%
8	Insurance Claims	68	0.9%	203	2.5%	68	0.9%	155	2.0%	23	0.3%		#DIV/0!	26	0.3%		#DIV/0!	18	0.2%		#DIV/0!	40	0.5%		#DIV/0!			1410	1.3%
9	Off-Road Cycleways	38	0.5%	0	0.0%	33	0.4%	1	0.0%	25	0.3%		#DIV/0!	0	0.0%		#DIV/0!	1	0.0%		#DIV/0!	0	0.0%		#DIV/0!			97	0.1%
10	Pavements / Footways	469	5.9%	388	4.8%	429	5.7%	313	4.1%	662	8.0%		#DIV/0!	638	6.9%		#DIV/0!	550	7.1%		#DIV/0!	487	5.5%		#DIV/0!			5256	4.9%
11	Roads	738	9.2%	357	4.5%	527	7.0%	308	4.0%	876	10.5%		#DIV/0!	863	9.3%		#DIV/0!	439	5.7%		#DIV/0!	560	6.4%		#DIV/0!			6315	5.9%
12	Spillage / Shed Loads	134	1.7%	243	3.0%	134	1.8%	206	2.7%	72	0.9%		#DIV/0!	168	1.8%		#DIV/0!	120	1.6%		#DIV/0!	196	2.2%		#DIV/0!			2298	2.2%
13	Verge / Road / Edge Over Run	42	0.5%	56	0.7%	31	0.4%	43	0.6%	9	0.1%		#DIV/0!	40	0.4%		#DIV/0!	16	0.2%		#DIV/0!	57	0.6%		#DIV/0!			618	0.6%
14	Winter Service	12	0.2%	15	0.2%	1	0.0%	10	0.1%	6	0.1%		#DIV/0!	5	0.1%		#DIV/0!	10	0.1%		#DIV/0!	19	0.2%		#DIV/0!			4284	4.0%
15	Emergency Response	14	0.2%	53	0.7%	16	0.2%	42	0.5%	1	0.0%		#DIV/0!	0	0.0%		#DIV/0!	0	0.0%		#DIV/0!	0	0.0%		#DIV/0!			254	0.2%
16	Request for Bollards (Not Repair)	27	0.3%	89	1.1%	14	0.2%	7	0.1%	8	0.1%		#DIV/0!	8	0.1%		#DIV/0!	3	0.0%		#DIV/0!	6	0.1%		#DIV/0!			573	0.5%
17	Rabbits / Birds etc Inhabiting Highway / Verge / Structure	1	0.0%	2	0.0%	6	0.1%	4	0.1%	11	0.1%		#DIV/0!	3	0.0%		#DIV/0!	1	0.0%		#DIV/0!	2	0.0%		#DIV/0!			30	0.0%
18	Potholes	2407	30.1%	1186	14.8%	868	11.6%	707	9.2%	774	9.3%		n/a	767	8.3%		n/a	394	5.1%		n/a	435	5.0%		n/a			13503	12.7%
19	Total for Community Operations	4081	51.1%	2768	34.6%	2263	30.2%	1955	25.5%	2631	32.9%	0	#DIV/0!	2607	32.6%	0	#DIV/0!	1651	20.7%	0	#DIV/0!	1917	24.0%	0	#DIV/0!			36253	34.0%
20																													
21	Technical Services																												
22	Blocked Gully	275	3.4%	230	2.9%	392	5.2%	256	3.3%	396	4.8%		#DIV/0!	388	4.2%		#DIV/0!	387	5.0%		#DIV/0!	378	4.3%		#DIV/0!			4307	4.0%
23	Drain Covers Damaged	295	3.7%	218	2.7%	210	2.8%	173	2.3%	117	1.4%		#DIV/0!	255	2.8%		#DIV/0!	248	3.2%		#DIV/0!	228	2.6%		#DIV/0!			2621	2.5%
24	Ditches	16	0.2%	11	0.1%	14	0.2%	11	0.1%	6	0.1%		#DIV/0!	16	0.2%		#DIV/0!	36	0.5%		#DIV/0!	12	0.1%		#DIV/0!			286	0.3%
25	Flooding	126	1.6%	121	1.5%	262	3.5%	100	1.3%	184	2.2%		#DIV/0!	102	1.1%		#DIV/0!	152	2.0%		#DIV/0!	92	1.0%		#DIV/0!			2742	2.6%
26	Grass	53	0.7%	95	1.2%	419	5.6%	194	2.5%	573	6.9%		#DIV/0!	222	2.4%		#DIV/0!	159	2.1%		#DIV/0!	128	1.5%		#DIV/0!			1710	1.6%
27	Hedges	105	1.3%	146	1.8%	249	3.3%	350	4.6%	650	7.8%		#DIV/0!	565	6.1%		#DIV/0!	415	5.4%		#DIV/0!	431	4.9%		#DIV/0!			3305	3.1%
28	Weeds	23	0.3%	48	0.6%	87	1.2%	129	1.7%	214	2.6%		#DIV/0!	347	3.7%		#DIV/0!	209	2.7%		#DIV/0!	245	2.8%		#DIV/0!			1346	1.3%
29	Trees	267	3.3%	293	3.7%	615	8.2%	622	8.1%	695	8.4%		#DIV/0!	751	8.1%		#DIV/0!	671	8.7%		#DIV/0!	640	7.3%		#DIV/0!			5777	5.4%
30	Streetlights	1289	16.1%	1274	15.9%	960	12.8%	999	13.0%	1125	13.5%		#DIV/0!	1074	11.6%		#DIV/0!	1265	16.4%		#DIV/0!	1619	18.4%		#DIV/0!			18833	17.7%
31	Signs (lit)	6	0.1%	128	1.6%	5	0.1%	101	1.3%	2	0.0%		#DIV/0!	75	0.8%		#DIV/0!	33	0.4%		#DIV/0!	83	0.9%		#DIV/0!			805	0.8%
32	Signs (unlit)	274	3.4%	304	3.8%	202	2.7%	310	4.0%	232	2.8%		#DIV/0!	332	3.6%		#DIV/0!	320	4.1%		#DIV/0!	287	3.3%		#DIV/0!			3231	3.0%
33	Road Markings / Lines			178	2.2%			399	5.2%				#DIV/0!				#DIV/0!	175	2.3%		#DIV/0!	209	2.4%		#DIV/0!			1398	1.3%
34	Materials / Obstructions on the Highway			164	2.0%			140	1.8%				#DIV/0!				#DIV/0!	91	1.2%		#DIV/0!	33	0.4%		#DIV/0!			1115	1.0%
35	Fences / Guardrails	57	0.7%	73	0.9%	34	0.5%	54	0.7%	42	0.5%		#DIV/0!	56	0.6%		#DIV/0!	51	0.7%		#DIV/0!	36	0.4%		#DIV/0!			740	0.7%
36	Cats Eyes	2	0.0%	1	0.0%	2	0.0%	2	0.0%	0	0.0%		#DIV/0!	2	0.0%		#DIV/0!	5	0.1%		#DIV/0!	0	0.0%		#DIV/0!			38	0.0%
37	Bollards (unlit)	38	0.5%	0	0.0%	45	0.6%	55	0.7%	20	0.2%		#DIV/0!	63	0.7%		#DIV/0!	78	1.0%		#DIV/0!	82	0.9%		#DIV/0!			437	0.4%
38	Bridges / Tunnels	9	0.1%	247	3.1%	13	0.2%	242	3.2%	8	0.1%		#DIV/0!	11	0.1%		#DIV/0!	12	0.2%		#DIV/0!	16	0.2%		#DIV/0!			960	0.9%
39	Total for Technical Services	2835	35.5%	3531	44.1%	3509	46.8%	4137	53.9%	4264	53.4%	0	#DIV/0!	4259	53.3%	0	#DIV/0!	4307	53.9%	0	#DIV/0!	4519	56.6%	0	#DIV/0!			49651	46.5%
40																													
41	Countywide Improvements																												
42	Surface Dressing	8	0.1%	82	1.0%	9	0.1%	83	1.1%	5	0.1%		#DIV/0!	19	0.2%		#DIV/0!	66	0.9%	0	#DIV/0!	135	1.5%		#DIV/0!			723	0.7%
43	Total for Countywide Improvements	8	0.1%	82	1.0%	9	0.1%	83	1.1%	5	0.1%	0	#DIV/0!	19	0.2%	0	#DIV/0!	66	0.8%	0	#DIV/0!	135	1.7%	0	#DIV/0!			723	0.7%
44																													
45	Transport and Development																												
46	Bus Shelter / Stops	8	0.1%	3	0.0%	3	0.0%	17	0.2%	2	0.0%		#DIV/0!	8	0.1%		#DIV/0!	8	0.1%		#DIV/0!	13	0.1%		#DIV/0!			42	0.0%
47	Development Control	34	0.4%	168	2.1%	19	0.3%	168	2.2%	4	0.0%		#DIV/0!	5	0.1%		#DIV/0!	10	0.1%		#DIV/0!	2	0.0%		#DIV/0!			144	0.1%
48	Highway Boundaries	8	0.1%	169	2.1%	11	0.1%	135	1.8%	9	0.1%		#DIV/0!	0	0.0%		#DIV/0!	3	0.0%		#DIV/0!	7	0.1%		#DIV/0!			609	0.6%
49	Traffic Investigation Requests	100	1.3%	126	1.6%	98	1.3%	108	1.4%	43	0.5%		#DIV/0!	95	1.0%		#DIV/0!	70	0.9%		#DIV/0!	66	0.8%		#DIV/0!			1139	1.1%
50	Total for Transport and Development	150	1.9%	466	5.8%	131	1.7%	428	5.6%	58	0.7%	0	#DIV/0!	108	1.4%	0	#DIV/0!	91	1.1%	0	#DIV/0!	88	1.1%	0	#DIV/0!			1934	1.8%
51																													
52	Network Management																												
53	Enforcement	25	0.3%	22	0.3%	28	0.4%	27	0.4%	14	0.2%		#DIV/0!	1	0.0%		#DIV/0!	13	0.2%		#DIV/0!	23	0.3%		#DIV/0!			104	0.1%
54	Miscellaneous Licence / Permit	58	0.7%	38	0.5%	33	0.4%	20	0.3%	43	0.5%		#DIV/0!	38	0.4%		#DIV/0!	21	0.3%		#DIV/0!	31	0.4%		#DIV/0!			315	0.3%
55	Parking	2	0.0%	38	0.5%	4	0.1%	22	0.3%	32	0.4%		#DIV/0!	1	0.0%		#DIV/0!	3	0.0%		#DIV/0!	8	0.1%		#DIV/0!			220	0.2%
56	Road Closure	10	0.1%	1	0.0%	11	0.1%	2	0.0%	7	0.1%		#DIV/0!	7	0.1%		#DIV/0!	7	0.1%		#DIV/0!	2	0.0%		#DIV/0!			272	0.3%
57	Road Opening	4	0.1%	0	0.0%	11	0.1%	0	0.0%	5	0.1%		#DIV/0!	3	0.0%		#DIV/0!	3	0.0%		#DIV/0!	1	0.0%		#DIV/0!			57	0.1%
58	Roadworks	295	3.7%	155	1.9%	234	3.1%	169	2.2%	129	1.6%		#DIV/0!	118	1.3%		#DIV/0!	96	1.2%		#DIV/0!	145	1.7%		#DIV/0!			1026	1.0%
59	Scaffolding	4	0.1%	0	0.0%	9	0.1%	1	0.0%	6	0.1%		#DIV/0!	4	0.0%		#DIV/0!	2	0.0%		#DIV/0!	3	0.0%		#DIV/0!			1134	1.1%
60	Skips	5	0.1%	2	0.0%	4	0.1%	2	0.0%	2	0.0%		#DIV/0!	4	0.0%		#DIV/0!	4	0.1%		#DIV/0!	2	0.0%		#DIV/0!			34	0.0%
61	Traffic Lights (Permanent)	115	1.4%	190	2.4%	118	1.6%	172	2.2%	113	1.4%		#DIV/0!	123	1.3%		#DIV/0!	120	1.6%		#DIV/0!	121	1.4%		#DIV/0!			715	0.7%
62	Traffic Lights (Temporary)	95	1.2%	69	0.9%	86	1.1%	64	0.8%	93	1.1%		#DIV/0!	105	1.1%		#DIV/0!	103	1.3%		#DIV/0!	133	1.5%		#DIV/0!			1759	1.6%
63	Safety Cameras	1	0.0%	0	0.0%	1	0.0%	0	0.0%	0	0.0%		#DIV/0!	0	0.0%		#DIV/0!	0	0.0%		#DIV/0!	0	0.0%		#DIV/0!			720	0.7%
64	Total for Network Management	614	7.7%	515	6.4%	539	7.2%	479	6.2%	444	5.6%	0	#DIV/0!	404	5.1%	0	#DIV/0!	372	4.7%	0	#DIV/0!	469	5.9%	0	#DIV/0!			6	

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
76																													
77	Kent Highway Services - Summary of Total number of contacts and resultant number of service requests analysis - 2006/7 to present																												
78																													
79																													
80	Number of phone calls / emails and Contact Centre once and done % (e.g. no service request issued)																												
81		Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	2008/9 Cumulative Total / %															
82	Monthly Service Request Total 2009/10	8008	7679																										15687
83	Monthly total Number Contacts 2009/10	11875	11771																										23646
84	% Once and Done 2009/10	32.56%	34.27																										33.7%
85	Monthly Service Request Total 2008/9	7991	6727	7850	8624	7093	8061	7071	8223	6797	11156	14077	9770	103440															
86	Monthly total Number Contacts 2008/9	16288	14578	15164	15315	13093	14731	13940	14946	11211	17114	18804	15177	180361															
87	% Once and Done 2008/9	50.9%	53.9%	48.2%	43.7%	45.8%	45.3%	49.3%	45.0%	39.4%	34.8%	25.1%	35.6%	42.6%															
88	Monthly Service Request Total 2007/8	5114	5761	6518	7814	7072	6102	6638	6125	4923	9136	6219	6330	77752															
89	Monthly Total Number Contacts 2007/8	12646	14054	16920	20743	15949	14453	15747	14515	10201	17962	14350	14159	181699															
90	% Once and Done 2007/8	59%	59%	61%	62%	55%	58%	58%	58%	51%	49%	57%	55%	57%															
91	Monthly Service Request Total 2006/7	5051	6346	6147	5878	6453	6557	7371	6660	5513	9714	7216	7471	80377															
92	Monthly Total Number Contacts 2006/7	12014	14943	15442	14964	15016	14859	16496	15538	11083	17653	16379	17097	181484															
93	% Once and done 2006/7	60%	58%	60%	61%	57%	56%	55%	57%	50%	44%	55%	56%	56%															
94																													
95	The number and % of repeat calls																												
96		Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	2009/10 Cumulative Total / %															
97	Repeat call % 2009/10	21.2%	16.0%																										18.6%
98	Top three categories of repeat calls (listed in order) 2009/10	Streetlighting, Drainage, Roads	Streetlighting, Drainage, Roads																										
99	Repeat call % 2008/9	11.0%	9.9%	10.6%	10.3%	12.1%	12.5%	11.7%	11.6%	11.1%	3.5%	2.5%	4.8%	9.3%															
100	Top three categories of repeat calls (listed in order) 2008/9	Streetlighting, Roads, Drainage	Roads, Streetlighting, Drainage	Roads, Vegetation, Drainage	Vegetation, Roads, Streetlighting	Vegetation, Streetlighting, Roads	Streetlighting, Vegetation, Roads	Streetlighting, Vegetation, Roads	Streetlighting, Drainage, Roads	Streetlighting, Potholes, Drainage	Streetlighting, Drainage, Potholes	Drainage, Streetlighting, Potholes	Drainage, Streetlighting, Potholes	n/a															
101	Number of repeat calls 2007/8	1156	1152	1316	1600	1539	1009	n/a	n/a	n/a	n/a	n/a	1030	8802															
102	Repeat call % 2007/8	12.2%	12.20%	10.80%	10.60%	13.60%	10.20%	n/a	n/a	n/a	n/a	n/a	11%	11.51%															
103	Top three categories of repeat calls (listed in order) 2007/8	Drainage, Lighting, Vegetation	Drainage, Lighting, Vegetation	Lighting, Vegetation, Roads	Lighting, Drainage, Roads	Roads, Vegetation, Lighting	Lighting, Call Backs, Hedges	n/a	n/a	n/a	n/a	n/a	Lighting, Roads, Drainage	n/a															
104																													

	AC	AD
1	lysis	
2		
3		
4	2007/8 Total / %	
5		
6	175	1.1%
7	160	1.0%
8	358	2.3%
9	1	0.0%
10	701	4.5%
11	665	4.2%
12	449	2.9%
13	99	0.6%
14	25	0.2%
15	95	0.6%
16	96	0.6%
17	6	0.0%
18	1893	12.1%
19	4723	30.1%
20		
21		
22	486	3.1%
23	391	2.5%
24	22	0.1%
25	221	1.4%
26	289	1.8%
27	496	3.2%
28	177	1.1%
29	915	5.8%
30	2273	14.5%
31	229	1.5%
32	614	3.9%
33	577	3.7%
34	304	1.9%
35	127	0.8%
36	3	0.0%
37	55	0.4%
38	489	3.1%
39	7668	48.9%
40		
41		
42	165	1.1%
43	165	1.1%
44		
45		
46	20	0.1%
47	336	2.1%
48	304	1.9%
49	234	1.5%
50	894	5.7%
51		
52		
53	49	0.3%
54	58	0.4%
55	60	0.4%
56	3	0.0%
57	0	0.0%
58	324	2.1%
59	1	0.0%
60	4	0.0%
61	362	2.3%
62	133	0.8%
63	0	0.0%
64	994	6.3%
65		
66		
67	155	1.0%
68	30	0.2%
69	910	5.8%
70	23	0.1%
71	62	0.4%
72	63	0.4%
73	1243	7.9%
74		
75	15687	

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Appendix 6 – Executive owners for each indicator and ‘face-offs’ within all Alliance organisations

		Executive lead (in bold) and supporting ‘face-off’ managers within Alliance partners			
Ref	KPI description	KCC	Ringway	Jacobs	Telent
KHS1	% happy with the KHS service provided	Kim Hills	Dave Ardley	Matthew Sims	Ashley Miles
KHS2	Contact Centre Agent rating of KHS service	Kim Hills	Dave Ardley	Matthew Sims	Ashley Miles
KHS3	Net positive press coverage	Head of B,P&C	Dave Ardley	Steve Howell	Ashley Miles
KHS4	% complaints handled on time	Kim Hills	Dave Ardley	Matthew Sims	Clare Tolhurst
KHS5	United savings/efficiency value	David Hall	Dave Ardley	Cliff Malone	Ashley Miles
KHS6	% material diverted from landfill	Behdad Haratbar	Jerry Pert	Ian Parker	
KHS7	% first point resolution	Head of B,P&C	Dave Ardley	Matthew Sims	
KHS8	% letters responded on time	Head of B,P&C	Dave Ardley	Matthew Sims	
KHS9	% call backs in 2 working days	Head of B,P&C	Dave Ardley	Matthew Sims	Ashley Miles
KHS10	% aknow/commitments in 2 working days	Head of B,P&C	Dave Ardley	Matthew Sims	Ashley Miles
KHS11	Number of routine requests over 21 days	Kim Hills	John Martin	Matthew Sims	Ashley Miles
KHS12	% commitments fulfilled in promise time	Head of B,P&C	Dave Ardley	Matthew Sims	Ashley Miles
KHS13	% avoidable contacts	Head of B,P&C	Dave Ardley	Matthew Sims	Ashley Miles
KHS14	% quality/time orders to Ringway	Kim Hills	Jerry Pert		
KHS15	% quality/time commissions to Jacobs	David Hall		Cliff Malone	
KHS16	% programme delivered to time	Behdad Haratbar	Paul Herbert	Cliff Malone	
KHS17	% of schemes where actual cost of project delivered is <=102%	Behdad Haratbar	Dave Pole	Cliff Malone	Ashley Miles
KHS18	Health and safety progress report	Norman Bateman	Jerry Pert	John Hilson	Donald Bellshaw
KHS19	% reduction in CO2 progress report	Kim Hills	Dave Ardley	Ian Parker	Jim Dawson
KHS20	% staff happy working in KHS	Head of B,P&C	Dave Ardley	Ian Parker	Ashley Miles
KHS21	Net satisfaction roads & pavements	Kim Hills	Dave Ardley	Steve Howell	
CI1	% satisfied with completed schemes	Behdad Haratbar	John Martin	John Hilson	
CI2	% schemes fault free at maintenance end	Behdad Haratbar	John Martin	Matthew Sims	
CI3	% schemes with as-builts	Behdad Haratbar	Paul Herbert	John Hilson	

CO1	Fixing gang efficiency	Kim Hills	John Martin		
CO2	Inspector defects completed to time	Kim Hills	Barry Lee		
CO3	Insurance claims process	Kim Hills	Barry Lee	Matthew Sims	
CO4	Response to emergency situations	Kim Hills	John Martin		
CO5	Road and pavement asset progress report	Kim Hills	John Martin	Gary Fitch	
CO6	Reactive vs planned progress report	Kim Hills	Barry Lee		

		Executive lead (in bold) and supporting 'face-off' managers within Alliance partners			
Ref	KPI description	KCC	Ringway	Jacobs	Telent
NM1	Traffic systems availability	David Beaver		Andrew Westwood	Richard Bevins
NM2	% sites passing site safety audit	David Beaver	John Martin	John Hilson	
NM3	% sites passing quality reinstatement	David Beaver	John Martin	Adrian Holland	
NM4	% roadworks completed to time	David Beaver	John Martin	John Hilson	
NM5	Road Safety - progress report	David Beaver		Gareth Williams	
NM6	Average journey times - progress report	David Beaver	John Martin	Malcolm Kersey	Ashley Miles
NM7	Traffic Management Act - progress report	David Beaver	John Martin	Tim Read	Ashley Miles
TS1	Streetlight average repair (KHS)	Norman Bateman	John Martin		
TS2	Streetlight average repair (EDF)	Norman Bateman	John Martin		
TS3	Reactive vs planned progress report	Norman Bateman	Gary Newton	Matthew Sims	
TS4	Highway Drainage - progress report	Norman Bateman	Peter Bridgman		
TS5	Signs & Lines - progress report	Norman Bateman	Peter Bridgman	Adrian Holland	
TS6	Soft landscape - progress report	Norman Bateman		Cliff Malone	
TS7	Bridges - progress report	Norman Bateman	Paul Herbert	Adrian Holland	
TS8	Net satisfaction streetlights	Norman Bateman	Gary Newton	Matthew Sims	
TD1	% 2010/11 schemes handed over	David Hall	Paul Herbert	Cliff Malone	
TD2	Number S38 >12 months	David Hall		Matthew Sims	
TD3	S38 residents satisfied - progress report	David Hall			

Notes:

- (1) shaded columns indicates that the Alliance partner's performance point total is not influenced by the indicator
- (2) names in bold identify the name of the Executive Manager with primary responsibility for the delivery of the performance indicator
- (3) the distribution of Executive accountability for indicators is set out on the table below and has been broadly assigned in accordance with the ability to fully influence the outcome and the in proportion to the number of members from each Alliance partner on the Executive itself:

Alliance partner	% representation on Executive	Number of indicators with primary accountability
KCC	6 people = 60%	32 = 66%
Jacobs	1 person = 10%	6 = 12.5%
Ringway	2 people = 20%	9 = 19%
Telent	1 person = 10%	1 = 2%

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By: Nick Chard, Cabinet Member, Environment, Highways & Waste

To: Environment, Highways & Waste Policy Overview Committee
16 July 2009

Subject: Highway Adoptions – Cold Case Project

Classification: Unrestricted

Summary: This paper provides Members with an update on the progress of the Highway Adoption Cold Case Project. 138 of the original 175 cases have now been adopted which represents good progress.

FOR APPROVAL

Recommendation

The Committee's approval is sought to request the Cabinet Member for Environment, Highways and Waste to approve the proposed changes to the Section 38 Model Agreement outlined in section 7 of this report.

1. Introduction

- 1.1 A Report was considered by this Committee on 6th November 2008 which described the backlog in the adoption of newly constructed streets under Section 38 of the Highways Act 1980. This Report sets out how most of these cases have now been resolved and the roads adopted.
- 1.2 Under a "Section 38 Agreement", developers design and construct the streets in accordance with KCC's guidance and standards. All stages are audit-checked by KCC such that upon satisfactory completion of all relevant works and legal processes the streets become maintainable at the public expense.

2. Adoption Problems

- 2.1 Not all Section 38 Agreements run smoothly. Inadequate standards of construction and land ownership complications are among the reasons why some streets are not adopted in good time. The failure of developers to complete remedial works, confirm drainage easements and transfer land can make adoption inappropriate. Occasionally, developers have gone into liquidation, leaving no reasonable means by which the Agreements can be seen through to completion.
- 2.2 All Section 38 Agreements include a bond, or equivalent, through which funds for KCC to see the works through to completion can be called upon in the event of the developer defaulting. Unfortunately, for older schemes the bond situation is not always straightforward and can become a lengthy and resource intensive process.

3. The Cold Case project

- 3.1 A significant number of Section 38 Agreements dating back over many years remained unadopted across the County. These schemes were started during the “Agency Agreement” and “Kent Highways Partnership” periods when many of KCC’s highway functions, including highway adoptions, were carried out by the District Council’s Highway Units. The formation of Kent Highway Services (KHS) in April 2005 brought all of these functions under KCC’s direct control.
- 3.2 The outstanding schemes have been called “Cold Cases”. Phase 1 of the project has concentrated on 175 schemes that started before 2002 (information available on display). The project was initiated in Spring 2008 with the aim of dealing with these schemes by the end of March 2009.
- 3.3 Unfortunately, the quantity and quality of historical information relating to the Cold Cases is variable. Phase 1 has therefore been particularly challenging, but we have laid a firm foundation for the next phase by clearing a substantial proportion of the schemes and establishing a robust method which can be used for tackling the remaining outstanding schemes, as well as learning lessons that will make KHS more efficient in its approach to post KHS agreements. Phase 2 will deal with all outstanding schemes between 2002-2005 (information available on display).

4. Project methods

- 4.1 A composite schedule of the pre-2002 incomplete Section 38 Agreement schemes was compiled from records which enabled research, review and investigation. It included some historical information, including legal positions and engineers’ notes. The schedule has been used to maintain control and keep a record of progress, correspondence, site visits, telephone conversations and meetings. They are accessible to all relevant parties.
- 4.2 A large mailshot operation was used to establish initial contact with developers, a few of which have gone into liquidation or are trading under new names. These letters advised of a specific point of contact. This was particularly helpful to developers already seeking to progress their Cold Case schemes. Meetings were then held with the relevant KHS Agreements Engineers, albeit some of these had little historical knowledge of schemes they had inherited since 2005. Direct contact with developers followed, with some keen to meet and to agree corrective actions. Problems with land transfer and easements were taken up with KCC Legal Services, with whom close liaison has been established.
- 4.3 Flexible criteria for adoption have been established with a specific focus on safety, future maintenance/financial liability, historical information, justification in the absence of full completion, and the general appearance of the development taking into account reasonable wear and tear in relation to the length of time that adoptable areas have been in public use. Without such criteria, many schemes would remain unadopted.

- 4.4 In the early months, progress to complete adoptions appeared to be slow. As each case required investigation, contact with the developer, remedial works on the site as well as legal work it became inevitable that more time would be needed to fulfil targets.
- 4.5 One of the major issues holding up the completion of schemes was the requirement for transfer of the freehold of land for the road to the County Council. This requires close co-operation between the County Council, the developer and the legal teams involved, but can result in significant delay where the transfer cannot or has not been satisfactorily completed. In consultation with the KCC Legal team and the Cabinet Member, it was agreed that where the land transfer was underway and likely to proceed without further complication and providing the roads were in acceptable condition, adoption could take place whilst formalities of land transfer were being completed. This has enabled a number of cases to be adopted without further delay.
- 4.6 There are some cases where the developer has gone into liquidation or has sold the site on. It was agreed that these cases would be adopted without the transfer of the land to the County Council. A number of cases have been adopted in this way and this means that although the sub-soil of the road is not registered with us, the surface has been adopted as highway. Some schemes will however remain open due to circumstances beyond the control of KHS. Work on these schemes will continue until a satisfactory resolution is reached.

5. Adoption Records

- 5.1 When a road is adopted the developer is required to provide detailed “as-built” and adoption records which are passed throughout KHS for record and maintenance purposes. It is often time consuming and sometimes impossible to obtain these records from developers and in order to move some cases along arrangements have been made for highway inspectors to pick up the detail in the course of their routine site visits.
- 5.2 In addition, where we were unable to obtain an adoption drawing (essential for Highway Definition and Local Land Charges), these are also being produced in house.

6. Lessons Learnt

- 6.1 Once the Cold Cases Project is completed, a backlog of adoptions is less likely to occur in future. However, there will still be a dependency on the co-operation of developers.
- 6.2 Adoption policies and procedures have also been reviewed. Changes are proposed to KCC’s Standard Model Section 38 Agreement to enable officers to have better control over the adoption procedure, whilst maintaining due regard for the most effective way to serve the various interests of residents, developers and the people of Kent.

7. Modifications to the Model Agreement

7.1 In order to deal with agreements more expeditiously in future, the following modifications are proposed to KCC's Standard Model Section 38 Agreement:

- Remove the requirement to transfer the freehold of land under which the highway exists. This requirement was essentially seen as a way of ensuring better control over junction visibility splay areas, however recent advice from Government included in the "Manual for Streets" means there is less emphasis on the need to provide large amounts of visibility areas. A comparison with other authorities (see Appendix 1) shows that Kent acts unilaterally in the requirement to transfer the freehold of the land. Given that there are few problems associated with not having the freehold, it is recommended that this requirement should be removed to expedite the adoption process.
- Increasing Officer authority to exercise discretion with regard to use of the performance bond, and allowing recovery of all costs involved, including legal fees.

8. Measuring and Monitoring Performance

8.1 To ensure that KHS improves its performance in terms of outputs, the strategy to tackle future agreements has also been reviewed. A new performance indicator has been introduced that will require all agreements to be processed through to final adoption within 12 months of the expiry of the maintenance period.

8.2 KHS management will monitor this indicator at regular intervals to decide whether resources should be focused to target problem areas, or whether extra resources are required to maintain performance improvement.

9. Conclusions

9.1 Despite significant effort and resources being put into Phase 1 of the project, a number of cases remain which cannot currently be adopted, some of which are particularly complicated and may never be suitable for adoption.

9.2 At the time of writing, of the original 176 cases, 138 have now been adopted. Work is continuing on some of the remainder and it is envisaged that a total of 149 will be adopted by the end of June, 2009 and 160 by the end of July 2009.

9.3 A further 10 cases are nearing completion and work on these will continue by the agreement teams, leaving 6 schemes with fundamental unresolved issues. These schemes will require dialogue with all parties to achieve satisfactory resolution.

9.4 The current status of all schemes within Phase 1 of the project is available on display.

9.5 There are 98 outstanding schemes which were signed between 2002 and 2005. These have now been assessed and rated utilising the experience gained and methods used in Phase 1. It is proposed that these will form Phase 2 of the project and work will continue, initially to the end of March 2010, to resolve issues and adopt as many as possible in that period. It is anticipated that 75 schemes will be completed within this period. Work on Phase 2 of the project will be reviewed at the end of the period to decide how to proceed with any remaining cases.

- 9.6 Performance Indicators are in place to monitor future performance and ensure that resources are effectively deployed to improve levels of service.
- 9.7 Amendments to KCC's Standard Model Section 38 Agreement should improve the process of adoption and facilitate timely completion.

10 Recommendations

Subject to the views of this Board;

The Committee's approval is sought to request the Cabinet Member for Environment, Highways and Waste to approve the proposed changes to the Section 38 Model Agreement outlined in section 7 of this report.

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Background documents: none

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By: Nick Chard, Cabinet Member for Environment, Highways and Waste,
Kevin Lynes, Cabinet Member for Regeneration & Supporting
Independence
Linda Davies, Director Environment and Waste

To: Environment, Highways and Waste Policy Overview Committee, 16
July 2009

Subject: **A summary of plans to review the Kent Partnership's Environment
Strategy**

Classification: Unrestricted

Summary: The Kent Environment Strategy was first produced in 2003 and a review process has begun. This is an opportunity to produce a focussed document which enables the Kent Partnership and its stakeholders to concentrate on a small number of priorities to achieve real change for Kent. This report summarises the review timetable and the key themes which will shape the new Strategy.

Recommendation: That Members:

- a. Comment on and approve the plans to review the Environment Strategy
- b. Debate and inform the future direction of the Strategy.

1. Introduction

- 1.1. The Kent Environment Strategy (KES) was first produced in 2003 under the sponsorship of the Kent Partnership. The new KES will build on the previous Strategy and continue to be a Kent Partnership owned and led document. However, given the lapse of time and the changing policy environment since 2003, it is appropriate for the new Strategy to be a very different document to its predecessor.
- 1.2. Progress reports on the 2003 strategy were produced in 2005 and 2007. These highlighted that, whilst there had been a lot of activity to deliver environmental enhancements, we have not yet achieved our vision. Crucially the reports identified that Kent is living well outside its environmental limits and needs to take significant action.
- 1.3. The Kent Regeneration Framework identified a suite of 8 documents, including an Environment Strategy, which would support and deliver the Vision for Kent. These documents are all running to a timetable that will see them finalised by December 2009.
- 1.4. The purpose of this report is to seek the Policy Overview Committee's views on the structure proposed for the Kent Environment Strategy and thoughts on what priorities they would like the Kent Partnership to use the Strategy to address.

2. An Outline of Kent Environment Strategy 2009

- 2.1. It is proposed to produce a streamlined KES which identifies a 20 year vision for Kent's environment and for Kent's impact on the global environment. This would be underpinned by a small collection of shorter term, high priority objectives which would be revised regularly (3 to 5 years) to ensure that Kent maintained momentum towards delivering the vision. Simple, focussed delivery plans could then be adjusted year on year.
- 2.2. This approach would be in contrast to the current Environment Strategy which has 11 themes and 41 objectives.
- 2.3. The new KES would be developed to drive delivery of meaningful, achievable and innovative environmental outcomes in Kent, have strong synergies with other strategies in the Kent Partnership suite and focus on benefits to communities, businesses and individuals. We will also ensure that an appropriate framework for monitoring delivery and performance is established.
- 2.4. Early analysis of the environmental issues to be tackled across Kent has led to the development of three strategic themes:
 - a. **Combating the climate change challenge – Working towards a low carbon Kent which is prepared for climate change.** Using less energy more wisely and ensuring that our urban design, rural land use, natural habitats, rivers and coasts are all able to adapt in the face of increased temperatures and more extreme weather events. This theme would dovetail with the Kent Local Area Agreement (LAA) indicators 186, 187, 188 and 189¹ also 175².
 - b. **Valuing our natural and living environments – Valuing the real economic benefits of environmental services while protecting and enhancing the unique natural and built character of Kent.** Being smarter about regeneration and service delivery by recognising that the environment can provide us with highly cost effective solutions to some of the issues we face in Kent. For instance there is irrefutable evidence that green space in an urban environment can improve life expectancy and decrease physical and mental health complaints, thus avoiding the provision of costly medical intervention. Another example is good watershed management which can be much cheaper than cleaning pollutants out of our rivers and coastal waters. We must also continue to recognise that the environment of Kent is unique and precious and fulfil our role as guardians of this resource. This theme relates directly to LAA indicators 197 and 195³ as well as making a contribution to, 3, 6, 8, 55, 110 .

¹ Indicator 186 Per capita CO₂ emissions in the local authority area

187 Tackling fuel poverty - % of people receiving income based benefits living in homes with a low energy efficiency rating

188 Planning to Adapt to Climate Change

189 Flood and coastal erosion risk management

² Indicator 175 Access to services and facilities by public transport, walking and cycling

³ Indicator 197 Improved local biodiversity – proportion of local sites where positive conservation management has been or is being implemented

195 Improved street and environmental cleanliness

3 Civic participation in the local area

6 Participation in regular volunteering

8 Adult participation in sport and active recreation

110 Young people's participation in positive activities

55 Obesity in primary school age children in reception

- c. *Living within our environmental limits – Reducing the resources we consume as a community in relation to our share of what is available globally, our ecological footprint.*** Leading Kent towards more efficient use of resources by supporting reduced consumption and reducing waste makes good economic as well as environmental sense. Kent is part of a global community that is depleting natural resources at a faster rate than they can be regenerated; $\frac{3}{4}$ of the world's fisheries are facing commercial extinction, $\frac{1}{4}$ of the birds and mammals on earth are in danger of extinction, and we are losing 2% of the world's forests every year. If everyone in the world consumed at the same rate as the residents of Kent we would need 3.3 planets. This links to LAA indicator 191⁴
- 2.5. These themes have a high degree of fit with the Regional Economic Strategy, the Vision for Kent and KCC's Regeneration Framework as well as its own environment policy (Annex 1). They have been tested with the Kent Economic Board's Environment Task Group who were supportive of them.
- 2.6. For each theme we will set out a 20 year vision supported by 3 or 4 medium term priority objectives (a total of 12 for the whole Strategy). The priority objectives will describe the first steps Kent Partnership should take towards delivering the vision. These should be deliverable within 3 to 5 years and would be reviewed as they are delivered in order to set the next steps on the path to the vision. It is proposed that, while we do want a long term vision for the future, setting objectives longer than 5 years ahead is unrealistic as the policy background, economic situation and delivery mechanisms will change over this time.
- 2.7. The delivery of the Strategy would then be supported by action plans, which would focus on key mechanisms and projects and which could be tweaked on a yearly basis. Of course, much of the delivery of the KES vision will lie with other emerging Kent and KCC strategies under the KCC Regeneration Framework, particularly the Environmental Technologies Sector Strategy, the Integrated Transport Strategy and the Housing Strategy.

3. Review process for Kent Environment Strategy 2009

- 3.1. Early consultation with members of the Kent Partnership, including district council representatives and other key stakeholders, in the form of 3 theme based working groups, is currently underway. These small working groups are identifying the elements for a vision and priority objectives which will inform the first draft of the Strategy.
- 3.2. A consultation draft of the Strategy will be ready by end of July, which would include a description of progress in Kent, the challenges we are facing and our thematic visions for the future. It would also include a long draft list of priority objectives.
- 3.3. Consultation will be carried out with district and borough councils and other interested and knowledgeable stakeholders in August and September. The draft Strategy will also be available for comment on Kent County Council's website.

⁴ Indicator 191 Residual household waste per household

- 3.4. The next draft of the Strategy will be written in October and this will refine the visions and reduce the long list of priorities to 3 or 4 per theme. It will also include an action plan of key activities to deliver the priorities.
- 3.5. Future versions of the draft Strategy will be brought back for discussion and approval by the County Council.
- 3.6. The whole process is steered by a Project Board chaired by Linda Davies, KCC Director, Environment and Waste, and with members from the Kent Partnership Environment Task Group.

4. Conclusion

- 4.1. This is an opportunity to produce a focussed document which enables Kent Partnership and its stakeholders to concentrate on a small number of priorities to achieve real change for Kent. The three challenging and overarching themes - *Combating the climate change challenge; Valuing our natural and living environments; and Living within our environmental limits* - can act as the basis by which everyone working in Kent can test and verify the contribution their organisation is making to the achievement of a sustainable county.

5. Recommendations

- 6.1 . That Members:
 - a. Comment on and approve the plans to review the Environment Strategy
 - b. Debate and inform the future direction of the Strategy

Lead officer contact:

Sandy Shattock
Environment Strategy Project Manager
Tel: 01622 221368

Kent County Council Environment Policy

At Kent County Council, elected members and staff alike recognise that protection and enhancement of the environment is the key to sustaining a high quality of life in Kent. We recognise that our own activities have an impact on the environment, that we have a responsibility to ensure that these impacts are positive, and that our use of natural resources is minimised.

Our vision

To stabilise and progressively reduce our environmental footprint; to progressively reduce our carbon dioxide emissions and make sure our estate and services are adapted to the future impacts and opportunities of climate change; and to contribute positively to Kent's character, local environmental quality and natural environment

We will do this by applying an evidence led approach to sustainability, identifying the potential for cost savings wherever possible and committing to environmental policies and standards in the following areas:

Our decisions

We will:

- Expect every manager and decision-maker in KCC to demonstrate how they comply with this Policy
- Integrate environmental considerations into our strategic and day-to-day decision-making processes, and give significant weight to them where they conflict with other objectives
- Assess key decisions for their environmental impact, taking a pragmatic whole-life-cost view, and use such assessments to fully inform decision-making
- 'Climate proof' decisions to ensure they reduce our contribution to climate change and help us prepare for the impacts and opportunities of unavoidable climate change, including where appropriate enabling biodiversity and coastal areas to adapt to climate change in line with the KCC Climate Change Action Plan
- Continue to comply with all relevant environmental legislation and statutory duties
- Seek to embrace new environmental technology and methodologies to ensure we are at the leading edge of developments and solutions, within a well-managed risk-analysis and cost-benefit framework

Our estate

We will:

- Reduce energy use within our estate to meet carbon reduction targets of 10% by 2010 and 20% by 2015
- Increase the proportion of the energy needs of our existing estate met from renewable sources
- Reduce water use by 7.5% by 2010 across our estate
- Reduce waste generation across our estate by 10% by 2010, and increase the proportion of our corporate waste which is reused or recycled to 50% by 2010
- Maximise the efficient use of land in our Estate by reusing previously developed land and buildings wherever practical, before using greenfield land.
- Protect, enhance and restore biodiversity, the natural and historic environment within both our buildings and open space, including measures that support climate change adaptation
- Minimise light, noise, air and other forms of pollution arising from our estate
- Ensure KCC-owned highways comply with the relevant parts of this Policy

Our travel and transport

We will:

- Reduce our members and employees' need to travel, including through our estate strategy, locations selected for council events, use of public transport, teleconferencing and other sustainable solutions
- Achieve reductions in total business mileage travelled by employees, encourage greater car sharing and other sustainable solutions, without adversely affecting end-user service delivery
- Promote the use of fuel efficient vehicles and technologies through our vehicle fleet and lease car scheme

Our procurement

We will:

- Increase the proportion of goods and services sourced locally where there are environmental or employment benefits and in compliance with broader UK and EU purchasing legislation
- Work with our suppliers to ensure that they are taking action to reduce the environmental impacts of their businesses
- Identify those goods, including timber and paper, which can be obtained from certified sustainable sources and ensure that these supplies are used
- Work with suppliers to develop markets for environmental technologies, goods and services

Our construction

We will:

- Meet high standards of sustainable construction in all new KCC buildings and refurbishments, and in all developments on KCC-owned land. The BREEAM 'very good'/Code for Sustainable Buildings level 3 or equivalent standard is required as a minimum
- Require all new KCC buildings and refurbishments to assess the feasibility of developing on-site renewable energy to help meet energy needs
- Ensure that our estate and roads are planned and managed in ways which minimise the risk of flooding and do not increase the risk of flooding elsewhere
- Seek to avoid adverse impacts on biodiversity and comply with policy and legislative requirements

Our workforce

We will:

- Ensure that our members and employees understand the implications of environmental legislation and regulation, and exceed minimum environmental standards where possible
- Ensure that environmental awareness is raised and good environmental behaviour encouraged through our corporate training, performance appraisal and reward strategies
- Raise awareness of how to comply with all relevant environmental legislation and statutory duties

Our leadership role in the community

We will:

- Lead Kent's communities to a better understanding of the importance of our environment and help them value and enhance the environment locally and globally
- Set out and deliver a vision of environmental excellence with our partners in the Kent Partnership through regular review and implementation of the Kent Environment Strategy

We will set out detailed action plans and guidance for delivery of these commitments, so that colleagues across KCC have a clear basis for decision-making.

This Policy is owned by the KCC Environment Board who may choose to call decision-makers to account for compliance with these commitments and escalate as necessary to the Leader and Chief Executive. Any proposed exceptions to this Policy will need to provide a sound business case based on whole-life economic, social and environmental costs and benefits.

Kent County Council's Corporate Environmental Performance Group will oversee provision of advice and support, monitoring and reporting. In particular, the Group will lead embedding of these commitments in ISO14001 accreditation for the County Council as a whole by 2010. The Group will report via the KCC Environment Board to the Leader and Chief Executive.



Paul Carter
Leader

Peter Gilroy
Chief Executive

Published December 2007. This Policy and its successful implementation will be reviewed annually by the KCC Environment Board, escalating any changes as necessary to the Leader and Chief Executive.

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By: Nick Chard, Cabinet Member, Environment, Highways & Waste

To: Environment, Highways & Waste Policy Overview Committee - 16 July 2009

Subject: Data Quality Audit 2007 / 08

Classification: Unrestricted

Summary: This item provides an opportunity for members to consider and discuss data quality issues following the publication of the 2007 / 2008 Data Quality Audit.

1 Introduction

- 1.1 Data quality is an area where there has been an increasing national focus in the recent past. This reflects the recognition that having accurate, up-to date data, together with a good appreciation of what the data does, and does not, tell us is vitally important in the provision of public services. As recently as March 2009 the Audit Commission published a report saying 'recent work has shown that the quality of data in the NHS is often not what it needs to be to meet the demands now being placed upon it' (*Figures you can trust, A briefing on data quality in the NHS, Audit Commission, March 2009*), and while this report referred specifically to the NHS data quality is an issue that is relevant to all public services.
- 1.2 The Audit Commission recently undertook an audit of data quality in KCC and this was reported to Governance and Audit Committee on 4 March 2009. A copy of the report is attached as an appendix.

2 Discussion

- 2.1 Data quality is an important issue for any piece of information or intelligence that is used to steer or manage the business. Current business plans include key performance and activity data that covers not just national performance indicators but also Towards 2010 targets, directorate-wide targets and service level indicators. In producing these plans there has been a specific focus on developing measures that are robust and meaningful in terms of the business and the people working in it. We have sought to be clear about what is being measured, why, and on how it is to be measured. Examples of this can be seen in the performance indicator definition sheets that are used within KHS. Performance information is reviewed by individual teams and heads of service as part of the data quality process.
- 2.2 The overall finding of the audit report was that the council's arrangements were consistently above minimum standards. The report made five recommendations, a number of which related to enhancing the role of councillors with respect to data quality. This report is an initial step in that direction and seeks to enable the committee to consider data quality issues and their involvement in them.

- 2.3 Members will note that the analytical review and spot checks undertaken as part of the audit looked at two BVPIs relevant to the Directorate – recycling and composting performance (BV82) and pedestrian crossings with facilities for disabled people (BV165). BV165 is an interesting example in that whilst we believed we were measuring it correctly up until 2006/07 an audit in that year showed that our interpretation of the methodology and standards were incorrect. The 2007/08 measurement used the clarified measurement standards and performance as measured by the BVPI thus dropped significantly compared to the years prior to 2006/07. The actual conditions (e.g. kerb heights) experienced by users of the pedestrian crossings are very unlikely to have changed much over a period of a couple of years, but the measure reported by the BVPI changed significantly. This demonstrates the both importance of data quality, and the need, in certain situations, to use other performance measures (e.g. complaints) to gain a fuller understanding of the circumstances.
- 2.4 Members will be aware that the new national set of performance indicators is significantly reduced compared to the BVPIs. Nationally based performance frameworks may well change further – for example, the recently published final report of the Operational Efficiency Programme (April 2009) says that ‘CLG should lead on reforming, and where possible reducing, the National Indicator Set (NIS) ahead of the next round of LAAs to support effective local prioritisation’ (*Operational Efficiency Programme, final report, HM Treasury, April 2009*).
- 2.5 Irrespective of the number of measures or indicators in place, be they national or local, the need for them to be both relevant and meet high data quality standards is likely to increase. This may be particularly so in a situation where resources are likely to be tight and decisions need to be based on the best, most accurate, and representative information available.

3 Recommendations

- 3.1 Members of the POC are asked to:
- a) note the recommendations made in the Data Quality Action Plan
 - b) identify any areas where they have particular concerns about data quality or require more information;
 - c) and identify any training needs they feel they have.

Background Documents: Data Quality Audit Report 2007/08 (appendix)

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Data Quality

Kent County Council

Audit 2007/08

November 2008

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Status of our reports

The Statement of Responsibilities of Auditors and Audited Bodies issued by the Audit Commission explains the respective responsibilities of auditors and of the audited body. Reports prepared by appointed auditors are addressed to non-executive directors/members or officers. They are prepared for the sole use of the audited body. Auditors accept no responsibility to:

- any director/member or officer in their individual capacity; or
- any third party.

Introduction

- 1 The purpose of this report is to summarise the findings from our work on data quality for 2007/08.
- 2 Auditors' work on data quality and performance information supports the Commission's reliance on performance indicators (PI) in its service assessments for comprehensive performance assessment (CPA).
- 3 Our work on data quality is complemented by the Audit Commission's paper, 'Improving information to support decision making: standards for better quality data'. This paper sets out standards, for adoption on a voluntary basis, to support improvement in data quality. The expected impact of the Audit Commission's work on data quality is that it will drive improvement in the quality of local government performance information, leading to greater confidence in the supporting data on which performance assessments are based.

Scope of our work

- 4 We have followed the Audit Commission's three-stage approach to the review of data quality as set out in Table 1.

Table 1 Data quality approach

Stage 1	Management arrangements A review using key lines of enquiry (KLOE) to determine whether proper corporate management arrangements for data quality are in place, and whether these are being applied in practice. The findings contribute to the auditor's conclusion under the Code of Audit Practice on the Council's arrangements to secure value for money (the VFM conclusion).
Stage 2	Analytical review An analytical review of 2007/08 BVPI and non-BVPI data and selection of a sample for testing based on risk assessment.
Stage 3	Data quality spot checks In-depth review of a sample of 2007/08 PIs all of which come from a list of specified BVPIs and non-BVPIs used in CPA, to determine whether arrangements to secure data quality are delivering accurate, timely and accessible information in practice. For 2007/08 PI spot checks, the Audit Commission specified that it is compulsory to review two housing benefits PIs at all single tier and district councils as a minimum.

- 5 As this is the third year of applying this approach to data quality, we tailored our work to focus on the key changes and actions taken to address previously identified weaknesses and recommendations.

Summary conclusions

Stage 1 – Management arrangements

- 6 The Council's overall management arrangements for ensuring data quality are consistently above minimum requirements.
- 7 There is a good balance between corporate oversight and delegation to services, where the responsibility rests for the accuracy of data quality, including in sensitive areas like child protection. There is now a data quality policy that has encoded good practice in the organisation, as well as an effective network of data quality champions who are responsible for each directorate's delivery of the corporate policy. Training is effective, and this includes corporate modules in general training but also bespoke training if a weakness has been detected in operational procedures. Performance management systems are effective and include examples of intervention to standardise data used across different agencies. On the other hand, the involvement of councillors in data quality is limited, with no mention of their role in the data quality policy and data quality training for councillors only planned at this stage. That restricts the data quality policy and procedures being fully embedded within the organisation. There is also the need to ensure that the profile of data quality is raised by including an update on the success of data quality system spot-checks as a regular report to councillors.

Stage 2 – Analytical review

- 8 Our analytical review work at Stage 2 identified that the PI values reviewed either fell within expected ranges or were substantiated by evidence.

Stage 3 – Data quality spot checks

- 9 Our review and spot checks of BV82b (Composting performance) and BV165 (Pedestrian crossings: disabled people) found that they were both fairly stated.

Detailed findings

Management arrangements (Stage 1)

10 Overall, the Council's corporate arrangements for data quality are consistently above minimum requirements.

Governance and leadership

11 A data quality policy now exists with good leadership at officer level shown, though there is no explicit role for councillors. A data quality policy has now been created that encodes the good practice that existed in the organisation on the handling of data and responsibilities of the corporate centre and directorates for the use and improvement of data. Councillor involvement in data quality is generally lacking, although some lead members have a role in data quality for their specific areas of responsibility. Training of councillors in data quality is at an early stage.

12 There is an appropriate balance between corporate oversight and directorate responsibility for data quality. The corporate centre provides the data quality policy and framework and guidance on the information systems for the organisation and the directorates fully engage on delivering outcomes that match the corporate direction. There is also clear support at top management and councillor level for strong performance management and this strengthens commonality of a very large council to manage its business.

13 Monitoring of data quality is effective. There is corporate oversight of national and local performance indicators (PIs). Service data quality is the responsibility of those who produce the data and those who are involved with the detailed collection systems which produce the final service analyses that are reported within the Council. Directorates have their own Data Quality champions and teams. Internal audit play an important role in carrying out detailed re-calculations on a risk basis for various indicators. Data that is provided to the corporate centre has been through extensive data quality checks within directorates as well as by government departments which receive the detailed information such as on checks for vulnerable children. This gives assurance that data that is used for decision-making is accurate.

Recommendations	
R1	The role of all councillors should be specified in the data quality policy.
R2	Councillors should have data quality training provided commensurate with their role in data quality.

Policies

- 14** Data quality polices and procedures are effective in securing the accuracy and appropriate use of data. Each information system has a nominated data quality champion who oversees the production of documentation, promotes the data policies and reports and reviews on compliance with the policy.
- 15** A formal policy on data quality was adopted in March 2008, consolidating existing practice into one document. The policy has areas of responsibility assigned for all managers and staff. Directorate risk registers also include items on data quality as appropriate and operational procedures and guidance notes are available in all directorates. The Council has not set any targets on data quality corporately other than to ensure all local PIs have specific definitions to standardise internal reporting. There have been a number of officer reviews on data quality though these reviews have not resulted in a series of reports to councillors. Specific, measurable, achievable, realistic and timed (SMART) objectives on specific data streams are the responsibilities of directorates for their own information needs. However, as already noted, there remains no member involvement in data quality and that is a weakness of the policy.
- 16** The data quality champion role is effective. The directorates have nominated data quality champions who are all already engaged in such work and all are trained for this role. There is a network of such champions across the organisation supported by an officer at the corporate centre who promotes the importance of the data quality policy. There are examples of intervention by the champions when monitoring has uncovered issues for resolution. This included a reluctance of some staff to pursue sensitive data on vulnerable people when that was necessary to confirm the appropriate next steps in care and education provision. Training was given in this instance and forms altered to emphasise compliance. As such, the role of data quality champion demonstrates a strong impact on data quality.

Systems and processes

- 17** Systems and processes are effective in securing the quality of the data used by the Council.
- 18** Controls over performance information systems are subject to regular review by internal audit, the results of which are reported to the Governance and Audit Committee. There are also internal checks to validate data supplied, such as Highways checking on contractor claims for travel by verifying those claims through spot-check measuring the time claimed through the GPS system. On disaster recovery there are back-ups of systems for business for every part of the data. These include backup servers and application servers based in Canary Wharf with further servers backing up the data with a 15 minute delay, ensuring the minimal loss of data. The Information Services Group is the responsible group that manages the business continuity plans for the whole county infrastructure. This means that effective back-ups are in place to minimise any unexpected loss of data through system failure.

Detailed findings

- 19** The Council seeks to ensure that data is accurate, including that shared with partners. Data received from other public bodies are in most cases part of national collection systems. These include recorded crime statistics, hospital episode statistics, and benefit claimant counts. These data sources are subject to their own verification procedures. In addition, the Council works with local partners such as the police to give advice about the information systems and checked on the assurance of the quality in data recorded. Data validation exercises are also carried out to identify and correct errors such as on ethnicity data supplied by schools. Data is also modelled by super output areas to check that pupil addresses are correct and this information is used extensively to assist in matters such as enrolment and service planning. While the Council has identified which bodies it shares information with and has some examples of working with partners on data quality standards, it has not set formal protocols and standards on data quality requirements from these bodies. This opens the possibility that some data from partners used by the Council is not accurate.

Recommendation

- R3** That the Council at a strategic level formalises protocols and standards on data quality received from outside bodies to ensure that all data used by the Council is sound.

People and skills

- 20** The Council ensures that staff skills in data quality are appropriate.
- 21** As already mentioned, data quality champions for each directorate have been chosen for their existing knowledge of data quality and have been trained in the sound use of systems and how to ensure that data used is correct. The data quality policy makes it clear that all staff involved in producing data/information whether defining, collating, recording, extracting, analysing or reporting - have a responsibility for quality. It also emphasises that staff should be aware of how any data they record or handle is used (and its relative value to the organisation) and how their role can impact upon quality. Each directorate also trains staff using data on data quality policies and practices and corporate generic data quality training is now in place. Standards on data quality are therefore clear to staff both corporately and in directorates and this ensures that understand their roles and responsibilities in relation to data quality. There is however no corporate overview of the effectiveness of the various levels of data quality training and so the organisation does not have a single understanding of any gaps needing to be filled.
- 22** Data quality champions take action to identifying and addressing potential data quality problems. For example, the training needs of staff using data are considered when a national or local PI is introduced or altered. Back-up training is given on the altered system, then the directorates run reports to pick up any errors found in operating the new system. This was used when the addition of questions on religion by front-line staff were added by social services. The standards team ran a session about putting in

that question then ran follow up reports to check on progress. This caused a necessary change in culture.

Recommendation

R4 The Council should report on the effectiveness of the various levels of data quality training provided so that it can assure itself that any data quality gaps in staff are being met.

Data use and reporting

- 23** The Council's validation procedures ensure that data reported is accurate.
- 24** The Council has effective systems to match data for accuracy. These include Transactional Data Matching through an external company that is done to improve efficiency; a file is extracted, sent to company who match the profile against other lists for normative data and where it does not match, a report goes to care management teams to check and improve the data. Other systems like Collect point up anomalies in data on vulnerable people but the Council's intention is to be right first time in this sensitive area. There are random checks on data to clear errors and record assumptions. This reported and signed off at Director level. The 2008 Joint Area Review (JAR) commented that one of the strengths of the Council was its culture of performance management to keep the organisation on track. Another example of intervention was on issues to do with the proportion of youth offenders in education and employment showing people still on courses when they had in fact left. There were problems collecting data as it was reliant on several people to collect the data. Having identified the problem, the solution agreed was that education workers would list each month when programmes finished and the data was reflected on the appropriate databases, flagging when the person was expected to leave the programme. As a result, the latest quarterly reports show far fewer records where the earlier problem is still occurring.
- 25** The Council has learnt from earlier failures in data quality. For example, last year's failure in the library PI was found to be a lack of clarity on how long to hold paper records. While libraries collect paper records monthly for data to be entered into information systems, a check showed that some of these paper copies had been destroyed soon after data entry even though the procedures instructed staff to keep them for 3 years. Since then all libraries have received written instructions on how long to keep paperwork. The Council identified the issue during data quality spot-checks and should continue to carry out checks and report findings to members to ensure high quality data.

Recommendation

R5 Ensure that the profile of data quality is raised by reporting the results of spot-checks of data systems to councillors.

Detailed findings

Analytical review (Stage 2)

26 An analytical review of the following BVPIs and non-BVPIs was carried out. The findings, subject to the validation of a sample of PIs in stage 3 spot checks, are shown below.

Table 2 Analytical review findings

2007/08 Performance indicator	Assessment	Comment
BVPI 82a(i) - Recycling performance (%)	Variance from 2006/07 and value within Audit Commission parameters	
BVPI 82a(ii) - Recycling performance (tonnage)	Variance from 2006/07 attributable to real performance improvement	Council invested in improving tonnage sent for recycling
BVPI 82b(i) - Composting performance (%)	Variance from 2006/07 and value within Audit Commission parameters	
BVPI (82b(ii) - Composting performance (tonnage)	Variance from 2006/07 attributable to real performance improvement	Council invested in improving tonnage sent for composting
BVPI 165 - Pedestrian crossings: disabled people	Variance from 2006/07 attributable to real performance decline	Council surveyed all crossings in 2007/08 and found that a number did not meet minimum standards
Non-BVPI IPF - Cost per library visit	Variance from 2006/07 and value within Audit Commission parameters	

27 All other PIs reviewed were found to be complete and within plausible and permissible values.

Data quality spot checks (Stage 3)

28 A number of PIs were reviewed using a series of detailed spot checks and audit tests. Our findings are shown below.

Table 3 Spot check findings

Performance indicator	Assessment	Comment
Environment - BV 82b(ii)	Fairly stated	The Council made available all the records to support the PI. A sample check confirmed that PI correctly calculated.
Environment - BV 165	Fairly stated	The Council carried out a full review of the disabled pedestrian crossings in 2007/08 after the 'unfairly stated' conclusion in 2006/07. A sample check of the survey results confirmed that it had been accurately completed and the PI correctly calculated.

Appendix 1 – Action Plan

Page no.	Recommendation	Priority 1 = Low 2 = Med 3 = High	Responsibility	Agreed	Comments	Date
5	R1 The role of all councillors should be specified in the data quality policy.	1	Richard Fitzgerald	Yes	Update to Policy	June 2009
5	R2 Councillors should have data quality training provided commensurate with their role in data quality.	1	Data Quality Champions	Yes	To be addressed through Policy Overview Committees	September 2009
7	R3 That the Council at a strategic level formalises protocols and standards on data quality received from outside bodies to ensure that all data used by the Council is sound.	2	Richard Fitzgerald	Yes	To be developed through the Kent Partnership	September 2009
8	R4 The Council should report on the effectiveness of the various levels of data quality training provided so that it can assure itself that any data quality gaps in staff are being met.	1	Data Quality Champions	Yes	Review to be undertaken	September 2009
9	R5 Ensure that the profile of data quality is raised by reporting the results of spot-checks of data systems to councillors.	2	Data Quality Champions	Yes	To be addressed through Policy Overview Committees	September 2009

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By: Nick Chard, Cabinet Member, Environment, Highways and Waste
Mike Angell, Older People's Champion

To: EHW Policy Overview Committee 16th July 2009

Subject: Kent's Policy Framework for Later Life
Unrestricted

Classification:

Summary To ask EHW Policy Overview Committee Members to consider Kent's Policy Framework for Later Life – '*Living Later Life to the Full*' and identify the strategic actions to be taken to deliver the aspirations.

1. Introduction

- 1.1 The Vision for Kent identifies seven key challenges, of which the ageing population is one. Demographic changes in Kent (and most of Western Europe) bring enormous opportunities as well as significant challenges. Older people are often the volunteers, carers, mentors and activists that provide the backbone of communities and Kent will benefit from having proportionately more of these people. In late 2007 Kent County Council ran a series of workshops with older citizens and partners to establish what people thought were the key issues and concerns relating to later life which needed action. This resulted in an embryonic Strategy for Later Life (February 2008) which has been further consulted upon. ASSPOC has taken the lead within the County Council on this work although the issues are far broader than social care and health, encompassing transport, leisure, housing, community safety and community planning and design.
- 1.2 Although KCC has initiated and driven this work, only by working in partnership across organisations in Kent can real improvements be made to the lives of older people. From the start, therefore, the Later Life work has been undertaken in partnership. Within the Kent Partnership, the Public Health Board agreed to take the lead, but recognised that the issues relating to older people cut across all the Kent Partnership Boards.
- 1.3 The attached document (which will continue to evolve) is the result of these discussions and conferences – including the successful conference in the Council Chamber in May last year. It represents the aspirations set out by those older people who contributed to the consultation, and the representatives of partner organisations, as well as KCC Members. On 10th February the Kent Partnership endorsed the Policy Framework, subject to it being considered by individual organisations, and asked that reports should be brought back in a year on the action that would be taken to achieve the aspirations set out in the Framework. Cabinet endorsed the Framework on 30th March and asked that all the July Policy Overview Committees consider what they will do to deliver this.

2. Kent's Policy Framework for Later Life – Living Later Life to the Full

- 2.1 This sets out the strategic priorities and high-level targets that older people themselves, along with KCC and its partners, have identified. It has been a collectively shaped and developed document, focussing on the cross-cutting issues facing older people in order to focus attention on the challenges and opportunities the ageing population brings. Annex 1 summarises the priorities, and the full document is set out in Annex 2.
- 2.2 The Framework looks at how older people want to live their lives, and is deliberately aspirational and positive, emphasising the benefits that the ageing population brings, and promoting a positive image of old age because this was an important message from the consultation. Transport was the biggest concern for those who no longer drove cars. Access to good quality health and social care was very important, but so was access to a wide variety of social and leisure activities. Employment of older people has taken on even more significance since the depth of the recession has become apparent, and will be an essential component of our strategy to respond to the changing age profile of the workforce. Planning for the future – in terms of living healthy lifestyles, financial planning and living in an age-friendly home and community – was another key issue, which applies to people of all ages. The role of older people within families, and the importance of inter-generational activities also came through strongly. Community Safety and protection of more vulnerable older people was another key theme. The issues raised thus cut across all aspects of County Council service delivery and that of our partners.
- 2.3 The Policy Framework document sets out the overarching ambitions that KCC and its partners have in improving the quality of life for older people. It will play an important role in ensuring that there is an ongoing focus on preventative activities that will enable people to live their later lives to the full. Work is now going on across KCC directorates with Districts & Boroughs, Health, Police and Fire & Rescue and the voluntary sector to map out activities already underway which support these priorities and targets. This will enable us to more effectively publicise the examples of excellence already underway, or planned, of which people may not be aware. This process will also enable us to see if there are any gaps in current service provision and decide whether further action should be taken.
- 2.4 The Regeneration Framework has a chapter entitled 'Embracing a Growing and Ageing Population' which identifies a number of actions that KCC wish to promote. These all fall within the strategic framework set out within the Policy Framework for Later Life. The ensuing mapping exercise and action plan will therefore provide a vehicle for taking this element of the Regeneration Framework forwards, and producing a KCC Strategy for Later Life that sits beneath the over-arching Policy Framework.
- 2.5 It is important that by creating a Policy Framework for Later Life we do not establish a new 'silo' for older people but build consideration of older people's interests into the planning of existing services, organisations and partnerships. All aspects of public service and policy development should take account of the interests of older people as well as younger people. It is also important that we

prepare younger people for their futures and encourage people to plan for their later lives at a much younger age.

3. What is already happening as a result of the Policy Framework?

3.1 The process of consulting on and developing this document has already started to drive changes in how organisations approach older people's issues. It has placed the ageing population higher on different agenda and sparked interesting debate about the challenges and potential solutions. Central to driving this process forward has been the success we have had in engaging with all the Kent Districts, Borough and City Councils as well as Health, Police and Fire and Rescue.

3.2 Some of the early successes have included:

3.2.1 Raising the profile of Older People's Champions. Regular meetings are now being held between the Older People's Champion (Mike Angell) and representatives of older people (e.g. the chairs of pensioner's forums). Issues important to older people can be formally logged with the Older People's Champion and then passed on to the relevant officers or committee. An Older People's Champion Board is also being established.

3.2.2 Older people's forums are being encouraged to develop in areas where there is currently little take up. In East Kent there is already a strong network of formally constituted forums, and much work is being done in West Kent to set up forums in those areas where they do not already exist.

3.2.3 Districts and KCC representatives are making more connections with one another, which has stimulated some specific, local actions. Some districts have been particularly keen to 'sign-up' to the KCC Policy Framework, and produce their own action plan to sit beneath it to avoid having to produce their own strategy documents. This avoids duplication.

3.2.4 Within KCC at officer level an Older People's Strategic Network has been created to discuss the cross-cutting issues and drive the Policy Framework forwards.

3.2.5 There has been a focus on intergenerational cohesion, with the extended schools service looking to embrace the challenges of social cohesion. A number of interesting projects and approaches are being taken by schools working on community cohesion priorities. A seminar was organised in Brussels for the end of March to discuss the issue of intergenerational cohesion. This is in partnership with the University of Kent and will seek to tap into European funding in this area. A stimulating discussion was also held with the Kent Youth County Council, where younger people proved very interested in the issues of planning for later life and intergenerational cohesion.

3.2.6 Within EHW, a notable success was the decision to bring forward the free travel threshold for concessionary bus pass holders from 9.30 to 9.00, improving travel options for older people in Kent. Public Rights of Way and Country Parks are promoting health and exercise agendas.

4. Connections between the Policy Framework for Later Life and EHW Services

- 4.1 At Annex 3 is the KCC action plan which maps out actions already underway and identifies aspirations for the future. Similar action plans are being produced by Districts, Health, Police and Fire & Rescue, to evidence how each organisation is supporting the Later Life agenda. The whole KCC action plan is included in Annex 3 to give Members a comprehensive overview, and the action plan elements which EHW is delivering are highlighted.
- 4.2 EHW POC Members are asked to use the action plan at Annex 3 as a basis for considering whether there are further strategic actions that EHW Directorate should take in order to support the delivery of the priorities set out in Annex 1.

5. Recommendations

Members of The EHW Policy Overview Committee are asked to:

- (i) Comment on and endorse Kent's Policy Framework for Later Life
- (ii) Give views on strategic actions to be taken to deliver the aspirations set out within the Framework

Mike Angell

Older People's Champion
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1) To ensure communities are designed to be ‘age proof’, stronger, safer and sustainable, by:

- Working with developers to make sure that new developments are designed to be sustainable and age-proof.
- Actively tackling housing disrepair and supporting older people in maintaining and adapting their own homes.
- Developing and designing existing communities to be more “age friendly”, in respect both of physical infrastructure and social inclusion
- Helping older people feel safe and secure within their own homes and community
- Preparing for changes in the environment and climate-proofing communities to make them sustainable for the future

2) To improve transport and accessibility, by:

- Increasing transport options for older people, including services for those who are disabled or live in rural areas.
- Making people more aware of the transport options already available to them

3) To enable older people to lead healthier lives and have better access to healthcare, by:

- Focussing on the prevention of health problems
- Enabling the older people of Kent to participate in regular exercise and live an active life
- Developing better integrated health and social care services
- Assisting people to manage their own health and independence in order to keep living in the community for as long as possible

4) To support older people’s citizenship, learning and participation in community life, by:

- Encouraging older people’s participation and inclusion in community activity, raising social capital
- Ensuring older people have a voice and are able to exert their influence over policy making
- Enabling older people to have the opportunity and ability to participate in life-long learning
- Making sure older people in Kent have employment opportunities if they want them.
- Helping older people have access to new technology as well as the ability to use it

5) To ensure those older people who need support to live independently have choice, control and good quality care, by:

- Ensuring service provision is based upon a person centred approach

- Working to remove the barriers that can impair the quality of older people's lives
- Making sure individuals have access to 'joined up' information when they need it
- Supporting carers in having a life apart from caring

6) To encourage people to plan for a secure later life, by:

- Making older people in Kent more aware of the services and support available including access to financial information and advice.
- Reducing fuel poverty by increasing the take-up of energy saving initiatives and increasing awareness of affordable warmth.
- Improving the economic well-being of older people within Kent

7) To promote a positive image of later life and dignity and respect for older people, by:

- Promoting the value of later life and changing attitudes towards older members of society
- Encouraging inter-generational activities and community cohesion

Living Later Life to the Full

A Policy Framework for Later Life

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Introduction

The people of Kent are living longer, healthier lives than ever before. This brings huge opportunities because it is often in people's later years that they have the time to get involved in community life. This is also a time when they have built up a wealth of knowledge and life-experience from which younger people can benefit. We need to design Kent's communities and service provision in a way that encourages social interaction both within and between the generations, enables people to lead the lives they want as well as make a full contribution to society.

This Policy Framework, *Living Later Life to the Full*, sets out how people in Kent want to live their later lives and what they want from public and community services and facilities. It is based upon widespread consultation over 18 months, involving discussions with Kent residents, the voluntary and community sector, representatives of black and minority ethnic communities, residential and domiciliary care providers, Health, Police, Fire and local government. People were asked what they wanted to see in a Strategy for Later Life and what they think currently works well. The Policy Framework has built on the Vision for Kent (Kent's Community Strategy), taking the themes identified there and scrutinising them from the perspective of older people. It is also informed by research from elsewhere, including the World Health Organisation's work on Global Age-friendly Cities, and the work of the Better Government for Older People Network.

In writing this Policy Framework, we have struggled with the definition of an "older person" for two reasons. Firstly, identifying when someone becomes "old" is highly subjective. The concept of age is very tricky; some people will never feel old, to others an older person is always someone 20 years older than they are now, and others will feel 'old' relatively early in life. Secondly, in this country there are negative connotations to being an "old person" (frail, dependent, out of touch) rather than the much more positive view taken in some cultures of their "elders" (wise, experienced, balanced). We want this Policy Framework to celebrate the virtues of old age, as well as acknowledging the challenges and losses that it brings, and to promote a positive image of older people. There was no consensus in the consultation over the best way to describe older people, and for the most part we all concluded that it was better to talk about "people". The Government focuses on the 50+ population in its guidance for older people's strategies, because of the importance of preparing for later life, so the statistical analysis upon which some of the Policy Framework is based looks at population data from age 50. But only the very young would regard people in their 50's as being "older people", so we have tried to avoid using chronological age where we can. After all, apart from when people are very ill, their fundamental interests and desires don't actually change that much as they grow older. People enjoy doing the same sort of things, within reason, throughout their lives if they can. Generally, it is only in the last 18 months or so of life that people need very intensive support and care, and it is vital that, collectively, we organise services so that this is provided in a way that best meets people's needs at that critical time. This Strategy does cover such issues, but it mostly focuses on how to make people's later lives happy, fulfilled and productive.

People said to us that they didn't think another detailed strategy document was needed, and indeed we have many plans in Kent already, some of them specifically targeted at

older people. This Policy Framework is therefore an over-arching summary of the strategic issues that are important to Kent residents, developed collectively. From the themes identified in the consultations, seven key priorities have been developed to reflect the issues and concerns that are important to the older people of Kent. These are numbered for easy reference, but the order is not significant – all are important:

- 1. To ensure communities are designed to be “age proof”, stronger, safer and sustainable**
- 2. To improve transport and accessibility**
- 3. To enable people to lead healthier lives and have better access to healthcare.**
- 4. To support people’s citizenship, learning and participation in community life.**
- 5. To ensure those people who need support to live independently have choice, control and good quality care**
- 6. To encourage people to plan for a secure later life.**
- 7. To promote a positive image of later life and dignity and respect for older people.**

Key strategic targets have been drawn up under each of these priorities, and are set out in this Policy Framework. A mapping process is now underway to identify and collate all the action public services in Kent are undertaking and planning for older people. This will publicise the excellent projects already in existence which people may not be aware of, and will also highlight key areas that require strategic and collective actions for the future. A detailed collective action plan will be drawn up, based on the mapping, and will be publicly available in June 2009. This action plan will enable residents to hold agencies to account for delivering improvements in relation to the issues they have highlighted, and ensure that the ambitions in this Policy Framework get translated into outcomes.

Another significant change since the consultation began is that the formal mechanisms for feeding people’s views into the decision-making processes have been strengthened through raising the profile and influence of Older People’s Champions.

Throughout the consultation, officers were clear that there would not be additional resources available to implement this strategy, and the economic climate may well result in an overall reduction of resources to the public sector as a whole over the medium term. But the public sector will still control vast sums of money and the Policy Framework is about ensuring that older people’s needs and views influence how resources are utilised. Also, of course, not all the changes people want to see will require money. The action plan resulting from the mapping exercise will set out planned changes and the timescale within which they will happen. The actions will also vary across Kent according to local circumstances, needs and priorities.

The aim of Kent's Policy Framework for Later Life is therefore to focus attention on the strategic objectives which will enable us as a county to embrace the demographic changes we face, make the most of the opportunities which this brings, and be prepared to address the challenges too. Much of what is contained in this document is already well understood, and much is already happening, but this is the first time that public services in Kent have combined to agree the strategic action needed in relation to older people. The priorities and strategic objectives have been designed for and developed by older people in Kent and provide a framework against which we, collectively, will shape the future of public services.

We are very keen to continue the discussion with Kent residents about priorities, strategic targets and specific actions. If you want to comment on this document or contribute to the development of the action plan, contact details are provided on page 33.

A Special Thanks...

We would like to use this opportunity to thank everyone who has contributed to and continues to contribute to the work we are doing. We value the time and effort you have invested in helping us take this policy framework forward and the ideas and suggestions you have given us. We would particularly like to thank members of the editorial panel, consultation groups, older people's forums and the officers who have put so much work into this strategy.

Priority 1: To ensure communities are designed to be “age proof”, stronger, safer and sustainable

Towns and cities should be designed with all residents in mind. There is much to learn from the World Health Organisation and those other countries, particularly Scandinavia and the USA, who are ahead of the UK on this. Improving community well being and the quality of living is a key theme in the ‘Vision for Kent’. Making sure our communities are stronger and safer benefits everyone; however, it is particularly important for older and more vulnerable adults.

"Design for the young and you exclude the old; design for the old and you include the young." Bernard Isaacs, founding Director of the Birmingham Centre for Applied Gerontology

Decent Homes

Planning for future housing needs is particularly important in view of the ageing population. For frail older people, the nature of their housing can have a significant impact on their degree of independence and therefore quality of life. In particular, there is a strong link between poor housing condition and poor health. Tackling housing issues can therefore have a dramatic impact on people’s health and well-being. Adapting a person’s existing property to make it more suitable for them can be hugely expensive, both for the individual and for the state. Planning ahead and making sure that a substantial proportion of new housing is built to ‘lifetime homes’ standard is therefore very important.

It is also important that there is a range of housing options that older people can select from as their circumstances change. The five year aim of the national report, ‘Lifetime homes, Lifetime Neighbourhoods’ is that “there will be more mainstream and specialist homes of the right type in the right location’ for older people”. A key issue is to ensure that older people have choice. This includes the choice to move into extra-care housing. Many older people may end up on their own in a large property much too big for their needs, leading to high heating and maintenance costs, which they may not be able to afford. While many older people want to remain in a home that contains memories and has room for friends and relatives to visit, they need to be made aware that there are other options available. For older people who are asset rich, but cash poor, it is also essential we help find solutions, such as equity release, that benefit the individual.

Home Improvement Agencies

The role of Home Improvement Agencies (HIAs) is vital. People generally wish to stay in their own homes as they get older but often need help to repair or adapt it in their later life. In the consultation, home owners discussed concerns about ‘cowboy’ builders and rogue traders carrying out home maintenance. While Trading Standards have an important role in tackling rogue traders, people also wanted more information about accredited companies and better awareness of the schemes promoted by the Kent Housing Group which include the ten HIAs across the county. HIAs offer practical support and advice to enable older people to make necessary adaptations and modifications to their homes that they might not otherwise have been able to make without assistance. Through improving people’s living conditions, HIA’s help to enhance quality of life and enable people to remain in their own home in greater comfort and security as part of the local community.

Safe Homes

The Kent Handyvan scheme is greatly valued by residents of Kent; people made the connection between such services and feeling safer in their own homes both in terms of accidents and crime. The Handyvan Scheme aims to reduce the risk of burglary by fitting security equipment such as door chains and viewers, window locks and safety features such as smoke and carbon monoxide detectors. Even by making small improvements such as these, quality of life for people can be much improved. The Police and Fire and Rescue Service are also very active in helping people feel safe and secure in their homes. The Fire service offer free home fire safety checks, and the installation of smoke detectors if required. They have also made older people a priority in their service delivery. Kent Police run a number of initiatives to help older people feel safe and secure. This includes 'nominated neighbour' and 'rogue trader' schemes to help prevent distraction burglary and 'Senior Watch' an initiative that makes sure messages from the police and others get to those who need to know. It is important that older people are aware that there is free help available when looking to make their homes safer. We should look to build on and publicise the good work the Police and Fire and Rescue Service are already doing.

Perceptions of crime

Older people in Kent as a group are less worried about crime and less likely to be victims of crime than younger age groups, and crime was not a major theme to emerge during the consultation. However, some people were scared to leave the house after dark, and had experienced anti-social behaviour which had a devastating impact on them. We know from national and local research that fear of crime can prevent people from accessing social activities and can contribute towards the creation of social isolation and loneliness. It is crucial that we prevent this from happening and promote initiatives to make people feel safe and secure in their own homes and communities. The role of community wardens and neighbourhood policing is important here as they do much to help people feel safe in the community. Each neighbourhood now has named police community support officers to report to on a very local level, and who work closely with community wardens. We should be supportive of community policing programmes that help to reduce fear and reduce anti-social behaviour.

Age-friendly Communities

Whole communities, not just the homes in which older people live, must be age-friendly. This includes making sure that pavements are accessible and free from trip hazards, that there are dropped kerbs to allow the use of mobility scooters, there are places for older people to rest and that there is a pleasant and clean environment. For older people, the fear of falling is a major concern and if the neighbourhood is perceived to be hazardous, this may lead to social isolation. Roads should also have adequate pedestrian crossings with enough time for people to cross. Many older people expressed concerns that 'green man' controlled crossings often did not give them enough time to cross the road, and that drivers were too keen to drive through on an amber light, which suggests a need to improve some drivers' road safety awareness.

A key concern expressed was that of the need for better access to public toilets. Incontinence can be a real problem and many people do not go out simply because there are no public toilets in their local area. A report by Help the Aged, entitled 'Nowhere to go'

calls on local government to develop a toilet strategy to improve older people's dignity, health and well-being. It highlighted examples of older people who said that they simply didn't drink so that they would not need the toilet, or carried a jug out with them, just in case. During the consultation for this Strategy, many said that disabled toilet access was also a problem for them. While many shops and cafes now provide for disabled access, often their toilets are not disability friendly, which makes the whole place inaccessible. Action needs to be taken to ensure that there are more public toilets across Kent. These should also provide disability access, with large cubicles and doors that are easy to open to make it easier for older people to get out and about.

A broad range of activities geared for older people

To increase people's participation in community life, social inclusion and the contribution they make to society, communities need to have a broad range of activities geared towards older people. It is essential that future participants are involved in the planning of such activities. In some cases, older people themselves run activities specifically for older people, for example, over 50s clubs, Pensioner Forums, the Active Retirement Association, and so on. The World Health Organization's work on Age-friendly Cities has emphasised the importance of older people meeting with their peers and supporting each other. But in addition to this, people also want to mix with different generations and have social activities that are geared to all age groups. We must ensure that older people shape and influence the development of community activities in general or there is a danger that their particular interests, needs and expertise could be overlooked.

Growing old in a changing climate

When looking to 'age-proof' communities for the future, it is vital to examine what impact changes in the climate could have for future generations. It is widely accepted that climate change will lead to hotter, drier summers and stormier, wetter winters and this will have a bigger impact on the more vulnerable members of our community. We should plan ahead to keep people warm in the winter, and cool in the summer. This includes planning for plenty of shady areas, good ventilation in homes and energy efficiency.

Key strategic targets

We will ensure that communities are 'age proof', stronger, safer and sustainable by;

- Working with architects, designers and developers to make sure that new developments are designed to be sustainable and age-proof.
- Actively tackling housing disrepair and supporting older people in maintaining and adapting their own homes.
- Developing and designing existing communities to be more "age friendly", in respect both of physical infrastructure and social inclusion
- Helping older people feel safe and secure within their own homes and community
- Preparing for changes in the environment and climate-proofing communities to make them sustainable for the future

What is already being done to...

...ensure communities are designed to be “age proof”, stronger, safer and sustainable

HandyVan

The Handyvan scheme was set up to help older and vulnerable people feel safer in their own homes.

Many older people are concerned about crime, burglary and anti-social behaviour. As a response to this concern, KCC in partnership with Help the Aged, Kent Fire and Rescue Service and Kent Police, launched the HandyVan service in 2001. The scheme was initially aimed at the over 60's on low income to help them feel safer in their own homes by installing safety and security products free of charge. The service operates on a referral basis, with requests coming from the Crime and Disorder Reduction Partnerships, the voluntary sector and clients themselves.



“We are writing to say how pleased we are with the work done by the Handyvan fitter. It has given us peace of mind to know that our home is really secure, both when we are at home and when we go out. We also have two new smoke alarms and everything was carefully explained to us.”

Community Wardens

The Kent community Warden Scheme began with a band of 12 wardens in May 2002 as part of a three-year pilot scheme. It delivered such early successes that numbers were increased within six months and in March 2005, a new training centre – the first of its kind in the UK – as opened to help bring the team of wardens up to 100. Community wardens aim to help the people of Kent to live safely and independently in their neighbourhoods and communities. They provide a visible uniformed presence to tackle anti-social behaviour. Many wardens are regarded as the focal point for the communities they serve and their mobile telephone number is accessible to them all. To date they have been involved in over 38,000 activities, incidents, queries or interactions with the public, spend 71.3% of their time providing advice, reassurance, visits, surgeries or a visible presence in their communities and were engaged with 28,986 instances of partnership working. 90% of those surveyed who had dealings with a KCC community warden were satisfied with the assistance they received.

“They are a trusted friend to our community” – Kent resident

Case Study: Staying Put, Swale's Home Improvement Agency

Mrs C was a 75-year-old lady living on her own. She was admitted to hospital after a heart attack and prior to her discharge, her son had visited her property and realised the terrible conditions Mrs C was living in. He contacted the Staying Put scheme for help.



Mrs C had lived in the property for 75 years and had inherited it from her parents. As she only received a small weekly pension, she found it very hard to keep the house maintained and as a result it had become unfit for human habitation. In recent years, the family had only been in the front room and had not realised the deteriorating condition of the property. The electrics were no longer working, there was no bathroom, the property had considerable damp, the roof was leaking and doors and windows were all rotten. Mrs C's son decided she would live with him until he could ensure her house was comfortable for her to live in.

Staying Put visited with a Technical Officer and a schedule of works was prepared. Despite having had a heart attack, Mrs C was a very fit lady and could cope with stairs, so it was decided that the bathroom would be relocated upstairs to replace the back bedroom. Discussions were held with Mrs C to agree the work to be done, and decide (after receiving estimates) on the contractor. Mrs C was very excited about the prospect of Staying Put helping her with the repairs and even tried to save money out of her pension to buy other items to help. During the work, several other issues were discovered. The back wall of the property was only four and half-inch brick so had to be upgraded, ceilings and floors had to be repaired and the drains had to be renewed. The family got together and helped her with decorating the property.

When the work was completed Mrs C moved back into her property and was extremely pleased with what had been done. She is now taking great pride in her home and her health has much improved. We hope she will continue enjoy her home for many years to come.



Priority 2: To improve transport and accessibility

Transport and accessibility have a huge impact on people's lives. Throughout the consultations transport issues were consistently highlighted as a major concern. More broadly, many non-drivers spoke eloquently about how difficult it was to access the leisure and social activities that they wanted to, let alone visit someone in hospital. With the trend towards out of town shopping centres and more emphasis on internet based communication, there is a danger that some older and more vulnerable individuals can become socially isolated. There should be a focus on providing safe, reliable and affordable transport options that are easily accessible for all. People acknowledged that this would not be easy, but felt very strongly that improvement was needed in Kent.

"There's no point in having a bus pass if you don't have access to a bus" Kent Resident

Transport

The accessibility and availability of public transport is critically important as many older people are more reliant than the majority of working-age people on public transport. Indeed, 67.9% of those over 85 do not have a car. Local authorities are required by the Transport Act 2000 to produce a Local Transport Plan considering how the transport needs of various groups will be addressed. The current Local Transport Plan (2006-2011) addresses the issue of accessibility and particularly social exclusion and its impact on quality of life.

Approximately 80% of bus services in Kent are provided by private, commercial bus companies, for example Arriva and Stagecoach. Kent County Council spends around £7 million a year from the transport budget to offer the remaining 20% of bus services that are not "commercially viable", in other words, services where the running costs are more than the money received from passengers fares. These resources pay for rural bus services in Kent, which provide links to villages and country areas. This budget also provides journeys that are early morning, late evening and at weekends. Priority for funding 'socially necessary' bus services in Kent is based upon the Government's social inclusion model using access to health care, food shopping, learning and employment as the key considerations.

Access to Healthcare

A number of people in the consultations explained that transport after hospital discharge is a particular issue. It is hugely important that people have good access to healthcare if they are to stay fit and healthy. This is not just about access to hospitals but also to GP surgeries and pharmacies. People should also be able to visit friends and relatives in hospital; something which current transport service provision often does not allow for. Public services in Kent have a role, collectively, to ensure that people have adequate and equitable access to healthcare.

Transport Options and Accessibility

It was also highlighted by many people we spoke to that more flexible approaches to transport are needed. This includes more choice about the type of transport available and greater access to dial-a-ride schemes and taxi vouchers. There is also a need to make

sure that taxis themselves are accessible, with drivers sympathetic to those with mobility problems. It was also felt that the timings of buses and trains made it difficult for people to engage in social activity. The reliability and frequency of public transport is important for those who are dependent upon it to travel. For many older people, particularly in rural areas, there may only be one bus a day, meaning that opportunities for socialising and shopping are severely limited. Older people should be able to visit their local town to complete their shopping as well as spend time meeting friends. However, bus times can often restrict this and force a choice between one and the other. Often the destinations to which transport options travel are also limiting, taking choice and control away from the individual. Some older people also expressed concern that they found using buses difficult. They explained that buses would pull away before they had time to find a seat, causing them to fall or trip. This is an issue that can easily be resolved through better education and training of drivers to make them sympathetic to the issues facing older people. Additionally, there were worries about the reliability of buses, particular when there is only one or two a day. If a bus does not turn up or is very late, this can cause people to be left stranded.

There are a number of alternatives for those who have no public transport links, or have mobility problems. The Kent Karrier scheme is one such example; however, it is currently limited in what it can offer as a solution. Journeys are restricted within district boundaries, and the service only operates at a specific time on a specific day of the week. By far the most successful solution to the transport issues has been volunteer driver initiatives led by the voluntary sector. These allow much greater flexibility in journey time, and provide a far wider choice of destination to the individual. Often volunteer drivers are older people themselves, and this offers a great opportunity for social interaction. Such initiatives do much to tackle isolation and help older people to access services and facilities that they might not otherwise have been able to. Across Kent there are 35 volunteer car schemes, ranging in size from 2 to 50 volunteer drivers. Most schemes need more drivers or larger vehicles to meet demand. We should support the voluntary sector in providing services such as these, and help to expand them as far as possible. For example, by supplying vehicles that can be used to provide the service and adequate insurance.

Disabled Access

Only 17% of disabled people are born with a disability, therefore the majority of people develop a disability later on in life. Accessibility is therefore a key issue when considering the needs of older people. Of course this is a requirement under the Disability Discrimination Acts 1995 and 2005 - local authorities, shops, cafes and leisure centres have a duty not to discriminate against disabled people. Where physical features make it impossible or unreasonably difficult for disabled people to make use of a service, the service provider must either remove the feature or alter it so that the disabled person can make use of it. Examples might be ticket machines at stations, a step leading up to a shop or a toilet that isn't wide enough to manoeuvre a wheelchair into. Such changes are part of the physical infrastructure covered in Priority 1.

Transport providers such as those who run buses and trains are also required to ensure that they do not discriminate against disabled people. This could be by ensuring staff are trained in disability awareness, ensuring that new vehicles are made fully accessible, and

that existing vehicles are amended to ensure they are accessible for disabled people. Making a vehicle accessible means things like step free access, colour contrast within the vehicle and audible/visual information systems. These facilities can assist many older people who might not be registered disabled but nonetheless have restricted mobility or sight and hearing difficulties. Whilst work is already underway to improve disabled access by transport providers, people felt it should be given a higher priority than it currently has.

Information

As for most priorities within this Strategy, providing better information is key to improving use of transport and increasing accessibility. Within the consultations, older people felt that better access to bus timetables was needed. It was also suggested that timetables should show where disabled bus access is available to make it easier for those with disabilities to travel. Many simply wanted to be better informed about what transport options are available to them.

Key strategic targets:

We will improve transport and accessibility by:

- Increasing transport options, including services for those who are disabled or live in rural areas
- Making people more aware of the transport options already available to them

Priority 3: To enable people to lead healthier lives and have better access to healthcare.

To 'live later life to the full', it is vital that people of all ages take action to keep fit and healthy as far as possible. Health is crucial to people's quality of life and without it participation and engagement in society can be inhibited. Keeping fit requires active exercise which can become increasingly difficult to achieve as people get older. It is vital that barriers to accessing leisure facilities, such as transport and financial difficulties, are removed or minimised so that all older people have the ability to be active.

Good health

During the consultation, the majority of people commented on how important it was to have good health. Whilst some poor health cannot be avoided, there is a lot that individuals can do themselves to stay healthy. Health promotion was therefore seen as very important, as was access to healthy activities such as sports facilities, walking, dancing and so on. Few older people are actively engaged in sport and so initiatives are needed to encourage this. It was also seen as important to provide support and services for people that prevent further deterioration of existing conditions, and enable them to remain independent for longer.

Prevention

The drive to promote good health as a way to prevent avoidable ill health problems in later life needs to be a major priority. As they say, 'prevention is better than the cure'. We need to build upon and use the experiences of successful smoking cessation initiatives to begin tackling other issues such as obesity and diabetes. People should be encouraged to take charge of their own health, going for regular check-ups and eating healthily. It is important that people understand that the things they do and choices they make can impact on their ability to live a full later life. Particularly in youth, people feel that they are invincible. It is vital that we educate people to take good care of themselves and make sure that they are aware of the consequences if they do not. This is not just about younger people, though. For those who have unhealthy lifestyles, it is never too late to get fitter. Improving diet and exercise, stopping drinking too much, and stopping smoking will have a positive impact at any age. There are many health and lifestyle benefits of physical activity for older people. People with an active lifestyle feel healthier and have an improved sense of wellbeing. Physical activity also reduces the risk of heart disease, stroke diabetes and high blood pressure. Staying mentally active is also vital to help prevent the onset of mental health problems.

Maintaining health and Independence

As far as possible, older people should be assisted in managing their health problems so that they are able to remain in their own homes and communities for as long as possible. It is vital that we develop services in the community and at home to enable this to happen and to assist early discharge back home for those that are admitted to hospital or care. We also need to ensure that those people who do have long term conditions are prevented from being admitted to hospital or residential care unnecessarily. For example, harnessing the benefits of new technology to support people in their homes is increasing through such schemes as Tele-health and Tele-care. Priority 5 goes into more detail on this.

Healthcare Improvement

The Kent Public Health Strategy sets out priorities for improving public health and the Annual Public Health Report has a specific chapter relating to older people, with priorities for action. Older people living in the poorer areas of Kent may suffer from significant inequalities in health that require targeted actions to address. In the consultation, people felt that there should be better integrated health and social care with more of a 'seamless' service. Better communication between KCC, NHS, District and Borough Councils and other agencies is needed to make this a reality.

One of the key targets in Kent's Public Health Strategy is 'more adults living healthier lives and preventing more disease'. A key principle for caring for frail older people is timely intervention. This will be achieved through 'joined up care', allowing early identification of problems, and early treatment. This will prevent crisis and avoid emergency hospital admissions. Helping people achieve good health is the responsibility of the whole community. It is vital that different agencies work in partnership with one another if good quality integrated services are to be provided.

Key strategic targets;

We will enable people to live healthier lives and have better access to healthcare by;

- Focussing on the prevention of health problems
- Enabling older residents to participate in regular exercise and live an active life
- Developing better integrated health and social care services
- Addressing health inequalities for older people
- Assisting people to manage their own health and independence in order to keep living in the community for a long as possible

What is already being done to...

....enable people to lead healthier lives and have better access to healthcare

Brighter Futures Group & INVOKE



The **Brighter Futures Group** is a partnership between KCC, Primary Care Trusts, and voluntary and community organisations. It aims to increase the independence of older people, by supporting people aged 75 and over who are living in poor housing and on a low income. By providing a range of community services, mainly delivered by volunteers, the programme helps people stay independent in the community and reduces avoidable admissions into hospitals and care homes. As some of the projects have evolved,

they have expanded to include internet cafes, exercise classes and healthy lifestyle sessions. The programme runs in the Ashford, Maidstone, Tunbridge Wells, Tonbridge & Malling and Sevenoaks areas.

INVOKE is a project running in East Kent that is designed to give older people independence through the delivery of local services to the community and increasing choice and control. It supports older people in their own homes by increasing community services and aims to reduce the number of emergency hospital admissions. The three services provided are Community Matron Support Workers, Community Information and Liaison Assistants and Care Navigators.

Fit as a Fiddle

Fit as a fiddle is a major new programme funded by the Big Lottery Fund and delivered by Age Concern and its partners. It aims to make a difference to older people's health and wellbeing, by encouraging them to take more physical exercise and eat the right kinds of foods. Fit as a fiddle will help older people to access safe physical activity sessions designed to meet their needs. The programme provides a wide range of activities including nutritional advice targeted at older people to encourage them to eat a varied, balanced diet, community based initiatives to reduce isolation and social support for older people who have, or are at risk of developing mental health problems.



Most of the projects being developed will focus on engaging older people in activities that are fun and where they have the opportunity for social interaction. Many of the projects will be developed using trained older volunteers. Older people will be enhancing their cooking skills, doing yoga, line dancing, gardening, doing seated exercises, socialising with others and doing everything to enable them to be 'fit as fiddles!'.

The GRAND - Gravesham

The GRAND Project was set up in 2001 through a joint funded initiative that included the Health Action Gravesham Regeneration Partnership and the New Opportunities Fund (now known as the Big Lottery Fund). The project is based upon listening to what people want and developing and delivering health related programmes that meet these needs.

There are a number of services provide by the GRAND project, both in the community and at the GR@ND, a town-centre cyber-café. The GR@ND provides service such as;



- Fast public access to the Internet (free in many cases).
- Guided Internet access for people wanting to learn about how to get information from the World Wide Web.
- A healthy food café.
- A meeting space for community groups to use.
- Special programmes and activities for young people.
- Advice and information on a wide range of health issues for everyone

The GR@ND centre also delivers a Silver Surfers programme, which over 700 older people have attended since 2002.



The GRAND project supports other community-based activities for older people across Gravesham including weekly activity and exercise sessions for those in residential or sheltered accommodation. In addition, it also supports activities that help people identify how they can improve their health, including community cooking sessions to improve diet and nutrition and smoking cessation programmes.

Priority 4: To support people's citizenship, learning and participation in community life.

Learning is an essential part of adapting to the challenges that life brings at different stages. People need excellent information to enable them to stay healthy, be involved in community life and get the support they need. New technology can provide opportunities to increase information and awareness, but can also pose difficulties for those who struggle to keep up with the pace of new developments. To make sure older people are engaged in community life, it is vital they are aware of the opportunities available and that they are able to participate in lifelong learning.

"The internet is becoming the town square for the global village of tomorrow" Bill Gates

Volunteering

Within Kent, a large number of older people are volunteers or care for people who need support. Voluntary work is important in its own right, providing community support and activities that would otherwise be unaffordable as well as enabling knowledge, experience and expertise to be put to good use. Older people often provide unpaid care, and Priority 5 includes consideration of carers' needs. Unpaid care may involve looking after a spouse, family member or friend but can also be providing childcare for grandchildren. It is estimated that 60% of childcare across the country is provided by grandparents, saving the UK economy £4bn per year. In total, unpaid contributions in the form of both caring and volunteering are worth £24bn nationally. There are also benefits for the volunteers in terms of the "feel good" factor from contributing to community life, which brings good self-esteem and mental wellbeing. People should be encouraged to get involved in voluntary or community activity where possible, and it is vital there is a strategic relationship between the public and voluntary sector to achieve this.

In Kent we are fortunate to have a thriving voluntary and community sector. Central government and local public services alike see the need to expand and enhance the voluntary and community sector. Voluntary agencies were keen to emphasise that a strategic approach is needed to ensure their sustainability and to enable them to maintain their ethos, which is distinct from that of the public sector. Considerable action is already underway, reflected by the fact that the current Local Area Agreement includes a target to increase volunteering, and by the establishment of the Kent-wide Voluntary Sector Compact which sets out the relationship between the public and voluntary sectors in Kent.

Employment

Increasingly, people are electing to carry on in paid work, sometimes on a part-time basis, beyond the traditional retirement age, and Government has introduced legislative changes to encourage this over time. The demographic changes mean that it is in our interests as a society for people to work for longer. Older workers may need upskilling and retraining, particularly in new technologies, but they bring continuity, knowledge and perspective to the workplace and can be invaluable mentors to younger staff members. Whilst the element of choice needs to remain for those people who are eager to retire, we will work with Kent employers across all sectors to identify any specific actions needed to increase employment of older people. This includes looking at flexible retirement options, such as a

gradual reduction in hours in a way that does not affect pensions, particularly for those on final salary pension schemes. We also need to be better at managing the transition from full time employment into retirement. Many people still wish to contribute to both the economy and society after they retire; we should make it easier for people to volunteer or embark on a second career.

Citizenship

It is vitally important that people are involved in their local communities and are engaged in matters that affect them. This involves not just inclusion in community activity but also greater advocacy and influence over policy-making. To some extent people do already have a voice through pensioners' forums and similar groups. However, the links between these forums and the policymakers themselves need to be formalised. There also needs to be coverage across all of Kent, and this is now happening. Within communities, older people should be supported to develop the activities they themselves want. The Smarden Good Neighbours scheme and Aylesham Neighbourhood Project are excellent examples of community-led action that has widespread benefits and there are many other such projects taking place across the county. We should facilitate other local communities to adopt similar actions, and find new models to suit different kinds of communities.

Learning

In the consultation, people were keen to embrace life-long learning and often for learning's sake alone. There is a key link between staying mentally active and reducing the risk of mental illnesses. However, many older people have very few formal qualifications and some lack the confidence to seek education later in life. Enrolment in adult education courses should be, and is, actively encouraged. The University of the Third Age is also a great opportunity for Older People, allowing those no longer in paid employment to share their knowledge, experience and skills with other members. Self managed learning should also be encouraged through local community groups. This can help people develop life skills including money and financial management that will help them prepare for a secure later life. Conversely, older people often have a wealth of knowledge and experience that they are able to share with others. This sharing of expertise should also be inter-generational to allow older and younger people to interact. This can have many spill-over benefits including greater respect between age groups. For the older people themselves, much can be learnt, with younger people teaching skills such as use of the internet and technology (for example, digital photography) in return.

Innovations

The pace at which new ideas and technologies develop gets faster all the time. Some people in the consultations were anxious about new technology and felt left behind and excluded. A lot of people did not have internet access, and this is something we must address. Broadband is expensive for people on limited, fixed incomes and we must explore how it can be made more affordable for those who could most benefit. In terms of learning how to use computers, there are courses specifically targeted at older people but perhaps even more are needed. This is a potential virtuous circle because the more confident older people become with new technology, the easier it is for them to access information, support and social interaction, producing a positive impact on their health and wellbeing. Webcams, telecare and telehealth are not a complete substitute for personal

contact, but can be a tremendous supplement to it, enabling people to have virtual face-to-face contact with relatives, friends and professionals on a regular basis and as needed. Kent TV is another great source of information. A focus on the provision of access to new technology as well as the ability to use it would therefore have numerous spill-over benefits.

Key strategic targets:

We will support people's citizenship, learning and participation in community life by;

- Encouraging people's participation and inclusion in community activity, raising social capital
- Ensuring people are able to exert their influence over policy making
- Enabling people to have the opportunity and ability to participate in life-long learning
- Making sure older people in Kent have employment opportunities if they want them.
- Encouraging people to take part in voluntary activity
- Helping people have access to new technology as well as the ability to use it

What is already being done to.....

....support people's citizenship, learning and participation in community life

The Smarden Good Neighbour Scheme

The Smarden Good Neighbour Scheme is designed to support older people in the village of Smarden. It helps older members of the community to remain in their own homes and overcome the transport difficulties of rural isolation. The scheme provides;



- A volunteer car scheme to enable older people to get to the doctor, dentist and shops
- A 'Meals on Wheels' service from the village school and local pub
- Information on a range of services and facilities from health to social services in a 'red folder' available from the Post Office

Smarden is the 9th most isolated Parish in Kent with limited transport links. Previously many senior citizens had been forced to leave Smarden; however, the Good Neighbour Scheme is allowing many older residents to stay in their own homes. The Meals on Wheels service alone has enabled at least five people to stay in their own home when recovering from operations or growing frail and up to sixteen meals are delivered each day by volunteers. The scheme is not means tested as the service provides daily personal contact for older citizens who may be lonely or depressed.



The scheme also provides an Afternoon Club for people aged 50 and over. It offers activities, services and guest speakers and provides a channel through which residents can be consulted on developments within the village. The scheme focuses on involving older people in village life. Many use the IT Centre to develop new skills and the local school invites members of the Afternoon Club to join children for Christmas lunch.

Smarden was awarded first prize in the National Association of Local Council's Community Empowerment Awards Older People section in 2007 for the Good Neighbour Scheme and was judged Kent Village of the Year 2007-2008.

The Aylesham Neighbourhood Project

The Aylesham Neighbourhood Project was established in 1997 as part of work to regenerate the former coalfield communities of East Kent. The project provides a wide range of services and support for the local community and is managed by local residents. It is an excellent example of a community led scheme that enables all members of the community to participate in community life.



As part of the project, the community has reclaimed and transformed the derelict school into a sustainable social enterprise including workspace and training facilities. The project also offers a valuable neighbourhood programme to support families through improving childcare, family support and adult education

Some of the services provided by the project include;

- **The Relativity Project**

This project aims to engage families from the Aylesham community in a variety of fun and creative activities. There is an emphasis on the enjoyment of shared learning and providing 'quality time' together to broaden skills and provide opportunities for all family members to be involved. The learning activities encourage children, parents, grandparents, carers, uncles and aunts to come together to engage in innovative activities and workshops

- **Café on the Square**

The Café provides a pleasant environment in which to meet with friends

- **Counselling**

The counselling service is subsidised for those on benefits or a low income, and appointments with childcare are available for parents with young children

- **Children's Centres**

- **Room Hire**

- **Young Chefs**

This scheme aims to get children interested in cooking, trying new foods and learning new skills

More information on the Aylesham Neighbourhood project can be found at;
www.aylesham-np.org.uk

CASE STUDY: Time2Give, Kent Libraries and Archives

Time2Give is an exciting volunteering programme managed by Community Service Volunteers (CSV) for Kent Libraries and Archives. It offers enjoyable and worthwhile volunteering opportunities across the county's libraries. Some of the more popular activities for Time2Give volunteers include;

- Computer buddies – helping customers who are using library based computers
- Researching, collating and indexing local studies resources
- Helping staff with activities to encourage family use of libraries like rhyme-time or study help.
- Assisting with functions and events including publicity and displays, or helping out in a practical way, such as the library garden
- Helping people across the community access library services, taking services into the community, such as delivering books to customers who are homebound.

There are a vast number of examples of brilliant individuals who give up their time to volunteer within the county's libraries. One of these is highlighted below;

Time2Give Volunteer – Carol Johnson



Carol Johnson (centre) was Kent Libraries and Archive's Volunteer of the Year in 2008. A Baby Rhyme Time host at Ashford Library since 2005, she also helps with a wide variety of other library activities. Carol came to volunteering as part of her recovery following a stroke. Getting involved in a community activity was important to keep in touch with people.

"I get a tremendous buzz helping with Baby Rhyme Time. I enjoy the singing and the actions have health benefits for me too. Actions help me move my weaker arm, so it is good exercise for me singing 'Dingle Dangle Scarecrow' and the 'Grand Old Duke of York.'"

Ashford's Customer Services Officer Angie Van Zeller highlighted the benefits to the library and its customers. "Carol's contribution is exceptional. She is a lovely individual, reliable, steadfast and friendly.

She is always cheerful and helpful and knows the public she helps very well. She chats easily with parents, carers and children. She is brilliant!"

Priority 5: To ensure those people who need support to live independently have choice, control and good quality care

People want to retain their independence for as long as possible, and need the community to support them in doing so. This is the major objective in 'Active Lives', KCC's ten year vision for adult social care, supported by the District and Borough Councils, Health, Police and Fire and Rescue Services, which sets out a number of commitments for public services to deliver.

"The aim is to empower people to identify, choose and control the support or care they need to live life as they want." Active Lives

Although this Strategy emphasises the positive aspects of the ageing population, there is no getting away from the fact that the demographic changes will result in more people with long-term conditions such as dementia, arthritis, cardio-vascular problems, or who have had strokes. Medical advances mean that people with some kinds of learning disabilities who in previous generations would have died young are now living long lives, so we are starting to see more older people with learning disabilities such as dementia, for example. We therefore need to plan to support more people with long-term conditions or disabilities in Kent, and much is happening on this front, underpinned by Kent's Joint Strategic Needs Assessment for Adults. It is also critically important to ensure that vulnerable older people are protected from abuse and neglect. Whilst the statutory services have a responsibility here, the community as a whole also has a role to play.

Person-centred approach

Increasingly people have moved away from the 'one size fits all' model of service delivery. Today people rightly expect services to be flexible and targeted at their individual needs rather than expecting people to fit around the service. Over time this is becoming more of a reality through such mechanisms as:

- Direct control of resources – direct payments and individualised budgets
- Involving people directly in the planning and development of future services
- Planning support in a way which focuses on the needs of people

The challenge is to enable the person-centred approach to become universal, and to be applied across different agencies.

Reduce isolation

The demographic projections for the future strongly indicate that there will be a far greater percentage of people living alone in Kent in later life than there has ever been in the past, and it is particularly important for people living alone to be involved in the local community. There is plenty of evidence to show that social isolation leads to poor mental health, physical deterioration and generally a poorer quality of life and prognosis for the future. People have a fundamental need to be engaged in society. It is important to look at what action can and should be taken to reduce social isolation. This is not just the responsibility of KCC and its partners; it is also a community responsibility.

There is a need for more attractive housing options for older people across all types of tenure, which better meet their needs and reduce social isolation (as covered in Priority 1). It is vital that we support people to live in their own homes, but there are ways of doing this that will allow the individual greater independence. For example, helping an older person find a ground floor flat or bungalow with easy access rather than having stairs to climb.

Choice and Control

Having independence is about having choice and control. This also includes having access to 'joined' up information so that informed decisions can be made. People making use of services want to see a seamless provision. Often they are not concerned with who provides the service, but rather the quality of service they receive. It is vital therefore that KCC, its partners, District and Borough Councils, and the voluntary sector all work together to provide consistency in service and care.

It is also crucial to involve older people directly in the planning and development of future services through consultations and older people's forums, and this is happening more and more extensively. For many older people, a number of barriers exist that impair their quality of life. This can range from a simple lack of information through to disability or lack of support. It is vital that we work to remove any barriers that exist and help older people to help themselves. There will be a number of older people that do not want to have control over their own social care. Their choice would be to have KCC arrange things on their behalf. What is vital is that individuals are allowed this choice and therefore feel that they have control over matters affecting their lives.

Although in the consultation people agreed strongly with the principle of choice and control, there were very real fears about how this was being offered in practice in relation to social care. People were nervous that Kent Adult Social Services would relinquish responsibility and expect individuals to sort everything out themselves, which was not generally what older people wanted (and is not what is happening – people can choose for Kent Adult Social Services to organise things on their behalf). There were also concerns about the effectiveness of contract monitoring of service providers, and about service quality in some cases. Although Kent has operated for many years with a "mixed economy" of social care provision (i.e. mostly contracted out to private and voluntary providers, with only around 15% of the social care budget spent on local authority services), some people were still uncomfortable with private sector provision, feeling that it is not right to make a profit out of social care. "Active Lives" clearly sets a direction which strengthens the mixed economy, particularly in relation to the voluntary sector but also the private sector, because it should not matter who provides the service as long as the quality and value for money is good, and there are excellent private providers. There is clearly a need to communicate better the underpinning rationale for the way in which social care provision is evolving in Kent, and constantly ensure that people's anxieties about future changes do not come to pass.

Information

Access to information was discussed as a key priority at all the workshops. People said that they do not know how to find information about services, facilities or support at the point they need it. This is disappointing, given the effort that has gone into improved

information provision. It is important that we enable people to be well informed without bombarding them with information when they do not need it, and much work has already been done but people did not seem to know about it. For example, Kent's Library Service is now so much broader than simply book lending. The "Ask a Kent Librarian" scheme is fantastic and could be more widely used. All static Kent Libraries have free internet access so people without their own computer can access the web from their library. It was suggested that information should be located at places where people regularly visit, for example GP surgeries and supermarkets. As more new Gateways open, based in retail centres where people frequently visit, they will be a valuable source of information. Kent TV also has a wealth of information for those who have access to the internet. Many parts of Kent also have booklets or guides full of useful contacts and information. Because access to information came out as such a high priority in the consultation, it is vital that the strategy seeks ways to improve this in all areas of service provision. Each of the Priorities in this Policy Framework in some way reflect the need to improve information on what services are provided and how people can access them. As a broader initiative, an Older People's Handbook will be produced to highlight what help and support is already available to older people.

Better support for carers

At some point, in most people's lives, there will be a need to either give or receive care. Caring is something that touches all of us, and while most people would not deem themselves 'carers' in a formal sense, it is vital that we offer support to those who provide this essential role. The majority of community care is undertaken by carers who are relatives, friends or neighbours of the person in need. Many of these individuals will need to both work and care. It is important that carers gain the support of employers to give them the flexibility they need in order to provide care, and that we ensure carers are able to have a life apart from caring.

According to the 2001 census, there are already 127,848 carers in Kent, representing 12.6% of the population. As the population ages, this percentage will increase significantly, particularly given the focus on supporting people to live in their own homes for as long as possible. Many of the carers will be older people themselves, caring for partners, but some will be younger – children or even grandchildren. In view of this, Kent Adult Social Services and NHS are working together to develop a Kent Adult Carers Strategy which will ensure that there is multi-agency commitment and action to meet the needs of carers, including Young Carers.

End of Life Care

This Policy Framework has emphasised that people are living longer, healthier lives. However, most people do need a great deal of medical and social care at the very end of their lives. With end of life care, as with other forms of support, it is essential that people are given choice about where they would like to live and die. The Government published an End of Life Care Strategy in July 2008, and we are working to implement this in Kent.

Key strategic targets

We will ensure those people who need support to live independently have choice, control and good quality care by:

- Ensuring service provision is based upon a person-centred approach
- Working to remove the barriers that can impair the quality of people's lives
- Making sure individuals have access to 'joined up' information when they need it
- Supporting carers in having a life apart from caring

What is already being done to...

...ensure those people who need support to live independently have choice, control and good quality care

Online Self Assessment

Kent Adult Social Services has developed a software platform that enables assessments for social care to be carried out online via the KCC website.

This service allows people to complete an assessment of their needs and find out immediately if they may be eligible for support. It is aimed at adults who are finding it difficult to manage everyday activities or for people who care for someone on a regular basis and want to find out what support KCC can provide for them as a carer.



This forms part of the 'Active Lives for Adults' programme that will help KASS change the way services are provided, placing greater choice and control in the hands of the people that use them.

Kent Card

The Kent card is an innovative new payment method from KCC, which enables service users to have greater control over their own lives and make their own lifestyle choices.



Service users are offered cash, known as a direct payment, as an alternative to having services provided for them. This allows them to determine for themselves when they get assistance, how and from whom. The Kent Card allows payments to be paid directly to individuals without the need for a bank account or complicated record keeping. The card comes pre-loaded with the amount agreed to meet the service users need. Any additional top-up funding can also be loaded onto the card by the service user. The Kent card gives service users

choice and control over the services they receive. It also gives them flexibility when they need support at short notice as it allows them to arrange alternative agencies independently of Kent Adult Social Services.

Priority 6: To encourage people to plan for a secure later life.

Preparing for later life needs to be a lifetime quest. However, it becomes particularly important for people in their middle years, or beyond, to plan for their future if they have not already started to do so.

“It’s never too late to take charge of your finances - even if you’re in your 50s, and even if you’ve never got your head round them before. The older you are, the more important it is to start planning. And if you take action now, you’ll be well set up for the long life ahead of you” Help the Aged, 2008

Financial Security

A key consideration in planning for the future is financial security. Economic well-being was a major concern within the consultation groups despite the proportion of pensioners in poverty having fallen. Many thought there should be greater support and assistance to help them manage their finances. Others thought that there was not enough information on how to collect benefits to which they are entitled or services from which they can benefit. Fuel poverty, defined as a household in which greater than 10% of income is spent on warmth, is also a particular issue for many older people. There will always be people who do not earn enough to save or pay into a pension, and who will be reliant upon the State Pension. In the consultation, people felt strongly that the level of the State Pension needs to be sufficient to enable people to have a reasonable quality of life.

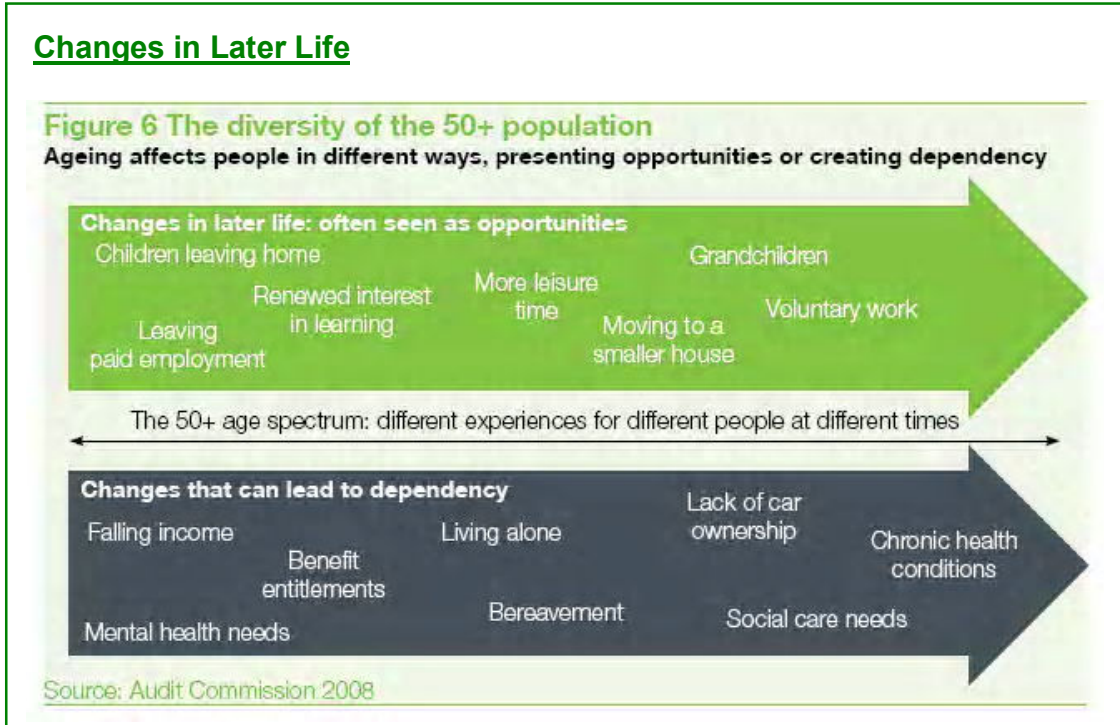
Information and advice

A big issue emerging from the consultation was that some people do not know how to plan for financial security, and often leave it too late. They felt they needed more advice and support to plan for later life. This Policy Framework aims to encourage this forward planning. Through the provision of better quality information and advice as well as improving access to it, people will be better informed to make financial decisions. It is also important that we encourage people to start planning for their later life much earlier. We should help people understand the importance of entering a pension scheme or making sure they make financial preparations for when they retire. The increase in the number of Gateways will increase people’s ability to access joined up information, as will the Access Kent Project. Kent TV is another good information source and covers a variety of topics that can help people prepare for later life.

Preparing for Change

There are a number of significant changes that happen in people’s lives as they enter retirement and beyond. These changes can often be confusing and difficult. Some of the changes are beneficial, for example, increased leisure time and having grandchildren. However, some changes will be negative. Most older people will face bereavement, and there can be losses associated with leaving paid employment. Some changes can lead to increased dependency, such as living alone and ill health. The diagram, below, produced by the Audit Commission highlights the key ways that ageing can affect people. For some, ageing will be a pleasant experience most of the time, but age does bring challenges for everyone and some people have particularly difficult circumstances to cope with. Different people will age at different times and at different rates. The Older People’s handbook will

seek to signpost people to help and advice that can guide them through the various stages of their later life.



Key strategic targets

We will encourage people to plan for a secure later life by:

- Making people in Kent more aware of the services and support available including access to financial information and advice.
- Reducing fuel poverty by increasing the take-up of energy saving initiatives and increasing awareness of affordable warmth.
- Improving the economic well-being of older people within Kent

What is already being done to...

... Make people in Kent more aware of the services and support available, including access to financial information and advice.

Gateways

The concept of Gateways is to provide 'council and community services under one roof'. Gateways offer a convenient public service point and are based in modern retail settings. Residents are able to physically access frontline customer advisors from a wide range of public services including KCC, borough and district councils, Kent Police, the voluntary sector and Health. Gateways unite services under a neutral brand, removing the confusion that having lots of public service organisations can bring, and are designed to meet the needs of the whole community.



Each Gateway offers the latest innovative technologies and a wide range of services, including;

- information and self help, including free internet, service directory, payment kiosk
- routine advice and transactions, including bus passes, refuse, parking, licensing
- surgeries by agencies such as Hi Kent, Connexions, NHS and registrars
- cross agency services, including council tax, benefits, planning, housing, library, adult education and occupational therapy

There are plans to extend services to include private sector partners such as pharmacies, to support the public health agenda. The focus is on shaping services to fit around customer need, providing face to face contact and joining up services.

"Gateway is about creating a better experience for people and improving their quality of life by joining public services and making them more accessible in a friendly and attractive way." Peter Gilroy, KCC Chief Executive



There are currently Gateways in Thanet, Maidstone, Tenterden, Ashford and Tunbridge Wells, along with a Mobile Gateway that operates from Ashford. A number of these Gateways incorporate library services and the Tenterden Gateway includes the local post office.

Gateways are an invaluable way for people to directly access services and to seek information on services and benefits to which they are entitled. The expansion and promotion of these will be key to ensuring older people have improved access to services.

Priority 7: To promote a positive image of later life and dignity and respect for older people.

In the consultations many people raised the fact that old age is so often perceived very negatively. It was felt that too often older people are seen as a 'burden on society' particularly due to the changing demographics and the increasing pressures on services. It is crucial that this negative image is dispelled and a more balanced, realistic picture of older people is promoted. Taking positive actions to address this priority is harder than for the other priorities because of the "soft" nature of the issues concerned. However, these issues came out strongly in the consultations and it is important to discuss them even if the solutions are not straightforward.

"The way older people are perceived needs to be altered so that they are seen not only as users of community services, but also as providers" Kent Resident

Valuing Later life

In the media, all too often old people are either invisible and overlooked, or portrayed negatively. Whilst old age can indeed bring disability, poverty and isolation, the balance needs to shift. Older people contribute a vast amount to the communities in Kent, indeed, most volunteering and unpaid caring is carried out by older people. Many people felt that in Kent we do not make the most of the wealth of experience and knowledge available amongst older people.

Respect

Respect is a two-way process; people should have respect for each other and in this way will gain respect for themselves. Older people recognised that they needed to respect young people, but also felt that there was a lack of respect towards older people as a group. Part of respect is treating people as individuals, not a homogenous group, and this is an inherent part of treating people with dignity.

Towards a more caring and compassionate society

People need companionship and friendship, and communities need to tackle social isolation which can affect all age groups, but particularly very old people. People need to be educated to look out for each other. They also need to be educated about ageing – if younger people had a better understanding of ageing perhaps they would be more tolerant, considerate and respectful of older people.

Key strategic targets;

We will promote a positive image of later life and dignity and respect for older people by:

- Promoting the value of later life and changing attitudes towards older members of society
- Encouraging inter-generational activities and community cohesion

What is already being done to...

.... *promote a positive image of later life and dignity and respect for older people*

Sing United!



An established partnership with Kent County Council (KCC) has enabled another year of intergenerational arts projects that connect older people with younger members of their community. The projects, collectively entitled 'SingUnited', use a range of creative arts as a catalyst for meaningful and sustainable community engagement. SingUnited 2008 provided nine projects, involving over 200 primary and secondary aged children and more than 120 older people. The projects culminated in a exhibition and performing arts Festival.

Projects included:

- A textile curtain of over 100 hand painted panels each illustrating an element of healthy living, produced by children at Kingsdown Primary School and Sir Roger Manwood's School in collaboration with Kingsdown Women's Institute.
- In 'Colours of the Rainbow', children from Eastry Primary School and adult members of Canterbury's Rainbow Centre produced thirty beautifully composed poems and prose pieces which were musically and photographically illustrated.
- Children from Sandwich Primary School joined members of Deal Centre for Retired in drama workshops to write, produce and act in their own play, 'The Wedding'.
- Community members in Lydden, near Dover, and children from the local primary school produced a musical play centred entirely on the real-life experiences of older members of the community.
- Members of a number of dance clubs in Dover, Deal and Sandwich joined forces with children at Whitfield and Aspen Primary School for two events, 'Tea-time and Song', in which the children provided home-made sandwiches and cakes to accompany an afternoon of shared singing, and DanceUnited, in which children and adult dancers socialised, swapped dancing experiences and shared afternoon tea.

SingUnited 2009 is currently gathering pace with two dance projects connecting older and younger people, a music remix project involving the Deal Centre for the Retired choir and students from Castle Community College, a Tai Chi project and connected ambient music-writing music project for people with enduring mental health problems and children from local primary and secondary schools. A partnership with Kent County Council's Extended Schools, the Creative Foundation, Folkestone and Youth Music has enabled a new project, which is due to start in Shepway later this year.



For more information about this year's SingUnited or schools training programmes, please contact Trish at musicdotcircus@care2.com or telephone 07790 263762.

What is already being done to...

.... *promote a positive image of later life and dignity and respect for older people*

Skills Swap

Health and Social Care students from the Marsh Academy together with the Shepway Extended Schools Team and volunteers from the Marsh Youth Support Network Group have been working together to develop a project which will integrate young people with the local retired community of the Romney Marsh, with an aim to set up a Skills Swapping Club.

On the 31st March local retired residents from across the Marsh were collected by minibus and welcomed into the School by the students to see how they can develop this idea further and discuss skills they feel they could learn from one another. As part of the morning the students and their guests watched a theatre performance on bogus callers and the impact this can have on people's lives. A representative from the local Police Neighbourhood Watch Team also joined us to answer any concerns raised about bogus callers and staying safe.



After the production the students and their retired guests exchanged stories and discussed skills. The students also gave demonstrations on the Wii and Wii fit, with many of the retired guests joining in and having a go for the first time. From their discussions, the following opportunities for inter-generational activity were identified:



- Computer Skills
- Knitting
- Lunch Club/Afternoon Tea
- Arts and Crafts/Card Making
- Tai Chi
- Cooking
- Playing Cards/Board Games
- Wii
- Drama Productions
- Reminiscing
- Film Club

From this event the Extended Schools team and the Marsh Academy will be working together to develop these ideas further and put them into practice.

Have your say

Do you agree or disagree with the priorities and strategic targets set out in this Strategy, or have further comments to make? Do you want to contribute to the development of the detailed action plan? If so, please contact Tim Woolmer on 01622 694027, **Tim.Woolmer@kent.gov.uk** or write to him at:

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Who are the Older People of Kent?

Government has suggested that older people's strategies should be targeted at those aged 50 and above because of the importance of planning for later life. However, in the consultation people felt that this was ridiculously young (it would encompass a third of the total Kent population) and the big challenges were generally faced by much older people. Also, chronological age is not very helpful in considering some of the issues as everyone's experience of old age is different and people vary hugely in their particular circumstances. So within this strategy we have done our best to avoid references to chronological age. However, if we are to provide statistical information about older people in Kent this does need to categorise people by age group.

....Some broad features of a diverse group

Below we set out some statistics drawn from 'The Older People of Kent'¹. Whilst some of the statistics may not apply to all, they help to build up a picture of who the older people in Kent are.

I. Demographics

In 2007 there were 508,200 people aged 50 and over in Kent, accounting for 36% of the total population. Within the next 20 years this 50+ population is forecast to increase by 30.7%, meaning that by 2026, people aged 50+ will represent 44% of the population.

The older population is growing at a much greater rate than the "traditional working age" population. In 2001 there were 3.1 people of working age for every person of state pension age. By 2026 this will have fallen to 2, unless (and we anticipate that this is what will happen in practice) more people in their 60s and 70s carry on with some level of paid work.

The group of those aged 50 and above can be sub-divided as below;

Age Group	Number	Percentage	Percentage by 2026
50-64	266,100	52.4%	45.9%
65-74	123,900	24.4%	25.4%
75-84	84,600	16.6%	20.1%
85+	33,700	6.6%	8.6%

¹ The Older People of Kent report can be found at <http://www.kent.gov.uk/publications/community-and-living/the-older-people-of-kent-report.htm>

By region, Thanet has the highest proportion of 75-80 year olds at 19.1%. It also has the highest proportion of those aged 85 and above, at 8%.

At the time of the 2001 Census, 1.3% of all of those aged 50+ were categorised as Black or Minority Ethnic (BME). However, there are pockets of higher concentration, for example in Gravesham 5.4% of residents aged 50+ are BME.

II. Health

Based upon data obtained from the 2001 Census, 49% of residents aged 50+ said they were in good health and 35% said they were in fairly good health. 16% said they were not in good health, which is better than the England and Wales average of 19%. Generally, health deteriorates with age, and 31.4% of those aged over 85 are not in good health compared to 11.9% of 50-64 year olds.

74.2% of those aged 85 and over identified themselves as having a limiting long-term illness, compared to 22.5% of 50-64 year olds. As the older population grows, the number of people with mental health problems such as dementia will also grow.

III. Housing

52% of people in Kent aged over 85 live in owner occupied accommodation. This compares to 78% of Kent's 50+ population, suggesting that the percentage will rise over time.

22.5% of those aged over 50 live alone. Thanet has the largest proportion (27%).

According to the 2001 census, 9% of those aged over 85 lived in accommodation with no central heating. This decreases to 6.5% for those over 50.

IV. Economic Activity

48% of 50-74 year olds are economically active and make up 27% of those who are economically active in Kent.

10% of 65-74 year olds continue to work.

18% of Kent's 60+ year olds are claiming some form of pension credit.

People aged 50+ account for approximately 1/3 of all people receiving carer's allowance.

V. Leisure and Learning

Those aged 50 and above account for 42.1% of those enrolled on a course provided by the Kent Adult Education Service in 2007/08. Only 11% of this group were aged over 85.

16% of active library users are aged 60 and above, 9% of these rely on the mobile library service. 60+ year olds account for 30.3% of all mobile library users.

Of those aged 85+ only 12% have access to the internet. 91% of people under 50 have access to the internet compared to 50% of those aged 50 and above.

93.2% of those aged 50+ who use the internet access it from home.

68% of 50+ year olds are inactive (zero days of 30 minutes moderate participation in last 4 weeks). 12.8% are regularly active (3 days a week of 30 minute moderate participation).

The top sporting activities for 50+ year olds are walking, swimming and golf.

VI. Transport

67.9% of people aged 85+ have no car compared to 9.5% of people aged 50-64.

13.4% of those aged 50+ in rural areas have no car compared to 24.5% in urban areas.

78.5% of people aged over 60 had a free bus pass up to Nov 2007, this equates to 260,000 bus passes. In April 2008, the local boundaries to travelling on a concessionary fare were removed, meaning over 60's could travel nationwide on their bus pass. This led to a further 21,569 residents of Kent applying for a bus pass between 01/04/08 and 20/06/2008.

VII. Communities

31.5% of 75+ year olds and 25% of those aged 65-74 said that their fear of crime has a moderate to high impact on their quality of life. This is lower than the proportion of 36% for all adults.

56% of 75+ and 51% of 65-74 year olds felt that the local police are doing a good/excellent job, compared to 53% for all adults.

Only 4% of 75+ and 10% of 65-74 year olds have a high perception of anti-social behaviour, compared to 16% for all adults.

Strategic Context

Vision for Kent (Kent Partnership, 2006)

Vision for Kent is the community strategy for the county. It sets the aims for all the key players working to improve the quality of life for everybody in Kent. The ageing population is identified as a priority within this document, as is promoting independence and engaging communities.

Towards 2010 (KCC, 2006)

Towards 2010 sets out how KCC plans to achieve its goals in 7 key areas. These are; increased prosperity for Kent through business growth and job creation; transformation in education; reduced traffic congestion; improved health and quality of life; quality homes in a well-managed environment; a safer Kent and continued improvements in services while keeping council tax down.

Kent Public Health Strategy (Partnership Document, 2007)

This strategy brings together the public health plans and activities of Primary Care Trusts and Local Authorities and is a joint commitment from them to the public, to improve the health of Kent residents. It clarifies what is meant by public health, explains why it is so important to address health inequalities and identifies the top priorities.

Kent Health Inequalities Action Plan (Partnership Document, 2008)

This details the many initiatives and activities being delivered by KCC and the District Councils of Kent to address Health Inequalities

Regeneration Framework (KCC 2009)

This consultation document sets out KCC's view of the strategic issues which face Kent in relation to economic development and business, skills, the demographic changes, transport, strategic planning of housing and infrastructure, and climate change.

Joint Older People's Commissioning Strategy for Health and Social Care in West Kent (2009 – 2013)

This is the first joint commissioning strategy for West Kent focused on older people. This sets out a vision and guiding principles for the next five years and aims to strengthen commissioning for health and well-being undertaken by Kent Adult Social Services and NHS West Kent.

Promoting Health and Active Living in Older Age in Eastern Coastal Kent (Eastern and Coastal Kent Primary Care Trust, March 2008)

This strategy seeks to inform and influence both the public and also public, private and voluntary organisations that contribute whether directly or indirectly, to the promotion and maintenance of healthy living for older people in East Kent.

Older People of Kent (KCC, 2008)

The Older People of Kent is a statistical document that presents some of the key features of the older population in Kent. It is designed as a tool to aid policymakers in designing policy for the future.

Active Lives, the 10 year vision for social care in Kent (KCC, 2007)

Active Lives sets out the KCC's aspirations for social care in Kent, looking forward to 2016. It reflects the direction of travel set out in the Government White Paper 'Our Health, Our Care, Our Say'.

Local Transport Plan (2006 – 2011) (KCC, 2006)

This is the second Local Transport Plan (LTP) for Kent. It sets out the transport vision for the County for 2025 as developed with partners and the community during the last eighteen months and, in the shorter term, the Plan sets out a strategy to take the County towards this vision. This LTP also explains how KCC intends to invest the money the Government has indicated will be available for the period from 2006 to 2011 and how extra resources from KCC and its partners will be added to this to maximise the value of the overall investment.

ASK - Accessibility Strategy in Kent (KCC, 2006-2011)

Improving accessibility is recognised as an important issue at national and local levels and is amongst the shared priority objectives for Kent. Accessibility planning is designed to deliver benefits for all residents, although an emphasis is given to groups in the community which are socially excluded and need help to improve access to key life opportunities.

Kent Supporting People Five Year Strategy 2005 – 2010

The Supporting People Programme aims to improve the quality of life for vulnerable people by enabling them to live more independent lives in their communities, or maintaining their capacity to do so. The Five Year Strategy sets out the aspirations for the future of Kent's Supporting People programme.

Cultural Development Strategy

This aims to reap the benefits that arts can deliver in creating places in which people choose to live and want to visit, in building a modern, knowledge based economy, and in enriching the quality of everyday life for individuals and communities across Kent.

Local Context

Ashford Housing, Care and Support Strategy (2004 – 2014)

Ashford Housing Strategy (2008 – 2011)

Canterbury Community Development Strategy (2008 – 2012)

Canterbury Housing Strategy (2010 – 2015)

Canterbury Corporate Plan (2008 – 2012)

Canterbury Strategy (a vision for 2030)

Dartford Housing Strategy (Available September 2009)

Dartford Older Person's Strategy (Available May 2009)

Gravesham Review of Social Housing Provision for Older People (September 2008)

Maidstone Housing Strategy (including Older People Supplement) (2005 – 2009)

Maidstone Sustainable Community Strategy (2009 – 2013)

Maidstone Homelessness Strategy (2008 – 2013)

Sevenoaks Sustainable Community Plan (2007 – 2010)

Sevenoaks Community Safety Strategy and Action Plan (2008 – 2011)

Tonbridge & Malling Sustainable Community Strategy (2006 – 2009)

Tunbridge Wells Sustainable Community Plan (2007-2011)

Tunbridge Wells Housing Strategy and sub-strategies (including Older People's Housing Strategy) (2006-2011)

Thanet Community Safety Partnership Plan (2008 – 2011)

Thanet District Council Housing Strategy (2006 – 2010)

Thanet Private Sector Housing Strategy (2007 – 2011)

Thanet District Council Travel Plan (2005 – 2011)

Background Papers

A Sure Start to Later Life (Dept Communities and Local Government, 2006)

Our Health, Our Care, Our Say (Dept Health, 2006)

Travel, Access and Older People – A review of local transport accessibility planning
(Help the Aged, 2006)

Lifetime Homes, Lifetime Neighbourhoods (Dept Communities and Local Government, 2008)

Global Age-friendly Cities: A Guide (World Health Organization, 2007)

‘Don’t Stop Me Now’ – Preparing for an Ageing Population (Audit Commission, 2008)

Voice – A Briefing Paper (Help the Aged & ILC, 2008)

Growing Old in a Changing Climate (Stockholm Environment Institute, 2008)

Travel, Access and Older People (Help the Aged, 2006)

Towards Lifetime Neighbourhoods (ILC, November 2007)

Nowhere to Go – Public Toilet Provision in the UK (Help the Aged, 2007)

Community Transport Provision in Rural Kent and Medway (Action with Communities in Rural Kent)

Glossary of Terms

Ask a Kent Librarian – This service allows you to have your questions answered by a specialist team, without having to visit your local library. The service promises to answer or acknowledge queries within 48 hours and operates directly by phone, fax, mail, web form and email 6 days a week.

Commissioning – This is the means by which best value is secured for local people, by specifying and procuring services to meet their aspirations and needs.

Extra Care Housing - This is housing to rent or to buy, designed with the needs of frailer older people in mind and with varying levels of care and support available on site. People who live in extra care housing have their own self contained homes, their own front doors and a legal right to occupy the property.

Gerontology - is the study of the social, psychological and biological aspects of ageing

Handyvan Service – The Handyvan is a home support service for older people. Handyvan fitters work to ensure that people's homes are safe and secure. They aim to reduce the risk of burglary by fitting security equipment such as door chains and viewers, window locks and installing safety features such as smoke and carbon monoxide detectors.

Home Improvement Agency – Home Improvement Agencies (HIAs) help older and vulnerable people to maintain their independence. Their focus is to help repair and adapt a client's home to meet their individual need, and may also provide a range of services to support this, depending on local needs and circumstances

Kent Partnership – The Kent Partnership is the countywide local strategic partnership that was formed in 2002 as a result of the Local Government Act 2000. It is made up of representatives from the private, public, voluntary and community sectors and oversees the Kent Agreement.

Lifetime Homes – A lifetime home is the incorporation of 16 design features that create a flexible template for accessible and adaptable housing.

Older People's Champion – The role of an older people's champion is to represent the voice of older people within an organisation. They should ensure that older people are involved in developing services and should challenge age discrimination where it exists.

University of the Third Age (U3A) – this is a learning cooperative for people no longer in full time employment. It consists of local U3As all over the UK, which are charities in their own right and are run entirely by volunteers. Between them, U3As offer the chance to study over 300 different subjects. A typical U3A has about 250 members but could be as small as 12 and as large as 2000. The U3A approach to learning is learning for pleasure.

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DRAFT ACTION PLAN FOR KENT'S POLICY FRAMEWORK FOR LATER LIFE 'LIVING LATER LIFE TO THE FULL'

June 2009



Mike Angell, KCC's Older People's Champion

This draft Action Plan sets out what KCC is already doing to help achieve the strategic priorities established within 'Living Later Life to the Full' – Kent's Policy Framework for Later Life. It is essentially a mapping exercise that captures what we are doing for older people at this snapshot in time. This process has been particularly important in raising awareness of the issues at stake and gathering evidence of the vast amounts of work we are doing to enable people to live later life as they would wish. In collecting these actions, and comparing them with those of our partner organisations, it has also been possible to evaluate where there may be gaps in addressing issues and what new actions need to be taken, collectively, in moving forwards. This draft action plan will be developed into a KCC Strategy for Later Life which will underpin the Kent Policy Framework and deliver the older people's workstream within KCC's Regeneration Framework.

This work demonstrates that KCC relies upon cross-directorate and indeed cross-agency working to address the issues important to Kent residents. Critically, though, this is about giving older residents a stronger voice in influencing strategic and local decision-making that impacts on their lives, and we will continue to work with them in developing and implementing future actions.

NB: EHW Actions highlighted in **bold**.

KENT COUNTY COUNCIL

Priority 1 – To ensure communities are designed to be “age proof”, stronger, safer and sustainable

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
<p>1A – Ensure all new developments are sustainable and age-proof</p>	<p>Influence new housing for older people through the planning process to aim to improve accessibility to transport/services.</p> <p>Aim to influence the implementation of a bespoke housing needs assessment for older people. Consider sheltered housing needs in negotiating provision of affordable housing.</p> <p>Provision of extra care Sheltered Housing Schemes specifically for older people to have alternative choice to residential care.</p> <p>Lifetime homes/Developer Contributions for Community Infrastructure and input to LDF process and community strategies. For all new housing developments Kent Adult Social Services (KASS) works with District Councils to promote the development of Lifetime homes and Wheelchair Accessible Housing. KASS also seek developer contributions to help provide facilities in the community that are fully accessible, e.g. Adult Changing Places.</p>	<p>KHS Richard Feasey</p> <p>Richard Feasey (Planning Policy team)</p> <p>2009 / 2010 David Weiss /</p> <p>Ongoing: East Kent: Maria Coates / Rocío Arias-Dumeige West Kent : Nicola McLeish (Sustainable Communities Project Officers)</p>	<p>PFI Orbit RSL</p> <p>Local Development Frameworks & Core strategies</p>	<p>Purpose built to provide accommodation to enable vulnerable older people to live in their own homes as an alternative to residential / nursing care.</p> <p>Ensure new housing is adaptable in accordance with Lifetime Home standards.</p> <p>Ensure there is involvement of older people in the planning of future community facilities.</p>

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	<p>In Partnership with Eastern and Coastal Kent PCT, KASS was successful in bidding for the Partnerships for Older People Project. Out of this has come the INVOKE (Independence through the Voluntary Action of Kent Elders) project. There are three significant strands to INVOKE; the care navigator service, Information and Liaison assistants and the Community Matron Support workers. The project is designed to give older people greater independence, enhance self-management through choice and control and reduce hospital admissions.</p> <p>INVOKE early intervention services support the location of information that is accessible to the community via selected 'community hubs' – areas that are established as accessible to the public. Provide a District specific Directory that enhances choice and control.</p> <p>Ensure that the Arts Development Unit services and operations are aligned with KCC's Equalities and Diversities policy.</p> <p>Support key capital projects, to ensure the creation of new facilities and networks that can support accessible arts programming and audience development.</p>	<p>Contracted to March 2010- Dawn Woodward -Project Manager</p> <p>Sally Staples, Kent Arts Development Unit (KADU)</p> <p>Gail Brown, KADU</p>	<p>Staff time</p> <p>Staff time</p>	<p>Person centred planning that supports early intervention services to people who fall outside set KASS Eligibility criteria as well as ongoing clients.</p>
1B - Develop existing communities to make sure that they are age friendly	<p>Collections of books and Audio Visual items delivered to residential and nursing homes, sheltered housing, day centres and hospitals. Poetry & Prose sessions for residents of the above are currently delivered by staff. Reading Group book boxes for Homes etc.</p>	Sue Fordham, Open Access Manager		<p>A volunteering role to deliver Poetry & Prose sessions is being considered. Longer term aim to offer Time2Give volunteering opportunities to manage collections and promote use in Homes.</p>

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	<p>Collections of materials for Reminiscence sessions.</p> <p>Local staff have made contact with some groups e.g. Maidstone, Stepping Out at Sevenoaks.</p> <p>Investment in voluntary and community sector to deliver range of preventative services; providing information, advice and guidance. Thanet Island Guide recently re-launched and West Kent Older Persons Handbook being developed.</p> <p>Voluntary & Community Sector financial support/Transforming Social Care Grant money for early intervention and prevention services. Voluntary action assisted shopping, Age Concern Malling lunch club, Age Concern Sevenoaks postural stability classes.</p> <p>Develop Kent's national and international position as an innovative and pioneering platform for festivals and combined arts. KADU is assisting key independent arts festivals to work as a cluster in East Kent to widen audiences at local, regional and national level. The cluster will ensure more groups in Kent interact with each other through the arts, paying particular attention to young and older segments. The cluster's outreach programme in 2009 will cross fertilise audiences to start formulating a tailor-made events programme in 2010.</p>	<p>Libraries and Archives</p> <p>Tricia Fincher, Service Development librarian (Health & Older People)</p> <p>2009 – 2010 KASS/PCTs/Districts</p> <p>Ongoing</p> <p>Gail Brown, Michael Sanchez, and Sarah Wren KADU</p>	<p>Base Budget - Grants</p> <p>Services funded by Direct Payments</p> <p>Staff time SEEDA cluster funding</p>	<p>Training in Reminiscence work for staff in Homes is being developed.</p> <p>Brighter Futures Group (BFG) is just starting so further opportunities to promote our services and develop partnerships with BFG groups.</p> <p>Increased community resources for older people.</p> <p>Increased community resources for older people to minimise social isolation.</p> <p>Enabling festivals to prosper by widening and increasing their consumer base. It is envisaged that hidden audiences like older groups will interact with other age groups throughout the programme. Festivals would aspire for older groups to be seen as pillars of local communities.</p>

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	<p>INVOKE - Community Action Network Group created to support increased understanding of existing community networks includes mapping of communities within each of the EK Districts.</p> <p>Lead arts input on Folkestone Forward programme, supporting innovative ways for joined-up cultural services to have a positive impact on hard-to-reach groups.</p> <p>Pensioner Forums set up/being established (see outcome 4B for more details).</p>	<p>Ongoing - Dawn Woodward -Project Manager</p> <p>Sally Staples and Sarah Wren, KADU</p> <p>KASS supporting Age Concern on this.</p>	<p>Community Action Network Group-EK</p> <p>Staff time and KADU budget</p>	<p>Stronger voice for older people.</p>
<p>1C - Actively tackle housing disrepair and support older people in caring for their own homes.</p>	<p>Facilitate events such as Higham Community Day, publicising partners services including Kent Fire and Rescue Service, HandyPerson, Crime Prevention Bus, Police, PCSOs and Community Wardens.</p> <p>The Supporting People Programme is contributing £682,856 to Kent's Home Improvement Agencies, co-funded by Districts/Boroughs and Health. The Supporting People Programme is also contributing £447,572 towards HandyPerson services.</p> <p>The HandyVan service provides minor repairs and safety equipment to vulnerable people e.g. locks and smoke detectors, to ensure that people feel safe in their own home. Community Technicians provide minor equipment to people e.g. grab rails and raised toilet seats. They are also qualified assessors.</p>	<p>Sue Fordham / Christel Pobjee</p> <p>Kent Supporting People Claire Martin/Ute Vann</p> <p>Home Improvement Agencies/District Councils/Supporting People/KASS/PCTs</p>		<p>Use made of libraries and Home Library Service (HLS) volunteers (currently delivering sets of books to mainly older homebound people) to advertise/distribute relevant information.</p> <p>Sustainability of supporting people funding beyond the next Comprehensive spending review, and the introduction of area based grant from April 2010.</p> <p>Robust, viable services that can respond effectively to identified need.</p>

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	<p>Expand the reach and remit of HandyVan and promote the service in partnership with KASS, KFRS, Help the Aged and Local Authority Community Safety Units in areas where historically uptake of the service has been limited.</p> <p>A Successful pilot project in Thanet to enable professionals visiting older people to log identifiable repairs on multi-agency referral form and sent to central location for action.</p>	<p>Stuart Beaumont</p> <p>Lesley Clay/Tanya Wenham Thanet District Council/KASS/EKPCT</p>		<p>Pilot adopted in each District but will require level of funding to develop a central administrative hub.</p>
<p>1D - Older people will feel safe and secure within their own homes and community</p>	<p>Encourage consideration of community safety in design/layout of older persons accommodation to ensure residents feel confident outside their home</p> <p>Facilitate events such as Higham Community Day, and Community Warden surgeries (e.g at Higham, Coldharbour, Riverview, Meopham, Staplehurst libraries etc).</p> <p>Extend our public awareness campaign to alert people to the activities of rogue traders, particularly those involved in door-to-door sales, and increase the number of offenders prosecuted.</p>	<p>Richard Feasey (Planning Policy Team)</p> <p>Sue Fordham / Christel Pobgee</p> <p>Kent Trading Standards Ian Treacher/Sue Edmunds</p>		<p>Attempt to reach more housebound older people and promote this service to anyone who spends significant time in their homes e.g. carers, people with disabilities or mental health problems that prevent them leaving home. Could partners help us reach these people to offer these services where appropriate?</p>

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	<p>Community Safety Strategy.</p> <p>Early warning email messaging system which alerts local communities to bogus trading practices. Target to increase the number of community organisations in Kent receiving alerts about the activities of rogue traders by 25% in 2009/10</p> <p>The Community Safety Training Unit runs events and trains people about Bogus Caller Distraction Burglary. When Kent Trading Standards receives information and the rogue trader is still on the premises, the Rapid Action Team responds immediately.</p> <p>Cold Calling Control Zones - These are now fairly well established across the county and we are currently supporting the expansion of schemes in Maidstone, Tunbridge Wells, Dover and Swale. The scheme is being relaunched in Gravesham and Dartford where at least two areas have been identified which will benefit from becoming Cold Calling Control Zones. Kent Trading Standards will continue to assist local partnerships establish Cold Calling Control Zones.</p> <p>Kent Trading Standards will continue to promote its good trader scheme, 'Buy With Confidence'.</p> <p>INVOKE –provision of local community information (Who can help me? information directory) that enables key services / contacts to be identified. Also available on website: www.kent.gov.uk/invoke</p>	<p>Stuart Beaumont / CFE part of delivery</p> <p>Kent Trading Standards Ian Treacher/Sue Edmunds</p> <p>Kent Trading Standards Ian Treacher/Sue Edmunds</p> <p>Kent Trading Standards Ian Treacher/Sue Edmunds</p> <p>Kent Trading Standards Ian Treacher/Sue Edmunds</p> <p>Ongoing Dawn Woodward -Project Manager</p>		

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	<p>Build on the successful Kent Community Warden scheme, supporting Kent Police in their visible Neighbourhood Policing programme and working with them and the CDRPs to strengthen police presence in problem areas.</p> <p>‘Restorative Neighbourhoods’ address issues identified by the local community as their priority concerns (e.g. PaCT Priorities) by bringing victims, offenders and communities together to resolve problems before formal entry into the criminal justice system. Two pathfinder sites have been established in Shepway (Cheriton/ Morehall/Lydd and Hawkinge) and Maidstone (Shepway/Staplehurst and East) which will last for 12 months and has full backing from the districts/borough councils and CDRPs.</p> <p>The Community Warden service will be providing information to the public via their WebPages about when and where members of the public can drop in and be assured of meeting up with either their warden or PCSO.</p> <p>Bogus caller buttons are one of the Telecare devices being offered within WSD. These enable users to summon help if they are worried by unwanted callers. Other sensors such as Gas and Smoke detectors also help contribute towards keeping an individual safe and secure at home.</p> <p>Deliver targeted Handyvan services to areas of high burglary or fear of burglary.</p>	<p>Stuart Beaumont</p> <p>Stuart Beaumont</p> <p>Stuart Beaumont</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Government Grant</p>	<p>To mainstream the service countywide.</p> <p>Delivery of targeted service to all high risk areas.</p>

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	<p>Work with partners on Crime Reduction Partnerships to ensure that the views/concerns of the older community are fully reflected in the strategic assessments carried out at District level.</p>	Ongoing		<p>To ensure that the concerns of the older population are fully embraced in the plans of CDRP's.</p>
	<p>Provide mechanisms for the vulnerable elderly to report local community safety concerns to statutory bodies via their interface with home carers.</p>	Ongoing		<p>Equip officers who visit the homes of the vulnerable elderly with the necessary skills to report community safety issues/concerns on behalf of their clients. Improvement in the perception of crime as measured by the KCVS.</p>
	<p>Work with CDRP partners to improve the presentation of media reporting of community safety issues and therefore improve the perception of crime in local areas.</p>	Ongoing		
	<p>Embrace the PACT (Partners and Communities Together) approach in conjunction with Neighbourhood Policing to ensure that identified local concerns are dealt with.</p>	Ongoing		<p>Engage KCC service units in the delivery of PACT priorities.</p>
	<p>Work with the Clean Kent initiative to deliver a targeted approach to problem areas to improve the public perception of community safety.</p>	Ongoing		<p>Clean Kent will assist the visual improvement of areas and help improve public perception.</p>
	<p>KCC Community Wardens will be equipped as part of their training to have an understanding and engagement with Adult Protection, Dealing with Vulnerable Persons, Care in the Community, and Mental Health.</p>	Ongoing		

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	<p>KCC Community Wardens will also be provided with the necessary skills to make referrals on issues relating to Drugs, Alcohol and Trading Standards.</p> <p>UK Cultural Festival Kent: Establish street arts toolkit. KADU is supporting the development of an online resource being developed by the University of Kent. COPOR (Celebratory and Outdoor Performance Online Resource) is a platform for street theatre artists and community groups to network with each other and develop / deliver projects during the Cultural Olympiad and beyond. These projects will allow all age groups and local communities to interact and obtain information / advice from COPOR and its help-desk.</p> <p>UK Cultural Festival Kent: Commission and roll out Cultural Baton.</p>	<p>Ongoing</p> <p>Sally Staples and Michael Sanchez, KADU</p> <p>Sally Staples, KADU</p>	<p>Staff time</p> <p>Staff Time</p>	<p>COPOR aspires to develop a strong network of street artists and local communities so that projects can be delivered more effectively. Older people will welcome and enjoy working with younger people who themselves are perceived negatively (troublesome, loud) rather than positively (fresh, energetic, etc.).</p>
<p>1E - Prepare for changes in the environment and climate-proof communities to make them sustainable for the future</p>	<p>Working with the Kent Partnership to determine key opportunities and threats relating to climate change with a view to take necessary adaptation actions across the county where required.</p> <p>Undertaking a Local Climate Impacts Profile across the Kent Partnership to determine current vulnerability to severe weather events to inform future adaptation actions (e.g., heat wave impacts on health).</p> <p>Building adaptation capacity through increasing awareness of the impacts of climate change across the Kent Partnership. Carrying out climate change adaptation workshops across KCC services (and the wider partnership where required) with a view to develop climate change adaptation action plans.</p>	<p>On-going</p> <p>Wendy Lockton-Goddard</p> <p>Carolyn McKenzie</p>		<p>To ensure that older people and the services they use are well prepared for the future impacts of climate change.</p>

Priority 2 – To improve transport and accessibility

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
2A - Increase transport options for older people, including services for those who are disabled or live in rural areas.	Provide funding to extend concessionary fare period from 09:00 to 09:30 for 60+.	Kenneth Cobb		(difficult to assess due to potential shortfall in grant funding from government to support the scheme).
	Increase percentage of buses with low floor access in Quality Bus Partnership (QBP) areas by 35% to reach 79% by 2010/11.	Local Transport Plan for Kent 2006-11	KCC £100K 2009/10	A Kickstart bid to the Department for Transport is being prepared which, if successful, will deliver a regular 10-minute frequency during the day on Mondays to Saturdays.
	KCC has already commenced a programme of improvements to the Canterbury 'Triangle' routes 4/4A/4X and 6/6A/6X to deliver raised boarders for easy access in conjunction with low-floor buses, bus stop clearways with clearway plates and new bus stop poles. Stagecoach in East Kent is also providing new bus stop flags and timetable displays to compliment this programme.	KHS	KCC £100K 2010/11 (if Kickstart bid successful)	
	Better publicise low floor bus services and routes. Symbols are already used on public transport maps and Traveline to indicate services running low floor buses.	Kenneth Cobb	N/A	
	Kent Karrier is a fully accessible dial-a-ride service which takes its members directly from their door to the nearest town centre. Membership is £5 per year, with a small fee payable for each journey. KCC financially supports 10 Kent Karrier services across the County. KCC also funds the provision of minibuses for local community groups (Lenham and Stockbury) not already covered by Kent Karrier.	Kenneth Cobb	£860k pa (2008/09 figures)	KCC is keen to utilise the growing potential of active retirees in supporting community bus services, especially in rural areas.

	<p>Increase the number of dropped kerbs to make roads easier to cross. There is a countywide programme (£100K) of dropped crossings alongside local schemes in Dartford (£25K) and Gravesham (£75K).</p> <p>Improve pedestrian access to town centres and cycling networks – schemes proposed for 2009/10 include an off-road cycle link between Canterbury and Chartham, a new footway in Bean High Street, a cycle route along the River Dour in Dover and pedestrian improvements in Folkestone.</p> <p>Overlap with families and young people with disability? Make sure that there is a joined up approach to transport.</p> <p>In East Kent older persons attending day centres that meet eligibility criteria now offered Direct payments and access to taxis and voluntary escort transport rather than sitting for long periods on mini buses.</p> <p>In West Kent KASS working with partners in Districts and other KCC Directorates e.g. through Older People's Forum and in response to LDF Consultation to raise awareness of transport issues faced by older people.</p> <p>KCC in partnership with Arriva is to submit DfT Kickstart bid for Routes 6 and 7, linking Maidstone, Tonbridge, Pembury Hospital and Tunbridge Wells to increase service frequencies, provide modern and accessible low-floor vehicles and upgrade bus stop infrastructure.</p>	<p>KHS</p> <p>KHS</p> <p>KHS/CFE</p> <p>June 2008 Derek Hall Ongoing</p> <p>KHS</p>	<p>KCC £175K 2009/10 LTP</p> <p>Approx £2m 2009/10 LTP</p> <p>Base budget of commission ers</p> <p>tbc</p>	<p>Ongoing walking and cycling improvements included in the LTP in future years.</p> <p>Older people able to exercise choice and control over how they access services in the community.</p> <p>Create awareness of the challenges faced by older people.</p> <p>Better public transport connections to/from Pembury Hospital and local towns.</p>
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<p>2B - Make people more aware of the transport options already available to them</p>	<p>Access to Hospital leaflets produced and jointly funded by 3 major hospitals in East Kent. 50,000 leaflets distributed via GP surgeries/hospitals/supermarkets and libraries etc. Work will be completed with West Kent shortly.</p> <p>High level agreement between hospital trusts, KCC and PCTs to work jointly on transport and health issues.</p> <p>The Traveline national number is promoted on all public transport leaflets, bus maps and other transport related publicity.</p> <p>Improved information, advice and guidance provided locally, e.g. Gateways, Care Navigators and through Co-ordination / brokerage. Work is ongoing to carry out KCC's Public Transport Information Strategy which will see the completion of a programme to upgrade all of the 560 most important bus stops in Kent, working in partnership with local operators.</p>	<p>KHS</p> <p>Martyn Ayre Tim Woolmer</p> <p>KHS</p> <p>From 2009</p>	<p>N/A</p> <p>£250K</p>	<p>As above use could be made of our libraries and Home Library Service volunteers to advertise/ distribute relevant information.</p>
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Priority 3 – To enable older people to lead healthier lives and have better access to healthcare

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
3A - There is greater focus on the prevention of health problems	<p>Improve access to Hospitals and GP surgeries.</p> <p>Health monitoring within Gateways – currently a pilot in Maidstone. Measures and monitors blood pressure and weight.</p> <p>Healthy Living walks delivered in partnership with local PCT Health Promotion staff and in some districts with District/Borough Councils, also Literary and Historical walks (eg in the Gravesend District in partnership with Gravesham Historical Society; Dartford with Dartford Borough Museum and Ashford with the Town Centre Partnership).</p> <p>Community Information Day at Gravesend Library.</p> <p>Healthy Eating/Living Fairs & New Years Resolutions events - in partnership with Health Promotion, Trading Standards, Kent Sports Development, Volunteer Bureau, Kent Drug and Alcohol Action Team (KDAAT), independent practitioners, Adult Education, Kent Now, Activmobs etc.</p> <p>Promote library buildings as possible suitable venues for stop smoking sessions.</p> <p>Health and wellbeing groups established in each District. Joint Strategic Needs assessments completed, identifying health inequalities and a focus on preventative services</p>	<p>LTP/KA2 Target Vicki Hubert</p> <p>Tanya Oliver</p> <p>Libraries and Archives</p> <p>Libraries</p> <p>Libraries and Archives</p> <p>Libraries and Archives</p> <p>2008 - KASS</p>		

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	<p>In West Kent the Brighter Future Group (BFG) is an example of innovative preventative work. It is a partnership between KCC, PCT's and voluntary and community organisations aimed at helping older people remain independent. It is delivered via a range of volunteer services designed to reduce avoidable admissions into hospital or long-term care, as well as keeping older people healthy, promoting social inclusion and independence and producing other benefits to the volunteers and their communities.</p> <p>KASS working with public health colleagues to develop the Joint Strategic Needs Assessment (JSNA). This will inform future commissioning strategies and business plans. West Kent has established the Older Persons Change Board which will inform future joint initiatives. The West Kent Older Persons Forum is a multi agency meeting which aims to promote info sharing a joint working.</p> <p>INVOKE - Delivery of health promotion activities by the Community Information and Liaison Assistant (CILA) that is specifically provided to identify groups of people where the need has been recognised.</p> <p>Silver Song clubs over 600 members in East Kent alone. Delivering outcomes in terms of reducing isolation, social cohesion, reminiscence and exercise.</p> <p>As part of the WSD programme and building on the Kent pilot, Telehealth equipment is being provided to an increasing number of people with long term conditions (LTCs). This enables clinicians to pick up on changes in individuals/readings and take action so as to prevent a person ending up in hospital.</p>	<p>Ongoing - KASS</p> <p>Ongoing – Dawn Woodward, Project Manager</p> <p>2008/11</p> <p>Ongoing</p>	<p>PCT's Choosing health Allocation. Funded with £1.38m from HM Treasury (An Invest to Save bid).</p> <p>KASS and E&CKPCT</p> <p>Government Grant</p>	<p>Health and Wellbeing groups to feed local health issues into Strategic Commissioners for Health to promote new services. It has proved successful and is now being mainstreamed with support from the Social Care Reform Grant.</p> <p>Roll out as mainstream activity.</p> <p>To mainstream the service countywide.</p>

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	Cross-cutting projects delivered in the different localities of Kent that contribute to place-making, health, cultural tourism and cultural diversity.	All - KADU	Staff time and KADU budget	
3B - The older people of Kent participate in regular exercise and live an active life	<p>A range of discreet courses will be further developed to support older people with specific health problems to maintain an active lifestyle.</p> <p>Developing partnerships i.e. with Help the Aged (Fit as a Fiddle) to make links with wider community based groups.</p> <p>Providing Chair Based exercise sessions in care homes and training care home staff to deliver these appropriately.</p> <p>TSCG Preventative Services.</p> <p>Healthy Living walks delivered in partnership with local PCT Health Promotion staff and in some districts with local councils, also Literary and Historical walks.</p> <p>Yoga and dance classes held at Westgate Library in partnership with the Health Authority.</p> <p>Volunteer opportunities in libraries for older people in the Time2Give scheme.</p> <p>Visit Kent / Explore Kent – opportunities for older people to stay active.</p> <p>Increasing investment in preventative services made possible via Transforming Social Care Grant.</p>	<p>Kate Atterton</p> <p>Revised offer in place by September 2009</p> <p>As above</p> <p>WKASS</p> <p>Tricia Fincher</p> <p>Tricia Fincher</p> <p>Tricia Fincher</p> <p>Nicola Browne, Volunteer Development Coordinator</p> <p>KASS</p>		<p>Are there ways we can offer discounts that target older people?</p>

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	<p>Numerous Schemes Funded via choosing health allocations via agreement at local health & Well being Subgroups many of which are dedicate to people who are 50+.</p> <p>In West Kent Seated exercise programmes delivered within Age Concern Groups as a roll out from Brighter Futures Group pilot.</p> <p>INVOKE – Delivery of health promotion activities such as one to one cooking, Chair Based Exercise, stop smoking and social opportunities that support community inclusion.</p> <p>Silver Song clubs (see 3A).</p> <p>Work with Kent RFOs and AIF supported organisations to develop innovative models for audience development.</p>	<p>Ongoing</p> <p>2008</p> <p>Ongoing- Dawn Woodward - Project Manager</p> <p>John Barnes</p> <p>Gail Brown, KADU</p>	<p>PCT's Choosing health Allocation</p> <p>Specific Grants</p> <p>Staff time KADU budget</p>	<p>Exercise programmes available for older people, improving balance and reducing risk of falls.</p>
3C - Developing better integrated health and social care services	<p>Integrated Discharge Teams using assessment beds throughout the area, assessing people in a non-acute environment.</p> <p>Integrated Care Centres at Westview, Tenterden and Westbrook House, Margate.</p> <p>End of Life Strategy being jointly developed across Kent with local implementation groups in East and West Kent.</p> <p>Joint commissioning of community and voluntary sector services – Bridging the Gap.</p>	<p>2008</p> <p>2007</p> <p>2009</p> <p>2008-9 Derek Hall</p>	<p>PCT KASS</p> <p>PFI / base budget</p> <p>PCT</p> <p>KASS / Ashford BC</p>	<p>Reduced delays in transfer of care.</p> <p>Improved care pathways.</p> <p>Integrated care pathway and jointly commissioned services.</p> <p>Improved relationships to enable competitive tendering.</p>

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	<p>Multi Agency Adult Carers strategy is being developed focusing on 5 key priorities areas. It will have local implementation and delivery plans for East/West Kent.</p> <p>Early Adopter site focussed on Customer Care and Public Involvement under DOH “Making Experiences Count”.</p> <p>As 3a also WSD project. Also as we modernise our services there is a greater emphasis of co-location and joint working.</p> <p>Development of Adult Strategic Partnerships in East Kent that support joint working. INVOKE multi-agency bid led by KASS for Partnerships for Older People Project funding to support Prevention agenda.</p> <p>INVOKE – Commissioning of health promotion training designed specifically for the CILA that enables accreditation to Understanding Health Award 2 –Royal Institute of Public Health.</p> <p>The WSD programme is a good example of integrated working and involves both PCT’s KASS and GP practices across the county. Community nursing services are now starting to respond to Telecare alerts which mean that health issues can be picked up an early stage.</p>	<p>2009</p> <p>2008 Customer Care Team</p> <p>Ongoing</p> <p>Ongoing – District Managers</p> <p>Ongoing- Dawn Woodward - Project Manager</p> <p>KASS/PCTs Ongoing</p>	<p>Carers Grant</p> <p>District Managers Adult Social Services Strategic Group</p> <p>Government Grant</p>	<p>Carers have access to range of jointly commissioned services.</p> <p>Joined up Health and Social Care complaints system.</p>

<p>3D - Assisting people to manage their own health and independence in order to keep living in the community for as long as possible</p>	<p>Adult education are developing a large range of IT courses and programmes to be delivered within sheltered housing or car home settings.</p> <p>East Kent Health Trainers are using libraries for weekly drop in/surgery sessions at Stanhope, Wood Avenue & Dover.</p> <p>Working in partnership to deliver the INVOKE project. Collaborating with CILAs (Community Information and Liaison Assistants) who are producing information resources to be held in Community Hubs which include libraries and also the mobile libraries.</p> <p>Healthy Eating/Living Fairs (see 3A).</p> <p>Books Can Help Scheme – aims to assist people with mild to moderate mental health problems through the delivery of books on prescription. Collections in 39 libraries. Also working in partnership with Macmillan Cancer Support and Kent & Medway Cancer Network to provide and promote 13 collections of cancer-related information resources (most for loan).</p> <p>Reading Groups, including those aimed at specific audiences (MIND Reading group meets monthly at Maidstone Library, Dover book listening group, visually impaired library groups meet regularly at Gravesend, Dartford and Sturry Libraries).</p> <p>Developing systems (self assessment) and supporting people to manage their own lives and to determine how they should be supported to achieve this.</p>	<p>Adult Education</p> <p>Tricia Fincher,</p> <p>Libraries and Archives</p> <p>Libraries and Archives</p> <p>2009 - KASS</p>	<p>SDS</p>	<p>Older people can exercise real choice and control over how they live fulfilled lives.</p>
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	<p>WSD/Telecare/Enablement Services/Active Care/ Day Services/ Domiciliary Services/SDS. As new facilities are developed these are planned and designed to be accessible to all groups within the community e.g. libraries and leisure centres.</p> <p>Sheltered housing, floating support, Home Improvement Agencies and Handypersons contribute to maintaining independence. The Programme is spending £7.5 million on housing related support, £682,856 on HIAs, and £447,572 on handy person.</p> <p>Provision of District specific information that supports advice ,information and guidance that is readily available within communities.</p> <p>Care Navigator service enables a one to one contact where the potential resolutions of the need /problem are explored enabling client choice and control.</p> <p>Directly accessible health promotion opportunities as organised by the CILA.</p> <p>Telecare and Teleheath contribute significantly to the maintenance of residents' independence.</p> <p>Work with Kent RFOs and AIF supported organisations to develop innovative models for audience development.</p>	<p>Ongoing</p> <p>Supporting People</p> <p>Ongoing - Dawn Woodward - Project Manager</p> <p>KASS</p> <p>KASS</p> <p>Ongoing</p> <p>Gail Brown, KADU</p>	<p>Government Grant</p> <p>Staff time and KADU budget</p>	<p>Sustainability of supporting people funding beyond the next Comprehensive spending review, and the introduction of area based grant from April 2010.</p>
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Priority 4 – To support Older People’s citizenship, learning and participation in community life

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
<p>4A - Encourage participation and inclusion in community activity</p>	<p>Explore the feasibility of advertising volunteering roles on KCC website.</p> <p>Promoting libraries as social networking and learning centres at certain times of the week.</p> <p>Housing related support encourages people to access education, training, and employment opportunities.</p> <p>See Libraries and Archives activities listed under Priority 3.</p> <p>The concept of a Living Library has been piloted in Sevenoaks. People from the local community who are passionate about a subject, or an expert in their field or have a significant life experience that they are willing to share, can be ‘borrowed’ for a conversation lasting about 20 -30 minutes. It allows people to find out about other people or activities in their community in a safe environment without any need to first be introduced formally or any obligation to follow up the meeting, unless they wish to do so.</p> <p>The Time 2 Give volunteering programme in Libraries & Archives managed by CSV offers enjoyable and worthwhile volunteering across the county’s libraries. A wide variety of opportunities and activities are available for all abilities including those who are not in employment for reasons of ill health. Some volunteers are supported by their carers. Not only does volunteering help develop skills but also builds up confidence and a sense worth.</p>	<p>Nigel Fairburn</p> <p>Sheila Golden / Christel Pobgee</p> <p>Supporting People</p> <p>Libraries and Archives</p> <p>Sheila Golden, Archive staff at 3 centres in Kent and Rob Illingworth (Local Studies Development Librarian)</p> <p>Libraries and Archives</p>		<p>Living Library gives people the opportunity to gain a greater understanding of others in their community and break down barriers. It is planned to extend the pilot to other locations. We would be happy to discuss with partners how the concept can support their priorities.</p> <p>Volunteering opportunities identified for older people to read to children in libraries. Set up community history centres and groups to collect and give access to historic local material, helping to create a local identity and engage older people in intergenerational sessions.</p>

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	<p>Gateways building up links with volunteer centres and even housing them within Gateways to boost the number of volunteers.</p> <p>In East Kent support given to the Smarden Good Neighbourhood Scheme.</p> <p>Investing in early Intervention and prevention and supporting Older People Forums.</p> <p>Participation opportunities within the project included interview and tender panel membership as well as Board and other forum membership. Community Action Network group mapping to explore the ways current communities function and what they focus on.</p> <p>Forum members are being invited to get involved in the Arts in Thanet (Turner) Dover Arts Development, Silver songs Canterbury, Intergenerational work Swale.</p> <p>Lead arts input on Folkestone Forward programme, supporting innovative ways for joined-up cultural services to have a positive impact on hard-to-reach groups.</p> <p>Encourage inter-cultural arts work including the Festival of Light.</p> <p>Work with Kent RFOs and AIF supported organisations to develop innovative models for audience development.</p>	<p>Christine Beaney, District Mgr, 2008</p> <p>John Barnes</p> <p>Ongoing- Dawn Woodward – INVOKE Project Manager</p> <p>2008/9—onwards John Barnes</p> <p>Sally Staples and Sarah Wren, KADU</p> <p>Gail Brown, KADU</p> <p>Gail Brown, KADU</p>	<p>Grant</p> <p>INVOKE Project Board Community Action Network Group</p> <p>Part of core agreement</p> <p>Staff time and KADU budget</p> <p>Staff time</p> <p>Staff time</p>	<p>Encourage communities to support themselves.</p> <p>Public Involvement Network – a framework to support engagement t by providing training, induction and role descriptions that will enable selection of the right role for them by them.</p> <p>Confirm arrangements</p>

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	UK Cultural Festival Kent: Commission and roll out Cultural Baton.	Sally Staples, KADU	Staff time	
4B - Ensure that older people have a voice and are able to exert their influence over policy making	<p>Kent TV currently shows videos relating to issues that affect the older community. We have also covered some consultations including the future of care and support from Adult Social Services regarding plans to pay for our own social care with a view to Adult Social Services collating data.</p> <p>Promoting local forums for the 50+ citizens of Kent to influence the provision of Life Long Learning as part of OFSTED overview for KAES.</p> <p>In West Kent Older Peoples Forums exist in some districts but where they are not currently in existence KASS are working with District Councils to set them up.</p> <p>Build better links with existing forums and formalise through OP champion.</p> <p>L&A have a range of user and friends groups and provide other opportunities for feedback (surveys, consultations, comments/complaint forms). The annual surveys in Open Access (10% of delivery to homes service, 5% of postal loan spoken word service and a sample of the Home Library Service customers) have two main priorities; to assess user satisfaction with all elements of the service and to inform and shape future developments.</p> <p>As part of the WSD programme there is a service support network and service users are invited to attend Board meetings in order to contribute towards the direction and development of the programme.</p>	<p>Pascale Blackburn</p> <p>Adult Education Business plans for 2009-12</p> <p>Hilary Francomb</p> <p>Tim Woolmer / Mike Angell</p> <p>Libraries and Archives</p> <p>Ongoing</p>	<p>Govt Grant</p>	<p>Kent TV will continue to cover issues and items that are of interest to this generation. Including any consultations that may affect old people.</p> <p>Older people to have a voice in their communities.</p>

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	<p>Five older persons forums established in East Kent, each constituted with bank accounts and committees, annual reports and AGM's, open days and portfolios, plus web sites and newsletters. Pan-east Kent forum established to represent views across EK boundary issues.</p> <p>The Supporting People Programme involves service users in every aspect of strategic and operational activity.</p>	<p>John Barnes</p> <p>Supporting People</p>	<p>E&CKPCT and KASSD, £5k per forum</p>	<p>Develop one in Ashford.</p>
<p>4C - Older people have the opportunity and ability to participate in life-long learning</p>	<p>Targeted concessions for older learners for range of KAES courses.</p> <p>Review programme of courses to respond to all sectors of the community including the older learner.</p> <p>Role of Voluntary Organisations e.g. Age Concerns in delivering schemes such as Silver Service.</p> <p>Range of resources available in libraries and remotely via our website. Access to information about courses. Author talks and events/activities offered as part of Adult & Family learning weeks. Past examples include Indian Head massage, salsa dancing, knittorama, CV writing, family history, creative writing, etc - working in partnership with Kent Adult Education, other education providers and community groups. All accompanied by displays and partner's information.</p> <p>Web wizards available regularly in some libraries to assist with IT issues and teach the basics.</p> <p>Talks on history and archive collections offered at Sessions House and throughout of the county.</p>	<p>Adult Education Sept 2009</p> <p>As above</p> <p>As above</p> <p>Gillian Lawrence, Lifelong Learning Manager, Libraries and Archives</p> <p>Libraries and Archives</p>		

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	<p>Hosting of Adult Education classes and sessions on local history at the Centre for Kentish Studies, Maidstone and Canterbury Cathedral Archives.</p> <p>Housing related support encourages people to access educational opportunities.</p> <p>Music as a Therapeutic Medium of Engagement for Elderly People and their Carers involves the Sidney de Haan Research Foundation and the Kent and Medway life Long Learning Network. The aim of the project is to promote:</p> <ul style="list-style-type: none"> • Active lives at the end of the life span • Support for independence for the elderly • Health promotion through increased wellbeing of carers and the care for via the medium of music and improved communication • Development for the care sector though staff development and HE qualifications <p>Increase adult engagement in the arts – work with Kent arts and cultural orgs to support targeted projects.</p>	<p>Libraries and Archives</p> <p>Supporting People</p> <p>John Barnes (2008/9) as pilot</p> <p>KADU</p>	<p>£3k-KASSD</p>	<p>Develop in other districts.</p>
<p>4D - To make sure older people in Kent have employment opportunities if they want them.</p>	<p>Work in partnership with Kent Top Temps to ensure job opportunities are available to older people.</p> <p>Engage with Kent employers on actions that will benefit both employers and older people.</p> <p>Volunteering Opportunities – KCC Policies.</p> <p>Help people find out information on second careers after retiring – Contact Kent can help here.</p>	<p>Nigel Fairburn</p> <p>Nigel Fairburn / Debra Exall</p> <p>Contact Kent</p>		

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	Housing related support encourages people to access education, training, and employment opportunities.	Supporting People		
4E - Older people have access to new technology as well as the ability to use it	<p>Schools offer community learning and access to IT (particularly in areas where no libraries). Extended services working with local groups.</p> <p>Kent TV is at the cutting edge of new technology but is keen not to exclude any age groups including older people. As such there are a variety of videos covering interests and issues that may be of interest to this generation. Kent TV is also accessible with transcribed videos and subtitling available in many cases.</p> <p>Wide range of courses to support this learning including e-mail courses specific for keeping in touch with relatives and 'Parents' Guide to Chatrooms and Websites particularly applicable for those looking after grandchildren.</p> <p>Free access to PCs in all KCC libraries. Silver Surfer and IT taster sessions in libraries and Web wizards sessions take place regularly in some branches.</p> <p>Older volunteers engaged on cataloguing and indexing projects at archive centres and local history centres using new technology.</p> <p>Housing related support includes funding for community alarms which enable a platform for enhanced assistive technology/telehealth opportunities to be accessed. HIAs/handy person can also facilitate.</p>	<p>CFE, Marisa White</p> <p>Pascale Blackburn</p> <p>Adult Education Current and ongoing</p> <p>Libraries and Archives</p> <p>Libraries and Archives</p> <p>Supporting People</p>		<p>Kent TV will continue to progress in making more programmes accessible and cover issues that affect the elderly.</p> <p>Many housebound older people lack access to IT in the home. Could we work together to look at solutions? Government drive to have broadband in every home by 2012. Need to find ways to help older people to engage with new technology. Masterclasses in libraries / gateways?</p>

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	Access to the internet will be provided in the Extra care sheltered housing schemes and in some Age Concern Day Centres.	2009 – 2010 David Weiss	PFI	
	As part of the WSD programme there is a service support network and service users are invited to attend Board meetings in order to contribute towards the direction and development of the programme.	Ongoing	Govt Grant	

Priority 5 – To ensure those older people who need support to live independently have choice, control and good quality care

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
5A - Service provision is based upon a person centred approach	Self Directed Support. Supporting People Programme has consulted with older people on service delivery. The consensus largely remains with warden/scheme manager based services. Services can be changed by agreement between providers and service users. Introduction of Self Directed Support will provide new clients with a personal budget. Increase in take up of Direct Payments.	KASS Supporting People 2009	Base	Social care reform to respond to demographic changes giving people choice and control in helping them live independent fulfilled lives in their community.
	INVOKE- CN supports one to one sessions that explore with the individual the potential solutions to their need/problem enabling informed choice by the individual.	Ongoing- Dawn Woodward - Project Manager	Care Navigator	

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	Ensure that Arts Development Unit services and operations are aligned with KCC's Equalities and Diversities policy.	Fennah Podschies, KADU	Staff time	
5B - We will work to remove the barriers that can impair the quality of older people's lives	<p>Increased support for voluntary carers through voluntary organisations delivering flexible respite care.</p> <p>Free access at all libraries to talking books for people who are visually impaired or cannot access print for other reasons e.g. dyslexia or unable to hold a book.</p> <p>Postal talking book service for visually impaired people – currently delivered to 1,300 customers out of approx 10,000 people in Kent registered as visually impaired.</p> <p>Work with District Access Partnerships to make library services accessible for adults with learning disabilities. This includes consulting on modernisation of libraries and the choice of collections, activities and events offered in them. Working to make signage more accessible e.g. use of Makaton and Cue cards, and there is a Symwriter at Broadstairs.</p> <p>Kent Libraries stock books in over 40 languages plus dual language books, large print, talking books, DVDs, Easy Reads.</p> <p>Lead arts input on Folkestone Forward programme, supporting innovative ways for joined-up cultural services to have a positive impact on hard-to-reach groups.</p>	<p>2009 - KASS</p> <p>Sue Fordham,</p> <p>Elizabeth Taylor, Service Development Librarian,</p> <p>Libraries and Archives</p> <p>Sally Staples and Sarah Wren, KADU</p>	<p>Carers Grant</p> <p>Staff time and KADU budget</p>	Range of provision that is required to be available to support carers to continue caring.

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	Increase adult engagement in the arts – work with Kent arts and cultural orgs to support targeted projects.	Gail Brown, KADU	Staff time and ACE funding	
5C - Individuals have access to 'joined up' information when they need it	<p>Kent TV has accumulated and has also filmed many videos about services and community activities that are available. The video, where possible, is accompanied with web address where they can obtain further information and/or phone numbers and addresses.</p> <p>Thanet Island Guide (3rd Re-write) Launched specifically for older people.</p> <p>Mobile Gateways bring Gateway services to rural areas for those with less mobility. Have free internet access and target services according to the needs of the local population.</p> <p>Gateways join up services and provide face to face contact for some of the more complex services people may require.</p> <p>The Access Kent programme will be joining up public sector services, removing confusion and making accessing services more convenient.</p> <p>Libraries provide local access to information and Ask a Kent Librarian provides a central point of information delivery and signposting by phone, mail, email and virtual messaging.</p> <p>Development of information, advice and guidance delivered locally, e.g. Gateways.</p>	<p>Pascale Blackburn</p> <p>2009 Kirstie Amos</p> <p>Tanya Oliver</p> <p>Tanya Oliver</p> <p>Tanya Oliver</p> <p>Christel Pobgee, Information Services Manager</p> <p>2004 (Ashford) and on-going Mike Dorman</p>		<p>Kent TV will continue to signpost to relevant websites to ensure that viewers are able to access further information.</p> <p>High quality info format that can be read at home.</p> <p>Access to good information locally at a time and venue that is convenient.</p>

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	<p>KCC has a programme to roll out Gateway's as a point of contact. KASS fund Voluntary Organisations to provide advice and guidance e.g. DIAL.</p> <p>KASS have Care Managers co-located in GP Practices to improve communication.</p> <p>Directory accessible in some GP surgeries where agreement has been established as well as publicity events to support wider knowledge of INVOKE services.</p> <p>Work to ensure that the arts and arts audiences' needs are reflected in the local plans and frameworks for Kent.</p> <p>One of the projects within WSD is the development of an information sharing platform. This will pilot the sharing of TH and TC data as well as the individuals care plan on an IT platform which will be accessible to both users and carers as well as health and social care professionals.</p> <p>Enhance KADU online presence to ensure it is fit for purpose and providing the service needed by stakeholders.</p>	<p>Ongoing</p> <p>KASS</p> <p>Ongoing- Dawn Woodward - Project Manager</p> <p>All staff - KADU</p> <p>Ongoing</p> <p>Gail Brown, KADU</p>	<p>Staff time</p> <p>Govt Grant</p> <p>Staff time KADU budget</p>	<p>If successful will inform the development of the common assessment framework across the county.</p>
5D - We will support carers to have a life apart from caring	<p>Offer City and Guilds certificate in Development and Learning for Unpaid Carers with free places available. Courses can be run in range of community venues.</p> <p>Suite of courses to be developed to support Carers including finance/budgeting, personal wellbeing and assertiveness and confidence building.</p> <p>Carers assessments and Carers Card. Funding delivered directly and through Voluntary Organisations.</p>	<p>Adult Education From January 2009</p> <p>Adult Education In development from Jan 09</p> <p>WKASS</p>		

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	Carers reading group being piloted in Maidstone.	Tricia Fincher,		
	In line with carers strategy a pilot scheme to undertake carers assessments by the voluntary sector underway.	Derek Hall East Kent and Kerry Kearney West Kent (2009)	Carers Grant	Carers can have an assessment undertaken as an individual by appropriate voluntary sector bodies.
	Development in voluntary sector of range of respite and training services that the voluntary Sector have identified in working with carers.	KASS	Carers Grant	Carers have access to range of services to support them in living a life away from caring.

Priority 6 – To encourage people to plan for a secure later life

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
6A - Older people in Kent will be more aware of the services and support available including access to financial information and advice.	Debt advice – look at how this is accessed via children’s centres and schools. Make sure resources are joined up.	CFE / Marisa White		
	Kent TV has a number of videos demonstrating what is available and also the ‘how to’ channel offers advice on how to get help with a number of things including housing for the elderly and dealing with Rogue traders.	Pascale Blackburn		Kent TV will continue to provide information on issues that affect the elderly.
	Libraries provide local access to signposting.	Christel Pobgee		
	Ask a Kent Librarian (see 5c).	Christel Pobgee		
	HIAs and handyperson services provide advice and support in relation to this including maximising welfare benefits/income and financial inclusion.	Supporting People		Publicise via libraries, mobile libraries, HLS. Looking for partners to deliver financial literacy surgeries in libraries.

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	<p>Development of gateways will see ‘one stop shop’ approach to a range of information, advice and guidance.</p> <p>The Benefits Advice staff to provide access to financial information and advice.</p> <p>In West Kent an Older People’s Handbook is in development with Health and District Council colleagues.</p> <p>INVOKE –provision of local community information that enables key services / contacts to be identified also available on website :www.kent.gov.uk/invoke.</p> <p>The Kent Registration Service is currently putting together a booklet for the recently bereaved, which will include advice, guidance, and signposting to support services.</p> <p>Enhance KADU online presence to ensure it is fit for purpose and providing the service needed by stakeholders. Clear brand, marketing and communications improve the profile, understanding and take-up of KADU services and their impact.</p> <p>Develop messages and stories to promote the arts in Kent.</p>	<p>2009 onwards</p> <p>Margaret Howard KASS/PCT District and borough Councils</p> <p>Ongoing- Dawn Woodward - Project Manager</p> <p>Gill Bromley</p> <p>Gail Brown, KADU</p> <p>All – KADU</p>	<p>Staff time and KADU budget</p> <p>Staff time</p>	<p>Access to local information, advice and guidance at convenient times and locations.</p> <p>Convenient one stop guide to all local services. Improve access to services and support.</p>

<p>6B - Reduce Fuel poverty through increased take-up of energy saving initiatives. There will be increased awareness of affordable warmth.</p>	<p>Increase take-up of affordable warmth. Area Benefit Officer's and CM's provide advice to service users.</p> <p>Home Improvement Agencies and handyman services provide advice and support.</p> <p>Publicise the annual central government 'Keep warm, keep well' campaign.</p>	<p>Area Benefit Officer's</p> <p>Supporting People - Ongoing</p> <p>Christel Pobgee</p>		<p>Promote initiatives via libraries, mobile libraries, HLS if publicity/ stands available.</p>
<p>6C - Improved economic well-being for older people within Kent</p>	<p>Work on creation of a Kent-wide Credit Union.</p> <p>Benefits Advice Staff (see 6A).</p> <p>HIAs and handyman services (see 6A).</p> <p>INVOKE – Localised networking by CILA's to support benefit uptake and enable clear identification as to where it has enhanced clients economic wellbeing.</p> <p>Mobilising Out Ageing Assets is a Partnership with the Chambers of Commerce who have submitted a BASIS Lotto bid with VCS to increase the wellbeing and independence of older people by developing a tailor made range of services that encourages them back into a working environment, either on a voluntary or paid basis. Once established they will then involve KCC and PCTs in delivery.</p>	<p>SILK</p> <p>On-going</p> <p>SP</p> <p>Ongoing- Dawn Woodward - Project Manager</p> <p>John Barnes</p>	<p>£5k- (2008/9) from Major lottery bid KASSD</p>	<p>Looking for partners to deliver financial literacy surgeries/ talks in libraries.</p>

Priority 7 – To promote a positive image of later life and dignity and respect for older people

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
7A - Promote the value of later life and change attitudes towards older members of society	<p>Time 2 Give (see 4A).</p> <p>Contracts for care and support include a clause that requires people to be treated with dignity and respect at all times.</p> <p>Increase volunteering opportunities and peer support schemes.</p> <p>Mobilising out aging assets (see 6C).</p> <p>Lead arts input on Folkestone Forward programme, supporting innovative ways for joined-up cultural services to have a positive impact on hard-to-reach groups.</p>	<p>L & A</p> <p>On-going</p> <p>KASS</p> <p>John Barnes</p> <p>Sally Staples and Sarah Wren, KADU</p>	<p>Staff time and KADU budget</p>	<p>Older people are valued as individuals regardless of their vulnerability and age.</p>
7B - Encourage intergenerational activity and community cohesion	<p>Schools have a duty to promote community cohesion through Extended Schools. Expand this to ensure the inclusion of older people.</p> <p>Research into the role of grandparents.</p> <p>Apprenticeships.</p> <p>Responsive provision for inter-generational learning for schools and Children’s Centres, enabling parents/grandparents and carers to work with children to explore new ways of learning- i.e. ‘Keeping up with the Children’.</p>	<p>CFE / Marisa White</p> <p>CFE / Jo Hook</p> <p>Pauline Smith / Nigel Fairburn</p> <p>Adult Education Ongoing through 2009-10</p>		

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	<p>Youth Service running schemes where younger and older people can share skills (e.g. younger people's technology skills) and learn from one another, leading to improved relationships and promotion of positive images of young people within their local communities.</p> <p>Various L & A activities in the past have involved young people collecting memories, or older people sharing their experience with groups of children. Examples of activities in Gravesham: Inter generational computer sessions at Meopham Library; Meopham Christmas entertainment of elderly by pupils of Meopham School; Action Earth at Higham & Coldharbour, young & old working on improving courtyard & garden.</p> <p>INVOKE – CILA's will be training community members to continue group activities where appropriate enabling the provision to be community run where possible.</p> <p>Flight is a programme co-ordinated by Help the Aged with the National Youth Theatre to engage with older people via drama and reminiscence. It is starting in Swale and involves the Swale Senior Citizens Forum. It is making a Lottery bid for a pilot scheme. PCT have been approached but deal not yet finalised on this.</p> <p>SingUnited: Intergenerational Projects Supporting Older People through the Arts and Music. To this end, a large-scale, intergenerational, multimedia arts and health project is proposed over a 12 month period. Talks are under way with prospective partners, Folkestone's Creative Foundation, through Shepway's <i>Find Your Talent</i> project and the national organisation, Youth Music, through east Kent's <i>Power Plus</i> initiative.</p>	<p>Ongoing- Dawn Woodward - Project Manager</p> <p>2009/10</p> <p>£17k estimated</p>	<p>KASSD £5k Folkestone creative foundation</p>	<p>Looking to develop further activities promoting inter-generational exchanges (see 4A). Potential to roll out similar activities to other communities with partner support.</p> <p>Further developments in area of deprivation.</p> <p>Initial target numbers are 300 adults and 250 younger people.</p>

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	<p>A Community Cohesion questionnaire has been undertaken and the responses are to be collated into a database.</p> <p>A KCC internal Community Cohesion Steering Group has been set-up to examine the issues of Community Cohesion which KCC are or should be acting upon.</p> <p>An intergenerational workshop is being organised for Communities Directorate which will have a broad remit of Community Cohesion but focusing on all intergenerational issues. The intergenerational workshop will raise Communities Directorate staff awareness of intergenerational issues.</p> <p>Commission and roll out Cultural Baton, develop East Kent festivals cluster and network for Kent festivals. <i>Note: KADU will be strategically supporting Melas (Maidstone Mela, etc), Council led community events (e.g. Herne Bay Festival, Whitstable Oyster Festival, etc) arts independent festivals (e.g. Folkestone Triennial, Whitstable Biennale, Canterbury Festival, Broadstairs Folkweek, etc) and major arts projects (e.g. Marlowe Theatre, Turner Contemporary, etc). Melas for instance, require outreach programmes at grass-root level to reach older and younger groups to take part in various parts of the event.</i></p> <p>Increase adult engagement in the arts.</p>	<p>Ongoing / Mary Blanche</p> <p>Ongoing / Amanda Honey + Mary Blanche</p> <p>Provisional date of workshop July 2009 / Mary Blanche</p> <p>Sally Staples, Michael Sanchez and Sarah Wren, KADU</p> <p>Sally Staples and Gail Brown, KADU</p>	<p>Staff time, SEEDA cluster funding</p> <p>Staff time ACE funding</p>	<p>Increasing KCC's awareness of its own community cohesion work. The database will also aid best practice knowledge distribution.</p> <p>The steering group will provide the link between high-level buy-in and mainstreaming awareness across KCC.</p> <p>Suggestions and ideas of future actions will be looked for from both KCC staff attending and external sources including guest speaker.</p> <p>For younger and older groups to gain clearer understanding of culture in order to encourage everyone to devote more time to the arts and enjoy the outcomes, whilst strengthening communities through a more cohesive community; a major deterrent to crime and unsocial behaviour.</p>

By: Kim Hills, Head of Community Operations

To: Environment, Highways & Waste Policy Overview Committee – 16 July 2009

Subject: Winter Service 2008/2009 End of Season Review

Classification: Unrestricted

Summary: This report gives an end of year report on the County Council's approach to winter maintenance for the winter period 2008/09.

1. Introduction

1.1 On 5 September 2008 the Highways Advisory Board supported the Winter Service Policy Statement and Plan for 2008/9 and these were used as the basis for all winter service operations. This report gives information relating to the winter of 2008/09, sets out details of the KHS response and learning points, and gives recommendations for improving efficiency and effectiveness in the future. A further report detailing the weather reports and seeking approval for the policy and plan for 2009/10 will be presented to POC later on in the year.

2. The winter of 2008/9

2.2 The winter service policy requires precautionary salting on the 'A' and 'B' and other busy roads (as defined in the policy statement paragraph 2.1.2) where frost/ice is likely to form on road surfaces.

2.3 The winter of 2008/9 was the most severe for more than a decade and this presented a challenge to local authorities across the country. Due to the planning and proactive approach to responding to the weather conditions, KHS was able to provide a consistent service in line with policy. This led to recognition and praise from members of the public: and the media. Significant salting took place; well in excess of previous years. The table below details the numbers of runs per primary and secondary route and the percentage increases:

Winter service review Period	Primary	Secondary	% difference on season 3 averages	
			Primary	Secondary
2006/2007	32	8	62%	44%
2007/2008	40	9	77%	49%
2008/209	84	38	162%	207%
Average	52	18		
			% increase on previous season	
2006/2007	32	8		
2007/2008	40	9	125%	113%
2008/2009	84	38	210%	422%

3. Contract arrangements

3.1 The KHS winter service contractor for the winter of 2008/9 was Ringway Infrastructure Services (Ringway) within the Alliance partnership agreement formed by Kent Highway Services. Ringway will be the service provider for the winter of 2009/10.

4. Forecast service

4.1 For the first time this year Meteogroup provided the weather forecasting service for KHS. This was as a result of a tender process carried out last year. The service provided was comparable to that received by the Met Office and full details will be provided to this committee in September. Tenders for the forecast service for the next season will be issued shortly and consideration is being given to seeking a longer term contract.

5. Salt stocks and supplies

5.1 KHS keeps a supply of salt in strategic locations at depots around the county. Stocks are replenished as necessary at the end of and during the winter period. Due to preplanning there were sufficient stocks of salt to treat the primary and secondary routes at a time when many other counties across the country were running low. At present all salt stocks are at maximum capacity.

- (a) Pre-wet salt - during 2008/9 pre-wet salt was used for the first time in the County from both the Ashford and Haysden depot In Tonbridge. The initial response has been very positive with Ringway drivers reporting that there was a great deal less 'bouncing' of the salt when it hits the road and it appears to stay on the road better. This is likely because it contains additional brine water which sticks to the road and is less likely to be blown off. An early estimate is that on the routes where pre-wet was used savings of around 10% salt use was achieved. It is hoped that in future when the method has been perfected that savings in the region of 20-25% can be achieved.

Next season Ringway are planning to introduce pre-wet salt into the Preston depot, Faversham where they have already installed a salt saturator and they will be working toward getting it up and running before the start of the next season.

- (b) Salt bins - In line with County approved policy, there are over 1100 salt bins located across the county. Due to the severity of the weather numerous requests for new salt bins were received. Many of these requests were rejected as their positioning did not comply with policy. Additionally, some parishes questioned payment for salt bins. The current policy states that parishes pay for salt bins, but KHS pay for those in urban areas. This part of the policy has been queried by parishes and recommendations regarding this will be presented to members of this committee when the policy is presented in September.

6. Plans for improvement

6.1 Between October 2008 and April 2009, two review meetings were held with staff from across the Alliance involved in delivering the winter service. These

provided useful opportunities to assess the prevailing situation and identify where actions could be taken to improve the response in the future. The key areas where improvement action will be taken are listed below:

- Area action plans - district winter plans will be updated in line with a departmental template to ensure consistency of approach and appropriate local service delivery
- Media contact - this proved effective this season and improvements will be made to ensure safety messages as well as road conditions are broadcast
- Ringway to refine resource planning and timing of runs
- Improvements to contact centre messaging and information provided to parishes and Members
- Routes - the optimisation of primary routes was carried out recently. Work is now underway to optimise the secondary routes and ensure that they are on the GIS system. It is expected that these will be in place for the beginning of the 2009/10 winter season

7. Peer review

7.1 In January officers from KHS visited Lincolnshire County Council to share experiences and best practice. Ringway are also the contractors for Lincolnshire and officers were able to see the modern operation from one of their depots. The good practice observed there will, where appropriate, be adapted for use in Kent and ongoing working relationships will continue.

8. Conclusion

8.1 The Policy Overview Committee is asked to receive the report noting:

- The proactive response to the recent winter conditions
- Proposals to increase use of pre-wet salt and associated savings
- Proposals to tender for the weather forecast service
- Actions for improvements to future winter service

Background Documents:

Winter Maintenance Report to the Highways Advisory Board – 5 September 2008

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By: David Hall, Head of Transport & Development

To: Environment, Highways & Waste Policy Overview Committee – 16 July 2009

Subject: Proposed Prohibition of Driving Traffic Order – Mill Lane, Beltinge, Herne Bay

Classification: Unrestricted

Summary: This report considers the closure of Mill Lane, Herne Bay and recommends that it be closed from the southern most extremity of the road to a point 3 metres north of the northern footway of Talmead Road

1. Introduction

1.1 At its meeting on 8 July 2008 the Highways Advisory Board considered an objection to a proposal to make a traffic regulation order to prohibit driving in Mill Lane, Beltinge, Herne Bay. The Board agreed that the traffic order should be made as advertised, but following a complaint from an objector, the decision was taken that the traffic order should be re-advertised so that his objection can be reconsidered by POC.

2. History

2.1 The Development Brief for the residential development north of the Thanet Way and west of Margate Road included a requirement to make Mill Lane North a cycleway / footway. This was to be achieved by a traffic regulation order prohibiting motor vehicles whilst leaving access available for an adjacent landowner at the northern end of the road. Vehicular access to the new development was not to be permitted via Mill Lane as this road has a poor junction with Margate Road which the development brief did not propose to improve.

3. Consultation

3.1 Eight letters of objection have been received. Five of these are signatories to the same letter and are from residents of Talmead Road whose houses front onto Mill Lane. The vehicular access to these premises is via Talmead Road. One objection is from a resident of Cedar House which is outside the length of road that is proposed to be closed.

3.2 One letter is from a horse owner who rents the field adjacent to Mill Lane and requires access for tractors and trailers via the southern most access point. One letter is from the owner of the land bordering the western side of Mill Lane whose objection is based on the fact that the traffic order would prevent him from accessing his land from all of the accesses that he has constructed, and would prevent him carrying out maintenance to the roadside ditch for which he has riparian responsibilities.

4. Discussion

4.1 The responsibility for the ditch maintenance has only just come to light and means that access to the length of the ditch adjacent to Mill Lane will have to be left open. However, it is still important that traffic from Talmead Road does not have the opportunity to join Margate Road via Mill Lane. Therefore it is now proposed that Mill Lane should be closed to traffic at a nominal point 3.0 metres north of the northern footway of Talmead Road, and that this closure should be effected by bollards. This will also meet all of the objections that have been received.

4.2 Members of POC have the following options available:

- (i) Make the traffic regulation order as advertised. This will remove vehicular access to most of the length of Mill Lane
- (ii) Make the traffic regulation order over the short length of Mill Road south of Talmead Road. This will permit access to the length of Mill Lane north of Talmead Road and would meet the objections of the respondents, but would not meet the terms of the development brief;
- (iii) Abandon the traffic order. This would allow residents of Talmead Road to gain access to the development via Mill Lane and would increase traffic at the junction with Margate Road.

5. Conclusion

5.1 Although the best arrangement in traffic management terms would be to make the order as advertised, this will then remove access to the length of Mill Lane adjacent to the ditch and would put the land owner in breach of his riparian responsibilities. It is therefore recommended that Mill Lane be closed to vehicular traffic from its southern most extremity to a point 3.0 metres north of the northern kerb line of Talmead Road. This is shown on drawing number EK 328/2C in appendix 1.

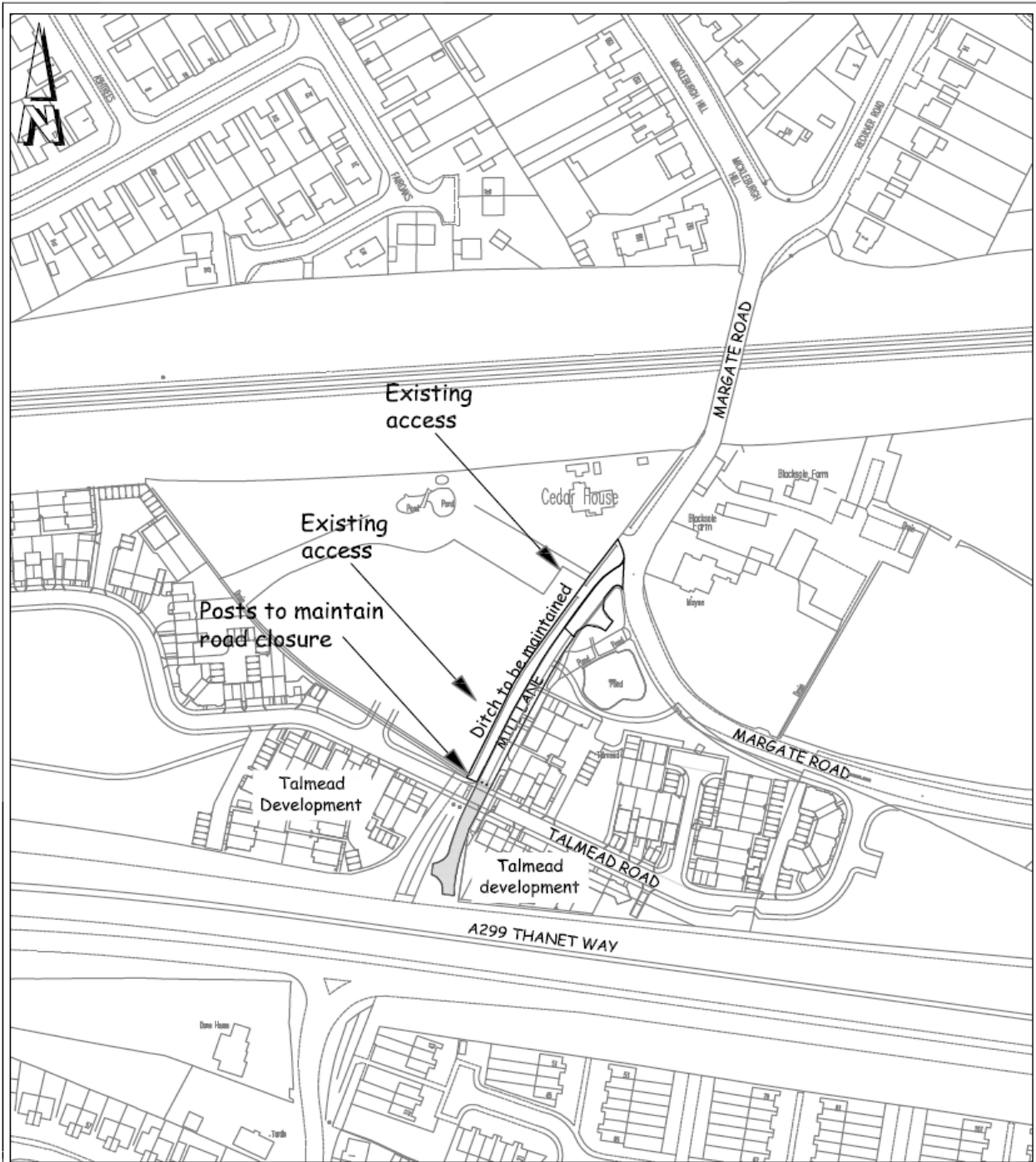
Background Documents:

None.


Contact: Ruth Goudie – Partnership Officer

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☎ 01233 614181



notes

 Proposed prohibition of driving

Rev C: May 09 Bollards to effect road closure added
 Rev B: May 09 Proposed length of restriction amended
 Rev A: April 09 Talmead Road added

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project PROHIBITION OF DRIVING		
drawing title MILL LANE, BELTINGE		
drawn by NABD	scale NTS	
checked by	checked by	date NOV 07
drawing number EK 328/2		rev C

ASHFORD HIGHWAY DEPOT
 JAVELIN WAY
 ASHFORD TN24 8AD
 Tel 08458 247800



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By: David Beaver, Head of Network Management

To: Environment, Highways & Waste Policy Overview Committee - 16 July 2009

Subject: Safety Camera Partnership

Classification: Unrestricted

Summary: This report details the Annual Report of the Kent and Medway Safety Camera Partnership. It includes the wider value of the partnership in relation to publicity, education and market research.

1. Introduction

1.1 The Kent and Medway Safety Camera Partnership (K&MSCP) was launched in 2002. The partnership operates across the Kent Police area covering both Kent and Medway and its sole purpose is to reduce road crash casualties.

1.2 The K&MSCP produces an annual report which is circulated to each Partner organisation setting out progress to date and challenges for the future. Each year this report has been presented to Highways Advisory Board (Appendix A). Subsequently, this will be reported POC.

1.3 The K&MSCP report considers issues associated with safety cameras in the county and the Kent Police area as a whole:

- Operations 2008/09
- Funding
- Casualty reduction
- Communications
- Future activity

2. The value of Safety Cameras

2.1 The Partnership has been in existence for seven years. During this time its work has reduced total casualties and in 2008 cameras across Kent and Medway reduced the number of KSIs by 59% at camera sites across the KCC network, consistently performing above the national average.

2.2 The Partnership also commissions market research in order to gain insight into issues that are known to contribute to road crash casualties. A survey was completed to explore the issues related to the wearing of seatbelts and the use of mobile phones whilst driving. Results of the research have allowed the Partnership to develop a specific safety campaign. (See Appendix B and C.)

2.3 As part of the Partnership's operation it undertakes publicity and education activities to support the role of the safety cameras. The Partnership collectively produces a Marketing Plan intended to promote the benefits of reducing both speeding and red-light running, and the role safety cameras play in preventing

crashes and casualties; and aimed at increasing awareness, understanding and acceptance of safety cameras. The plan focuses particular attention on young drivers which are frequently involved in speed-related crashes and also employees who drive for a living who are predominant in road crashes.


3. Recommendation


3.1 Members are asked to acknowledge the annual report of the Kent and Medway Safety Camera Partnership, and the success of KCC's Road Safety activities and the Partnership.

Background Documents:

None

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**The Kent and Medway Safety Camera Partnership
Annual Report from the Project Manager: July 2009
Progress of the Partnership during 2008/09**

Introduction

1. Roadside cameras which detect speeding vehicles, or those who contravene red lights at traffic signalled junctions, are generically called 'Safety Cameras'. These play a vital, but limited, role in the wider road safety strategies of the three traffic authorities in Kent (Kent County Council, Medway Council and the Highways Agency). Speed cameras are installed only where significant numbers of injuries have been caused by traffic travelling in excess of the posted limit and contribute to raising awareness of the dangers of inappropriate or excessive speed on our roads.
2. Whilst the cameras are installed and maintained by the three traffic authorities, their operation also requires the co-operation of the Police to undertake the legal processes and Her Majesty's Courts Service (who endorse licences and process the payment of Fixed Penalties). These five organisations formed the Safety Camera Partnership in Kent in 2002.
3. July 2009 therefore represents the Partnership's seventh anniversary. In previous years I have reported on the past progress of the Partnership and herein I wish to provide information on the seventh year of operation.
4. All camera sites installed in the county of Kent have been located where speed in excess of the limit has led to an on-going pattern of injury. The identification of camera sites and the installation of the associated street furniture remains the responsibility of the traffic authorities; whilst the processing of offences and collection of fines remain the roles of Kent Police and Her Majesty's Courts' Service.
5. The Partner Organisations have agreed to a set of criteria to ensure that the cameras are only used as a last resort at the most appropriate road safety problem sites. Members approved this criteria in July 2006.

Operation in 2008/09

6. There were no proposals to establish any new safety camera sites in the County since the degree of speed-related crashes at casualty hot-spots was either insufficient to warrant the use of such a device and/or there was a more practical, appropriate or more economical alternative remedial measure.
7. The Partnership continued to operate the current fixed and mobile sites to ensure a continuing reduction in speed and casualties. The hours of operation of the mobile cameras has been extended and a more intelligent deployment of their activities has tailored their presence closer to the records of casualties.

Funding

8. From April 2007 the mechanism for providing funding for safety cameras changed. Monies are now provided via the existing LTP2 allocations which is an additional supplementary grant on top of the usual LTP allocations. These

monies are entirely Grant (in effect a cash allocation) and are not therefore part of any 'borrowing'. The services provided by the Police and Her Majesty's Courts Service must be funded from this new LTP supplementary funding in order that they can continue to support the administration of any offences detected.

9. This annual lump sum Grant, known as the 'Specific Road Safety Grant', is given to KCC and to Medway Council. This Grant is specifically to be used for Casualty Reduction measures and to progress towards the Government's targets for casualty reduction.
10. The cost of the services provided by Kent Police and by Her Majesty's Courts Service collectively fell by over £34,000 to £2,002,569 in 2008/09 compared with 2007/08 and this is due partly to the continuing decline in offences observed as drivers increasingly obey the speed limits and thus avoid prosecution. Whilst service delivery on the streets will be maintained it is intended that costs in 2009/10 can again be held at the current levels.

Casualty Reduction

11. Based on casualty data up to the end of 2008 the cameras across Kent and Medway have reduced the number of KSI by 65%. This is a further positive improvement on the result that I reported last year (58%) and shows the continuation of the excellent casualty reduction effect of the cameras. The total number of people who are killed or seriously injured at our camera sites has reduced by 85 per year. The total reduction in all casualties is 312 per year (41%) where safety cameras are located.

Communications

12. As part of the Partnership's operation it undertakes publicity and education activities to support the role of the safety cameras. The Partnership collectively produces a Marketing Plan intended to promote the benefits of reducing both speeding and red-light running, and the role safety cameras play in preventing crashes and casualties; and aimed at increasing awareness, understanding and acceptance of safety cameras. The plan focuses particular attention on young drivers which are frequently involved in speed-related crashes and also employees who drive for a living who are predominant in road crashes.
13. Education initiatives in 2008 included: 'Know the Limits' - a road safety gameshow which toured shopping centres and featured an online competition which was completed by over 1000 people; 'Driving Business Safely' - promotional staff at business parks, newsletters to fleet managers, an online competition, radio advertising and articles in business press helped to develop the network of businesses who have joined our campaign on managing occupational road risk; 'Streetlights mean 30' - a light-hearted campaign with a serious message which consisted of 7ft tall singing streetlights promoting the message in town centres, supported by a catchy tune on the radio; 'Grow up. Slow down.' - shocking films about the consequences of speeding were broadcast on giant mobile screens at locations across the county where young drivers are known to congregate, and merchandise was given out promoting the campaign website where they could find out about how to stay safe on the roads. Several campaigns for 2009 are already planned, including the award-winning theatre production for 16 - 18 year olds 'Licence to Kill?'

14. The Partnership's website (www.kmscp.org) is updated weekly and details all Partnership information including an interactive map of all fixed, mobile and red light safety cameras, as well as providing a contact point for the public.
15. Literature and display material is regularly produced which highlight the dangers of excessive speed. Partnership staff also attended numerous shows and events for the public with material explaining the operation of cameras which provided further opportunities for the public to see how the cameras work, meet the staff and ask questions. The 'Fit for the Road?' stand at the Kent County Show is a joint initiative between all road safety partners and was awarded second prize in the public sector category in 2008.
16. Numerous events will be attended during 2009 including the Kent County Show; Biggin Hill Air Fair; Margate's Big Day Out; various Kent Fire and Rescue Community Safety Days; and Police Station Open Days.
17. The Partnership has also enjoyed a vast amount of coverage in both the local and national media. In the past year 40% of the local media coverage of safety camera issues and campaigns has been positive, 49% neutral coverage and 11% negative coverage. The Partnership's Project Manager, Communications Manager and Communications Officer have appeared on local television, given radio interviews and given presentations to various clubs, societies and organisations.
18. The Partnership also undertakes a routine survey of public perception amongst residents and drivers in Kent. Of those interviewed in August 2008 24% had heard of the Safety Camera Partnership, 65% agreed that fewer crashes are likely to happen where cameras are installed, and 60% of Kent residents agreed that the primary aim of safety cameras is to save lives.

Future Activity

19. Between KCC and Medway Council the total Grant allocation for 2008/09 was £3,230,171 which is lower than previous years. Nevertheless this exceeds current Partnership costs and covers the costs of maintenance of the cameras and associated road signs. From April 2007 all grant monies not used on the Safety Camera Partnership can be retained by the local authorities for use on other road safety initiatives and so the difference is being used to further the range of Road Safety activities in the county. The level of Grant in subsequent years reduces slightly year-on-year.
20. The introduction of this specific road safety funding has also brought a relaxation in the rules and governance of the project, allowing more flexibility in the deployment of law enforcement techniques to target road safety issues. To this end the three Transport Authorities in the county have considered the incidence of mobile phone use while driving, and the non-wearing of seat belts by drivers.
21. These offences are regularly observed by the Partnership's Safety Camera Operators (when using mobile cameras) and are occasionally captured on film when a speeding driver is also clearly seen to be using a hand-held device and/or not wearing a seat belt.

22. Recent surveys undertaken on urban roads in Kent and Medway show that around 10% of drivers and passengers are not wearing their seat belts, which is alarmingly high. Crashes involving people who were at the time using a hand-held device or similar distraction is also an area of concern and potentially threatens the lives of others.
23. Between November 2008 and February 2009 the Safety Camera Partnership undertook a trial to detect seat-belt and mobile-phone offences in the Medway area only. Owners of vehicles were written to by the Police but were not prosecuted. This trial proved the ability of the camera equipment to detect over 100 offences per month in Medway alone, and to process the details adequately and reliably.
24. The actual use of mobile phones and the wearing of seat belts was surveyed at the roadside to judge what effect this trial had on road user behaviour. I am pleased to report that in Medway seat-belt wearing increased from around 90% to 95%; across the rest of Kent. Whilst there had been some publicity and coverage of the trial by the Press across the rest of Kent there was no discernable change in actual driver and passenger behaviour in the absence of any visible enforcement. The conclusion, therefore, is that whilst it is important to educate drivers and passengers on the need to wear belts, the actual perception of enforcement brings about further improvements in observed behaviour.
25. Around 1% of drivers were observed to use a hand-held mobile phone. These are more difficult to observe since those who use a phone when driving do not necessarily do so for an entire journey, and so at any one moment a likely transgressor might not actually be on the phone at the point of observation. The true proportion of drivers who do use their phones hand-held when driving is therefore higher than 1%. Across Medway, after the end of the trial, the number of drivers using their phones fell very slightly whilst the same activity across the rest of Kent increased by a very small amount where there was no enforcement by the Partnership. The conclusion of this trial is that increased enforcement of the use of mobile phones by drivers made very little difference but it must be sustained since such activity cannot be tolerated.
26. Mobile phone use by drivers is also seen as anti-social, and the public's perception was gauged on this issue before and after the enforcement trial. Residents across the whole of the Kent and Medway area were asked for their views. The enforcement was limited to just Medway and so opinions County-wide changed very little. Appendix B of this report provides more detail on the public's views.
27. The Safety Camera Partnership's Board wishes to put forward a proposal whereby an offence of using a hand-held mobile phone, or similar device, should be processed through legal prosecution where the cameras have captured reliable evidence. The proposal also extends to processing seat belt offences where these also have been clearly observed by a Camera Operator and captured by camera. This is aimed at reducing the use of mobile phones while driving and is aimed at increasing seat belt use, both of which will impact positively on road casualty statistics in this county.

28. Members are asked to support a proposal wherein any driver observed by the Safety Cameras using a mobile phone will be prosecuted across the entire county. Equally where any occupant of a vehicle is seen not to be wearing a seat belt then again it is proposed that the Partnership will undertake proceedings to prosecute the driver. This is in addition to the increasing amounts of enforcement by Kent Police who are detecting and prosecuting more offenders than before.
29. There are few cost implications for this initiative as the Partnership can use its existing resources to carry out this work. The detection of seat belt offences and mobile phone offences by the Partnership will remain restricted to the existing Safety Camera locations where there have been histories of serious injuries.
30. The roll-out of this county-wide enforcement would be preceded by high-profile publicity. The trial itself attracted considerable media support, most of which was very positive. Appendix C provides more detail on the Press coverage related to the trial. Negative publicity mainly surrounded the fact that we were only issuing letters and not actually prosecuting offenders. For the proposed enforcement by Safety Cameras we would erect road-side posters as well as engaging with the Press and media at all levels to ensure that drivers were aware of our enforcement.
31. The public are, on the whole, very aware of the laws surrounding mobile phones and seat-belts; and the reasons for those laws. All communications activity highlighting the proposed enforcement campaign would be in addition to the on-going education and communications activities by the individual Partner organisations, and by DfT, of the dangers of using mobile phones and of not wearing set-belts.

Conclusion

32. Members are asked to note the continuing success of the Partnership in reducing road deaths and serious injuries in its sixth year of operation, and the major contribution that this project makes towards achieving the national targets for casualty reduction.
33. Members are also asked to approve the proposal of using the Partnership's existing resources to detect seat belt and mobile phone offences, and to prosecute offenders. This proposal would commence imminently once agreement has been received from all Partner organisations.

Chris Rogers Project Manager
Kent and Medway Safety Camera Partnership
(01622 656391)

Background papers:

Project Manager's Reports of:

November 2002
July 2003
May 2004

July 2004
July 2005
March 2006
July 2006
July 2007
August 2008

Market Research – phone and seatbelt use

In October 2008 (prior to the commencement of the enforcement pilot in Medway), the Partnership commissioned JB Market Research Services, Folkestone, to carry out a survey of 1,000 Kent and Medway residents, to explore issues with regard to the wearing of seatbelts and the use of mobile phones whilst driving.

The respondents were aged 17 or over, held a full UK driving licence, and represented the Kent population as a whole in terms of geographical quotas, urban and rural residency, age and gender.

The focus of the research concentrated on the following areas:

1. Level of support for safety cameras enforcing phone and seatbelt offences as well as speed (89% said yes or possibly)
2. What is perceived as most dangerous (speeding, not wearing a seatbelt, talking on a mobile phone, drink driving)
3. Likelihood of getting caught not wearing a seatbelt or using a phone (in built up area and on motorway)
4. Driver and passenger seatbelt use
5. Use of mobile phone while driving (hand held and hands free) and how the mobile phone is used (reacting to the phone or proactively calling or texting)

The results of the surveys provide an excellent indication of driver and passenger behaviour and perception of current enforcement, and the results are summarised at the end of this section. On the whole residents abhor the use of mobile phones when driving, and they support the wearing of seat-belts.

The county-wide surveys were repeated in March 2009 (once the pilot in Medway had finished), with the aim of seeing whether there was any difference in responses before and after the pilot. There was in fact negligible difference and this could be attributed to the fact that awareness of the pilot was poor, i.e. people did not perceive that there was an increase in enforcement (except in the Medway area).

If the enforcement of mobile phone and seatbelt offences is to be rolled out on a permanent basis across the county we will implement a high profile awareness campaign and would therefore expect to see a change in the next survey. The changes we would be looking for are:

- an increase in the number of people wearing seatbelts as a passenger or driver (i.e. those who answered 'never', 'some of the time' or 'most of the time' we would hope opt for 'always'), but particularly in the back (currently 87.3% always wear in the back).
- an increase in the number of people who think it is very or quite likely that they will be caught using a phone while driving or not wearing a seatbelt as a the driver or passenger (currently around 65% think it is quite or very unlikely they will be caught using a phone while driving or not wearing a seatbelt as a the driver or front / back passenger).
- an increase in the number of people who think using a hand held mobile phone while driving is 'very unsafe' (currently 76.3%).

To achieve these shifts in responses the following activity would be implemented prior to the commencement of enforcement:

- temporary boards at camera sites (similar to the 'xx casualties in 3 years' green and white signs, but with the camera sign and 'now enforcing phones and seatbelts' or similar)
- a press release* to countywide media (television, radio, newspapers). Camera Partnership Board Chair and / or Project Team to give interviews.
- email news alert to internal audiences of partners (to be emailed to all staff) - Kent County Council, Medway Council, Kent Police, Highways Agency, Her Majesty's Courts Service (including all Magistrates)
- email news alert to local councils and other stakeholders (e.g. Fire Service, Ambulance Service)
- Kent TV, Medway Community TV and any other cost-effective opportunities to broadcast information
- temporary homepage on website will be similar to boards at camera sites, i.e. 'now enforcing phones and seatbelts' (or similar).

*This will emphasise the fact that this is in addition to the enforcement being done by Kent Police.

Following this, sustained publicity and awareness activity would form part of the Partnership's ongoing Communications Strategy.

The full report is available to view on request.

Summary of results:

Seatbelts

95% drivers always wear a seatbelt

97% front seat passengers always wear a seatbelt

87% back seat passengers always wear a seatbelt

92% think it is equally important that children and adults belt up as passengers

94% drivers make sure their front seat passengers are belted up

85% drivers make sure their back seat passengers are belted up

Phones

28% drivers think using a hands free kit while driving is 'very' or 'quite' safe

20% drivers always use a hands free kit

15% drivers would use a hand held phone in an emergency

8% drivers would use a hand held phone for a family-related call

5% drivers would use a hand held phone for a work-related call

5% drivers would use a hand held phone to speak to a friend

Q. Of the following, which do you think is most dangerous?

Drink driving 76%

Using hand held phone 16%

Speeding 7%

Not wearing seatbelt 1%

Q. Would you support the idea of safety camera vans enforcing mobile phone and seatbelt offences as well as speed?

Yes	82%
Possibly	7%
No	7%
Not sure	4%

PLEASE NOTE: answers to each of the questions can be divided into the following factors: age, gender, district, how long they have held a licence, urban or rural, and socio-economic group. This information has been provided to Kent County Council's Road Safety Team for use in targeting their education campaigns.

Kent & Medway Safety Camera Partnership

PRESS SUMMARY FOR MOBILE PHONE & SEATBELT PILOT

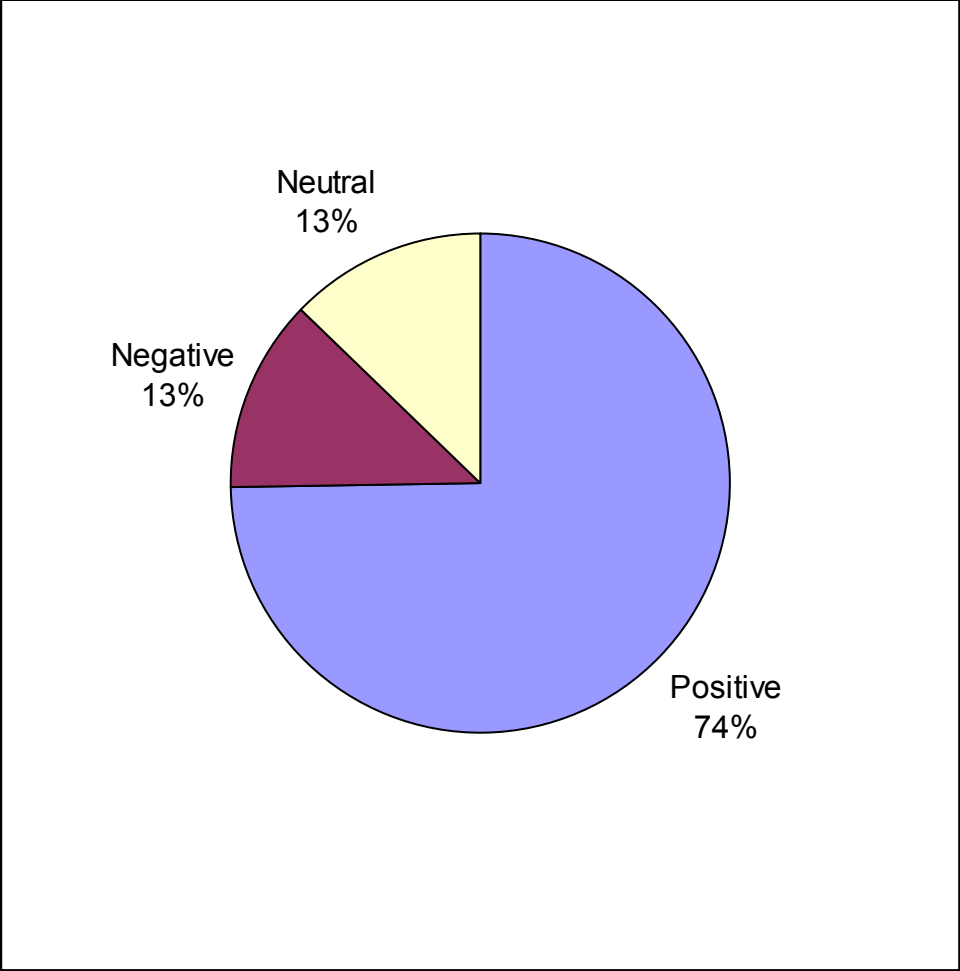
DATE	PUBLICATION	POSITIVE/NEGATIVE
<u>September</u>		
16	KM online	neutral
18	Mirror	neutral
18	BBC Radio Five Live	positive
18	BBC Radio Kent	neutral
20	KOS Media online	neutral
22	larsoa.org.uk	neutral
23	www.thisiskent.co.uk	neutral
24	All 'your' newspapers (KOS Media)	neutral
27	thisiskent.co.uk/tunbridgewells	positive
<u>October</u>		
1	YourAshford -and YourMedway letters	negative
1	YourCanterbury - letters	negative
8	YourAshford - letters	positive
8	YourMedway - letters	negative
8	YourSwale - letters	positive
15	YourMaidstone and YourMedway - letters	positive
22	YourMaidstone - letters	negative
<u>November</u>		
12	ITV Meridian	positive
12	KMFM	positive
13	BBC Radio Kent	positive
19	YourMedway	positive
<u>January</u>		
8	BBC Radio Kent news	positive
8	Invicta FM news	positive
8	KMFM news	positive
8	invictafm.com	positive
8	BBC Ceefax	positive
8	Larsoa.org.uk	positive
12	localrags.co.uk	positive
<u>February</u>		
10	Invicta FM news	positive
10	invictafm.com	positive
10	KMFM news	positive
11	BBC Radio Kent news	positive
12	news.bbc.co.uk	positive

12	kentonline.co.uk	positive
15	Larsoa.org.uk	positive
16	Medway Messenger	positive
17	ITV Teletext	positive
18	thisiskent.co.uk	positive
18	YourShepway	positive
18	YourMedway	positive
20	Invicta FM news	positive
20	kentonline.co.uk	positive
22	Kent On Sunday/Saturday Observer (letters)	negative
24	thisiskent.co.uk	positive
24	BBC Radio Kent news	positive
24	KMFM news	positive
24	kent.gov.uk	positive
25	Medway Messenger	positive
25	kentnews.co.uk	positive
25	invictafm.com	positive
28	Kent On Sunday/Saturday Observer	positive
March		
2	larsoa.org.uk	positive
2	Medway Messenger	positive
8	Kent On Sunday/Saturday Observer (letters)	negative
8	Kent On Sunday/Saturday Observer (letters)	negative
15	Kent On Sunday/Saturday Observer (letters)	positive

Press releases	
10 November 2008	Safety cameras detecting phone and seatbelt offences
07 January 2009	Phone and seatbelt enforcement stepped up
11 February 2009	16 - 22 February mobile phone and seatbelt clamp down
24 February 2009	Phone and seatbelt crackdown catches hundreds

Interviews	
Nov, Jan and Feb	Television and radio interviews as above by: Chris Rogers, Roscoe Walford, Katherine Barrett

% POSITIVE / NEUTRAL / NEGATIVE COVERAGE SEPT 08 - MARCH 09



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Police crack down on mobile phone menace

All News...



Don't use your mobile while driving. Picture posed by model

Buckle up and leave that phone alone.

That is the message from the Kent & Medway Safety Camera Partnership and Kent Police as they attempt to clamp down on motorists caught on camera while using a phone or not wearing a seatbelt.

Officers from both will be on patrol across the area on Friday, February 20 and February 21. Anyone spotted on camera using a phone or not wearing a seatbelt will be pulled over.

A mobile phone offence carries a £60 fine and three points and a seatbelt offence results in a £30 fine. The driver will also be fined if children under 14 are not restrained correctly.

Ch Insp Roscoe Walford, head of roads policing said: "There are four main factors that contribute to collisions that end with serious consequences, they are speeding, being distracted while driving (talking on the telephone), not wearing seat belts and drink driving."

Crackdown to target dangerous motorists

■ BY ANNA WHITE

ENFORCEMENT teams will crack down on drivers using mobile phones behind the wheel or not wearing seat-belts this week.

Kent Police and the Kent and Medway Safety Camera will launch the blitz on motorists breaking the law as part of the latest European TISPOL road safety campaign.

Officers will be positioned at safety camera sites across the county every day this week, including Maidstone on Friday.

Drivers who are spotted on camera using a mobile phone or not wearing a seatbelt will be pulled over by Kent Police.

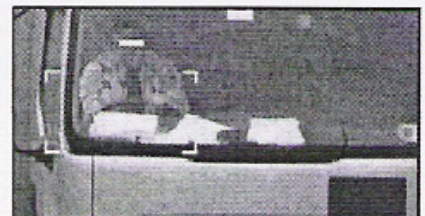
Those caught using a mobile phone face a £60 fine and three points on their licence.

Research proves motorists using a mobile phone while driving makes them four times more likely to crash.

A seatbelt offence, which includes failing to secure passengers who are under the age of 16, comes with a £60 fine.

Government statistics show seatbelts save more than 2,000 lives per year and people are twice more likely to die in a car crash if they are not wearing a seatbelt.

Katherine Barrett, the safety camera partnership's communications officer, said: "Our safety cameras are at locations where people have been killed or seriously injured, so by reducing the number of offences committed at these sites we hope to lower casualties even further."



CARELESS: Some of the images which caught motorists using mobile phones and not wearing seatbelts while driving in town

"We are not coy about our operations and all the camera locations and statistics can be seen at www.kmscp.org".

Chief Inspector Roscoe Walford, head of roads policing, said: "There are four main factors that contribute to collisions that end with serious consequences; they are speeding, being distracted while driving (talking on the telephone), not wearing seat belts and drink driving."

The county wide scheme was launched Monday on the roads in Dover, Shepway and Ashford, and will run until Sunday.

The partnership was first launched in July 2002 and includes Kent County Council, Medway council, Highways Agency, Kent police and her Majesty's Courts service.

The aim of the organisation is to influence, educate and encourage motorists on the roads in Kent and Medway to slow down, stay within the speed limit and help reduce the number of speed-related crashes and casualties through the combination of education, publicity and enforcement.

• For more information about seatbelt law and child restraints visit www.dft.gov.uk/think.

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Drive to catch phone use drivers

Speed camera vans are to be used as part of a crackdown on drivers using mobile phones behind the wheel in Kent.

Officers in a fleet of vans will photograph any motorist they spot using their telephone whilst driving and issue a fine over a seven day period.

The operation, which starts on 16 February, follows a trial in Medway which saw offenders given a warning.

The teams, which include Kent and Medway Safety Camera Partnership staff, will also be checking seatbelts.

Tougher penalties were introduced in February 2007 for people caught driving vehicles whilst using a handheld mobile.

Offending motorists can receive a £60 fine and three penalty points on their licence.

Drivers can also be fined £60 for not wearing a seatbelt.

Chris Rogers, from Kent and Medway Safety Camera Partnership, said: "This is part of a Europe-wide campaign, and Kent Police is throwing a lot of resources into it.

"We can get a good quality digital image of a driver - as good as any camera you've got at home, if not better.

"So, if we can see the driver and that person has a mobile phone to their ear, then there will be a prosecution."

During the Medway trial enforcement teams caught about 100 drivers a month using mobile

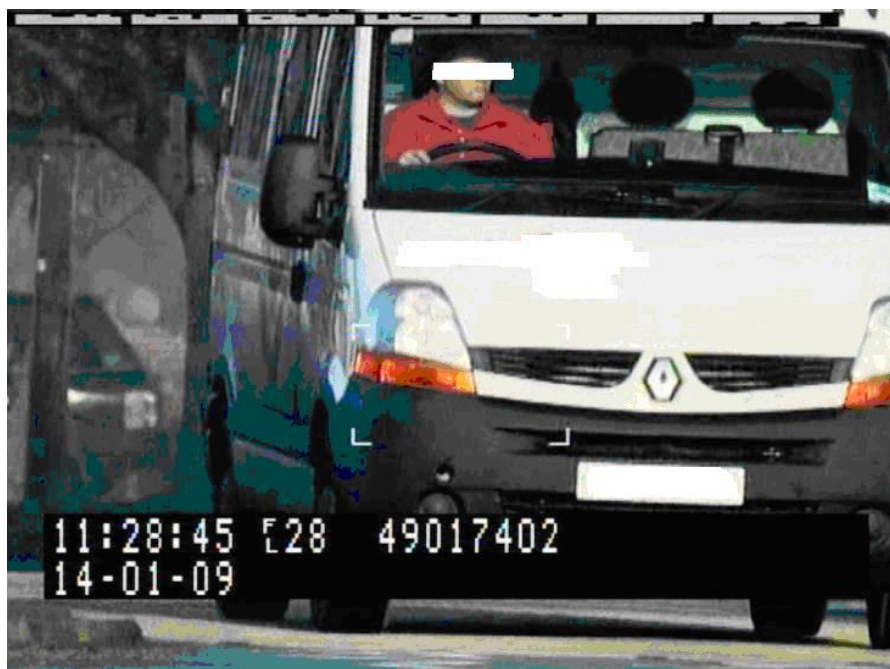


Motorists using phones can be given three penalty points

“ If we can see the driver and that person has a mobile phone to their ear, then there will be a prosecution ”

Chris Rogers
Kent and Medway Safety Camera
Partnership

Stills from safety camera van DVD



Seatbelt offence



Mobile phone offence

By: David Beaver, Head of Network Management

To: Environment, Highways & Waste Policy Overview Committee - 16 July 2009

Subject: Circular Roads 1/2006 Setting Local Speed Limits, Update

Classification: Unrestricted

Summary: The purpose of this report is to update Members on the progress of the on-going county wide Speed Limit Review of A and B class roads. This report also sets out the way ahead and seeks approval to continue with the previously agreed programme.

1. Introduction

This is the latest in a series of reports (previous reports in September 06, January 07, 08 and 09 to Highways Advisory Board) on the speed limit review. The speed limit review has provided the council with an opportunity to provide a consistent standard of speed limit across the county councils "A" and "B" road network.

2. Progress to date

2.1 Work on the project effectively began in August 2006 with the publication of the governments document "Circular Roads 1/2006 " which gave guidance to highway authorities into the setting of speed limits and sought to provide a consistent national standard for speed limits across the country. Government also set a target that highway authorities should review the speed limits on their "A" and "B" roads to ensure that they complied with the guidance set out in the circular and implement those changes by 2011 without providing any extra funding.

2.2 After an analysis to establish crash rates on our "A" and "B" road network it was concluded that the review should start with a demonstration area. This would be followed by a programme of work to be conducted in three phases and will be completed in 2012/13, subject to funding availability. The table below shows the current programme. Members agreed funding of over £220,000 for the implementation of the demonstration area in January this year and work is now underway. Phase 1 which leads on from the demonstration area has been reviewed and is currently out for consultation and the review of Phase 2 is underway.

Financial year	scheme
2009/10	Implement demonstration project Detailed design & communication Phase 1 Review Phase 2
2010/11	Monitor demonstration project Implement Phase 1 Detailed design & communication Phase 2 Review Phase 3
2011/12	Monitor Phase 1 Implement Phase 2

	Detailed design & communication Phase 3
2012/13	Monitor Phase 2 Implement Phase 3
2013/14	Monitor Phase 3

2.3 Appendix 1 shows the areas covered by each of the phases, this demonstrates the scale of the challenge and the considerable amount of work involved. The phasing resulted from the initial crash study, which indicated that splitting the county into three areas was the best way to proceed. The findings of this study highlighted a particular concern with the A28. Therefore it was agreed that the two areas affected by the A28 would form phases 1 and 2 of the programme.

3. Consultation process.

3.1 Speed limits have a particular impact on local people; therefore we have endeavoured to ensure that parish councils and local county and district members were given first sight of the KHS Speed Limit Review report. This approach used in the demonstration area proved successful in providing the detailed information on proposed changes along with an explanation of the review and the rationale which was used to provide a consistent standard. We will ensure that once this has been done County and District councillors not local to the areas under study can be kept informed through POC and JTBs.

4. Results of the consultations

4.1 Presentations about the KHS Speed Limit Review report were given to parish councils, local county and district members in the phase 1 area on the 15th, 19th and 20 May (a list of those attending the meetings is provided in Appendix 2). These presentations included an opening address by the KCC Cabinet Member for Highways and Waste, Keith Ferrin. Officers from KHS then presented the rationale behind the recommendations, Kent Police Traffic Unit set out their position and Cllr. John Wilson spoke on behalf of the parish councils. In addition to the presentations copies of the KHS report were provided and the parish councils and members were invited to comment on the report's recommendations by 3rd August 2009. Parish councils and Members who were unable to attend the meeting were sent copies of the report and also asked to comment by the deadline.

4.2 Comments from the parish councils, individual residents, local Councillor and action groups will be given serious consideration. As in the demonstration project, a further report will then be produced and circulated to all those who wrote to the council. This report will identify any subsequent changes and/or a detailed explanation on why proposed changes could not be included. This review team will include the Kent Traffic Police and John Wilson. Details of the feed back and the subsequent review will be provided in a report to POC in January 2010 which will also seek funding for the implementation of the phase 1 area and a continuation of the review.

5. Phase 1 Report

5.1 Copies of the phase 1 report are available for members. It covers 12 "A" class roads and 17 "B" class roads (see Appendix 3 for a complete list of those roads). It covers 109 parish councils (see Appendix 4 for a complete list of those councils). The

report recommends reductions to 31 speed limits and increases to 15 which represent changes to 26% of the roads studied within the phase 1 area, a list of those changes is shown in Appendix 5.

6. “C” class and unclassified roads

6.1 At this time there is still insufficient time and funding to consider “C” and unclassified roads as part of this review, however such roads cannot be ignored. Therefore a crash remedial report can be produced where analysis indicates that a lower speed limit is wholly or partly able to contribute to fewer crashes on that section of road. Funding for that scheme provided through the small improvement’s budget its priority being set by processes outside this review.

7. Recommendations

7.1 It is recommended that the planned county wide Speed Limit Review should continue through to completion.

Background Documents:

Appendix 1.
Plan of Kent showing the 4 phases of work

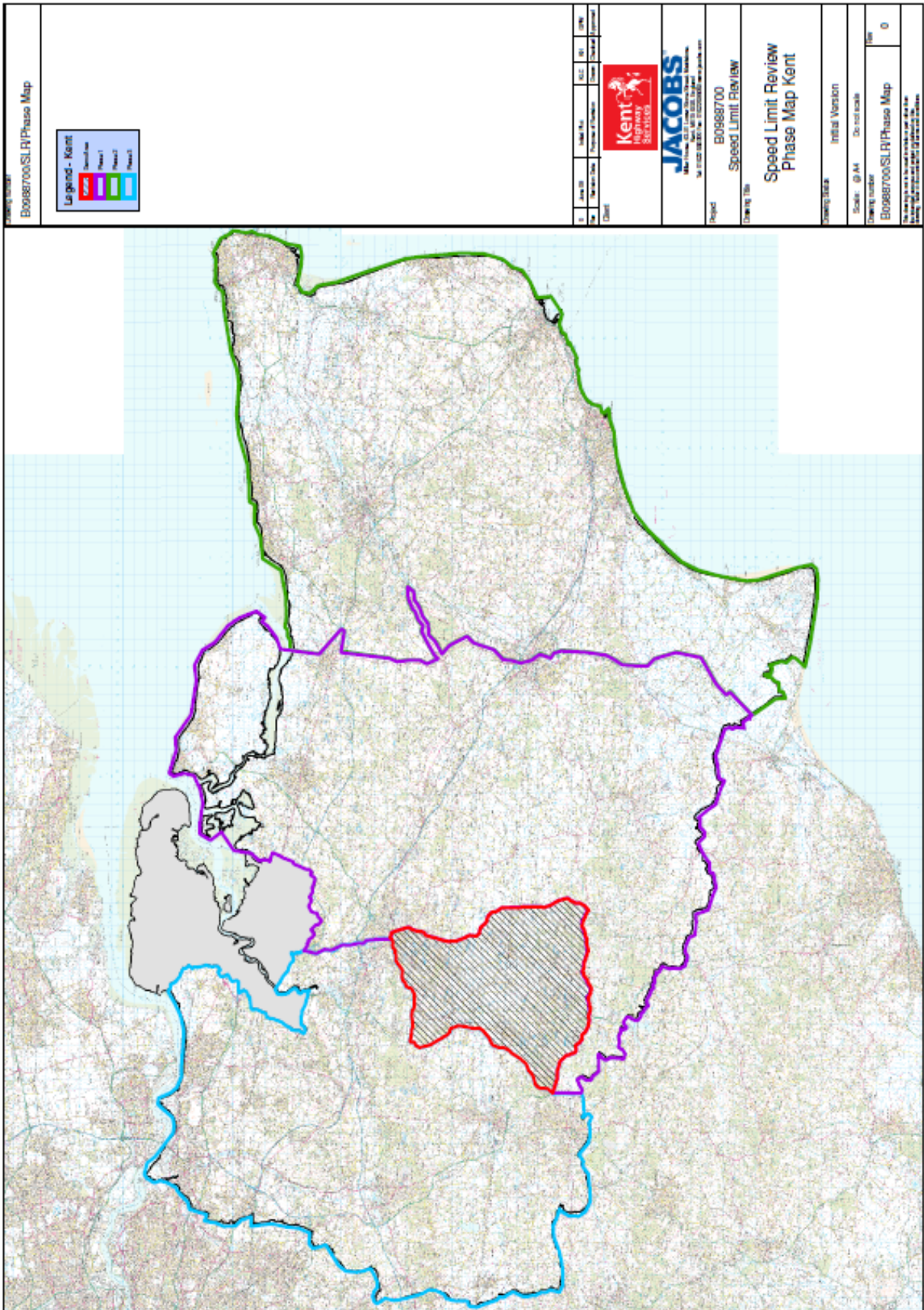
Appendix 2.
List of attendees at the presentations

Contact: Ian Procter, Road Safety Manager

✉ ian.procter@kent.gov.uk
☎ 01622 666375

Jim Pearce, Senior Engineer, Road Safety

✉ jim.pearce@kent.gov.uk
☎ 01622 666372



Appendix 2

Parish Council	Meeting attended
Clerk to Bapchild Parish Council	Invited but did not attend
Clerk to Bearsted Parish Council	Invited but did not attend
Clerk to Benenden Parish Council	Invited but did not attend
Clerk to Bethersden Parish Council	Invited but did not attend
Clerk to Biddenden Parish Council	Invited but did not attend
Clerk to Bobbing Parish Council	Attended Teynham
Clerk to Borden Parish Council	Invited but did not attend
Clerk to Boughton Malherbe Parish Council	Phone call - 07/05/09 - unable to attend
Clerk to Boughton Monchelsea Parish Council	Attended Lenham
Clerk to Boxley Parish Council	Attended Teynham
Clerk to Bredgar Parish Council	Invited but did not attend
Clerk to Bredhurst Parish Council	Attended Teynham
Clerk to Brookland Parish Council	Attended Tenterden
Clerk to Broomfield and Kingswood Parish Council	Invited but did not attend
Clerk to Challock Parish Council	Invited but did not attend
Clerk to Charing Parish Council	Invited but did not attend
Clerk to Chart Sutton Parish Council	Invited but did not attend
Clerk to Chilham Parish Council	Attended Lenham
Clerk to Cranbrook Parish Council	E-mail - 11/05/09 - Cllr Francis Rook should be attending but failed to attend
Clerk to Detling Parish Council	Invited but did not attend
Clerk to Doddington Parish Council	Invited but did not attend
Clerk to Downswood Parish Council	Invited but did not attend
Clerk to East Sutton Parish Council	Invited but did not attend
Clerk to Eastling Parish Council	Invited but did not attend
Clerk to Egerton Parish Council	Invited but did not attend
Clerk to Faversham Town Council	Invited but did not attend
Clerk to Frittenden Parish Council	Invited but did not attend
Clerk to Goodnestone Parish Council	Invited but did not attend
Clerk to Goudhurst Parish Council	Invited but did not attend
Clerk to Graveney with Goodnestone Parish Council	Invited but did not attend
Clerk to Harrietsham Parish Council	Attended Lenham
Clerk to Hartlip Parish Council	E-mail - 05/05/09 - Mr Graham Addicott OBE and one other will attend but failed to attend
Clerk to Hawkhurst Parish Council	Invited but did not attend
Clerk to Headcorn Parish Council	Invited but did not attend
Clerk to High Halden Parish Council	Invited but did not attend
Clerk to Hollingbourne Parish Council	Invited but did not attend
Clerk to Hothfield Parish Council	Invited but did not attend
Chairman to Iwade Parish Council	Invited but did not attend
Acting Clerk to Kenardington Parish Council	Invited but did not attend
Clerk to Kingsnorth Parish Council	Invited but did not attend
Clerk to Lamberhurst Parish Council	Invited but did not attend

Clerk to Langley Parish Council	Attended Lenham
Clerk to Leeds Parish Council	Invited but did not attend
Clerk to Lenham Parish Council	Invited but did not attend
Clerk to Leysdown Parish Council	E-mail - 15/05/09 - unable to attend
Clerk to Linton Parish Council	Invited but did not attend
Clerk to Little Chart Parish Council	Invited but did not attend
Clerk to Loose Parish Council	Invited but did not attend
Clerk to Lower Halstow Parish Council	Attended Teynham
Clerk to Lynsted with Kingsdown Parish Council	Invited but did not attend
Clerk to Marden Parish Council	Invited but did not attend
Clerk to Milstead Parish Council	Invited but did not attend
Clerk to Minster-on-Sea Parish Council	Attended Teynham
Clerk to Newenden Parish Council	Invited but did not attend
Clerk to Newington Parish Council	Invited but did not attend
Clerk to Newnham Parish Council	Invited but did not attend
Clerk to Norton, Buckland and Stone Parish Council	Invited but did not attend
Clerk to Oare Parish Council	Invited but did not attend
Clerk to Ospringle Parish Council	Invited but did not attend
Clerk to Otham Parish Council	Invited but did not attend
Clerk to Pembury Parish Council	Attended Tenterden
Clerk to Pluckley Parish Council	Invited but did not attend
Clerk to Queenborough Town Council	Invited but did not attend
Clerk to Rodmersham Parish Council	Invited but did not attend
Clerk to Rolvenden Parish Council	Attended Tenterden
Clerk to Ruckinge Parish Council	Invited but did not attend
Clerk to Sandhurst Parish Council	Attended Tenterden
Clerk to Selling Parish Council	e-mail - 18/05/09 - unable to attend
Clerk to Shadoxhurst Parish Council	Invited but did not attend
Clerk to Sheldwich, Badlesmere and Leaveslane Parish Council	Attended lenham
Clerk to Smarden Parish Council	E-mail - 12/05/09 - unable to attend
Clerk to Stalisfield Parish Council	Invited but did not attend
Clerk to Staplehurst Parish Council	Invited but did not attend
Clerk to Stockbury Parish Council	Invited but did not attend
Clerk to Sutton Valence Parish Council	Attended Lenham
Clerk to Tenterden Town Council	Attended Tenterden
Clerk to Teynham Parish Council	Attended Teynham
Clerk to Throwley Parish Council	Invited but did not attend
Clerk to Thurnham Parish Council	Invited but did not attend
Clerk to Tonge Parish Council	Invited but did not attend
Clerk to Tovil Parish Council	Invited but did not attend
Clerk to Tunstall Parish Council	Attended Teynham
Clerk to Ulcombe Parish Council	Invited but did not attend
Clerk to Upchurch Parish Council	Invited but did not attend
Clerk to Warden Bay Parish Council	Invited but did not attend
Clerk to Westwell Parish Council	E-mail - 12/05/09 - unable to attend
Clerk to Wittersham Parish Council	Attended Tenterden
Clerk to Woodchurch Parish Council	Invited but did not attend

Appendix 3.

A and B roads in Phase 1 area

A roads	B roads
A229 North	B2080
A229 South	B2007
A262	B2008
A249	B2231
A20	B2006
A251	B2005
A252	B2163 (East of Linton)
A2	B2082
A250	B2067
A274	B2244
A28	B2086
A268	B2079
	B2045
	B2040
	B2041
	B2100
	B2162

Appendix 4
List of Parish councils in Phase 1 area

Ashford	Maidstone	Shepway	Swale	Tunbridge Wells
Charing	Aylesford	Snargate	Queenborough in Sheppey	Pembury
Egerton	Boxley	Brenzett	Minster on sea	Brenchley
Smarden	Bredhurst	Brookland	Eastchurch	Lamberhurst
Pluckley	Detling		Warden	Goudhurst
Little Chart	Thurnham		Leysdown	Cranbrook
Challock	Stockbury		Upchurch	Hawkhurst
Molash	Hucking		Iwade	Sandhurst
Chilham	Bicknor		Lower Halstow	Benenden
Westwell	Wormshill		Bobbing	Frittenden
Hothfield	Hollingbourne		Newington	
Eastwell	Bearsted		Hartlip	
Boughton Aluph	Downswood		Borden	
Great Chart with Singleton	Otham		Sittingbourne	
Stanhope	Loose		Tunstall	
Kingsnorth	Boughton Monchelsea		Bredgar	
Shadoxhurst	Linton		Tonge	
Woodchurch	Chart Sutton		Bapchild	
High Halden	Marden		Rodmersham	
Biddenden	Staplehurst		Milstead	
Rolvenden	Sutton Valence		Lynstead	
Newenden	Langley		Teynham	
Wittersham	Leeds		Norton, Buckland and Stone	
Stone-cum-Ebony	Broomfield and Kingswood		Doddington	
Appledore	East Sutton		Luddenham	
Kenardington	Ulcombe		Oare	
Warehorne	Headcorn		Faversham	
Orlestone	Harrietsham		Ospringe	
Tenterden	Fringsted		Newnham	
Ruckinge	Wichling		Eastling	
	Lenham		Throwley	
	Otterden		Leaveland	
	Boughton Malherbe		Badlesmere	
			Sheldwick	
			Stalisfield	

Appendix 5

Routes and sections with an identified speed limit change – Phase 1

Route	Site	Existing	Proposed
A229 (South)	Between a point just to the north of the Leisure Centre, Angley Road, Cranbrook and the roundabout junction with the A262, Wilsley Pound.	60	Part reduction to 50mph

Route	Site	Existing	Proposed
A262	Between the A229 Wilsley Pound and the western boundary of Sissinghurst.	60	Reduction to 50mph
	Between the western boundary of Biddenden and the 30mph gateway located adjacent to Orchard House, Sissinghurst Road, Biddenden	40	Part reduction to 30mph
	Between the eastern boundary of Biddenden and the A28 London Beach	60	Part reduction to 50mph

Route	Site	Existing	Proposed
A20	Between the Maidstone River Bridge and a point immediately east of the entrance to Turkey Court, Ashford Road, Maidstone	30	Part increase to 40mph
	Between the western and eastern boundaries of Harrietsham, skirting the southern edge of the village	40	Part increase to 60

Route	Site	Existing	Proposed
A251	Between the A2 Faversham and a point some 120 metres south of the junction with the M2 slip road to/from the London bound carriageway.	40	Part reduction to 30mph
	Between a point immediately south of the five arm roundabout junction with Rutherford Road and a point immediately north of the A20 Drivers roundabout.	70	Reduction to 40mph

Route	Site	Existing	Proposed
A252	Between the eastern boundary of Challock and the western boundary of Molash	60	Part reduction to 50mph

Route	Site	Existing	Proposed
A2	Between the Medway Unitary Authority boundary on the A2 London Road, Rainham and the western outskirts of Newington	40	Part increase to 50mph
	Between a point adjacent to number 41 Keycol Hill and the eastern outskirts of Sittingbourne	30	Part increase to 40mph
	Between the eastern outskirts of Teynham and a point just west of the junction with the Western Link Road, Ospringe	60	Part reduction to 50mph

	Between a point immediately east of the junction with Love Lane, Faversham and the junction with the M2 at Brenley Corner	50	Increase to 60
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Route	Site	Existing	Proposed
A250	Between the Boating Lake, Halfway Road, Sheerness to a point just north of number 129 Halfway Road, Halfway.	40	Part increase to 60mph
	Site3 is located between a point just north of number 129 Halfway Road and the junction with Belgrave Road, Halfway	30	Part increase to 40mph

Route	Site	Existing	Proposed
A274	Between the southern boundary of Maidstone and the northern boundary of Sutton Valence	40	Part increase to 60
	Between the northern and southern boundaries of Sutton Valence	30	Part increase to 40
	Between the southern boundary of Sutton Valence and a point just south of the junction with South Lane	40	Part reduction to 30mph

Route	Site	Existing	Proposed
A28	Between a point some 100 metres north of the Tank roundabout and a point some 20 metres south of the junction with Hilton Road	30	Increase to 40mph
	Between a point some 70 metres south of the four arm roundabout junction with Chart Road and the B2229 Brookfield Road and a point some 30 metres north of the bend outside the dwelling of Spratts Barn, Bethersden	60	Part reduction to 50mph
	Between a point some 30 metres north of the bend outside the dwelling of Spratts Barn, Bethesden and a point some 50 metres north of Bull Bridge	40	Part increase to 50mph
	Site6 is located between a point some 50 metres north of Bull Bridge, Bethersden and a point some 50 metres north of the entrance to Ransley Farm, High Halden	60	Part reduction to 40mph and part reduction to 50mph
	Between a point some 50 metres north of the entrance to Ransley Farm and a point opposite the joint boundaries of the dwellings Oakland and Carmily	30	Part increase to 50mph
	Between a point opposite Milchester House and a point outside of the dwelling Little Orchards	60	Reduction to 50mph
	Between a point outside of the dwelling Little Orchards and a point some 20 metres north of the Fire Station entrance	40	Part reduction to 30mph

Route	Site	Existing	Proposed
A268	Between Dickens Way, Hawkhurst and a point just east of the eastern property boundary of the dwelling Ridsen.	40	Part increase to 50mph

	Between the eastern boundary of Sandhurst and a point some 10m west of the western property boundary of the dwelling Sunny View, some 100 metres west of the junction with the A28	60	Part reduction to 50mph
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Route	Site	Existing	Proposed
B2080	Between the junction with the A2067, East Hill and a point just east of the junction with Collison Place	40	Part reduction to 30mph
	Between the junction with Collison Place and the eastern outskirts of Appledore.	60	Part reduction to 50mph Part reduction to 60mph part NO CHANGE
	Between a point within the B2068, Tenterden Road some 150 metres west of the 'T' junction with The Street, Appledore and a point within The Street some 350 metres south of the 'T' junction, near No.75	40	Part reduction to 30mph part NO CHANGE
	Between the eastern outskirts of Appledore and the western outskirts of Brenzett	60	Part NO CHANGE and part reduction to 50mph

Route	Site	Existing	Proposed
B2008	Between a point mid way between Warden Terrace and Norwood Cottage, Eastchurch Road, Minster and the junction with the B2231 Lower Road, Eastchurch.	60	Part reduction to 50mph

Route	Site	Existing	Proposed
B2231	Between east of the junction with Church Road to Bay View	50	Part increase to 60mph

Route	Site	Existing	Proposed
B2005	Between the northern gateway of site1 and a point some 20 metres north of No. 145, Grovehurst Road	40	Reduction to 30mph
	Between the northern gateway of site2 and the northern point of the twin roundabout junction with the A249 trunk road	60	Part reduction to 30mph

Route	Site	Existing	Proposed
B2163	Between A229 at Linton and Langley Heath, which is situated north of the A274.	40	Part increase to 50mph

Route	Site	Existing	Proposed

B208 2	Between a point just south of a property named The Pines, on the southern boundary of Tenterden and the northern boundary of Wittersham	60	Part reduction to 50 and part reduction to 40
	Between the northern and southern outskirts of Wittersham	60	Part reduction to 50mph

Route	Site	Existing	Proposed
B206 7	Between a property named Liberty Bell and Knock Wood, Woodchurch Road, Tenterden and the western outskirts of Woodchurch	60	Part reduction to 50mph
	Between the eastern outskirts of Kenardington and the western outskirts of Hamstreet	60	Part reduction to 50mph

Route	Site	Existing	Proposed
B224 4	Between The Old Vicarage and Collingwood Farm, Hastings Road.	40	Increase to 50mph
	Between Collingwood Farm and the East Sussex border. The site declines from north to south, with several slight bends at the northern end	60	Part reduction to 50mph

Route	Site	Existing	Proposed
B208 6	Between the junction with the A229, Hartley Road, Cranbrook and the western boundary of Benenden	60	Reduction to 50mph
	Between the western boundary of Benenden and a property named The Old Manor House, The Street, Benenden	40	Reduction to 30mph
	Between the eastern boundary of Benenden and the western boundary of Rolvenden	60	Reduction to 50mph

Route	Site	Existing	Proposed
B207 9	Between the southern gateway of site1 and the A21 trunk road	60	Part reduction to 50mph and Part reduction to 40mph

Route	Site	Existing	Proposed
B204 0	Between the site1 gateway, some 50 metres south of the mini roundabout junction with Graveney Road, and the junction with the A2 at Preston	40	Reduction to 30mph

***ROUTES NOT SHOWN HAVE NO PROPOSED CHANGES**

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By: David Beaver, Head of Network Management

To: Environment, Highways & Waste Policy Overview Committee - 16 July 2009

Subject: Casualty Reduction Progress Against National 2010 Casualty Targets

Classification: Unrestricted

Summary: The purpose of this report is to inform members of the end of year reported injury road traffic collision figures and the successful progress against the Government's 2010 casualty reduction targets.

1. Introduction

2008 Crashes and Casualties Figures

- 1.1. During 2008, 58 people were killed on roads in Kent (excluding Medway), 569 received serious injuries and 5560, were slightly injured. These casualties resulted in 4596 injury crashes. Appendix 1 shows crashes and casualties by severity for 2008.
- 1.2. The 2008 killed or seriously injured (KSI) road traffic casualty figures, are exceptionally low, 627 compared with 723 in 2007. This represents a 13% reduction in KSI casualties compared with 2007 and a 47% reduction compared with the 94-98 target. The slight casualty figure also shows a small decrease of some 3% compared with 2007 and some 7% compared with the 94-98 average.

2. 2010 Government Target

- 2.1 KCC is within 18 months of achieving the Government's national target for reducing casualties by 2010. Compared with the 1994-98 average the target is:
 - A 40% reduction in the number of people killed or seriously injured in road accidents (KSI) – KCC as part of PSA2 intend to achieve this target by the end of 2007
 - A 50% reduction in the number of children killed or seriously injured.
 - A 10% reduction in the slight casualty rate expressed as the number of people slightly injured per 100million vehicle kilometres (MVKm). Kent does not have a traffic model appropriate for KCC roads. Therefore a simple 10% reduction in slight casualties has been used to set targets in Kent.

3. Current Progress against National Targets

- 3.2 Appendix 2 shows that compared with the 2010 target the 2008 KSI, and Child KSI casualty figures for Kent roads (including motorways and trunk roads) have exceeded the 2010 target. The 13% reduction in KSI casualties in 2008

compared with 2007 may be exceptional, as it differs from the flattening trend of the previous three years (Appendix 4). Unusual outside influences may be a factor in this larger than expected decrease, such as the published steep rises in fuel prices earlier in the year, and which may have influenced road user behaviour. The overall year on year trends are shown in Appendix 4, 5 and 6.

- 3.3 Appendix 3 shows the comparison with the 2010 targets on roads for which Kent County Council are responsible. The reduction in casualties follows the same pattern as when motorway and trunk roads are included, although there is a slightly higher percentage reduction in KSI casualties (51.2%) and slight injury casualties (9.6%).

4. Conclusion

- 4.1 The achievement of the 2010 government targets two years early reflects the long term influence on casualty reduction to date by the performance of KCC and its partner organisations. However, in the main it is the decisions and chosen behaviour of Kent's road users that determine crash levels and their severity. Hence the scope for further improvements will be affected by random fluctuations and circumstances outside the control of the highway authority. Therefore to counter this it is vital that we continue to deliver programmes of work aimed at both improving road user behaviour and the highway infrastructure. Focused and stronger casualty reduction links with the Highway Agency, Police, Fire and Rescue and the other partners are proving to be beneficial in delivering effective campaign and enforcement initiatives. If in the remaining months to 2010 these initiatives are continued and enhanced KHS remains confident that the achieved targets can be maintained and even exceeded.

5. Recommendation

Members are asked to note the contents of the report.

Background Documents:

None.

Contact: Jo Horton

✉ jo.horton@kent.gov.uk

☎ 01622 696850

APPENDIX 1

Crash and Casualty Figures Summary	KCC			HA			Kent (KCC and HA)		
	2006	2007	2008	2006	2007	2008	2006	2007	2008
Crashes - all ages									
Fatal	56	74	42	25	13	11	81	87	53
Serious	448	431	400	91	85	75	539	516	475
Slight	3389	3403	3342	743	773	726	4132	4176	4068
Total	3893	3908	3784	859	871	812	4752	4779	4596
KSI	504	505	442	116	98	86	620	603	528
Casualties - all ages									
Fatal	59	79	45	32	15	13	91	94	58
Serious	529	509	475	127	120	94	656	629	569
Slight	4582	4580	4486	1166	1163	1074	5748	5743	5560
Total	5170	5168	5006	1325	1298	1181	6495	6466	6187
KSI	588	588	520	159	135	107	747	723	627
Crashes - involving children under 16									
Fatal	6	8	5	4	2	0	10	10	5
Serious	73	53	60	4	7	5	77	60	65
Slight	490	448	426	41	34	43	531	482	469
Total	569	509	491	49	43	48	618	552	539
KSI	79	61	65	8	9	5	87	70	70

Casualties - children under 16

Fatal	3	5	3	3	1	0	6	6	3
Serious	65	53	53	3	2	2	68	55	55
Slight	562	515	485	66	53	55	628	568	540
Total	630	573	541	72	56	57	702	629	598
KSI	68	58	56	6	3	2	74	61	58

APPENDIX 2

KENT (Including Highway Agency Roads and excluding Medway)

Kent Casualties	2010 Target *(Dft published figure)	94-98 Average *(Dft published figure)	2006	2007	2008	2008 %change compared with 94-98 Average	2008 % change compared with 2007
Total KSI	716 *(710)	1194 *(1183)	747	723	627	47.45% (47.00%) reduction	13.28% reduction
Child KSI	74 *(73)	147 (146)	74	61	58	60.54% (60.27) reduction	4.92% reduction
Total Slight	5362	5958	5748	5743	5560	6.68% reduction	3.19% reduction
Child Slight	717	797	628	568	540	32.25% reduction	4.93% reduction
Total Casualties	6072	7145	6495	6466	6187	13.41% reduction	4.31% reduction
Child Casualties	708	944	702	629	598	36.65% reduction	4.93% reduction

Note Data taken from BVPI tables

Killed or seriously injured (KSI)

APPENDIX 3

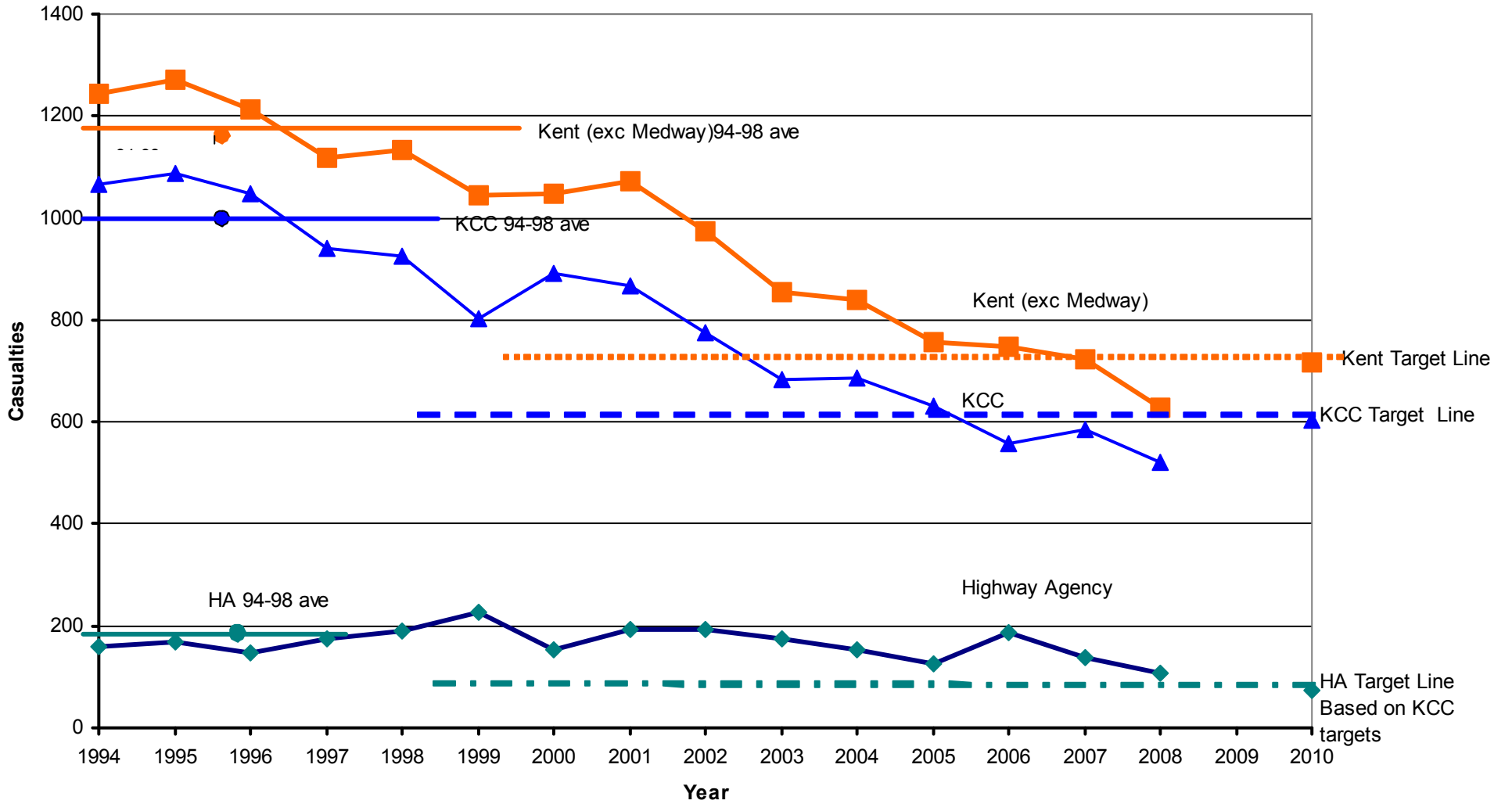
KCC ROADS

KCC Area Casualties	2010 Target (original reported numbers)	94-98 Average (original reported numbers)	2006	2007	2008	2008 %change compared with 94-98 Average	2008 % change compared with 2006
Total *KSI	604	1006	559	586	491	51.19% reduction	16.21 % reduction
Child *KSI	69	137	65	58	56	59.12% reduction	3.45% reduction
Total Slight	4466	4962	4376	4578	4486	9.59% reduction	2.01% reduction
Child Slight	639	710	543	515	485	31.69% reduction	5.83% reduction
Total Casualties	5070	5969	4935	5164	5006	16.13% Reduction	30.60% reduction
Child Casualties	708	847	608	573	541	36.13% reduction	5.58% reduction

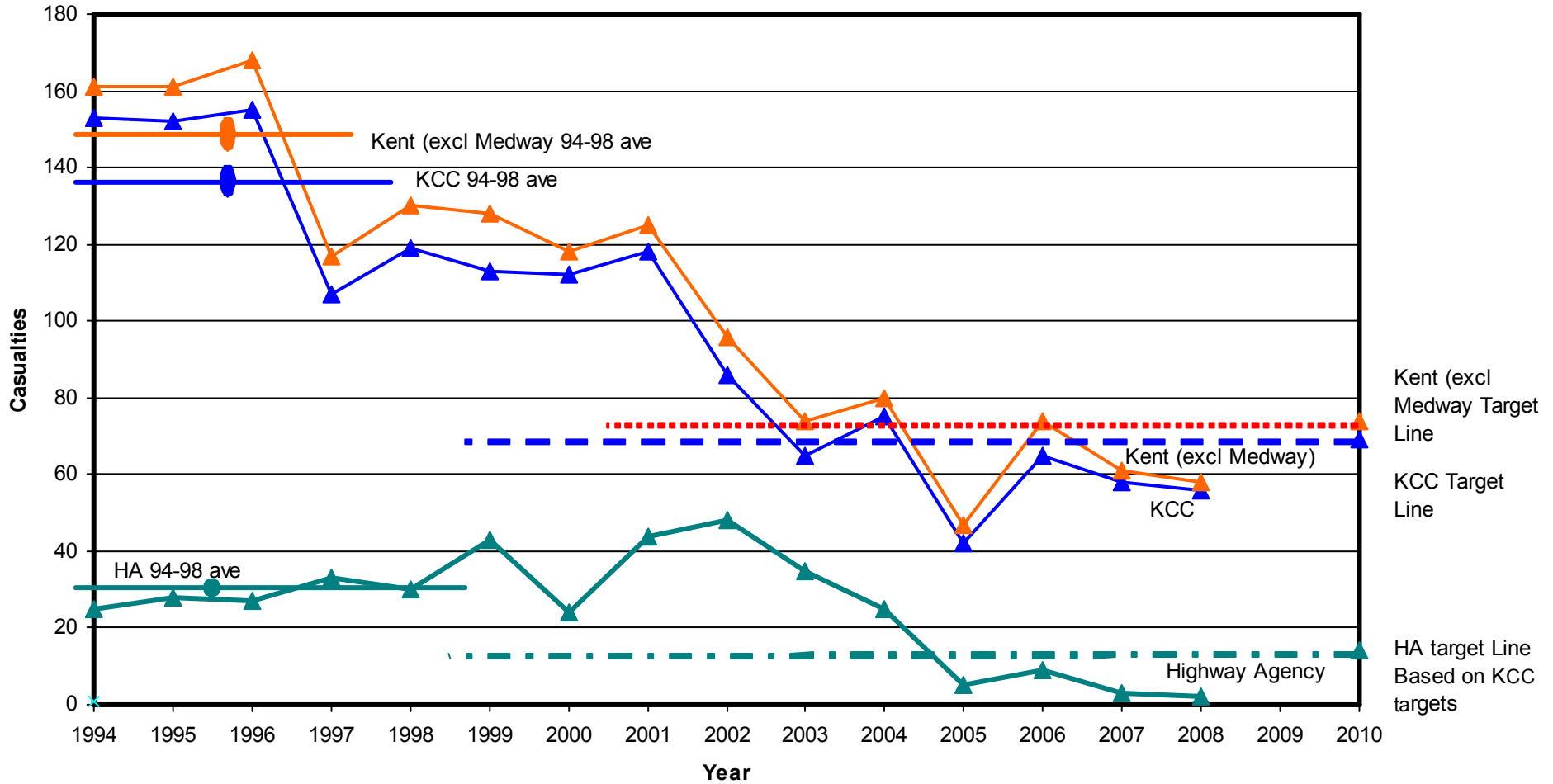
Note: Data taken from BVPI tables

*Killed or seriously injured (KSI)

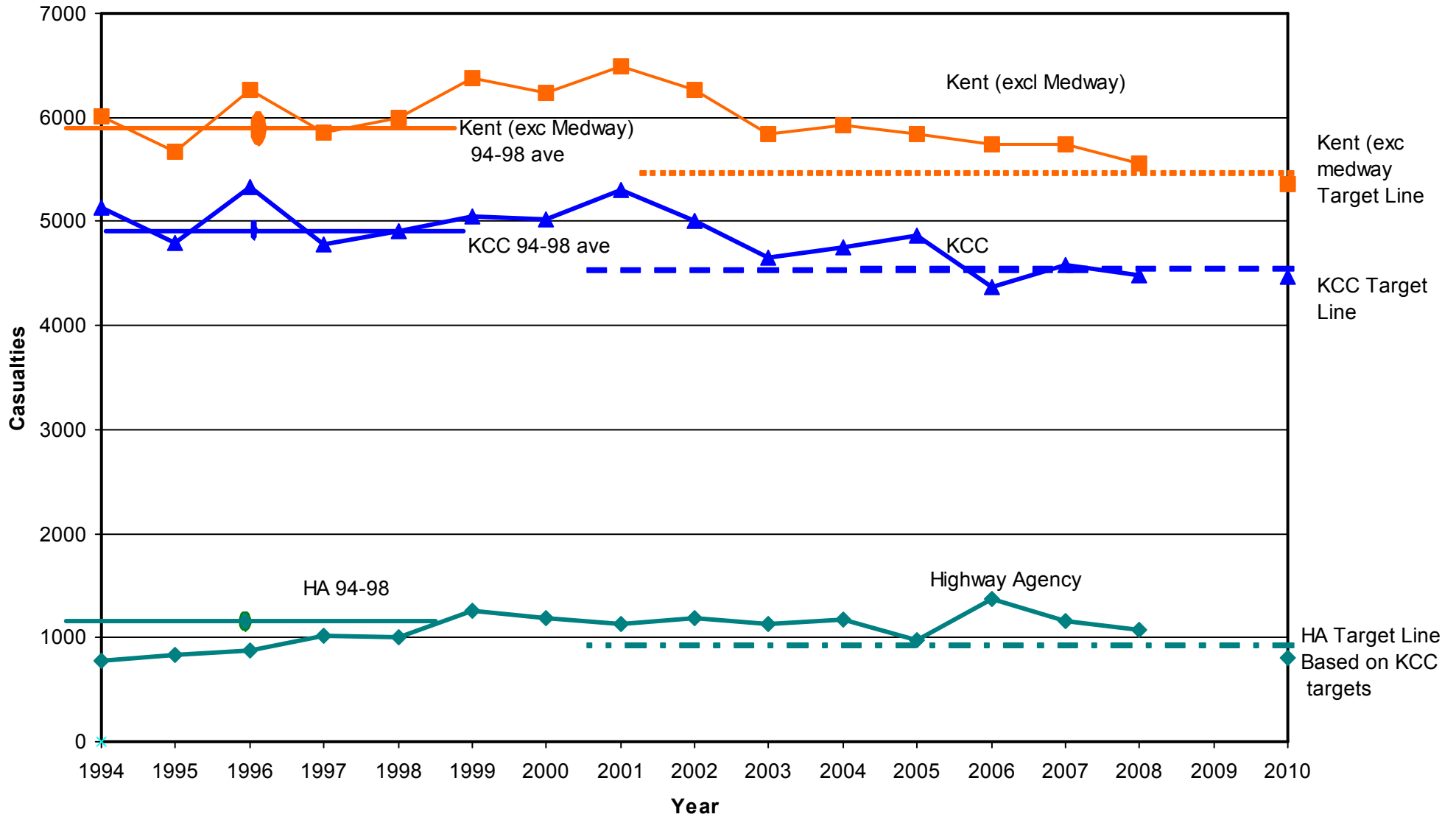
APPENDIX 4 - 2010 Target a 40% reduction in the number of people killed or seriously injured (KSI)



APPENDIX 5 - 2010 Target a 50% reduction in the number of children killed or seriously injured (KSI)



APPENDIX 6 -2010 Target a 10% reduction in slight injury casualties



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By: David Hall, Head of Transport and Development

To: Environment, Highways & Waste Policy Overview Committee – 16 July 2009

Subject: Gravesend Transport Quarter

Classification: Unrestricted

Summary: This report is to inform Members of the current proposals for the Gravesend Transport Quarter, give details of the current public consultation taking place on the Masterplan and ask Members to recommend that the Cabinet Member for Environment, Highways & Waste gives his support to the Masterplan and in particular gives approval in principle to the alterations to the highway network including the Rathmore Road Link.

1. Introduction

- 1.1 The main elements of the Transport Quarter of Gravesend Town Centre are the railway station and the bus stops in Garrick Street and Clive Road (Figure 1). The area has been long overdue for improvement and consequently a working group was set up in 2007 to masterplan a new Transport Interchange and enhancements to the main entry to the town centre (Figure 2). The Objectives are given in Appendix A. The group consists of the key stakeholders, with a view to maximising the benefits from various funding bodies. It is led by the Borough Council and has officers from both the Borough and Kent Highway Services and representatives from Network Rail, Southeastern and *FASTRACK*.
- 1.2 There was a high level meeting held in London on 18 June 2008 to impress the benefits of the project upon the Government Department of Communities and Local Government to secure a grant for its pump priming. This involved Keith Ferrin and Cllr. Mike Snelling (as Leader of the Executive, Gravesham Borough Council), Andrew Mundon (Route Enhancement Manager, Network Rail), Vince Lucas (Southeastern) and Paul Hudson (Thames Gateway Executive, Delivery, Communities & Local Government).
- 1.3 The current masterplan was presented to Gravesham Borough Council's Cabinet on 1 June this year and a copy of that report is included as Appendix B. This gives a background to the project, masterplan drawing and programme of consultation. A copy of the questionnaire is included as Appendix C. A3 size versions of the masterplan and exhibition material will be available at this meeting.
- 1.4 The key enabling element of the plan is to remove through traffic from Clive Road and Barrack Row by building the Rathmore Road Link. This will be essentially a two way road plus an east to west bus-only lane running between Darnley Road and Wrotham Road through the Rathmore Road car park.
- 1.5 The other major change to the ring road, which enables the formation of a Town Square and hence better link the Civic centre with the Town centre, is to

divert the ring road traffic round the back of the Civic Centre along Woodville Place.

2. Funding and Programming

- 2.1 Gravesham Borough Council have secured a grant of up to £8m from the Homes and Communities Agency (HCA) to pump prime the project, with the money needing to be spent by 31 March 2011.
- 2.2 The overall project is currently estimated to cost over £50m. Funding combines that from the Public Sector (LTP and HCA), Network Rail and Southeastern Railways (DfT Access funding, National Stations Improvement Programme (NCIP), car park enlargement fund, platform extension fund), Development Section 106 agreements and receipts from enabling development.
- 2.3 Money for the Rathmore Road link itself was to be gathered from the Kent Thameside Strategic Transport Tariff (£10m) as one of the schemes in the Strategic Transport Improvement Programme (STIP) however, until the tariff approach has been formally adopted in both the Gravesham and Dartford LDFs there are legal problems in requiring developments to pay it. Hence, in the mean time, contributions to the scheme will be gathered in the normal way from section 106 agreements and from the LTP.
- 2.4 Although the Rathmore Road Link is the key to unlocking the potential improvements in Clive Road, Barrack Row and Garrick Street, realistically it cannot be built by the March 2011 deadline for spending the £8m HCA money. This is because, although virtually all the land for the scheme is either existing highway or in the ownership of Gravesham Borough Council, there is some third party land required at its western end and there is a requirement for planning permission. Hence, the first change to the ring road is likely to be to divert the traffic round the back of the Civic Centre along Woodville Place, being funded from the HCA money.
- 2.5 Any blight claims arising from the proposals at this stage can also be dealt with from the HCA money.

3. Recommendations

- 3.1 Subject to the views of this Committee, it is proposed to recommend that the Cabinet Member for Environment, Highways & Waste gives his support to the Masterplan and in particular gives approval in principle to the alterations to the highway network including the Rathmore Road Link.

Background Documents:

Kent Highway Services file wT/G/127

Appendices:

Figure 1: Gravesend Town Centre Ring Road showing Transport Quarter

Figure 2: The Transport Quarter Scheme

Appendix A: Objectives of the Masterplan


Appendix B: Report of 1 June 2009 to Gravesham Borough Council's Cabinet

Appendix C: Copy of Consultation Questionnaire

Contact: Colin Martin

Transportation Engineer for Kent Thameside

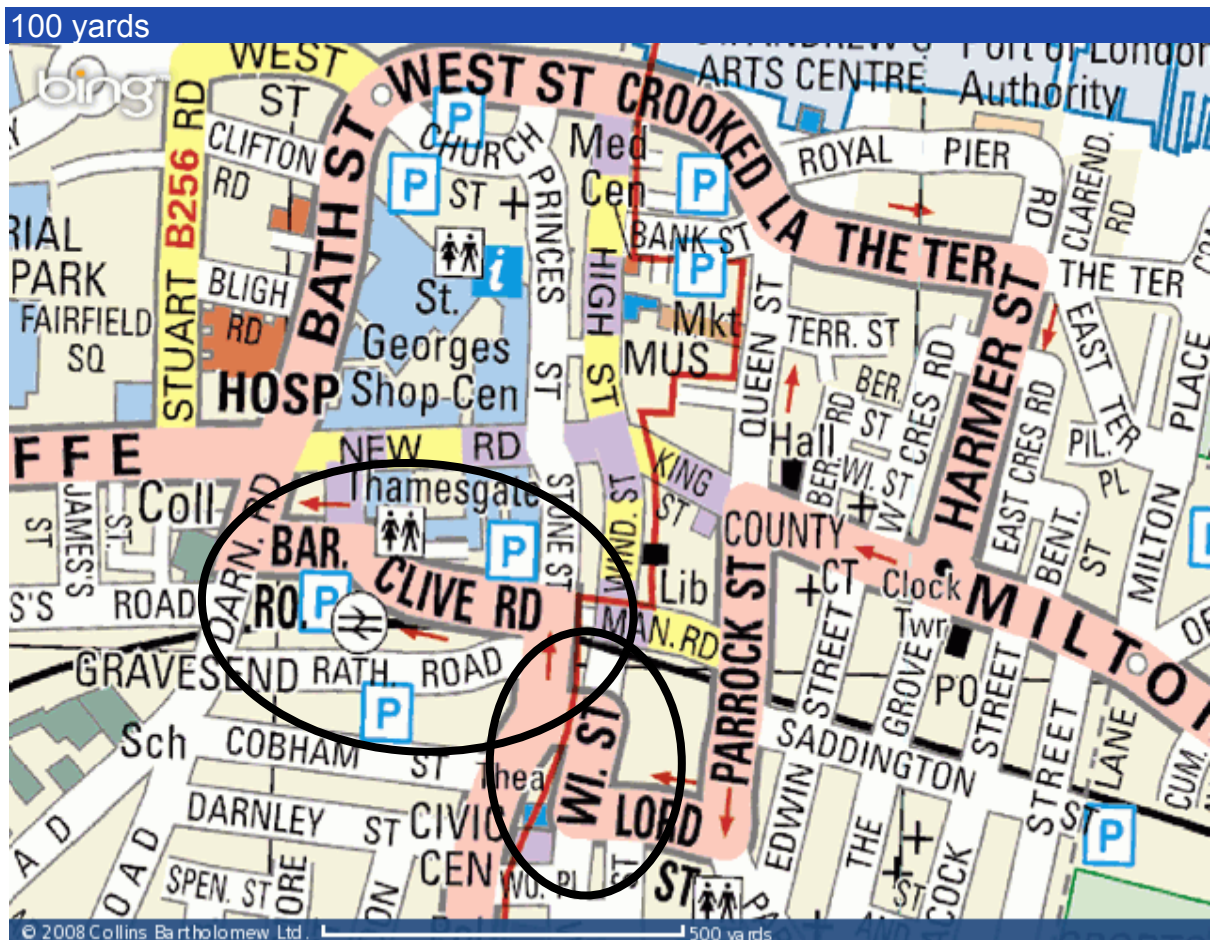
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Gravesend Town Centre Ring Road

Showing Transport Quarter



Transport Quarter approximates to areas within the two rings

Large Ring

Section of Ring Road to be bypassed - Clive Road & Barrack Row
Road to be realigned and upgraded for Ring Road - Rathmore Road

Small Ring

Civic Centre - Ring Road to be moved from in front to behind along Woodville Place

OBJECTIVES OF MASTER PLAN

The master plan for the Transport Quarter is a project based on partnership that complements existing regeneration initiatives for Gravesend. It is a comprehensive regeneration scheme that will create:

Accessibility & Public Transport

- a new Public Transport Interchange which links local and *Fastrack* bus services with Southeastern Rail Services and from December 2009 CTRL Domestic Rail Services
- an enhanced Railway Station building to meet the requirements of the new service into London which will halve the travel time to 24 minutes
- a DDA compliant footbridge over the railway, which includes discreet access on to the platforms, will create an accessible town centre by directly linking Rathmore Road and Clive Road
- the implementation of the new traffic layout, which realigns and widens Rathmore Road, removes through traffic from Clive Road and Barrock Row and all but buses and taxis from Garrick Street, will improve the traffic circulation within the town centre
- a new taxi rank adjacent to the railway station

Homes & Jobs

- new homes
- new places of work

Sustainable & Integrated Communities

- residential units above new rail user parking
- completion of Gravesend through the integration of the Transport Quarter within the town centre
- improvements to the existing public realm as well as the creation of new streets and spaces
- a new town quarter that is pedestrian friendly and promotes the use of public transport

Gravesham Borough Council

Report to: Cabinet
1 June 2009

Date:

Reporting officer: Assistant Director, Special Projects

Subject: Gravesend Transport Quarter

Purpose and summary of report:

To present Members with the revised master plan for regenerating the Transport Quarter (see appendix 1) and seek agreement to undertake a public consultation exercise as set out in the attached draft "Transport Quarter Consultation Strategy" (appendix 2).

Recommendations:

That:

1. the revised Master Plan for the Transport Quarter be agreed for consultation;
2. Members approve the attached draft Transport Quarter consultation strategy and the programme included within it;
3. the results of the public consultation be reported to the earliest Cabinet; and
4. the Master Plan be used to inform the Local Development Framework

1. Background

- 1.1 The Transport Quarter immediately adjoins the shopping quarter and is the focal point of public transport within the town centre. The purpose of the Transport Quarter master plan is to create a major gateway for Gravesend with a transport interchange that integrates the railway station, bus services, Fastrack, taxi access, parking, set-down and pick up and pedestrian linkages.
- 1.2 Public consultation on the original Transport Quarter Master Plan was carried out by the Kent Architecture Centre and reported to Cabinet on 12 March 2007.
- 1.3 At its meeting on 12 January 2009, Cabinet were informed of progress and that a grant of £8 million had been secured from the Homes and Communities Agency (HCA) to take the scheme forward. Members were also advised that the funds need to be defrayed by 31 March 2011.

2. Progress

- 2.1 The 2005 Master Plan proposed the inclusion of the Victoria Centre, the "Gala Bingo island block" and the rebuilding of the Darnley Road bridge. Following feedback from KCC Adult Education Services and owners/occupiers of

properties located within the island block from the original consultation, the Victoria Centre and the island block have been removed from the master plan.

- 2.2 The Council was advised by Network Rail in January 2009 that they were able to extend the existing platforms –and provide a third - within the existing footprint of the station and without the need to rebuild the Darnley Road bridge. The master plan has been amended accordingly and a technical reappraisal carried out to ensure that scheme is viable with the existing bridge.
- 2.3 In addition, the securing of HCA funds has enabled detailed studies to be commissioned on the proposed highway layout and junction design as part of the process of finalising design. This has identified a number of constraints which have been taken into account in the revised master plan.
- 2.4 The project co-ordinator attended a meeting of the Disability Equality Resource Group in order to ascertain their consultation needs, to ensure meaningful engagement. This has informed the consultation strategy and resulted in additional two week exhibition period within the Civic Centre foyer.
- 2.5 A presentation for members was held on 20th April 2009 in order to re-engage members and consult on the revised master plan prior to going out to public consultation. The meeting was chaired by the Leader of the Council and was well supported with 24 members in attendance.
- 2.6 A copy of the revised Master Plan (2009) is attached (appendix 1) which reflects the changes outlined above.

3. Next Steps

- 3.1 There is now a need to re-engage with the public and carry out further consultation on the amended Master Plan. The attached consultation strategy has been planned to meet the requirements of the Statement of Community Involvement for major planning applications and is consistent with the requirements of the Local Development Framework.
- 3.2 Feedback from the consultation, including the treatment of suggestions and objections will be compiled into a report which will be brought before cabinet for consideration.

4. Conclusions

- 4.1 Member's agreement to the revisions to the master plan, the consultation strategy and subsequent process are essential in progressing the Transport Quarter scheme.

5. Risk Assessment

- 5.1 Delays to progress could threaten maximising the expenditure of HCA funding.

6. S.17 Crime and Disorder Act, 1988

- 6.1 The master plan will make a positive contribution to Crime and Disorder issues.

7. Background papers to this report.

7.1 Gravesend Transport Quarter - Community and Stakeholder Involvement, A report by Kent Architecture Centre (7 July 2006)

Note: These are available for inspection on request from John Pexton, Major Projects Co-ordinator.

Appendix 1



- KEY**
- Existing buildings
 - Proposed buildings
 - Improved public realm
 - Special carriageway treatment
 - New green areas
 - Trees (proposed and existing)
 - Existing pool
 - Cars
 - Bus lane

Gravesend Transport Quarter DRAFT Master Plan

Date: 27 March 2009
 Drawing Number: 10165.611
 Issue: Preliminary
 Drawn by: BW
 Checked: MB



Scale 1:1000 @ A2

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Gravesend Transport Quarter Consultation Strategy

Background

The objective of the Transport Quarter proposals is to bring benefits to the immediate neighbourhood by creating a new town quarter with identity, with the station and public transport interchange as its focus. The new Transport Quarter will act as a catalyst to the further regeneration of Gravesend, providing new and enhanced public realm and new homes.

Public consultation on the Transport Quarter draft Master Plan was carried out in late 2005/early 2006 by the Kent Architecture Centre. The 2005 Master Plan was revised in light of both feedback and subsequent constraints which have been identified in the intervening period. We now wish to re-engage the public and consult on the revised, amended plan.

Prior to Public Consultation

The consultation strategy has been planned to meet the requirements of the Statement of Community Involvement and is consistent with the Local Development Framework process. Prior to going to public consultation again there have been further discussion with Officers, Councillors and other key stakeholders to inform the content of Transport Quarter Master Plan, to ensure that its objectives are met and that any statutory requirements can be viably met.

The following organisations and individuals are currently engaged with the project to ensure an approach which conforms to relevant legislation whilst satisfying the Master Plan requirements, prior to going out to public consultation:-

Councillors GBC, KCC

Officers GBC Planning, Conservation & Access, Property
 KCC Kent Highway Services

Key stakeholders: Network Rail, Southeastern, Fastrack & Arriva

Consultation Strategy Proposal

In order to positively involve the local community there needs to be an agreed Public Consultation Strategy in place that sets out the approach of how this will be achieved. Public engagement needs to be a managed process which identifies:

- who is to be consulted,
- by what means/how will the consultations take place
- how outputs from the consultation process will inform the design
- how the results of the consultation will be fed back to consultees

Who Is To Be Consulted?

This proposal aims to draw as wide a range of consultees as possible including Gravesham residents as well as young people, public transport users, businesses, town centre workers and special interest groups.

In addition, the normal statutory consultations will be undertaken once the Masterplan is agreed and any planning applications submitted.

Programme of Engagement

In order to ensure wide, effective public engagement different forms of communication with the community are required. These will be:-

Information packs supplied to local press 5th June

Four page wraparound on Gravesend Reporter 11th June edition

Via GBC Website

Via KCC Website (Link to GBC site)

Posters around the town

Flyer handouts to commuters and bus users

Flyer deliveries to town centre businesses

Direct invitation

A primary method of engagement will be via a two week long exhibition at Towncentric with a further two week exhibition at the Civic Centre including plans, post implementation photo montages and a model of the scheme.

Timetable:

Early June - Youth Council consultation session, flyer handouts and deliveries, posters go up, website information available, direct invitations sent.

Throughout June - Education packs about the project sent to schools to engage young people. (Exercises on regeneration/traffic systems/decision-making)

11th June edition of the Gravesend Reporter - four page wrap around for highlighting the scheme and consultation opportunity.

11th June - A4 flyer extract of wraparound delivered to all town centre businesses.

11th June - Invitations delivered to all primary catchment area residents and businesses.

12th June - Exhibition of Transport Quarter proposals to be opened at Towncentric.

12th June Press Briefing – Leader; Mike Snelling & Youth Leader; Laura Hryniewicz, Cabinet Preview of Public Consultation/Exhibition
Member Preview

13th – 26th June 2009 at TOWNCENTRIC

Public exhibition period – open for public drop in. Group consultations to be timetabled within the period. The exhibition will be staffed during the first week.

29th June – 10th July at Civic Centre

Public exhibition period – open for public drop in. Group consultations to be timetabled within the period.

27th July 2009 – Closure - The consultation period for responses will remain open for six weeks from the opening of the exhibition at Towncentric.

Post consultation

A report on the consultation and responses received will be compiled and taken to cabinet.

Copies of the report will be made publicly available post consultation via the website and hard copy from Towncentric and Civic Centre for viewing on request.

Please take a few moments to complete this questionnaire

Name Home Postcode

- Are you: A. Working in the Town Centre
 B. Visiting/Shopping in the Town
 C. Commuter

How did you get in to town today? Tick one

- Walked
 Cycled
 By bus
 By train
 Car
 Taxi

Other, please specify:

For each of the following statements please indicate how strongly you agree or disagree where 1 = strongly agree, 2 = agree, 3 = neither agree nor disagree, 4 = disagree, 5 = strongly disagree

An integrated public transport interchange bringing together buses, trains, taxis and Fastrack is a good idea.

	1	2	3	4	5	
Strongly agree	O	O	O	O	O	Strongly Disagree

I am in favour of the new Civic Square and improvements to public spaces the proposal will bring.

	1	2	3	4	5	
Strongly agree	O	O	O	O	O	Strongly Disagree

I am in favour of the removal of through traffic from Clive Road and Barrack Row.

	1	2	3	4	5	
Strongly agree	O	O	O	O	O	Strongly Disagree

The proposals will make the town centre more accessible (e.g. Civic Centre forecourt, new footbridge)

	1	2	3	4	5	
Strongly agree	O	O	O	O	O	Strongly Disagree

I support the proposal to provide additional car parking within the Transport Quarter.

	1	2	3	4	5	
Strongly agree	O	O	O	O	O	Strongly Disagree

I am in favour of additional housing within the Transport Quarter.

	1	2	3	4	5	
Strongly agree	0	0	0	0	0	Strongly Disagree

I support the proposals for the Transport Quarter.

	1	2	3	4	5	
Strongly agree	0	0	0	0	0	Strongly Disagree

Comments:-

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.....
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By: Kent Downs AONB Director

To: Environment, Highways & Waste Policy Overview Committee
- 16 July 2009

Subject: Kent Downs AONB Rural Streets and Lanes: A Design Handbook

Classification: Unrestricted

Summary: This report informs members about the Kent Downs AONB Rural Streets and Lanes: A Design Handbook (the draft of which was brought to and supported by the Highways Advisory Board on a previous occasion) and seeks that it is approved and adopted as policy.

1. Introduction

- 1.1 The statutory Kent Downs Area of Outstanding Natural Beauty (AONB) Management Plan, adopted by Kent County Council and relevant Districts and Boroughs, identifies the design and maintenance of highways in the AONB as a key issue for action. Sign clutter, creeping urbanisation and traffic speeds and volume are identified as key issues. The agreed action is to produce a Design Handbook for the streets and lanes of the AONB.
- 1.2 The Kent Downs AONB Unit, working with Kent County Council highway officers, recruited and appointed highways consultants, Halcrow, to produce a Design Handbook for the AONB. A copy is attached. This report seeks endorsement of this revised document by the Policy Overview Committee and adoption of the principles within it as policy for the future management of rural streets and lanes within the Kent Downs. The principles within the document are applicable to all rural parts of Kent.

2. Background

- 2.1 The Kent Downs AONB is a nationally protected landscape – given legal equivalence to the National Parks. The Countryside and Rights of Way Act 2000 places a ‘Duty of Regard’ for the purposes of the AONB on all local authorities and public bodies when carrying out their functions. The scope of this duty includes the design and maintenance of highway infrastructure. The primary purpose of AONBs is to ‘conserve and enhance natural beauty’.
- 2.2 The Kent Downs AONB Management Plan (1st Review) was produced and submitted to Secretary of State by the AONB Unit on behalf of the AONB partnership in April 2009, the AONB partnership includes Kent County Council. Each of the Local Authorities in the partnership has formally adopted the Plan, its policies and actions.
- 2.3 The first Statutory Management Plan ran from 2004-9. A series of actions were adopted to respond to the policies within that Plan, the key action with regard to this report was Action SDT 8 ..‘produce environmental and landscape guidelines for the management of Kent Downs roads’.

Kent Downs AONB Rural Streets and Lanes: A Design Handbook

2.2 The aim of the Design Handbook is to encourage a more appropriate approach to the design of existing and new highways (streetscapes) in the Kent Downs AONB. This Handbook is intended to reverse the trend towards generality and restore the distinctive quality and character of the highways or streetscapes in the Kent Downs but will be subject to appropriate legislation and guidance.

2.3 The audience for the Handbook is wide and will include:

- Highway and transportation engineers.
- Developers, architects, planners, urban designers and surveyors.
- Local planning authorities, elected members of local and parish councils, environmental organisations and local heritage groups.
- Public utilities, telecommunication providers, local businesses, farmers, landowners and farm contractors.

2.4 The objectives of the Handbook are as follows:

- To identify the special characteristics and features of the rural roads network that contribute to the distinctive character and quality of the AONB.
- To provide high quality detailed guidance for consideration in the development of new highway treatments and improvements.
- To ensure the conservation and maintenance of the key characteristics and features of the AONB.
- To raise awareness and understanding of the importance of the rural roads network, including its historic/heritage, landscape and biodiversity importance.
- To do so in a way which increases safety and is practical and cost effective.

2.5 The Handbook draws on Government guidance and best practice examples of similar work from across the UK and Europe. Case studies from Kent and the Kent Downs are also included in the Handbook.

3. Consultation

3.1 The Handbook has been subject to extensive consultation as recommended by the Highways Advisory Board. Two consultation workshops were held for local authority officers, highways engineers, parish councils and other stakeholders to involve stakeholders at an early, pre-consultation stage. There were subsequently two round table meetings with KCC Highways Engineers and other relevant officers as well as the Kent police. Changes were made to the document following suggestions and feedback at this stage and the document went out subsequently for full formal consultation. Comments received at this stage were documented along with action taken leading to the production of the final copy. A table of comments and action is attached here as an annex.

4. Recommendation

4.1 It is proposed that Policy Overview Committee recommends to the Cabinet Member for Environment, Highways and Waste that the Kent Downs AONB Rural Streets and Lanes: A Design Handbook is approved and adopted as policy.

Accountable Officer: Nick Johannsen, Director Kent Downs AONB 01303 815170
nick.johannsen@kentdowns.org.uk

Enclosures: Copy of the Kent Downs Rural Streets and Lanes: A Design Handbook

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By: Head of Transport and Development

To: Environment, Highways and Waste Policy Overview Committee - 16 July 2009

Subject: A256 Tilmanstone and Eythorne – Proposed Experimental Gap Closures

Classification: Unrestricted

Summary: The results of preliminary consultations on the proposed experimental gap closures were reported to the Dover Joint Transportation Board (JTB) on 25 June 2009, with a recommendation that an Experimental Traffic Order be made, with consultation on the Order during the first six months of the experiment.

The Dover JTB rejected the Officer recommendations and resolved that Officers be asked to look again at all possible options and report back to a future meeting of the Board giving the reasons why they are unacceptable. The JTB also resolved that, in the interim, temporary 'SLOW' signs should be erected.

As this decision reverses the Dover JTB's original decision to support the closures in principle, it has been referred to POC.

1. Introduction

- 1.1 At the meeting of the Dover Joint Transportation Board on 8 September 2008, the circumstances concerning the two recent fatal crashes, resulting in 3 fatalities, which occurred at the gaps (crossovers) on the A256 dual carriageway at Tilmanstone and Eythorne were reported. These were 2 out of 7 fatal crashes across Kent, that were all as a result of right turn or u-turn movements on high-speed 'A' class dual carriageways.
- 1.2 The Coroner, who investigated the fatal crashes, had written to the County Council stating her concerns about the potential risk of further fatal crashes occurring at these gaps on a high speed dual carriageway and requesting they be closed on safety grounds. (A copy of the Dover Joint Transportation Board Report on 8 September 2008, which includes the letter from the Coroner, is attached as Appendix A).
- 1.3 The Dover Joint Transportation Board resolved:-
 - (a) that the closure of the two crossovers on the A256 at Tilmanstone and Eythorne, under an Experimental Traffic Order, be supported in principle;
 - (b) that consultations take place with Tilmanstone and Eythorne Parish Councils, the emergency services and bus companies on the details and signing of diversion routes and traffic monitoring arrangements;

- (c) that an appropriate Experimental Closure Order be subsequently advertised and any objections reported back to a future meeting of the Board.

2. Crash Statistics

- 2.1. The crash statistics for the last three years (up until the end of February 2009) at the two gaps are given in Table 1. The main factor in the fatal crashes was the difficulty the driver turning right had in judging the high speed of oncoming vehicles. The closure of these two gaps would have prevented the manoeuvres at these locations which resulted in 3 deaths.

Table 1 – Crash Statistics at A256 Gaps at Tilmanstone and Eythorne

Location	Crashes Involving Injury (in the last 3 years)			
	Fatal	Serious	Slight	Total
Tilmanstone	1 (2 fatalities)	0	0	1 (2 fatalities)
Eythorne	1 (1 fatality)	0	1	2 (1 fatality)

3. Traffic Monitoring Surveys

- 3.1. Traffic Surveys have been carried out on the A256 and the surrounding road network in April/May 2009, and the results are given in Appendix B.
- 3.2. The amounts of right-turning traffic at the Tilmanstone and Eythorne gaps were 240 vehicles/day and 262 vehicles/day respectively. If these two gaps were closed, the Barville Road roundabout could provide access to reasonably convenient alternative local routes, increasing the distance travelled by no more than 2 miles.

4. Proposed Experimental Gap Closures

- 4.1. The proposed gap closures would be undertaken under an Experimental Traffic Order (as used recently on the A2 at Lydden Circuit), which will allow us to monitor the crash record and traffic flows on the A256 and the surrounding road network, before a final decision is made.
- 4.2. Experimental Traffic Orders are made and come into force at the same time as the statutory consultation begins. The consultation then lasts for the first six months of the experiment, and the experiment may last for up to 18 months.

5. Results of Preliminary Consultations

- 5.1. Preliminary consultations on the proposed experimental gap closures have taken place with the emergency services, bus company, six Parish Councils and local

County and District Councillors, and their comments and objections are summarised in Appendix C, along with my comments on the points raised.

- 5.2 We have also received comments and objections from 19 members of the public and these are summarised in Appendix D, along with my comments.
- 5.3 The Police support the proposed gap closures at Tilmanstone and Eythorne on safety grounds.
- 5.4 Stagecoach objected to the proposed gap closure at Tilmanstone because it is vital to the continued existence of bus route 88, which is a marginal rural route between Dover and Sandwich, and they have strongly advocated that the facility is retained as a 'bus only right turn'. It is therefore proposed that the Tilmanstone gap would be 'no right turn except for buses and emergency vehicles.
- 5.5 Four Parish Councils and 19 members of the public have objected to the proposed experimental closure because of their concerns about the negative effects on the villages, inconvenience to local residents and the suitability of the diversion routes (see Appendices C & D). It is understood that the proposed closures would cause some inconvenience to residents. However, the amount of diverted traffic would be small, being around 250 vehicles/day from each gap and one of the main reasons for proposing the closures on an experimental basis is that effects can be monitored and reported back to this Board before any decisions on permanent closure are made.
- 5.6 Tilmanstone Parish Council and six respondents were concerned that the diversion route at Tilmanstone would involve using Barville roundabout which is perceived to have a poor crash record. There have been 3 crashes involving injury at Barville roundabout in the last three years (which is in line with what would normally be expected at this type of junction). However, because speeds are generally lower at roundabouts and there have been no fatal crashes, it is considered that the potential for further fatalities is greater at the gaps, hence the proposed closures.
- 5.7 Seven respondents suggested that the fatal crash at Tilmanstone had not been caused by the junction because the driver had a heart attack. My understanding is that there were no medical factors involved in the crash.

6. Decision of Dover Joint Transportation Board on 25 June 2009

- 6.1 At the Dover JTB meeting on 25 June 2009, 5 further letters of objection (which had been sent to Dover District Council) were circulated to the Board. The JTB were informed that these letters did not appear to raise any new issues that were not already covered in my report and appendices.
- 6.2 The recommendations to the Dover Joint Transportation Board were:-
 - (a) an Experimental Traffic Order be made for the closure of the gaps on the A256 at Eythorne and Tilmanstone, the latter having an exemption for buses

and emergency vehicles (with consultation on the Order being carried out during the first six months);

- (b) the crash record and traffic flows on the A256 and the surrounding road network be monitored;
- (c) the results of the consultation and the monitoring be reported back to a future meeting of the DoverJTB.

6.3 The Dover JTB rejected the Officer recommendations (by 7 votes to 6) and resolved that Officers be asked to look again at all possible options and report back to a future meeting of the JTB, giving the reasons why they are unacceptable. The JTB also resolved that, in the interim, temporary 'SLOW' signs should be erected.

6.4 As this decision reverses the Dover JTB's original decision to support the closures in principle, it was decided to refer the matter to the Highways Advisory Board.

7. Conclusions

7.1 The proposed gap closures on the A256 at Tilmanstone and Eythorne are supported by the Police and the Coroner on safety grounds.

7.2 In response to concerns raised by Stagecoach about the effect on bus route 88, it is proposed that the Tilmanstone gap would be 'no right turn except for buses and emergency vehicles'.

7.3 Four Parish Councils and 19 members of the public have objected to the proposed experimental closures (see paragraphs 13 to 15 and Appendices C and D).

7.4 The County Council's primary objective is road safety, and therefore the gaps should be closed. Implementing the closures on an experimental basis would enable the effects to be monitored before any decisions on permanent closures are made.

8. Recommendations

8.1 Subject to the views of this Committee, it is recommended to the Cabinet Member for Environment, Highways and Waste that:

- (a) an Experimental Traffic Order be made for the closure of the gaps on the A256 at Eythorne and Tilmanstone, the latter having an exemption for buses and emergency vehicles (with consultation on the Order being carried out during the first six months);
- (b) the crash record and traffic flows on the A256 and the surrounding road network be monitored;
- (c) the results of the consultation and the monitoring be reported back to a future meeting of the Dover Joint Transportation Board.

Background Documents:

Appendix A – Dover Joint Transportation Board Report – 8 September 2008

Contact: Mike Smith

Transport and Development Manager

✉ mike.smith@kent.gov.uk

☎ 08458 247 800

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Dover Joint Transportation Board Report – 8 September 2008

A256 Whitfield to Eastry – Fatal Crashes

A report by the KCC Head of Transport and Development to the Dover Joint Transportation Board on 8 September 2008.

Introduction

1. In the last 3 years across Kent, there have been 7 fatal crashes as a result of right turn or U-turn movements on high speed 'A' class dual carriageways. Two of these fatal crashes, resulting in 3 fatalities, occurred on the A256 dual carriageway section between Whitfield and Eastry.

2. For some years now, on new highway schemes, the County Council's practice, whenever possible, is not to permit right-turn or U-turn movements on high speed dual carriageways at 'at grade junction/crossover' locations. This positive measure prevents this type of manoeuvre and thus the potential for a fatality.

3. The Coroner, who investigated the fatal crashes on the A256, has written to the County Council stating her concerns about the potential risk of further fatal crashes occurring at grade crossovers and requesting that they be closed on safety grounds (see Appendix 1). The Police have also indicated that they would support these closures on safety grounds.

Crash Statistics:

4. The A256 Whitfield to Eastry dual carriageway was constructed in the 1990s, and it carries around 12,000 vehicles per day. Although right turn movements onto the A256 are not possible, there are 3 locations where right turn movements off the A256 are permitted (Tilmanstone, Eythorne and Whitfield – see Appendix 2).

5. These locations have full width right-turning lanes and are designed to an adequate standard. However, there was a fatal crash (involving 2 fatalities) at Tilmanstone in June 2006 and another fatality at Eythorne in August 2007. The closure of these two crossovers would have prevented the manoeuvres at these locations which resulted in 3 deaths. The crash statistics for the last three years at the three crossover locations are given in Table 1.

Table 1 – Crash Statistics at A256 Crossovers

Location	Crashes (in last 3 years)			
	Fatal	Serious	Slight	Total
Tilmanstone	1 (2 fatalities)	0	0	1 (2 fatalities)
Eythorne	1	0	0	1

Whitfield	0	0	1	1
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Diversion Routes:

6. The amounts of right-turning traffic at the Tilmanstone and Eythorne crossovers are both less than a thousand vehicles per day. If those two crossovers were closed, the Barville Road Roundabout, which is situated mid-way between them, could provide access to reasonably convenient alternative local routes, increasing the distance travelled by no more than 2 miles.

7. The amount of right-turning traffic at the Whitfield crossover is higher at around three thousand vehicles per day and the diversion route via the A2/A256 grade-separated junction, and possibly also the A2 Whitfield roundabout, could increase the journey distance by up to 3 miles.

Proposed Experimental Closure

8. I agree with the Coroner that there is a potential risk of further fatal crashes occurring at these crossovers, in particular at the two locations where the previous fatalities occurred. At these two locations, the right turning traffic flows are relatively small and the alternative routes reasonably convenient.

9. I therefore propose that the crossovers at Tilmanstone and Eythorne be closed on an experimental basis under an Experimental Traffic Order (as used recently on the A2 at Lydden Circuit). This would allow the traffic situation to be monitored over a period of six months and the results of this monitoring be reported back to this Board for a final decision on a permanent scheme within the next 12 months.

10. With regard to the Whitfield crossover, there has been one slight crash in the last three years. However, there have been no fatal crashes. Also, the diversion route is likely to be longer. I therefore propose that no further action is taken at this time and the safety record continues to be monitored.

11. I also propose that consultations take place with Tilmanstone and Eythorne Parish Councils, the emergency services and bus companies, on the details and signing of diversion routes and the traffic monitoring arrangements, with a view to introducing an Experimental Closure Order for the two crossovers as soon as possible.

Recommendations

12. I recommend that:-

- (a) The Board supports in principle the closure of the two crossovers on the A256 at Tilmanstone and Eythorne under an Experimental Traffic Order;
- (b) Consultations take place with Tilmanstone and Eythorne Parish Councils, the emergency services and bus companies, on the details and signing of diversion routes and the traffic monitoring arrangements;

- (c) An appropriate Experimental Closure Order be subsequently advertised and any objections be reported back to a future meeting of this Board.
-

Accountable Officers:

Mike Smith, Transport and Development Planning Manager 08458 247 800

Ray Ball, Transportation Engineer 08458 247 800

Background Documents:

Appendix 1 Letter from HM Coroner dated 9 April 2008

Appendix 2 Location Plan

039737
Resp 29/4/08



**H.M. CORONER FOR KENT
NORTH EAST KENT DISTRICT**

Coroner: **REBECCA COBB LL.B.**

Deputy Coroner: **IAN GOLDUP LL.B.**

Assistant Deputy Coroners: **JAMES DILLON LL.B. and ROGER HATCH**

Tel: 01843 863260

Fax: 01843 603927

**5 Lloyd Road
Broadstairs
Kent
CT10 1HX
DX 32450 Broadstairs**

Our Ref: RC/JO/MAS
Your Ref:

9th April 2008

G. Harrison-Lee Esq.,
Director of Highways,
Kent Highways Services,
Invicta House,
County Hall,
MAIDSTONE,
Kent. ME14 1XX

Dear Mr. Harrison-Lee,

Re: Frederick Herbert MASON deceased

Mr. Mason died on 9th August 2007 at the junction of the A256 with Kennel Hill at Eythorne as a result of injuries received when the car he was driving to make a right turn across the A256 to Kennel Hill was impacted by a vehicle travelling in the outside lane of the A256.

At the conclusion of the Inquest I announced that I would be making a report under Rule 43 of the Coroners Rules 1984 concerning the potential danger of the availability of gaps in central reservations on dual carriageways enabling traffic to cross the main stream of traffic.

Since the Inquest I have ascertained that this is a matter that has already been discussed at the highest Kent County Council levels and that an independent study has been commissioned from consultants and that their report has recently been completed.

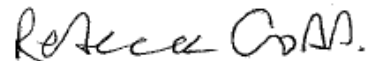
I should be very interested to be informed of the outcomes of the study and the consideration of it by Kent Highways and I would wish to pass a copy of your

response to the deceased's widow for onward transmission to his children, and also to the other driver involved in the collision. Perhaps when writing you will confirm that you have no objection to this.

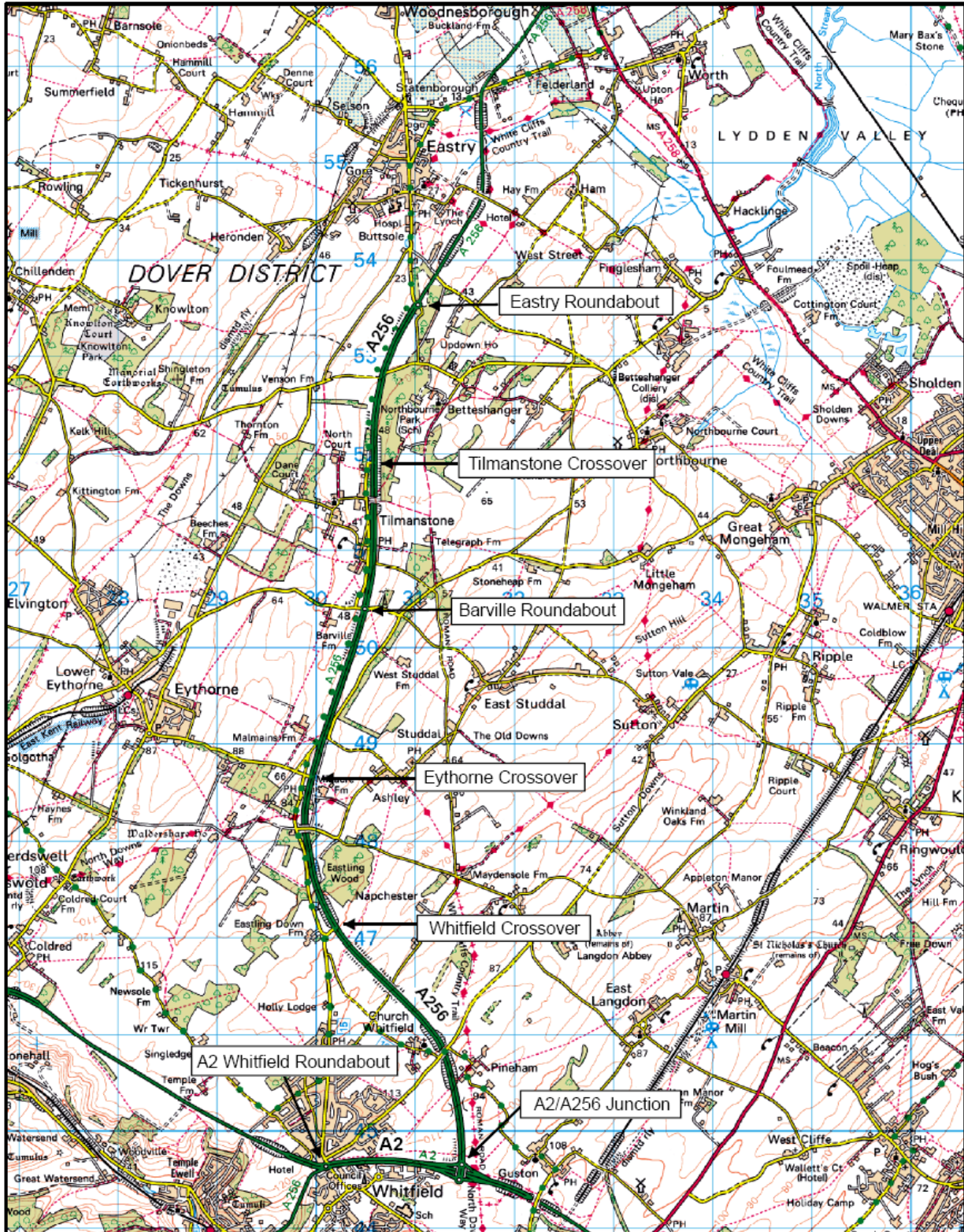
My decision to make a Rule 43 report as a result of this Inquest was in part because of other Inquests that I have held into deaths in similar circumstances, most recently those of Darryl Peter Hughes Key on 8th October 2006 on the A28 at St. Nicholas at Wade, Birchington (where the judge at the Crown Court hearing expressed concerns) and of Daphne Diana Florence Swanson and Reginald Herbert Post following a collision in very similar circumstances to that of Mr. Mason being on 16th June 2006 also on the A256 but at a different crossing.

I look forward to hearing from you.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Rebecca Cross". The signature is written in a cursive, flowing style.

c.c. Mrs. J. E. Mason, K. A. Mayes Esq.



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By: Overview, Scrutiny and Localism Manager

To: Environment, Highways and Waste Policy Overview Committee - 16 July 2009

Subject: **SELECT COMMITTEES - UPDATE**

Classification: Unrestricted

Summary: This report updates Members on the process for identifying a future Select Committee topic review work programme.

1. Future Select Committee Topic Review Work Programme

(1) Following the recent County Council Elections it is necessary for a new two year Select Committee work programme to be established. Members are therefore requested to consider whether there are any potential topics for a Select Committee review that fall within the remit of this Policy Overview Committee, which they would like to put forward for consideration by the Policy Overview Co-ordinating Committee (POCC).

(2) Any suggestion made for a potential topic review will be subject to an assessment process, part of which will include seeking the comments of the Directorate and Cabinet Members, in order to assist the POCC in agreeing a work programme that adds value for the residents of Kent. The POCC will consider all suggestions for topic reviews and the proposer will be invited to the POCC meeting to put forward their topic review suggestion supported by officers from the Directorate and if appropriate the Cabinet Member. Any Member who wishes to have a discussion on the assessment process or requires a copy of the form should in the first instance contact Karen Mannering who supports this POC.

(3) The Committee are reminded of the recent decision of the County Council that once a Topic Review has been included in the Work Programme as agreed by the POCC the detailed terms of reference for each review will be developed by a cross party Member Group (one from each Group) for approval by the Select Committee.

(4) The POC will be kept informed of potential topics which are within its remit.

(5) The attached suggestion for a topic review has been received which falls within the remit of this POC. It will be put forward to the POCC for consideration with other suggestions received.

2. Recommendations

Members are asked to put forward any suggestions for Select Committee topic reviews either at the meeting or by email to overviewandscrutiny@kent.gov.uk or to the Democratic Services Officer for this meeting.

Contact

Karen Mannering
Democratic Services Officer
01622 694367

Background documents – Nil

ASSESSMENT OF A SELECT COMMITTEE TOPIC REVIEW

* - sections to be filled in by the proposer of the topic

<p>*Subject of Proposed Review:-</p> <p>Energy</p>
<p>*Reason for the Review:-</p> <ol style="list-style-type: none"> 1. Key public issue, identified by: <ul style="list-style-type: none"> • The Kent Economic Board and Environment Task Group have identified energy as a key issue for Kent. • Media coverage and public interest in climate change, energy security and fuel prices has been high, and is likely to increase. 2. Issue highlighted via POC activities or previous reviews <ul style="list-style-type: none"> • The Climate Change Select Committee highlighted energy as a significant issue for the future, particularly in relation to energy security, energy efficiency and renewable energy 3. Issue recommended to POC by another body <ul style="list-style-type: none"> • This Select Committee has been recommended by Dr Linda Davies Director Environment and Waste, EHW. 4. County Council priority <ul style="list-style-type: none"> • The Select Committee would be relevant to a number of the National Indicators included in Kent Agreement - NI186 Reduction in Carbon Emissions and NI187 Fuel Poverty as well as Towards 2010 Target 41 and 42. It also fits with the direction of the KCC Regeneration Strategy. 5. Central Government priority/New Government guidance or legislation published <p>A whole raft of policy and legislation is emerging around this agenda, this includes:</p> <p>Climate Change Act The Act requires a 26% cut in carbon emissions by 2020 and an 80% cut by 2050. These targets are legally binding and the act introduces a carbon budgeting system which caps emissions over five year periods to assist progress.</p> <p>EU Renewable Energy Directive The Directive requires 20% of the EU's energy requirement to come from renewable sources by 2020, and sets each European country with a specific target. The UK target is 15% of total energy requirement which in delivery terms will mean that 30-35% of our electricity will need to be generated renewably.</p>

Carbon Reduction Commitment (CRC)

The CRC is designed to deliver carbon emissions reduction and cost savings in the service sector, public sector and other less energy-intensive industries. The CRC is a mandatory cap and trade scheme, targeting emissions not covered by EU ETS or a CCA and includes supermarket chains, hotel chains, office-based corporations, government departments and large local authorities.

Planning Policy

Planning policies requiring new buildings to adhere to design codes and meet a proportion of their energy demand from on site renewable energy generation are now an integral part of Local Development Frameworks.

Building Regulations

Revisions to the Building Regulations are driving the adoption of new low carbon technologies and construction methods.

***Issues to be covered by the Terms of Reference:-**

- Energy Efficiency
- Energy Security, future energy needs and the role of renewable energy
- Low carbon economy

***Scope of the review:-**

The KCC Estate and Kent as a sub region.

***Purpose and objectives of the Review:-**

Purpose: To establish the future direction of energy policies and supply in Kent for the next 25 years.

Objectives - to:

- assess how best to meet the future energy needs of KCC and Kent, particularly in light of carbon and renewable energy targets
- ensure KCC and Kent make the most of emerging opportunities from a low carbon energy economy

Proposer of the review - (Please print name and sign)

Dr Linda Davies

To be completed by the Directorate/Cabinet Member(s)

Are there any reasons why this review should not be put forward for inclusion in the work programme for 2009/10? (see Note 2 below)

None.

How will the review contribute to corporate objectives and priorities?

The review will help deliver reduction of carbon emissions and development of a low carbon energy sector in Kent which will contribute to the delivery of the :

- Kent LAA
- Regeneration Framework
- KCC's CRC obligations

Will the review support the achievement of PSA or LAA targets? If yes, please identify targets:-

Yes – NI185, 186, 187, 188 and 189

Does the review need to be completed within a specific timeframe? If yes, please give details:-

No, but there is an increasing urgency to address this agenda highlighted by UK and EU targets relating to the supply of energy from sustainable sources.

How will this review have an impact on KCC policy development and/or help to influence national policy?

It will impact on KCC's:

- Estate
- Future KCC building programme
- Direction and delivery of the Regeneration Framework

KCC will be better placed to influence and lead on national, regional and local policy.

How will this review add value to the County Council and residents of Kent?

It will add value through:

- Increased confidence in security of supply, and the role of renewable energy in that mix
- Identification of opportunities for reducing energy bills for Kent business and residents
- Promotion of the low carbon economy in Kent and resulting job creation.

Any additional comments from the Portfolio Holder/Strategic Director:-

Portfolio Holder's Signature:-

Strategic Director's Signature:-

Contact Officer:-

Date:-

By: David Beaver, Head of Network Management

To: Environment, Highways & Waste Policy Overview Committee – 16 July 2009

Subject: The Management of Vehicle Obstructions to Private Access (White Access Highlight Markings on the Public Highway [Dog Bone Markings])

Classification: Unrestricted

Summary: This report seeks approval from the members of Policy Overview Committee for Kent Highways Services to introduce a new policy on how the Council carry out the management of vehicle obstructions to private accesses and in particular the process of approving white access highlight markings on the highway.

1. Introduction

- 1.1 Under current legislation, both Kent County Council and the 12 Kent District/Borough and City Councils are responsible for the practical application and management of white access highlight line markings on the public highway. This report summarises the current situation with regard to the management of these white markings.
- 1.2 Historically, white access highlight line markings have been introduced on the highway across private premises to assist the access and egress of vehicles where there has been a perceived problem with obstructive parking. These white line markings are not legally enforceable by either Kent County Council or the district authorities and act only as a visible deterrent for the motorist.
- 1.3 However, obstructive parking can be dealt with by the police force either by the issue of a Fixed Penalty Notice or by vehicle removal and it is recognised that it can be easier for the traffic police to enforce this issue if there is a physical measure on the highway.

2. Information

- 2.1 Prior to the reorganisation of Kent Highway Services the 12 Highway Units located within the District Authorities were responsible for the introduction of white access highlight line markings on the highway. Since reorganisation some district authorities have decided to retain this function whilst others have opted to pass the responsibility to Kent County Council.
- 2.2 Of the 7 district authorities that have retained the function; 1 district makes a charge for the service, 1 district request that customers meet strict criteria and 5 districts introduce a white line with no conditions attached. Kent County Council carries out the function in the remaining 5 districts areas but currently does not support the introduction or maintenance of these highway markings.
- 2.3 There is currently an abundance of white access highlight line markings across the County and this has led to the reduction in awareness taken by the motorist.

There has also been a marked increase to both Kent County Council and the District Authorities for public requests to enforce these non-enforceable lines.

- 2.4 It is recognised that there is currently some confusion for the general public due to the current process where some District Councils carry out this function and others choose not to do so.

3. Financial Implications

- 3.1 To mark a white access highlight line on the public highway, maintain and refresh the line marking over a ten year maintenance period will cost the authority a total sum of £150.
- 3.2 To administer an application for a white access highlight line marking, KCC will need to carry out a desk top analysis of the evidence presented and visit the site to survey the extent and exact location of the proposed line markings. This analysis and survey work will cost the authority a total sum of £115.

4. Consultation

- 4.1 The proposed application process, policy and procedure notes have been referred to the 12 district authorities for a period of 6 weeks in order that their comments and professional advice can be taken into account. Their comments have been incorporated into the attached paperwork.

5. Conclusions

- 5.1 It is considered necessary that Kent County Council take full management of the process for introducing a new white access highlight line marking on the public highway and for refreshing those markings that already exist. Criteria should be met by an applicant to prove that they have a persistent parking problem and that their application is fully supported by the traffic police. This will ensure that any lines that are introduced are necessary to relieve an obstructive parking issue, therefore relieving the difficulties encountered when a prolific number of unnecessary markings are placed on the public highway.
- 5.2 As these lines are generally for the benefit of the property owner/applicant it is felt that the costs incurred by the authority to administer the application and place the line markings on the highway should be borne by the applicant.
- 5.3 Therefore, a standard non-refundable charge of £115 will be made to investigate and administer the process of applying for a white access highlight line marking. If an application is successful following investigations and liaison with the traffic police, an additional cost of £150 will be paid by the applicant to introduce a line on the highway and pay for the maintenance and upkeep of this line over a suitable maintenance period.

6. Recommendations

- 6.1 Subject to the views of this Committee, it is proposed to recommend to the Cabinet Member for Environment Highways and Waste that:

- (i) the recommendation that the management of the introduction and maintenance of white access highlight line markings on the public highway to prevent obstructive parking is carried out in the 12 district areas by Kent County Council be approved;
- (ii) the recommendation that an applicant will be asked to meet certain criteria, as outlined in the attached policy, in order to qualify for a white line and that a charge of £115 administration and then an additional charge of £150 for the placing and maintenance of the lines will be made for this service, be approved.

Background Documents:

The Traffic Signs Regulations and General Directions 2002.

Contact: **Lorna Day**, Kent Parking Manager
✉ lorna.day@kent.gov.uk
☎ 01622 221123

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THE MANAGEMENT OF VEHICLE OBSTRUCTIONS TO PRIVATE ACCESS

POLICY FOR NEW AND REFRESHED WHITE 'ACCESS HIGHLIGHT' MARKINGS ON THE PUBLIC HIGHWAY

THE TRAFFIC SIGNS REGULATIONS AND GENERAL DIRECTIONS 2002
1026.1

AUTHOR	L. DAY	01/04/2009
REVIEWER	L. HOLLIDAY	01/04/2009
APPROVER	D. BEAVER	01/04/2009

LD/HAB/5/5/09

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1. INTRODUCTION

- 1.1 The Policy - This policy sets out the processes to be considered when applying for consents to place white 'access highlight' line markings on the public highway. It is intended to act as a guide to applicants to explain why there is a need to control and manage the introduction and refreshment of these markings on the highway.

2. BACKGROUND

- 2.1 General – Common law has established that a highway is a route which all persons can use to pass and repass along as often and whenever they wish without hindrance and without charge. This definition therefore includes the road or carriageway and the footway or pavement. In order to preserve these rights of way it is necessary to ensure that they are not obstructed either wilfully or without due consideration. The Traffic Signs Regulations and General Directions 2002 provides for a white marking to be placed upon the public highway 'outside an entrance to off-street premises or a private drive, or where the kerb is dropped to provide a convenient crossing place for pedestrians, which should be kept clear of waiting vehicles.' (1026.1)

It should be noted that these access highlight line markings, also known as white 'dog-bone' lines, upon the public highway are purely advisory and as such are not legally enforceable.

- 2.2 Historically, white 'access highlight' line markings have been introduced to assist entrance and egress of vehicles and the abundance of these markings have led to the reduction in awareness taken by the motorist. There has, therefore been a marked increase in public requests to enforce these non-enforceable highway markings.
- 2.3 Responsibilities – The responsibility for the enforcement of obstructive parking at locations where there is no legally enforceable marking (i.e. yellow line) lies with the Police Force, who are the only organisation able to issue a Fixed Penalty Notice or alternatively remove the vehicle.
- 2.4 Powers – Although, both Kent County Council (KCC) and the local district/borough authorities have permissive powers to mark the public highway by way of a white 'access highlight' line marking; neither authority has the legal power to enforce these lines which are purely advisory.
- 2.5 Past History – Prior to the reorganisation of Kent Highway Services the 12 Highway Units, located within the District Authorities, were responsible for the introduction of white 'access highlight' line markings on the highway. Some district councils have decided to retain this function whilst others have opted to pass the responsibility back to Kent County Council.

3. INFORMATION

- 3.1 White 'access highlight' line markings are not legally enforceable by any authority despite public perception and obstructive parking can only be enforced by the police force.
- 3.2 It is recognised that some members of the public experience a persistent obstructive parking problem and that it is often easier for the traffic police to enforce this issue if there is a physical measure marked upon the public highway.
- 3.3 It is recognised that there is confusion for the general public due to the current process where some District Councils carry out this function and other choose not to do so.

4. FINANCIAL

- 4.1 To mark a white 'access highlight' line on the public highway and maintain and refresh the marking over a ten year maintenance period will cost the authority a total sum of £150.
- 4.2 To administer an application for a white 'access highlight' line marking, KCC will need to carry out a desk top analysis of the evidence presented and visit the site to survey the extent and exact location of the proposed line markings. This analysis and survey work will cost the authority a total sum of £115.
- 4.3 As these lines are generally for the benefit of the property owner/applicant it is agreed that the costs incurred by the authority to administer the application and place the line markings on the highway should be borne by the applicant.
- 4.4 Therefore, a standard non-refundable charge of £115 will be made to investigate and administer the process of applying for a white 'access highlight' line marking. If an application is successful following investigations and liaison with the traffic police, an additional cost of £150 will be paid by the applicant to introduce a line on the highway and pay for the maintenance and upkeep of this line over a suitable maintenance period.
- 4.5 At the conclusion of the existing maintenance period it will be necessary for the householder to reapply for the continuation of the white access highlight marking. This will ensure that the mark on the highway is still required, meets all the necessary criteria, is still supported by the local traffic police and that a further maintenance and upkeep fee is met by the applicant.
- 4.6 All existing white access highlight markings will no longer be maintained or supported. It will be necessary for the householder or applicant to make an application for the continuation of the existing mark under the new procedure. This will ensure a standard approach is taken across the County and that all access highlight marks on the public highway meet the same standards and necessary criteria. If the householder no longer requires this mark, it will no longer be maintained and therefore left to fade and wear naturally from the highway preventing unnecessary scarring to the road surface.

5. CONCLUSION

- 5.1 Under this policy the Highway Authority (Kent County Council) is responsible for the function of the provision and maintenance of white 'access highlight' line markings on the public highway across the entire County of Kent, excluding Medway.
- 5.2 Kent County Council will therefore only support, introduce and maintain white 'access highlight' line markings that are provided at locations where there is a persistent obstructive parking issue. In order for an applicant to prove a persistent parking problem, various criteria must be met as per the attached application pack in Appendix A and the application must receive full support from the local traffic police who will remain the enforcement authority.

REFERENCES

The Traffic Signs Regulations and General Directions 2002

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THE MANAGEMENT OF VEHICLE OBSTRUCTIONS TO PRIVATE ACCESS

APPLICATION FOR A NEW OR REFRESHED WHITE 'ACCESS HIGHLIGHT' LINE MARKING ON THE PUBLIC HIGHWAY

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**PLEASE READ THE FOLLOWING
NECESSARY CRITERIA WHICH SHOULD BE MET IN
ORDER TO QUALIFY FOR THE MARKING OF A WHITE
'ACCESS HIGHLIGHT' LINE ON THE PUBLIC HIGHWAY**

1. The applicant must be the registered owner or keeper of a vehicle which is kept permanently at the address of application.
2. The address of application must have a Kent County Council approved dropped vehicular crossing installed.
3. There must be a proven persistent obstructive parking problem of at least 3 months at the address of application. This issue must not be a transient issue.
4. Each individual application must be approved by the relevant traffic management division of the traffic police.
5. Please note that the application process for a white dog-bone marking is subject to a non-refundable administration fee of £115 which must be included when returning this form and supplementary information.
6. If your application is successful, the cost of introducing and maintaining a white 'access highlight' line marking on the highway is currently £150. This amount will include for the maintenance of the highway marking over a maintenance period of at least ten years. You will be invoiced for the full amount prior to any work being carried out.
7. At the conclusion of the ten year maintenance period it will be necessary for you to make a new application for the continuation of the access highlight marking. This will ensure the mark is still required and that it meets the necessary criteria. A maintenance fee will be applicable at this time to reflect the continued maintenance over a further 10 year period.

8. EXISTING ACCESS HIGHLIGHT MARKINGS

If you have an existing white access highlight marking, it will no longer receive continued maintenance from Kent Highway Services. It will be necessary for you to apply through the attached process for your line marking to be supported. This will ensure continuity of the required criteria and a standard maintenance procedure. Any existing marks that do not meet the necessary criteria will be left to fade naturally from the public highway.

- It is possible to make an application in joint names if you are requesting a mark to cover a shared access. However, the application must give a 'lead

name'. This name will be the applicant who takes full responsibility for the application form and the payment of any charges.

- The following Application and Traffic Monitoring Record Form must be completed for a period of time of no less than 3 months in order to provide evidence of a persistent parking problem.
- When you are satisfied that you have made a record of a persistent parking problem, please forward all necessary information including any supplementary evidence (e.g. photographs) to:

Mrs. L. Day, Kent Parking Manager, Network Management, Kent Highway Services, First Floor, Invicta House, Maidstone, Kent ME14 1XX

Email: lorna.day@kent.gov.uk

Telephone: 08458 247 800

- A cheque made payable to Kent County Council for a sum of £115 must be included with your application. This is an administration fee and is non-refundable.
- All information will be verified with your local Traffic Police prior to any further investigation taking place.
- NB: If your application is successful there will be a charge of £150 to introduce, maintain and refresh the white 'access highlight' line marking for a suitable maintenance period. This will include at least 2 no. refreshments of the marking on the public highway.

PLEASE INCLUDE A COPY OF YOUR VEHICLE REGISTRATION DOCUMENT. YOUR APPLICATION WILL NOT BE PROCESSED WITHOUT SIGHT OF A COPY OF THIS DOCUMENT. PLEASE DO NOT INCLUDE THE ORIGINAL DOCUMENT.



APPLICATION AND TRAFFIC MONITORING RECORD FORM

APPLICANT NAME:

ADDRESS:

DATE	TIME	REG. NO. OF VEHICLE CAUSING ALLEGED OBSTRUCTION	POLICE INCIDENT NUMBER	FURTHER INFORMATION (e.g. Photographic evidence, etc)

Please photocopy or print further copies as necessary

Form to be completed by applicant and returned to: Network Performance Team,
Kent Highway Services, Invicta House, County Hall, Maidstone, Kent. ME14 1XX

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By: David Hall, Head of Transport & Development

To: Environment, Highways & Waste Policy Overview Committee
– 16 July 2009

Subject: Beechwood Avenue, Deal – Proposed Cycle Route

Classification: Unrestricted

Summary: This report relates to the proposal for the construction of a length of 2.5 metre wide shared cycleway/footway along Beechwood Avenue in Deal. The cycleway forms part of the Dover District Cycling Plan which was approved by Dover JTB in Autumn 2008 and provides an important link between two existing cycle routes, one in Victoria Park and the other in Albert Road.

1. Introduction

- 1.1 Kent Highway Services (KHS) has successfully bid for funding from the Local Transport Plan to introduce Phase 3 & 4 of the cycle network for Deal during the financial year 2008-09, to facilitate the aims of the Dover District Cycling Plan (DDCP), approved by the Dover JTB on 15 December 2008. Phase 4 of the cycle network for Deal has been designed, and following approval from the Dover JTB on 8 September 2008, consultation was progressed.
- 1.2 The results of the consultation were reported to the Dover JTB on 15 December 2008.
- 1.3 The Dover JTB resolved that **“the item be deferred for a site visit by Board Members, following which the matter would be reconsidered by the Board at its next meeting”**.

2. Site visit and additional consultation

- 2.1 The site visit took place on 21 January 2009, at 2pm. and a number of issues were raised which are detailed in Appendix C, together with the response provided by KHS.
- 2.2 Subsequent to the site visit, a further meeting took place between KHS and Stagecoach East Kent on 9 February 2009. This was to assess the suitability of introducing additional parking into the section of Mill Road between London Road and Beechwood Avenue.
- 2.3 Following the site visit, traffic surveys were also carried out in Beechwood Avenue and Park Avenue.

3. Conclusion

- 3.1 KHS has listened to residents concerns and the observations made by Dover JTB at the site visit have been addressed. Parking was highlighted as the main concern, and this issue has been addressed.

- 3.2 Funding for this scheme had been carried over from the 2008/9 budget and if supported will now be funded in 2010/11. This available funding cannot be used for any alternative routes that have been suggested. These would need to be assessed separately, and compete for funds with other schemes across the whole County from a future programme of works (i.e. from 2010/11 onwards).
- 3.3 The Dover JTB at its meeting on 6 February did not endorse the Officer recommendation and so the report has been referred to POC for further consideration.

4. Recommendation

- 4.1 Subject to the views of this Committee, it is proposed to recommend to the Cabinet Member for Environment, Highways & Waste that:
- (a) the construction of the proposed footway/cycleway in Beechwood Avenue, Deal, in order to ensure that an effective cycle network is developed in Deal be approved;
 - (b) the TRO in order to implement the proposed waiting restrictions and formalise the location of on-street parking facilities in Beechwood Avenue, and to create 5 additional parking spaces in Mill Road be advertised.

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Beechwood Avenue, Deal – Cycle Route, Results of the Consultation

A report by the Head of Transport & Development to the Dover Joint Transportation Board on 15th December 2008

Introduction

1. During the current Local Transport Plan period (2006-2011) a number of cycle routes have been introduced in Deal, as part of the development of the cycle network. Kent Highway Services have successfully bid for funding from the Local Transport Plan to introduce a cycle route in Beechwood Avenue during the current financial year 2008-09.

2. As a result, consultation in the form of a letter drop was carried out on the proposed cycle route with the following residents and organisations as agreed at the last Joint Transportation Board meeting that was held on 8th September 2008.

- Residents fronting the proposals in Beechwood Avenue.
- Residents in Mill Road in the immediate vicinity of Beechwood Avenue
- Beechwood Court residents.
- Deal Town Council
- Dover District Council
- Statutory consultees (emergency services)
- SUSTRANS

3. The results of this consultation are outlined within this report.

Background

4. A report was presented to the Joint Transportation Board that was held on 26th November 2007 regarding consultation on the Draft Dover District Cycling Plan. As a result consultation was carried out on the proposed Dover District Cycling Plan in February and March 2008. The results of the consultation and the Final Version of the Dover District Cycling Plan is the subject of another report to be presented at this Joint Transportation Board meeting.

5. The Dover District Cycling Plan has been developed over a number of years through discussions held with Dover District Council Members, Town Council and Parish Council Members at the Dover Cycling Forum. The Dover District Cycling Plan sets out the existing and proposed cycle network for Dover and Deal and identifies the routes needed to create the network, including the proposed route along Beechwood Avenue. Appendix A shows the maps identifying the existing and proposed cycle routes in Deal and Dover, which is enclosed in the Dover District Cycling Plan.

6. At the Dover Joint Transportation Board meeting that was held on 8th September 2008 it was agreed by Members that consultation would be carried out, in the form of a letter drop, on the proposals to install a new cycle route along Beechwood Avenue, Deal, as part of the continuing development of the cycle network within Deal. Consultation letters were sent out to almost 100 properties, as

well as the emergency services, Deal Town Council and Dover District Council and other statutory consultees.

Discussion

7. Of almost 100 consultation letters that were sent out 14 replies were received from residents, the majority of whom (8 from Beechwood Avenue and 4 from Mill Road) were concerned about the reduction in on-street parking that would result from the creation of the proposed cycle route. A summary of the responses to the consultation is shown in Appendix B. Residents commented that on-street parking in Beechwood Avenue is already under considerable pressure and as a consequence they are already finding it difficult to park in Beechwood Avenue, which they felt was already being used by those who work in Deal Town Centre to park during the day. Dover District Council has also received two requests from residents of Beechwood Avenue for disabled parking bays, although no requests have yet been approved. Some of the residents in Mill Road also park their vehicles on Beechwood Avenue. These residents were included in the consultation and also raised concerns about the reduction in on-street parking that would be caused by the proposed cycle route, and the effect that the cycle route would have on their quality of life if they were not able to park in Beechwood Avenue. A number of respondents also did not see the need for such a cycle route to be created because they felt that very few cyclists used Beechwood Avenue.

8. As a result a survey was carried out on 13th October 2008 to count the number of cyclists that use this route, the results of which showed that a total of 57 cyclists used Beechwood Avenue during a 12 hour period between 7am to 7pm. The number of cyclists using Beechwood Avenue has increased over recent years and this can be demonstrated when looking at the results of a survey that was carried out in November 2004 which recorded only 9 cyclists using Beechwood Avenue during the same 12 hour period. It is anticipated that the number of cyclists using Beechwood Avenue will not increase further as more cycle routes around Deal are introduced.

9. The increase in the use of Beechwood Avenue by cyclists could be partly explained by the recent introduction of cycle routes either end of Beechwood Avenue, one of which ends at the A258 London Road/Albert Road junction and the other is located within Victoria Park. Beechwood Avenue therefore provides the most direct, convenient link between these two cycle routes, which is demonstrated by the number of cyclists that use it. The only alternative route which can be considered as a desire line to travel between the two existing cycle routes is along Mill Road towards the A258 London Road (from the access to Victoria Park) then to travel westwards along the A258 London Road to the Albert Road junction. However there has already been one slight personal injury crash involving a child cyclist at the A258 London Road/Mill Road junction during the most recent 3 year period for which data is available (from 01/07/2005 to 31/06/2008). The A258 London Road is also a main road which narrows just to the west of the Mill Road junction and in addition there is a significant bend which could potentially mask cyclists using this route from approaching vehicles. Therefore Beechwood Avenue can be seen to be a much safer and more attractive route for cyclists.

10. The demand from cyclists to use Beechwood Avenue is further supported by the results of the cycle count survey that was carried out on 13th October 2008 which recorded 20 of the 57 cyclists using Beechwood Avenue against the current

one-way system. This illegal use of Beechwood Avenue occurred at various times of the day and by cyclists of all ages, and clearly has safety implications. However, cyclists must feel that this is still a safer route to use than the A258 London Road.

11. From the results of the cycle count survey it can be concluded that there is a demand for cyclists to travel in both directions along Beechwood Avenue. However, a safe facility is not currently provided, with cyclists travelling on the road against the current one-way as well as using the narrow footway which has safety implications for pedestrians. The provision of a wider footway to create enough space for pedestrians and cyclists to use Beechwood Avenue in both directions, would therefore increase safety for all users of Beechwood Avenue, and would provide a safer route for cyclists than the current alternative which requires cyclists to use the A258 London Road/Mill Road junction.

12. The proposals to widen the current footway will consequently result in further narrowing of Beechwood Avenue and therefore the removal of road space for on street parking. Overall seven on street parking spaces on Beechwood Avenue would be removed but two additional spaces will be created by removing some of the double yellow lining near to the junction with Mill Road. Therefore overall five on-street parking spaces will be lost. However a number of residents do have off-street parking provision and some lengths of parking restrictions shown in front of a number of driveway accesses will be removed to enable residents to park in front of their driveways. The amended drawing following the results of the consultation, is shown on the plan in Appendix C.

13. Dover District Council have raised concerns that the additional pressure on on-street parking caused by the cycle route would lead to residents turning their front gardens into parking spaces and that this, combined with the additional signage for the proposed cycle route would have a detrimental impact on the public realm.

14. One resident who is partially sighted raised concerns about cyclists sharing the footway with pedestrians, and the possibility that cyclists would hit her because she is not able to hear their approach. The resident commented that she frequently uses the footways in Beechwood Avenue but that should the proposed cycle route go ahead she would consider herself to be a "prisoner in her own home". However cyclists currently already use the existing narrow footway and the proposed cycle route will widen the current footway to minimise the possibility of conflict between pedestrians and cyclists. The proposal can therefore be seen as a benefit to both pedestrians and cyclists rather than a disbenefit.

15. Should Members agree to the recommendations presented in this report a Traffic Regulation Order (TRO) will need to be advertised regarding the implementation of the proposed waiting restrictions. Following the receipt of concerns from residents regarding the proposed waiting restrictions during the consultation, there is a likelihood that further objections will be received once the TRO is advertised. This will delay the scheme further, it is therefore proposed that, should similar concerns be received regarding the proposed waiting restrictions and resultant reduction in space for on-street parking, works continue without these concerns needing to be presented to the Joint Board. This will enable the scheme to proceed without any further delay following the advertisement of the TRO, with the understanding that such concerns have already been presented to the Joint Transportation Board.

Conclusion

16. In recent years work has been carried out to install a number of cycle routes within Deal, in order to create an effective cycle network in line with the Dover District Cycling Plan

17. A number of cycle routes have already been created in Deal, which are well used by cyclists, one of which currently ends in Albert Road at the junction with the A258 London Road, and another ends at the entrance to Victoria Park in Mill Road. Cyclists are currently using Beechwood Avenue which is located between these two cycle routes, a number of whom are travelling against the one-way system using both the carriageway and the footway which is already narrow. The use of Beechwood Avenue by cyclists in this way has obvious safety implications for both cyclists and pedestrians, and surveys indicate that the use of Beechwood Avenue by cyclists is increasing.

18. Following the development of the design of a cycle route along Beechwood Avenue the aims of which are to create a facility that both pedestrians and cyclists can use safely as well as providing as much space as possible for residents to park on street, consultation was carried out with various parties on the proposed cycle route. The results of the consultation showed that a number of residents were concerned that the proposals would make it more difficult for them to park in Beechwood Avenue and that this would impact on their quality of life. There was also a concern that the construction of the route would have a detrimental impact on the public realm.

19. Alternative routes were considered but would not be on the cyclists desire line and would not be as well used as the proposed cycle route in Beechwood Avenue, and would therefore not achieve best value for money. The closest alternative route using the A258 London Road/Mill Road junction and the A258 London Road itself, is not considered as safe a route as Beechwood Avenue. This is supported by the evident number of cyclists that currently use Beechwood Avenue in both directions despite the existing one-way system that is in place and the obvious safety implications of this. Without the provision of a cycle route in Beechwood Avenue there will be a missing link in Deal's cycle network.

20. Following agreement with Members a TRO will need to be advertised regarding the proposed waiting restrictions and formalisation of on-street parking spaces, similar objections regarding the reduction in on-street parking are therefore likely to be received. The receipt of such objections is likely to delay the scheme further, it is therefore recommended that should such objections be received these will not need to be presented to the Joint Transportation Board on the understanding that such concerns have already been presented to the Board.

Recommendation

21. It is recommended that Members:

- 1) Approve the construction of the proposed footway/cycleway in Beechwood Avenue, Deal in order to ensure that an effective cycle network is developed in Deal, as set out within the Dover District Cycling Plan.

- 2) Agree to advertise the TRO in order to implement the proposed waiting restrictions and formalise the location of on-street parking facilities.
- 3) Agree that, following the advertisement of the TRO, should similar objections to the proposed waiting restrictions and the resultant reduction in on-street parking be received, such objections would not need to be presented to the Joint Transportation Board on the understanding that such concerns have already been presented to the Board. In order not to delay the scheme further.

Contact Officer

David Barton – Local Transport and Development Manager 08458 247 800
Anne-Marie Hannam – (Transport Planner) 08458 247 800

Appendix B: Plan – Beechwood Avenue, Deal – Proposed footway/cycleway.

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By: David Hall, Head of Transport & Development

To: Environment, Highways & Waste Policy Overview Committee – 16 July 2009

Subject: A258 London Road, Sholden – Proposed Walking and Cycling Improvements

Classification: Unrestricted

Summary: This report relates to the proposal for the construction of a length of 2.5 metre wide shared cycleway/footway along London Road, Sholden between Mongeham Road and Sholden New Road. The cycleway forms part of the Dover District Cycling Plan which was approved by Dover JTB in Autumn 2008 and provides an important link between two existing cycle routes, one along Church Lane and the other which continues to follow the A258 to Fowlmead Country Park. The proposal includes the provision of a controlled toucan crossing immediately outside Sholden Primary School which gives the added benefit of providing a safer route to school and to encourage pupils to use more sustainable ways of travelling to and from school. External funding from Sustrans will be lost if the scheme is not supported

1. Introduction

- 1.1 Kent Highway Services (KHS) has successfully bid for funding from the Local Transport Plan to introduce Phase 3 & 4 of the cycle network for Deal during the current financial year 2008-09, to facilitate the aims of the Dover District Cycling Plan (DDCP), approved by the Dover JTB on 15 December 2008. Phase 4 of the cycle network for Deal has been designed, and following approval from the Dover JTB on 8 September 2008, consultation was progressed.
- 1.2 The results of the consultation were reported to Dover JTB on 15 December 2008.
- 1.3 The Dover JTB resolved that “the item be deferred for a site visit by Board Members, following which the matter would be reconsidered by the Board at its next meeting”.

2. Site visit and additional consultation

- 2.1 The site visit took place on 21 January 2009. Subsequent to the site visit, a further meeting took place between KHS and Sholden Parish Council on 6 February 2009.
- 2.2 In the light of some of the comments received from the Parish Council, additional views have been sought from Sholden Primary School, and a KHS representative met with the Head Teacher on 9 February. As a result of this meeting, further amendments to the scheme have been proposed.

3. Conclusion

- 3.1 KHS has listened to residents concerns and the scheme has been amended. The observations made by members of this Board at the Site Visit have been addressed. Further comments have been received from Sholden Parish Council, subsequent to a meeting with KHS held on 6 February 2009. These comments have been addressed. in the light of some of the Parish Council's comments. Funding for this scheme is still available but will now be from the 2010/11 budget.
- 3.2 Members should be aware that the available funding cannot be used for any alternative routes that have been suggested. These would need to be assessed separately, and compete for funds with other schemes across the whole County from a future programme of works (i.e. from 2010/11 onwards).
- 3.3 The Dover JTB at its meeting on 6 February did not endorse the Officer recommendation and so the report as been referred to the HAB for further consideration.

4. Recommendation

- 4.1 It is recommended that Members approve the progression of the scheme as detailed in drawing no. B0744100/DOV/EK/001/08

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A258 London Road Sholden – proposed walking/cycling route (Phase 4).

A report by the Head of Transport and Development to the Dover Joint Transportation Board on [date].

Introduction

1. During the current Local Transport Plan period (2006-2011) a number of cycle routes have been introduced in Deal, Kent Highway Services have successfully bid for funding from the Local Transport Plan to introduce Phase 3 & 4 of the cycle network for Deal during the current financial year 2008-09.

2. Phase 4 of the cycle network for Deal has been designed, and following approval from the Dover Joint Transportation Board on 8th September 2008 consultation was carried out, in the form of a letter drop, to the following residents and organisations;

- Residents fronting the proposals who will be most affected by the proposals.
- Sholden Primary School
- St. Nicholas' Church
- Statutory consultees (emergency services)
- Aspen Lodge Residential Care Home
- Sustrans
- Sholden Parish Council
- Dover District Council
- Kent Association for the Blind

3. The results of this consultation process is the subject of this Joint Board Report.

Background

4. A report was presented to the Joint Transportation Board that was held on 26th November 2007 regarding consultation on the Draft Dover District Cycling Plan, as a result consultation was carried out on the proposed Dover District Cycling Plan in February and March 2008. The results of the consultation and the Final Version of the Dover District Cycling Plan is the subject of another report to be presented at this Joint Transportation Board meeting.

5. The Dover District Cycling Plan has been developed over a number of years through discussions held with Dover District Council Members, Town Council and Parish Council Members at the Dover Cycling Forum. The Dover District Cycling Plan sets out the existing and proposed cycle network for Dover and Deal and identifies the routes needed to create the network, including the proposed route along the A258 London Road. Appendix A shows the maps identifying the existing and proposed cycle routes in Deal and Dover, which is enclosed in the Dover District Cycling Plan.

6. At the Dover Joint Transportation Board meeting that was held on 8th September 2008 it was agreed with Members that consultation would be carried out,

in the form of a letter drop, on the proposals to install a new cycle route along the A258 London Road. As part of the continuing development of the cycle network within Deal. Consultation letters were sent out to 75 properties, as well as the emergency services, Deal Town Council and Dover District Council and other statutory consultees. As a result 16 responses were received from residents. Sholden Parish Council also sent out 120 additional leaflets notifying residents of the proposals (Kent Highway Services emailed the Parish Council enquiring into what information was provided as part of this letter drop and as of 17th November 2008 has not received a reply) this resulted in an additional 6 responses to the consultation from residents being received. One response was received from the Kent Association for the Blind as well as one from Kent Police and Sholden Parish Council.

7. Sholden Primary School also notified parents/carers at the school of the proposals through their newsletter, one response was received from a parent as a result. This respondent was concerned about the removal of vegetation along the verge between Church Lane (Path) and the junction with The Street.

Consultation Results

8. The comments received following the consultation regarding the proposed cycle route along the A258 London Road, Sholden and Kent Highway Services responses to these comments are shown in Appendix B. The main issues of concern can be broadly concluded as follows;

- The proposed removal of the pedestrian islands because it was felt that these islands provide a safe facility for pedestrians crossing the A258 London Road and that they also reduce vehicle speeds and prevent overtaking.
- Perceived danger of cyclists using the footway.
- Perceived danger of cyclists having to cross a number of private driveway accesses, and therefore there being a preference for a cycle route to be provided on the other side (north-east side) of the carriageway.
- Removal of vegetation along the verge between the junction with Church Lane (Path) and The Street (however some comments had also been received in support of removing the vegetation).
- Concern regarding the proposals to narrow the carriageway between the junctions of Sholden New Road and The Street.
- Preference to provide a cycle route away from the A258 London Road along Vicarage Road and the footpath between the Scout Hut and the cricket ground behind the properties in Paddock Close.

These concerns will be addressed in the following paragraphs.

9. The proposed removal of the pedestrian islands, particularly at the junction with Sholden New Road was a concern for 10 of the respondents with the majority (six) being concerned about the removal of the island at the Sholden New Road junction. The work needed to widen the footway as well as maintain the existing pedestrian island at the junction with Sholden New Road would increase the cost of the scheme because highway drainage would have to be relocated as well as the present interactive sign and street lighting. As a result a bid has been submitted to

SUSTRANS for extra funding to enable the traffic island at the Sholden New Road junction to remain.

10. During the consultation a number of comments were received from residents that cyclists already use the current footway. At present the footway is too narrow for both pedestrians and cyclists to use safely, which is supported by the concern received from Sholden Primary School that pedestrians were getting hit by cyclists using the footway. The proposals look to widen the footway to enable both pedestrians and cyclists to use it safely.

11. Concerns were raised that it would not be safe for cyclists to use the footway on the north-west side of the A258 London Road because there are a number of driveways, and that it would therefore be safer to locate it on the opposite side of the carriageway. However this would result in cyclists needing to cross two junctions (Sholden New Road and The Street), these roads provide access to approximately 155 houses, it can be assumed that at a minimum there would be 2 vehicular movements from these households (if there was only one car per household) which would result in approximately 310 vehicles using these junctions during the day. The Sholden New Road and The Street junctions can therefore be assumed to be much busier than the driveways on the A258 London Road, and therefore create a greater risk to cyclists than the current driveways on the A258 London Road.

12. Also if the cycle route were to be located on the north-eastern pavement the cycle route would be on the opposite side of the carriageway to the existing cycle route, a safe crossing facility would therefore need to be provided for cyclists to cross the A258 London Road between the junctions of Sholden New Road and The Street. The construction of such a crossing is not possible due to the presence of the driveway accesses, which would be blocked by the installation of traffic signal equipment. Widening the current islands is also likely to obstruct residences access to their driveways.

13. Mixed views were received from residents regarding the removal of the vegetation on the verge between the junctions of The Street and Church Lane (Path). Two residents were in favour of the vegetation being removed because it was causing a nuisance to their boundary fences, while eight respondents were concerned about the environmental impacts of removing the vegetation. One resident was also concerned about the impact that the removal of the vegetation would have on her privacy and another was concerned about security. Unfortunately in order to widen the footway the banked verge has to be re-profiled which requires all the vegetation on the verge to be removed, this will also ensure that in future vegetation will not encroach on the footway/cycleway thereby narrowing it. However some replanting can be carried out to try to reduce the environmental impact caused by the removal of the vegetation. Also no works will be carried out to remove the vegetation during the nesting season. Residents are also able to carry out planting within their gardens which will ensure that the vegetation is maintained and does not impact on the footway/cycleway. At present the current vegetation narrows the footway at points where it is overgrown, providing less space for pedestrians and cyclists, removing the vegetation will ensure that it doesn't grow over the footway/cycleway.

14. On 4th November 2008 Kent Highway Services engineers went out on site to double-check the measurements that have previously been taken. The measurements that were taken are as follows;

Current

Carriageway width - 7.3m

Footway width - 1.9m

Pedestrian islands width - 1.3m

Carriageway width either side of pedestrian island - 3m

Proposed

Carriageway width - 6.7m

Footway width - 2.5m

The above measurements show that the carriageway (between The Street and the existing pedestrian island at the junction with Sholden New Road), will be narrowed by 60cm. This will have no negative impact on traffic using the A258 London Road, Sholden, no additional congestion will be caused as a result of this reduction and any safety concerns regarding the removal of the island at the junction with The Street will be addressed as part of the safety auditing process which is carried out prior to any proposed schemes being implemented on the highway.

15. Five out of the 25 respondents suggested that the proposed cycle route should use the footpath next to St. Nicholas' Church then run along Vicarage Lane, turn right at the junction with The Street to access the current footpath that runs between the back of the properties in Paddock Close and the cricket ground. The cycleway should then continue along Sholden New Road to the junction with the A258 London Road. Unfortunately there are a number of issues with such a route which make it unfeasible.

16. The current footpaths next to St. Nicholas' Church and behind the properties in Paddock Close are currently not wide enough to accommodate a footway/cycleway. As a result land would need to be taken from the properties next to the Church (in Vicarage Lane) and the Scout Hut and cricket ground. This would significantly increase the cost of the scheme because there would be a cost to Kent Highway Services to purchase the land (a cost which is determined by the current landowner) and associated legal costs necessary to transfer the land to Kent Highway Services. Should any landowners not agree to the sale of their land to Kent Highway Services a compulsory purchase order would need to be implemented. Such compulsory purchase orders result in significant legal costs, so much so that such orders are only carried out for major schemes (such as the creation of bypasses).

17. The creation of a cycleway along The Street and Sholden New Road where footways do not currently exist is not considered as safe as providing a cycle route using footways that currently exist along the A258 London Road. The proposed route separates cyclists from traffic and provides more space for pedestrians and cyclists to share the footway. A number of residents who replied to the consultation also commented that a number of cyclists already ride on the pavements along the A258 London Road, indicating that there is a demand for a cycle route along this road. Creating a cycle route away from the one that cyclists already use would not encourage them to use such a route.

18. Creating a cycle route in Sholden New Road would also result in the need to install a formal crossing facility to enable cyclists to cross the A258 London Road, as mentioned previously it is not feasible to install a formal crossing point at this junction that would be suitable for cyclists.

19. Installing a cycleway along Vicarage Lane and The Street would also take the cycle route away from the Sholden Primary School. One of the aims of creating a cycle route along the A258 London Road is to create a safe cycle route for children and their parents/carers to use to cycle to and from the school. Widening the footway in front of the school will also provide more space on the footway for pedestrians and cyclists to reduce the number of pedestrians being hit by cyclists at this point.

20. Therefore considering the above the proposed footway/cycleway along the A258 London Road, is considered to be the safest most appropriate route for cyclists.

21. A plan showing the proposed cycle route is shown in Appendix C.

Conclusion

22. Having received a number of responses to the consultation regarding the proposed footway/cycleway along the A258 London Road, Sholden consideration has been given to each response and changes made to the proposed cycle route where possible. Responses to each concern are addressed in Appendix B.

23. Work will continue to secure additional funding to keep the current pedestrian island at the A258 London Road/Sholden New Road junction in situ.

24. Following the removal of the vegetation on the verge between the junctions of The Street and Church Lane (Path) some replanting will be carried out to help address privacy/security concerns of residents.

Recommendation

25. It is recommended that Members:

- 1) Approve the continuation of the construction of the proposed cycle route along the A258 London Road, Sholden (between the junctions of Sholden New Road and Church Lane (Path)) in order that a safe, well used cycle route is provided.

Contact Officer

David Barton – Local Transport and Development Manager 08458 247 800
Anne-Marie Hannam – (Transport Planner) 08458 247 800

Appendix C: Plan of proposed cycle route along the A258 London Road through Sholden.

Appendix B: Summary of representations and analysis of consultation responses – A258 London Road, Sholden – Proposed footway/cycleway.

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By: David Hall, Head of Transport and Development, Kent Highway Services

To: Environment, Highways & Waste Policy Overview Committee
– 16 July 2009

Subject: Smartcard Project

Classification: Unrestricted

Summary: This report informs members of the principal developments, funding arrangements and anticipated timescales in the provision of countywide ITSO Concessionary Smartcards during 2009/10.

1. Introduction

- 1.1 The Kent County Council (KCC) ITSO Concessionary Smartcard Scheme has been commissioned in order to develop the potential of public transport Smartcards across the county and, concurrently, to improve the coverage and quality of Real Time Information in Kent. ITSO is a national standard for smartcards using in public transport.
- 1.2 Considerable progress has been made on the project in recent months, and it is anticipated that the County's first 'live' Smartcards, covering the English National Concessionary Travel Pass and the Kent Freedom Pass, will be accepted on buses in Thanet from September this year.

2. Project Background

- 2.1 The KCC Concessionary Smartcard Scheme has three distinct components: the English National Concessionary Travel Scheme, Kent Freedom Pass and Real Time Information. These will be rolled out in stages as the scheme develops.
- 2.2 English National Concessionary Travel Scheme
- (a) Since April 2008, all people aged 60 and over and disabled people have been entitled to free off-peak travel on local bus services throughout England under the English National Concessionary Travel Scheme (ENCTS).
 - (b) In order to support the Scheme, new national travel passes have been issued by the 12 Kent districts, known as Travel Concessionary Authorities, to all who are entitled to the concession. The pass has been issued as a Smartcard which conforms to a single national card standard known as 'ITSO'. This makes recognition easier for bus operators nationwide, whilst also enabling the storage of electronic information which has the potential to deliver a wide range of benefits to passengers, operators and local authorities.
 - (c) The minimum that Travel Concessionary Authorities have had to provide since April 2008 is ITSO Smartcards for those entitled to concessionary travel. In most of England, therefore, the Smartcard is currently used as a flash pass to be shown to the driver on boarding a bus. In some cases, this has led to inaccurate recording of concessionary journeys, as well as slower boarding times and the risk of fraudulent pass use.

- (d) There are a small number of Travel Concessionary Authorities that have already implemented, or are in the advanced planning stages of, more comprehensive ITSO Smart Schemes. These have begun to develop the full potential of Smartcards by fitting buses with new Electronic Ticket Machines with Smartcard readers and establishing back office systems to collect and process concessionary patronage data from the 'live' Smartcards. These are known as 'fully Smart' authorities and KCC, on behalf of Kent's 12 Travel Concessionary Authorities, will shortly be joining them.

2.3 Kent Freedom Pass

- (a) The Kent Freedom Pass currently entitles young people who are resident in Kent, and who are in academic years 7 to 11 at a school or college in Kent, to travel free at the point of use on any bus at any time across the whole of the County, subject to an annual registration fee of £50. KCC was the first local authority outside of London to introduce a scheme of this magnitude. Full countywide roll out of the scheme was successfully completed in June this year.
- (b) The Kent Freedom Pass is presently issued as a simple flash pass with no potential Smartcard functionality. As with the ENCTS pass, this has resulted in problems associated with inaccurate recording of journeys and fraudulent usage. Consequently, KCC is keen to roll out Freedom Smartcards, commencing with a trial in Thanet from September 2009.

2.4 Real Time Information

- (a) KCC is seeking to deliver Real Time Information (RTI) coverage of all service buses in Kent by 2010/11. This will be achieved through an innovative and cost-effective approach to RTI data processing, involving direct GPRS transfer of location data from the on-bus Electronic Ticket Machine (ETM) to the KCC Urban Traffic Management and Control (UTMC) database. The UTMC database will process, match and predict incoming data against scheduled arrival and departure times, before passing the relevant real time predictions to RTI signs via an upgraded Kent Traffic and Travel website.
- (b) This method of data transfer will deliver key advantages, including uniform RTI coverage of all scheduled bus services, access to dynamic mapping detailing service performance against scheduled data and the integration of on-bus RTI and ticketing equipment into a single, portable ETM unit. The project will remove the existing requirement for costly and often unreliable third-party RTI systems and associated on-bus infrastructure and the significantly enhanced quality of network performance data will facilitate accurate scheduling of bus services and the identification of congestion hotspots.

3. Key Developments

- 3.1 In order to go 'fully Smart', ITSO-certified ETMs with Smartcard readers and GPRS transmitters must be installed on all buses and coaches operating public service journeys in Kent. In view of the scale of the project, and to ensure a level playing field for bus operators in the county, KCC has offered to part-fund operators' independent procurement of the necessary ETMs during 2009/10.
- 3.2 Kent's major commercial bus operators, Arriva and Stagecoach, have made significant progress towards procuring the necessary ETM and back office equipment within the past six months. An agreement has recently been concluded to bring forward Stagecoach's roll out of ETMs to the Group's East Kent subsidiary. The

ETMs were installed during April and May and it is anticipated that those in Thanet will be capable of reading 'live' ITSO Smartcards by September. Negotiations are currently ongoing with Arriva Southern Counties regarding the precise timescale for delivery of the necessary ETMs for the Group's West Kent operating area. However, part-funding arrangements have been agreed and it is anticipated that ITSO-certified ETMs will be in operational use on all Arriva buses based in Kent by late 2010.

- 3.3 Eastonways, the operator of the majority of KCC-contracted bus services in Thanet, is progressing an independent procurement of ETMs with KCC part-funding. All parties are confident of full roll out of the necessary equipment by late August this year. This will enable uniformity in the acceptance of ITSO ENCTS and Kent Freedom Passes from September.
- 3.4 The results of the Thanet trial will inform the roll out of ITSO-certified ETMs to further operators of KCC-contracted bus services. A European tendering exercise will be conducted shortly for the supply of ETMs to operators who are unwilling to procure the necessary equipment independently. These ETMs will be owned and managed by KCC, and will be leased to operators for the duration of each contract term. It is anticipated that all operators of KCC-contracted bus services will be in a position to accept ITSO Smartcards by late 2010, enabling countywide operation of 'live' Smartcards in time for the expected shift of Travel Concessionary Authority responsibilities from District to County level from 2011.
- 3.5 An ITSO Smartcard Scheme also requires the procurement and commissioning of back office hardware and software, known as the Host Operator Processing System (HOPS). The HOPS is essentially a computer that records ITSO transactions, thereby enabling analysis of concessionary travel patterns and operator reimbursement calculations. It is also responsible for the cancelling (or 'hotlisting') of Smartcards which have been lost, stolen or invalidated. Following a lengthy procurement exercise, the contract to supply managed HOPS services to KCC was awarded to Applied Card Technologies Ltd in February 2009. This company has considerable experience of ITSO Smartcard Schemes, having previously won contracts to supply managed HOPS services to the Cheshire County Council, Nottinghamshire County Council and Welsh National ITSO Schemes. The Kent HOPS has recently been commissioned and KCC is currently involved in discussions with the Kent Travel Concessionary Authorities in order to arrange the transfer of all necessary ENCTS transaction data.
- 3.6 In addition to the existing ENCTS passes currently in circulation in Kent, ITSO Smartcards for the Kent Freedom Pass must also be produced in advance of the planned Thanet trial in September this year. KCC has recently awarded the contract to supply these Smartcards to Euclid Ltd, the existing supplier of ENCTS passes to Kent's TCAs. Integration work between the Euclid, Applied Card Technologies and KCC databases is currently ongoing and is well on course for the September deadline.

4. Funding

- 4.1 The total capital budget allocated for this project in 2009/10 is £1m allocated through the Transport & Safety Package Programme (TSP). Approximately £750,000 of this will be spent on the procurement and part-funding of ITSO-certified ETMs with Smartcard readers and GPRS transmitters, and the remainder on the funding of Applied Card Technologies' managed HOPS service and the production of Smart Freedom Passes by Euclid Ltd. A further bid of £80,000 is sought through the 2010/11 TSP Programme to fund further ETMs.

5. Conclusion

- 5.1 The KCC ITSO Concessionary Smartcard scheme offers significant benefits to passengers, bus operators and Kent's local authorities, including faster journey times, more effective delivery and administration of concessionary travel schemes and enhanced information on patronage, network performance and the identification of incidents and congestion. The project is on course to implement a trial of ITSO Smartcard technology involving ENCTS and Kent Freedom Pass in Thanet from September this year and full countywide roll out of the scheme is expected within 18 months.


6. Recommendation


- 6.1 Members are requested to note the report.

Background Documents:

None.

Contact: Paul Lulham, Graduate Transport and Development Planner

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 01622 696943

By: David Hall, Head of Transport & Development

To: Environment, Highways & Waste Policy Overview Committee – 16 July 2009

Subject: Minibus Application Procedure

Classification: Unrestricted

Summary: This report informs members of the proposed Minibus Application Procedure to be used in response to requests from parish councils and community groups for the procurement, delivery and maintenance of minibuses.

1. Introduction

- 1.1 During the recent past there have been several expressions of interest from parish councils and community groups in the provision of minibuses. In all these cases there has been a presumption on the part of the applicant that Kent County Council would provide funding for the whole of the capital cost and for part of the revenue cost.
- 1.2 In order to ensure a fair and equitable allocation of the limited resources available, the attached Minibus Application Procedure has been prepared. This sets out a clear application process, and establishes defined criteria, which would need to be met in order for a minibus application to be favourably considered.

2. Public Transport Policy

- 2.1 Kent County Council supports some 200 local bus services across the County which would not otherwise operate without public funding. This represents about 20% of the network across Kent. Many of these services link rural communities and cater for people wishing to travel at evenings or weekends.
- 2.2 Some rural communities are relatively well served with links on most days of the week to amenities offered by a nearby town. Many are also served by Kent Karrier 'dial-a-ride/fixed route' services which cater for disabled people or those living more than 500m from a scheduled bus service.
- 2.3 This procedure is aimed at helping communities to work together to maintain local bus services and, where there may be few or no alternative travel options by public transport, to provide guidance on developing a business case for a community minibus.

3. Community Transport Provision

- 3.1 The Minibus Application Procedure is attached as Appendix 1. This would, if approved, become the standard procedure to be followed by parish councils and community groups seeking funding for the procurement, delivery and (for the first six years) maintenance, insurance, MOT, tax and driver training costs associated with minibus purchase.

- 3.2 This report also recommends the allocation of sufficient funding for community transport schemes, which would contribute to the support of existing minibus operations such as Meopham Community Transport and Wealden Wheels where they meet the criteria set out in the new procedures.
- 3.3 The provision of this community transport funding would emphasise the important service offered to often isolated communities by these various forms of transport scheme, and would incorporate the present ad hoc arrangements for the funding of new minibuses.

4. Funding

- 4.1 The total funding requirement, comprising both revenue and capital, would be £100,000pa. This would ensure appropriate provision for up to four applications for minibus funding each year, and for on-going support for existing community transport schemes.

5. Conclusion

- 5.1 Community transport is an important element of public transport provision in the county. However, it is critical that any application for minibus funding meets strict criteria, and is seen not to undermine the existing commercial and supported bus network in Kent. The approval of the proposed Minibus Application Procedure, together with funding for this and for on-going support of existing community transport schemes, would ensure an equitable allocation of limited resources to the provision of this community service.

6. Recommendations:

- 6.1 Subject to the views of this Committee it is proposed to recommend to the Cabinet Member for Environment, Highways and Waste that:
- (i) the process for minibus funding set out in the Minibus Application Procedure ([Appendix 1](#) to this report) is approved;
 - (ii) funding of £100,000pa for minibus funding and for on-going support of existing community transport schemes is approved.

Background Documents:

None

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MINIBUS APPLICATION PROCEDURE

KCC PUBLIC TRANSPORT POLICY

Supporting local bus services and developing a business case for a community minibus

Kent County Council supports some 200 local bus services across the County which would not otherwise operate without public funding. This represents about 20% of the network across Kent. Many of these services link rural communities and cater for people wishing to travel at evenings or weekends.

Some rural communities are relatively well served with links on most days of the week to amenities offered by a nearby town. Many are also served by Kent Karrier 'dial-a-ride/fixed route' services which cater for disabled people or those living more than 500m from a scheduled bus service.

This procedure is aimed at helping communities to work together to maintain local bus services and, where there may be few or no alternative travel options by public transport, to provide guidance on developing a business case for a community minibus.

Local Bus and Community Transport Services

Details of local bus services can be obtained on line at

www.kent.gov.uk/publictransport

or via the national Traveline service on:

0871 200 2233

or by contacting the Council's Transport Integration team on:

01622 605095

For enquiries regarding membership of Kent Karrier please contact:

01622 605349

A number of communities in Kent run car sharing, good neighbour and wheels to work schemes. Information about these can be obtained from:

'Action with Communities in Rural Kent' at The Old Granary, Penstock Hall Farm, Canterbury Road, East Brabourne, Kent, TN25 5LL or by phone:

01303 813790

Maintaining the local bus network

The more people who use local bus services the greater the likelihood that these services will be able to be sustained in the longer term.

Local communities can play a key part in marketing and promotion of local services. To assist this the County Council is always appreciative of suggestions for improvements to local bus services, although if additional funding is necessary this may be difficult to secure. Suggestions should be made, with the support of a parish council, in writing to the Council's Transport Integration team at:

Transport Integration, KCC Commercial Services, Gibson Drive, Kings Hill, West Malling, Kent, ME19 4QG.

Considering a local community minibus

Before considering an application for a community minibus it is essential that every reasonable step is taken to make people aware of existing local bus services and for these to be used. It is often the case that such local bus services have been withdrawn precisely because they have not been used by local people.

Parish councils in particular have an important role to play in securing space on parish notice boards and in parish halls, etc for bus timetables, which will always be supplied on request from the Council's Transport Integration team. Applicants should also note that concessionary bus passes and KCC Freedom Passes are not valid on community transport services.

In locations where there are very infrequent or no scheduled bus services, the following procedure should be used when parish councils or other community groups wish to apply for funding for the capital cost of procuring a minibus. In the event of a successful application, the organisation will be responsible for arranging all of the following and for invoicing the costs to KCC, which Kent County Council is committed to paying for the first six years of operation:

- Insurance and breakdown cover
- Annual taxation
- Annual service, including tail-lift
- Annual MOT and annual tail-lift certificate (LOLA)
- 1 x KCC Minibus Training Course per driver (including tail-lift)
- 1 x annual membership of Community Transport Association
- Thirteen-weekly vehicle safety checks
- Livery/branding of vehicle
- Any other fair wear and tear (i.e. tyres clutch etc)

Please note that, with the exception of these items for the first six years of operation, there is no other provision for on-going revenue funding of such vehicles by Kent County Council, and that all other operating costs would need to be met in their entirety by the organisation making the application.

THE APPLICATION PROCEDURE

This application procedure is aimed at assisting local groups in developing a business case to justify and support a minibus. Through this, the Council can respond equitably to requests for capital funding from parish councils, community groups and voluntary associations for minibus procurement.

Kent Karrier Service – An Explanatory Note

The Kent Karrier service is operated on behalf of Kent County Council and provides a bespoke travel service for those whose mobility is impaired, regardless of how far they live from a normal scheduled bus service. Passengers without disabilities are also entitled to use this service if they live more than 500 metres from a recognised bus stop. Full information about the Kent Karrier service is available at: www.kent.gov.uk/publictransport or by telephone at: 01622 605349.

Applications for Funding

Applications for funding the capital cost of procuring a minibus should meet the following criteria:

Criteria

1. No access to education, employment, health facilities and essential food shopping by any form of public transport.
2. No access to Kent Karrier services as explained above.
3. No access to an existing minibus resource through a brokerage scheme and having exhausted all other possible community transport based options (e.g. a shared car scheme, good neighbour scheme, wheels to work scheme, etc).
4. Ability to provide a sustainable and viable business plan for a period of six years, showing how the minibus will be maintained after the first five years of operation, and how it will be operated, licensed, revenue funded and managed from the start of operation.

Process

1. Completion of a business plan (**Part 1**) (overleaf) which must encompass the elements in criterion 4 (above) and expand upon them to demonstrate that the applicant has the ability, skills, knowledge and funding to fulfil the business plan's requirements.
2. Completion of a questionnaire (**Part 2**) to test the ability of the applicant to meet the above criteria.
3. Submission of both documents to the Sustainable Transport Team at:

Application for Minibus Funding, Sustainable Transport Team, Kent County Council, Invicta House, MAIDSTONE, Kent, ME14 1XX

4. On receipt, the application will be evaluated in accordance with the quality of the business plan submission provided in **Part 1**, and the scoring mechanism for **Part 2**.
5. A written response will be provided within 20 working days. Further clarification may be sought.
6. If the application is successful and sufficient funding is available, procurement of a suitable vehicle is likely to take 6 to 8 weeks.

PART 1 - PREPARATION OF A BUSINESS PLAN

A business plan should be prepared setting out the principal elements in support of the minibus application. Please give as full and descriptive an account as possible.

Administration

Address at which minibus operation is registered, including times service can be booked and full contact details

Accounts

Procedure for annual accounts to be prepared and name of organisation or parish council to which minibus operation is accountable

Bank Account

Details of bank account and procedure for purchases and banking

Membership

Indicate number of prospective passengers from location who have registered an interest in using the service

Fares

Income from fares will need to cover all the operating costs, including fuel, licence fees, vehicles excise duty, insurance, MOT certificate (as required), servicing, tyres and other maintenance; any costs not covered by income from fares must be met by the organisation responsible for the vehicle

Additional Income

Any additional income generated by the hiring of the minibus to other organisations, provided that all the appropriate legal requirements concerning drivers and numbers of passengers carried are met, may be retained by the association or parish council which owns the vehicle

Routes and Drivers

Indicate routes planned and destinations to be served, demonstrating from local surveys from where this usage comes; and ensure sufficient number of drivers, including relief drivers, will need to be available, trained and licensed, with costs of this covered by fares revenue

Licences and Permits

Indicate legislative basis for minibus operation, i.e. section 19 licence or section 22 licence (see VOSA website: www.vosa.org.uk)

PART 2 - QUESTIONNAIRE

Q1: State the principal town / village / hamlet / other location that the proposed minibus will serve:

Q2: Describe the total number of public transport journeys in all directions and by all types of public transport serving the location (stated in Q1) on a daily basis:

Monday to Friday (please tick one)

0	<input type="checkbox"/>	3	<input type="checkbox"/>	6 or more	<input type="checkbox"/>
1	<input type="checkbox"/>	4	<input type="checkbox"/>		
2	<input type="checkbox"/>	5	<input type="checkbox"/>		

Please state the type and split of public transport (Please tick all that apply and write)

Bus	<input type="checkbox"/>	number of journeys	_____
Train	<input type="checkbox"/>	number of journeys	_____
Ferry	<input type="checkbox"/>	number of journeys	_____
Other	<input type="checkbox"/>	number of journeys	_____

Saturday (please tick one)

0	<input type="checkbox"/>	3	<input type="checkbox"/>	6 or more	<input type="checkbox"/>
1	<input type="checkbox"/>	4	<input type="checkbox"/>		
2	<input type="checkbox"/>	5	<input type="checkbox"/>		

Please state the type and split of public transport (Please tick all that apply and write)

Bus	<input type="checkbox"/>	number of journeys	_____
Train	<input type="checkbox"/>	number of journeys	_____
Ferry	<input type="checkbox"/>	number of journeys	_____
Other	<input type="checkbox"/>	number of journeys	_____

Sunday (please tick one)

0	<input type="checkbox"/>	3	<input type="checkbox"/>	6 or more	<input type="checkbox"/>
1	<input type="checkbox"/>	4	<input type="checkbox"/>		
2	<input type="checkbox"/>	5	<input type="checkbox"/>		

Please state the type and split of public transport (Please tick all that apply and write)

Bus	<input type="checkbox"/>	number of journeys	_____
Train	<input type="checkbox"/>	number of journeys	_____
Ferry	<input type="checkbox"/>	number of journeys	_____
Other	<input type="checkbox"/>	number of journeys	_____

Q3: What, if any, access by public transport is there to the following from the location stated in Q1?

a) Education (Please state in a maximum of 100 words)

b) Employment (Please state in a maximum of 100 words)

c) Health Facilities (Please state in a maximum of 100 words)

d) Essential Food Shopping (Please state a maximum of 100 words)

Q4: Which specific locations do you wish to access through the procurement of a minibus through this application?

(Please state in a maximum of 500 words)

Q5: Please state if the location stated in Q1 is served by the Kent Karrier service (Please tick one)

Yes No

If 'Yes' please state which service this is and the frequency that it operates in the location stated in Q1 (Please state in a maximum of 200 words)

Q6: Please can you now state the level of Community Transport provision (other than Kent Karrier) that exists in or close to the location stated in Q1: (Please tick all that apply and write)

- Good Neighbour Scheme Name and Area _____
- Shared Car Scheme Name and Area _____
- Community Minibus Name and Area _____
- None of the above

Q7: Please can you indicate if a local school or college, in or close to the location stated in Q1, has a minibus which may be available for use outside of the schools core hours and / or during the day:

(Please complete in a maximum of 100 words)

Q8: If applicable please state if the school or college noted above has been approached with the view to using the minibus for the benefit of the community:

(Please complete in a maximum of 100 words)

Q9: How many people would benefit from a new minibus service in your locality? (Please tick one box)

- | | | | | | |
|-------|--------------------------|---------|--------------------------|------------|--------------------------|
| 1-20 | <input type="checkbox"/> | 61-100 | <input type="checkbox"/> | 201 – 300 | <input type="checkbox"/> |
| 21-40 | <input type="checkbox"/> | 101-150 | <input type="checkbox"/> | 301 – 500 | <input type="checkbox"/> |
| 41-60 | <input type="checkbox"/> | 151-200 | <input type="checkbox"/> | 501 – 1000 | <input type="checkbox"/> |
| | | | | 1000+ | <input type="checkbox"/> |

Q10: Which members of the local community will specifically benefit from this new minibus resource? (Please tick all those that apply)

- Anyone without daytime access to a car / private transport
- Young people in / attending Education
- Adults in / attending Education
- Job Seekers
- Anyone over the age of 60 years
- Anyone with mobility impairments
- Wheelchair Users
- People not in walking distance of their nearest bus / train service
- Anyone needing transport during the evening or at night
- Any member of the public or any reason and at any time

Q11: How do you intend to promote the minibus service and ensure its on-going use?

(Please complete in a maximum of 100 words)

By: Behdad Haratbar, Head of Countywide Improvements

To: Environment, Highways & Waste Policy Overview Committee – 16 July 2009

Subject: A28/A2 On-Slip Road, Canterbury

Classification: Unrestricted

Summary: To report progress and seek authority to publication of statutory Orders.

1. Introduction

- 1.1 To report on progress with the scheme proposal for provision of a new slip road onto the A2 Trunk Road from the A28 at Wincheap, Canterbury, to summarise the feedback received from public consultation and to seek approval to the revised plan for the scheme as a basis for publishing statutory orders.

2. Background

- 2.1 Improvement to the three A2 junctions close to Canterbury is part of a package of sustainable transport measures that are set out in the Canterbury Transport Action Plan (approved by Kent County Council in 2004 following extensive local consultation with the public and stakeholders), and supported by the Local Transport Plan for Kent 2006-11.
- 2.2 A report to Highways Advisory Board on 14 November 2006 set out the background for the overall proposals and was approved by the Cabinet Member for Regeneration and Supporting Independence for the purpose of consulting, seeking the necessary consents and arranging for the making of all necessary Orders to construct the On-Slip at Canterbury.
- 2.3 A letter to Julian Brazier MP from the Parliamentary Under Secretary of State, dated 18 December 2007, confirmed that the Wincheap on slip proposals could go ahead provided the scheme was technically sound and required no financial support from the Highways Agency.

3. Scheme Progress

- 3.1 Environmental, topographical and geotechnical studies and surveys have all been completed. Extensive discussions have been held with various parties to address issues associated with the scheme including, inter alia, on-street parking, traffic signal installation, pedestrian safety, provision for buses, accommodation works. See Figure 1.
- 3.2 All land required for the scheme is owned by Canterbury City Council which is prepared to appropriate the land for highway use. It is therefore envisaged that a compulsory purchase order will not be necessary.

- 3.3 A planning application and accompanying Environmental Statement was submitted in May 2009 and it is expected that this will be determined by the Planning Applications Committee on 18 August 2009.
- 3.4 Prior to submission of the planning application, public consultation was carried out to enable the scheme design to be refined where appropriate. The results of the consultation are summarised in Appendix 1. Reduction of on-street parking was the most emotive issue raised and every effort has since been made to provide further parking by extending a lay-by that is being proposed along the north side of the A28.
- 3.5 The proposed scheme, as submitted for planning permission is Drg. No. B0927100-PA-003 (on display).

4. Further Procedures

- 4.1 Subject to Planning Permission being granted, there will be the need for the County Council to publish a Side Roads Order for the purpose of creating the new road and for stopping up the existing lay-by on the A2 trunk road. It is proposed that the new slip road itself will ultimately be owned and maintained by the Highways Agency.
- 4.2 Kent County Council is the Highway Authority for the A28, whereas the Highways Agency is the Highway Authority for the A2 Trunk Road. There will need to be a Section 6 Agreement with the Highways Agency to give the County Council authority to work on the A2.

5. Financial Implications

- 5.1 Advance scheme costs were met from the County Council's Regeneration Fund and the Major Schemes Forward Design allocation. Further scheme preparation costs are being met from the LTP allocation for Integrated Transport schemes.
- 5.2 The outline scheme estimate in 2006 was quoted as £1.2m. The current scheme estimate based on the detailed design is £1.308m and funding has been provisionally allocated from the Integrated Transport Schemes programme.

6. Local Member View

- 6.1 The local Member welcomes this long overdue project however he needs to be confident that all possible ways of resolving the serious parking problem caused by the slip-road have been explored with him and the residents affected before he is able to support the plans as they stand

7. Recommendation

- 7.1 That the content of this report and the results from the public consultation are noted.
- 7.2 Subject to the views of this Committee it is proposed to recommend to the Cabinet Member for Environment, Highways and Waste that approval is given:

- (i) to revised drawing numbered B0927100-PA-003
- (ii) to rescind drawing numbered 13782/21 Rev A
- (iii) to make and submit for confirmation all necessary orders and schemes under the Highways Act 1980 to enable the scheme shown on drawing no. B0927100-PA-003 to be constructed.
- (iv) to enter into a Section 6 Agreement, under the Highways Act 1980, with the Highways Agency.

Background Document:

Drawing No. B0927100-PA-003 (On Display)

A28/A2 On-Slip, Canterbury, Report on Public Consultation – March 2009
(available on display)

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Summary of Consultation

The following is a summary of the public consultation carried out and reflects information submitted with the planning application under the heading "Statement of Community Involvement". It is to be read in conjunction with the Report on Public Consultation that is available as a background document.

1. Objective

As part of the design stage of the project, community involvement is a key factor to ensure that stakeholders, local residents and other interested parties are fully aware of the scheme, and are able to comment on the proposals. Their views can then be considered to help conclude the final design of the scheme.

2. Scheme Consultees

There have already been significant discussions with Canterbury City Council, InterRoute and the Highways Agency, and this is ongoing. Additionally there are ongoing discussions with many more stakeholders such as public utility companies and bus companies. The main focus for the public consultation has been to gauge the impact of the proposals on the local community, particularly those properties who will be directly affected by the proposals.

As well as the local residents, the primary list of consultees included the following:

- Canterbury City Council
- Highways Agency
- InterRoute
- Member of Parliament
- City and County Councillors
- Thanington-Without Parish Council
- Thanington Residents Association
- Emergency Services
- Bus Companies
- Public Utility Companies
- Environment Agency
- Freight Transport Association
- Road Haulage Association

3. Letter Drop

Letters were distributed on the 3 March 2009 to the list of consultees above as well as the 65 residents of Thanington Road, St Nicholas Road and Ingoldsby Road, who were considered to be those properties most disadvantaged by the proposals. The letter gave a brief description of the scheme, and included a scheme plan showing the proposals. The letter also gave details of the two public exhibition events that were being held.

4. Thanington Residents Association

Representatives from Jacobs and Kent County Council attended the Thanington Residents Association evening meeting on Wednesday 11th March 2009 to outline and discuss the scheme proposals. The scheme was generally well received but concerns were raised about the loss of parking and the potential for increased congestion on the A28. The Clerk to the Thanington-Without Parish Council also attended the meeting and advised the meeting that the Parish Council generally supported the scheme.

5. Public Exhibition

Two public exhibitions were held at the Thanington Resource Centre in Ashford Road on Saturday 14 March 2009 between 10.00am and 1.00pm, and on Tuesday 17 March 2009 between 6.30pm and 8.30pm.

Drawings showing the proposed layout of the new slip road and landscaping proposals, including an outline layout of the new BMX track were displayed, along with information sheets which summarised relevant aspects of the scheme, namely:

- What is included within the proposals
- Scheme advantages and how it will help the area
- Scheme disadvantages and what can or has been done to address these
- Ecological Issues
- Prediction of traffic flows and how the junction design was determined
- Improved Pedestrian Facilities
- Traffic Signals
- Landscaping improvements and proposed BMX track
- Kent County Council's duty to parking and maintenance

Representatives from Kent County Council and Jacobs were available to explain the proposals and answer questions

Attendees were given the opportunity to fill in a comments form and give their opinion on the proposals.

Following the second exhibition, the scheme plans and information sheets have remained on display at the Thanington Resource Centre, with comment sheets also available should any visitors to the Centre, which is well used by the local community, wish to provide any further feedback on the proposals.

6. Attendance of Public Exhibition and Responses to Consultation

The exhibition on the 14 March was attended by 46 people and by 14 people on the 17 March, and to date 22 comments sheets have been received, which represents a 37% return rate.

Of the 65 properties directly affected by the proposals 6 attended the exhibitions, and 7 comments sheets were received, which represents an 11% return rate. The major concern was the loss of parking, and the potential impact on the value of their properties.

Overall the scheme was well received from those attending the exhibition, and there was support for the slip road but with reservations about the loss of parking for residents and concern about the possibility of increased congestion with the introduction of another signalised junction.

Julian Brazier MP, also attended the exhibition on 14 March, and fully supported the proposals, but wanted re-assurance that the new junction would not add to the congestion currently experienced during the morning peak hours.

A sample of the comments received are listed below:

“A badly needed slip road, but a solution should be considered for parking spaces for the occupants in Thanington Road”

“Slip roads on both sides needed to ease traffic congestion in both Thanington and Wincheap. All traffic lights need to be switched in phase to allow best flow of traffic on A28”

“VERY SUPPORTIVE OVERALL, however can extra parking be provided in proposed layby on the south side of A28, and can pedestrian desire lines be looked at to ensure crossings are in the right place”

“I am very concerned about the provision for car parking, the proposed new bays are totally inadequate for the area..... More thought need to be given to this aspect.”

“Generally in favour, but concerned with possible increase in traffic along Wincheap using the right turn to avoid Harbledown”

“I am concerned that there will be an uncontrolled pedestrian crossing point at the access entry point to the proposed junction onto the A2.... This will be difficult for those persons who have a sight impairment”

“A very welcome and long overdue improvement with such a large number of traffic lights in a short stretch of road. Please constantly monitor light sequence improve traffic flow”

The majority of feedback gained from the consultation has been very constructive and has helped inform the design process accordingly.

7. Canterbury City Council Joint Transportation Board

The proposed scheme and the initial feedback on the consultation exercise were presented to the Canterbury City Council Joint Transportation Board on the evening of 17 March 2009.

Councillors were pleased that the scheme had progressed to the stage it was at, and would result in fewer cars entering the city centre. They commented that it was important to get the parking provision for local residents right, to avoid displacement to surrounding roads, and that the traffic signals were synchronized with the existing junction signals to minimise delays.

8. Kent Police

Kent Police replied to the consultation letter on 17 March 2009, and in principle did not offer any objections to the proposed scheme. A few minor observations were made, with the major concern being possible enforcement issues caused by parking obstructions through the loss of available parking.

9. Bus Companies

There are two bus stops located on the A28 which will be affected by the proposed scheme. Stagecoach were contacted in September 2008 to discuss possible solutions to overcoming the conflicts.

It was agreed that the eastbound bus stop located on the north side of the A28 could be removed without causing a detrimental impact on the service provided by Stagecoach, largely due to the low usage of the bus stop, and the close proximity of an alternative bus stop in St Nicholas Road.

It was possible to maintain the westbound bus stop, albeit in a slightly revised position, by making alterations to the layout of the central island and controlled crossing across Thanington Road.

10. Environment Agency

The Environment Agency had no particular comments to make regarding the proposals, but were pleased they were asked to make comments. The Environment Agency will continue to be consulted as necessary during the final design stages of the scheme.

11. Former Community Centre

The former community centre which will need to be demolished to make way for the new slip road, is currently occupied by De-Capo School for Performing Arts. They currently have a short term lease from the owners of the building, Canterbury City Council, and took the lease with the knowledge of the impending scheme to provide the new slip road.

There has been an informal agreement to allow the tenants to use the facility as long as practical, in order to afford them appropriate time to find alternative accommodation.

12. Outstanding Replies from Consultation

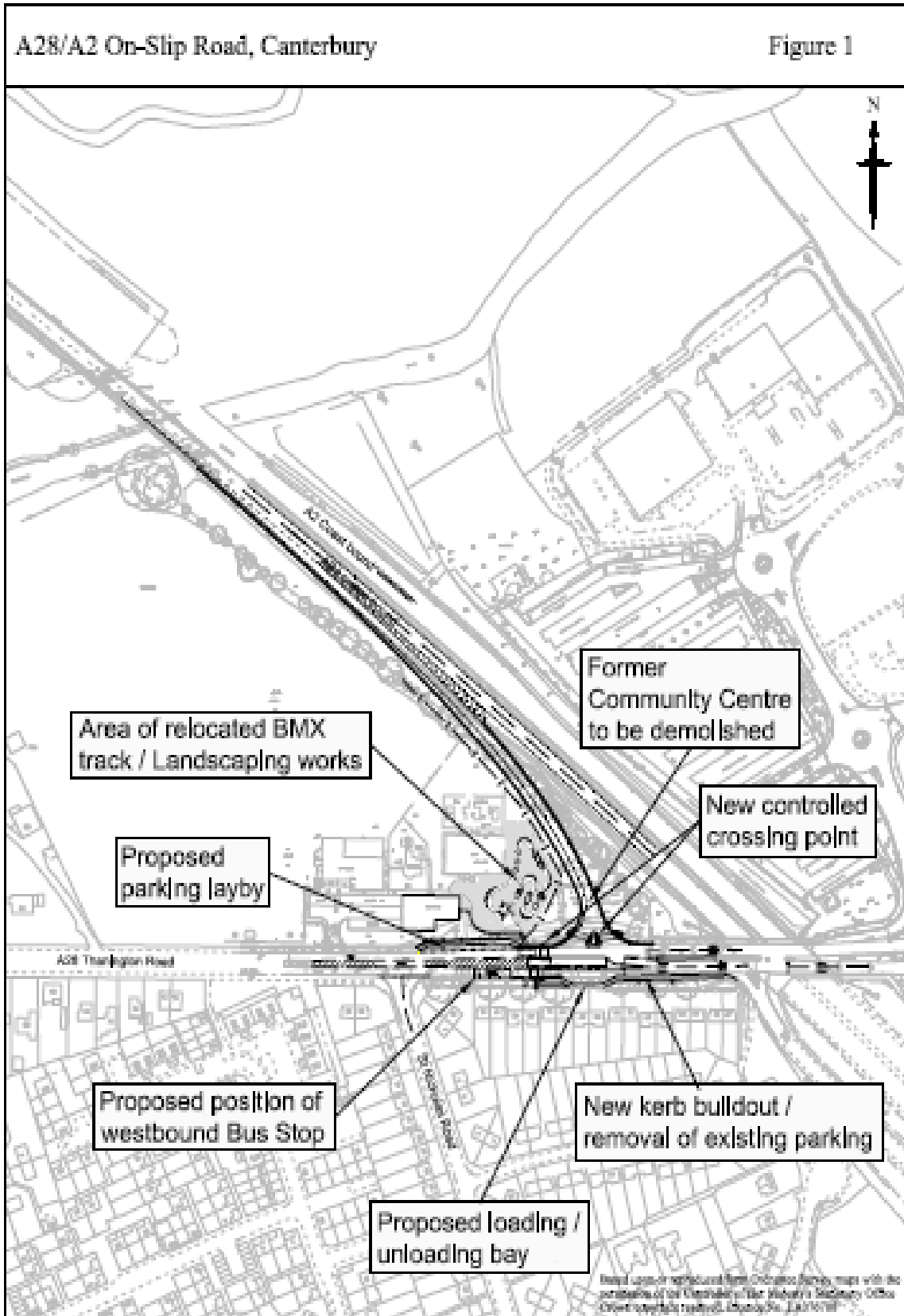
At the time of writing, no other replies, apart from those listed above have been received from the list of consultees given in 2.4.2 above.


13. Design Changes following the Consultation

Following the public consultation the design team has considered the comments received and have been able to make the following changes to the layout.

- The parking layby on the north side of the A28 has been increased to give a revised total length of 40m, which should provide parking for approximately 8 vehicles. With the loading/unloading bay on the south side of the A28, the total length of parking provision is 53m, which is a net gain of 3m above the existing provision of 50m. It is considered that it is important to maintain the loading/unloading facility to aid deliveries and those residents/visitors with mobility issues.
- The proposed uncontrolled crossing across the slip road has been changed to a controlled crossing. This change has been accommodated without increasing delays to the signal timings. This now means that both crossings at the junction are fully controlled for pedestrians.
- The existing car park of the Thanington recreation ground will be increased to provide parking for approximately 12 additional cars.

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	<p>Highways Advisory Board</p>	<p>AGENDA ITEM No.</p>
		<p>DATE of MEETING:</p> <p>16th July 2009</p>

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