

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

Tuesday, 14th September, 2010

10.00 am

Darent Room, Sessions House, County Hall, Maidstone





AGENDA

ENVIRONMENT, HIGHWAYS AND WASTE POLICY OVERVIEW AND SCRUTINY COMMITTEE

Tuesday, 14th September, 2010, at 10.00 am Ask for **Karen Mannering**
Darent Room, Sessions House, County Hall, Telephone **01622 694367**
Maidstone

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 Manion,
Mr R A Pascoe, Mr W L Richardson, Mrs E M Tweed and
Mr M J Whiting

Liberal Democrat (1): Mr M Robertson (Vice-Chairman)

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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 Introduction/Webcasting
- A2 Substitutes
- A3 Declaration of interests by Members in items on the Agenda for this meeting
- A4 Minutes - 29 July 2010 (Pages 1 - 8)
- A5 Dates of Meetings - 2011

The Committee is asked to note the following dates for its meetings in 2011

Tuesday, 18 January
Friday, 8 April
Tuesday, 5 July
Tuesday, 27 September
Tuesday, 15 November

All meetings to commence at 10.00am

B. ITEMS FOR DISCUSSION

- B1 Managing Director's and Cabinet Member's Update (Pages 9 - 12)
The Winter Service report, enclosed with these papers, will be considered as part of the Managing Director's and Cabinet Member's Update.
- B2 Financial Monitoring 2010/11 (Pages 13 - 26)
- B3 Inclusive Design & Placemaking Guidance (Pages 27 - 110)
- B4 Signs and Lines Policy & Technical Directive (Pages 111 - 112)
- B5 Sustainable Travel to School - Progress and Initiatives (Pages 113 - 118)
- B6 S278 Agreements for Developer-Funded Highway Improvements (Pages 119 - 132)
- B7 Refresh of the Kent Joint Municipal Waste Management Strategy (more commonly known as the Kent Waste Strategy) (Pages 133 - 138)
- B8 Revision of the Scheme Prioritisation System (Pages 139 - 148)
- B9 The Minerals and Waste Development Framework: Core Strategy Issues Consultation (Pages 149 - 274)
- B10 Bold Steps for Kent - Update (Pages 275 - 280)
- B11 Towards 2010 Draft Final Annual Report (Pages 281 - 328)
- B12 Draft Annual Performance Report 2009/10 (Pages 329 - 368)
- B13 Core Monitoring Report (Pages 369 - 396)
- B14 EHW Annual Complaints, Comments and Compliments Report 2010 (Pages 397 - 408)
- B15 Connecting with Communities - Annual report on EHW engagement (Pages 409 - 466)

C. SELECT COMMITTEE UPDATE

- C1 Select Committee - update (Pages 467 - 468)

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 and Local Leadership
(01622) 694002

Monday, 6 September 2010

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

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

MINUTES of a meeting of the Environment, Highways and Waste Policy Overview and Scrutiny Committee held in the Darent Room, Sessions House, County Hall, Maidstone on Thursday, 29 July 2010.

PRESENT: Mr C Hibberd (Chairman), Mr M Robertson (Vice-Chairman), Miss S J Carey (Substitute for Mr W L Richardson), Mr N J Collor, Mr J M Cubitt, Mr M J Harrison, Mr J D Kirby, Mr S Manion, Mr R A Pascoe, Mrs E M Tweed and Mr M J Whiting

ALSO PRESENT: Mr N J D Chard, Cabinet Member for Environment, Highways & Waste

IN ATTENDANCE: Mr J Burr (Director of Kent Highway Services), Mr N Caddick (Policy and Performance Manager), Mr P Crick (Director Integrated Strategy & Planning), Mr S Gasche (Public Transport Team Leader), Mr D Hall (Head of Transport & Development), Ms C McKenzie (Greener Kent Manager), Mr G Mee (Director of Integrated Transport Strategy), Mrs C Valentine (Community Delivery Manager), Ms L Trice (Operational Finance Manager) and Mrs K Mannering (Democratic Services Officer)

UNRESTRICTED ITEMS

1. Declaration of interests by Members in items on the Agenda for this meeting
(Item A2)

Mrs Tweed declared an interest in Item B5 as the Member for Ashford Central.

2. Minutes - 25 May 2010
(Item A3)

RESOLVED that the Minutes of the meeting held on 25 May 2010 are correctly recorded and that they be signed by the Chairman.

3. Cabinet Member's Update
(Item B1)

(1) Mr Chard gave a verbal report on the following issues:-

Kent Highway Services

Future Highways Programme: Procurement; Integrated Transport Schemes; Speed limit reviews

Waste

Waste Strategy refresh; Trade waste enforcement; Household Waste Recycling Centres update

Environment

Environment & Waste Investing in Volunteers accreditation; Country Parks Capital Programme

Integrated Strategy & Planning

Welcome to Paul Crick and farewell to Geoff Mee; Prospective Gatwick to Kent Rail Service; Meeting with Theresa Villiers re: Rail

(2) Mr Chard informed Members that this was the last meeting that Mr Mee would be attending. Mr Mee was congratulated and thanked for the excellent work and contribution he had made to KCC. Mr Paul Crick, recently appointed Director of Integrated Strategy and Planning, was welcomed to the meeting.

(3) RESOLVED that the update be noted.

4. Outturn Monitoring Report

(Item B3)

Outturn Business Plan Monitoring 2009/10 and Risk Register

(1) Further to Minute 5 of 22 January 2010, the report presented a summarised **full-year** picture for each of the service units and an overview of the directorate as a whole. As part of the outturn monitoring, progress was checked against each of the 2009/10 Service Level Business Plans and found that of the 166 projects and developments identified in the business plans for 2009/10, 159 (96%) were complete or part complete and being taken forward into 2010/11.

(2) As part of a refined business planning process risk registers had been dovetailed more closely with the 2010/11 business plans. The EHW 2010/11 Risk Register was set out in the Appendix to the report. Inclusion of risks on the register did not necessarily mean there was a problem. During 2010/11 the controls in the risk register would continue to be tested and checked in order of significance, and new actions monitored.

(3) RESOLVED that:-

- (a) the progress against Environment, Highways & Waste Service Level Business Plans for the period 1 April 2009 to 31 March 2010 be noted; and
- (b) the Environment, Highways & Waste Directorate Risk Register updated in February 2010 be noted.

EHW Financial Outturn and Unit Operating Plan Outturn for 2009/10

(4) The report summarised the 2009/10 financial outturn for each of the Service Units within the EHW Directorate, and was considered in conjunction with the report referred to above, bringing together financial and key activity and performance outcome information.

(5) At its April meeting the Scrutiny Board recommended that all POSCs needed to formulate their arrangements for contributing to the development of the budget so that they were able to have an input at an earlier stage than previous years. In particular POSCs should consider whether the Informal Member Groups set up following the November 2009 meeting should meet regularly between now and December when the draft budget needed to be finalised for formal consultation.

(6) The provisional revenue outturn was reported to Cabinet on 14 June together with recommendations on rollover for committed projects and contributions to reserves for uncommitted under spends. The overall position for the EHW portfolio was a net underspend of £2,700 having taken into account the rephased projects.

(7) Table 3 of the report identified the planned and actual spend on all capital projects in 2009/10 and the total approved and forecast spending over the lifetime of the projects.

(8) RESOLVED that:-

- (a) the revenue and capital financial outturn for 2009/10 including rollovers for committed projects and changes to capital programme be noted; and
- (b) an Informal Member Group, together with appropriate officers, be asked to meet on a regular basis over the next 6 months in order to get a fuller understanding of the implications of potential budget reductions and report back to the full POSC in November and January.

5. Winter Service Consultation 2010

(Item B4)

(1) Further to Minute 3 of 25 May 2010, the final consultation report was produced by Ipsos MORI on 12 June. Additionally the views of Members of this committee and joint transportation boards were sought and the results had been added to the consultation report to produce a revised draft Winter Service Policy 2010/11.

(2) As a result of the comments received a number of changes were proposed to the existing Winter Service Policy Statement. These were summarised in the report and related to District arrangements; Salt bins; Footway clearance; Communications; and Salt.

(3) Meetings had been held between KHS and the Children, Families and Education Department and discussions were ongoing to improve schools responses to snow and icy conditions. A meeting had also been held with the leading bus operators in the county in regard to gritting bus routes and increasing the communications between KHS and those companies during the winter.

(4) The inaugural meeting of the South East Authorities Winter Service Group was held at the Ashford Highway Depot in June. The group was chaired by KHS and was a useful forum for sharing ideas. Practical arrangements for mutual aid across the region in future and joint procurement arrangements were being considered and would be reported to the Committee in due course.

(5) RESOLVED that the Cabinet Member for Environment, Highways and Waste be recommended to:-

- (a) approve the policy changes set out in the report;
- (b) develop formal agreements for winter service with District councils across the county, including the provision of salt; and
- (c) approve the trial of salt bags in selected parish council areas.

6. Interim Guidance Note 3: Residential Parking *(Item B5)*

(1) Concerns had been raised by the Kent Developers' Group concerning the possible consequences of Interim Guidance Note 3: Residential Parking for homebuilding in Kent. The report advised members of how Kent Highway Services and the Kent Design Initiative were working with development partners to test the robustness of IGN3, and pointed to further consultation that would be undertaken as residential parking policies were developed at district level.

(2) A more detailed report, which included details of the previously adopted standards (SPG4) and feedback from the Residential Parking Workshop held on 14 April 2010, was attached as an Appendix to the report. Kent Highway Services (KHS) was working with the district planning authorities to identify the zones within which the different approaches to residential parking should apply. The survey evidence underpins the work.

(3) Ashford Borough Council had prepared detailed residential parking guidance, in the form of a draft Supplementary Planning Document (SPD), which was now out to consultation. The draft SPD was based on IGN3. Such detailed development of IGN3 fulfilled the requirements of PPS3 and provided developers and designers with a further opportunity to comment on new, design-led approaches that were aimed at preventing parking problems in future developments. PPS3 placed the onus on local planning authorities (- the district councils in Kent -) to prepare residential parking policies. KHS had offered to help with the local interpretation through the Local Development Framework process.

(4) In response to the Kent Developers' Group's concerns, KHS and the Kent Design Initiative were working on case studies. These included assessments of sites put forward by two of the Group's members, single plot options, and sites in Kings Hill. The latter would be assessed by an independent layout architect in order that the design quality implications were considered alongside the numerical aspects.

(5) Interim Guidance Note 3: Residential Parking was an evidence based foundation for local planning authorities' "residential parking policies" required under Section 51 of Planning Policy Statement PPS3: Housing. Further public consultation would be undertaken as Kent's district councils respond to PPS3, as was already happening with Ashford Borough Council's draft Supplementary Planning Document.

(6) RESOLVED that:-

(a) the testing of the robustness of IGN3 referred to paragraph (4) above be endorsed, and a report on the outcomes be submitted to the POSC when available;

(b) the concerns of the Kent Developers' Group, and the work that was being undertaken to address the concerns, and encourage further dialogue at appropriate levels to understand the actual implications of and opportunities presented by IGN3, and its interpretation at local level be acknowledged;

(c) the Committee noted that public consultation on Ashford Borough Council's draft Residential Parking SPD offered developers and designers an opportunity to make further representations on the implications of 'IGN3 based guidance', having regard for the need to address the problems of some past approaches;

(d) the widespread concern among residents concerning parking in recent residential developments, and the social and cost implications arising from the problems caused, be acknowledged, and the collaborative working approaches that were seeking to avoid replication of the problems in future developments be welcomed; and

(e) the report be submitted to the Joint Transportation Boards.

7. Repairs to Weather Damaged Roads Update

(Item B6)

(1) The report informed Members of the progress on the delivery of repairs to roads in Kent. The work was being undertaken by 7 contractors who were appointed following a competitive tender process in March. Progress to date had seen the completion of over 75000m² of repairs to over 1200 roads.

(2) After 12 weeks of the programme 13754 individual potholes and 61883m² of larger patches were repaired. This equated to some 75,600m² of repairs, equivalent to over 60 Olympic size swimming pools, and had been delivered at a cost of £3m. The find and fix approach was clearly showing favour with many people, however with the rate of repair significantly higher than normal (due to the high level of winter damage, and increased intervention levels as explained), the cost was greater.

(3) The administration of the contract was being undertaken with the KHS alliance; this included contract preparation, project management, a high level of site supervision and permitting. The total estimated costs were in the region of £320k (5% of the contract value).

(4) Since the initial Cabinet decision which allocated £1m to the work, progress had been good and feedback had been very positive. However, the quantum on the potholes was such that further funding was required to continue the work. Subsequent Cabinet approval had been given to ensure funding was available for the repairs, and a final allocation of £6.5m was approved. It was currently estimated that the highways maintenance backlog was in the region of £430m.

(5) RESOLVED that the progress of the works be noted.

8. Strategic Transport Issues Verbal Update

(Item B7)

(1) Mr Mee gave a verbal update on the following issues:-

Lower Thames Crossing; Rail issues; DaSTS Study London to Dover/Channel Tunnel; Integrated Transport Strategy (Growth without Gridlock); Local Transport Plan; A21 Tonbridge – Pembury; Lydd Airport; and Minerals & Waste Development Framework.

(2) During debate Members thanked Mr Mee for the efficient service rendered to the Council, and wished him good luck for the future.

(3) RESOLVED that the update be noted.

9. Sustainability and Climate Change Update

(Item B8)

(1) The report provided the annual update of Kent County Council and the Environment, Highways and Waste's Departments progress against its commitments in the KCC Environment Policy and ISO14001 Environmental Management System accreditation.

(2) At the last Kent Partnership meeting on 8 June, the Kent Partnership agreed the final draft of the revised Kent Environment Strategy. The revised strategy had 10 Priorities under which there were a small number of high level strategic actions. Appendix 1 of the report detailed KCC's and Environment, Highways and Waste current and planned actions as well as potential gaps in activity against the 10 priorities.

(3) A summary of key corporate achievements delivered against KCC's Environment Policy was set out in the report. KCC's full Corporate Environmental Performance Report for 2009 was available on www.kent.gov.uk.

(4) Environment, Highways and Waste achieved the ISO 14001 environmental management standard in 2007 and continued to meet the standard.

(5) As part of the annual review process an assessment was made as to whether new policy drivers or the rate of progress in achieving objectives required changes to the KCC Environment Policy or its implementation priorities. Rising energy prices

and carbon reduction would continue to be high corporate priorities. The following priorities for KCC and EHW for 2010-11 were being proposed:

- Driving energy efficiency and carbon reduction in buildings Performance and compliance with the Carbon Reduction Commitment
- Ensuring KCC and EHW are proactive in dealing with the risks of climate change focusing on mainstreaming into core service delivery e.g. severe weather
- Enabling community action especially with regards to energy efficiency in homes and fuel Poverty
- Visible Leadership

Specific priorities for EHW

- Continue to extend carbon reduction activity within Kent Highways Services and Waste Management with a particular focus on transport and travel.
- Capacity Building, especially with regards to green jobs and growth opportunities.

No substantial changes were recommended to the Environment Policy, however it was suggested that the following areas be strengthened.

- Climate change risk and resilience
- Domestic sector energy efficiency
- Green jobs and opportunities

(6) RESOLVED that:-

- (a) the overall progress made by KCC and Environment, Highways and Waste be noted and supported; and
- (b) the approach for taking this forward as set out in paragraph (5) above be endorsed.

10. Select Committee - update *(Item C1)*

Select Committee: Renewable Energy

(1) The Select Committee had now completed its evidence gathering. A first draft of the committee's report would be discussed by the Select Committee in early August. As soon as an agreed draft was available it would be shared with Cabinet Members, Officers and key stakeholders before it was finalised for submission to Cabinet in October 2010.

Select Committee: Passenger Rail Services in Kent

(2) The Select Committee met on 22 June 2010 and received a report on progress made with the recommendations since the Select Committee reported to County Council in December 2008. The update on progress on recommendations

was attached as Appendix 1 to the report, and a copy of the minutes from the June meeting were attached as Appendix 2 to the report.

(3) RESOLVED that:-

- (a) progress on the Select Committee for Renewable Energy, and the minutes from the Select Committee on Passenger Rail Service be noted; and
- (b) Members advise the Democratic Services Officer of any items they would like to suggest for inclusion in the Select Committee topic review programme.

11. Financial Monitoring 2010/11

(Item B2)

(1) Members were asked to note the June budget monitoring exception report for 2009/10 reported to Cabinet on 12 July 2010.

Revenue

(2) The overall position for the EHW Directorate was a predicted overspend of £0.29m. This had been caused by pressure on the Freedom Pass budget because of the popularity of the pass and the increased numbers of journeys taken. There was also considerable price pressure on Waste, with the April RPI being much higher than budgeted. However this was being offset by forecast tonnage being lower than budgeted.

(3) Since the exception report was written, the in-year budget reductions had been announced. The revenue allocation from Area Based Grant (ABG) for road safety had been cut by £0.608m. This had resulted in a reduced contribution to the Kent & Medway Safety Camera Partnership of £0.44m and other road safety reductions of £0.168m (including not going ahead with the speed limit review). KCC's allocation for 'Kickstart' funding of £0.441m was also removed but the reduction had not been passed on to the EHW portfolio.

Capital

(4) The Integrated Transport (IT) funding had been cut by £4.105m, the road safety allocation by £0.508m and the highway maintenance allocation by £0.04m. The reduction in the IT funding had meant that a number of schemes would now have to be deferred. The reduction in the road safety allocation would mean that new speed signs expected as a result of the Speed Limit Review would no longer be installed, as the review was not going ahead, and no more speed cameras would be installed. The reduction on highways maintenance would result in a small revision to the programme of work for structures.

(5) RESOLVED that the budget variations for the EHW Portfolio for 2010/11 based on the June exception report to Cabinet, and the effects of the subsequent in-year budget reductions be noted.

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

To: Environment, Highways and Waste Policy Overview and Scrutiny Committee
14 September 2010

Subject: KHS Winter Service 2010/11

Classification: Unrestricted

Summary: This report provides information relating to Kent Highway Services response to the Department for Transport commissioned report 'The Resilience of England's Transport Systems in Winter' Interim Report July 2010. The Winter Service Plan for 2010/11 is also presented for approval.

Introduction

1. On 15 September 2009 the Environment, Highways and Waste Policy Overview Committee supported the Winter Service Policy Statement and Plan for 2009/10 and these were used as the basis for all winter service operations. Additionally due to the severe nature of the winter, several reports have been submitted to this committee, including the results of the countywide consultation process that was completed in June. The Winter Service Policy for 2010/11 was approved at the July meeting of this committee.

The Resilience of England's Transport Systems in Winter – An Independent Review, Interim Report July 2010

2. In March 2010, the then Secretary of State commissioned an independent review of the resilience of England's transport systems to severe winter weather. The Interim Report focuses on measures that can be implemented relatively quickly in relation to England's highway networks in preparation for winter 2010/11. The final report will be published in the autumn of 2010. The report contains 17 recommendations most of which can be implemented by highway authorities. Appendix 1 details how KHS will act upon the recommendations in the coming winter.

Finance

3. The KHS winter service budget for 2009/10 was £2,525,000 and the out turn was £2,636,579. For 2009/10 there was a requirement for funding from the corporate emergency fund for three snow emergencies which cost £1,451,756. The budget for 2010/11 has been set at £2,490,581

Forecast Service

4. Metegroup will provide the weather forecasting service as year two of a three year contract. The ice prediction service will again be provided by Vaisala Ltd.

Winter Service Plan 20010/11

5. The Winter Service Plan 20010/11 has been produced and is tabled at this meeting. Further copies of the Winter Service Plan have been placed in the Members Room.

District plans

6. Community Delivery Team Leaders will produce a local version of the Winter Service Plan. These plans are based on a common template and detail local actions that will be taken during the winter and outline arrangements in place for working with the district council. Copies of the plans are held at depots and on the shared KHS IT area.

Working with district councils

7. Following the consultation exercise carried out earlier this year, it is clear that district councils are keen to be involved in winter service, particularly in relation to snow clearance in key town centre areas. Arrangements will be put in place this year whereby labour from district councils can be used during snow days. These arrangements worked well when deployed during January 2010. Details will be included in the district plans referred to in paragraph 6 above.

Conclusions

8. Subject to the views of this Committee it is proposed that the Cabinet Member for Environment, Highways and Waste be asked to:

- (i) Approve the Winter Service Plan for 2009/10
- (ii) Note the implementation of 'The Resilience of England's Transport Systems in winter – An Independent Review – Interim report July 2010' by KHS

Accountable Officer – Carol Valentine (08458 247800)

Previous Committee reference and background documents;

- Winter Review reports to Environment, Highways and Waste Policy Overview Committee, March and July 2010
- Ipsos MORI final report – Kent Highway Services Winter Service Consultation – June 2010
- The Resilience of England's Transport Systems in winter – An Independent Review – Interim report July 2010

Appendix 1

Kent Highway Services response to 'The Resilience of England's Transport Systems in winter – An Independent Review – Interim report July 2010

Recommendation 1 – Resilience of salt stocks – Additional 3000 tonnes of salt will be stored at Coldharbour depot for this season, resulting in overall stock at the beginning of the season of 23,000 tonnes. Closer co-operation with the Highways Agency, Area 4 who is designated to hold a regional strategic store will also be pursued.

Recommendation 2 – Data collection – Implement salt tracking system used last year to accurately record salt usage and share data with DfT and other organisations as necessary.

Recommendations 3 & 4 – National vulnerability of salt supply & Scottish and Welsh consultation - N/A – national action required

Recommendation 5 – Winter service planning – Winter service plan completed and signed off by Cabinet Member, incorporating recommendations in the Interim Report

Recommendation 6 - Consultation and communication – Consultation completed June 2010. Additionally KHS to chair the Kent Resilience Forum sub group on winter service re the highway network. The group will share information and best practice and operate throughout the winter as necessary. All salting routes will be placed on the KCC website and up to date information will be placed on the site. A communications plan is being developed and will be put in operation during the winter months

Recommendation 7 – Collaboration with other local authorities – Agreement to be put in place with district councils with clear agreements of areas for treatment, timings and local contacts

Recommendation 8 – Salt utilization – a schedule to be developed to determine trigger points for reduced usage of salt and/or a mixture of salt and a gritting agent

Recommendation 9 –Professional bodies and organisations - N/A – national action required

Recommendation 10 – Systematic collection of salt stocks – Mutual aid will be monitored and managed through the KRF (see Rec 6)

Recommendation 11 – Resilience planning for civil contingencies – Regional scenario training to be organised for November 2010. Also snow desk arrangements to be developed this year in conjunction with Emergency Planning department

Recommendation 12 – Research based measures – Any recommendations from national research will be considered and recommendations will be reported to EH&W Policy, Overview and Scrutiny Committee for inclusion in the policy and/or plan

Recommendation 13 – UK Roads Liaison Group – N/A

Recommendation 14 – National Winter Service Research Group – N/A but KHS will continue to work with them and contribute towards its activities

Recommendation 15 – Public liability – publish government guidance on public liability on the Kent County Council website and include in materials that go to all households in Kent. Publicise in communications with parishes and districts

Recommendation 16 – Long term weather forecasts – N/A

Recommendation 17 – Continued resilience planning – this will continue and recommendations both nationally and regionally will be implemented as possible

Agenda Item B2

**TO: Environment, Highways and Waste (EHW) Policy
Overview and Scrutiny Committee – 14 September 2010**

**BY: Nick Chard, Cabinet Member for EHW
Mike Austerberry, Executive Director of EHW**

SUBJECT: Financial Monitoring 2010/11

Classification: Unrestricted

Summary:

Members of the POSC are asked to note the first quarter's full budget monitoring report for 2010/11 reported to Cabinet on 13 September 2010.

FOR INFORMATION

1. Introduction

- 1.1 This is a regular report to this Committee on the forecast outturn against budget for the EHW portfolio.

2. Background

- 2.1 A detailed quarterly budget monitoring report is presented to Cabinet, usually in September, December and March, and a draft final outturn report in June. These reports outline the full financial position for each portfolio and are reported to POSCs after they have been considered by Cabinet. In the intervening months an exception report is made to Cabinet outlining any significant variations from the quarterly report. The first quarter's monitoring report for 2010/11 is attached.

3. Revenue

- 3.1 There are no exceptional revenue changes since the writing of the attached report.

4. Capital

- 4.1 There are no exceptional capital changes since the writing of the attached report.

5 Recommendations

- 5.1 Members of the POSC are asked to note the budget variations for the EHW Portfolio for 2010/11 based on the first quarter's monitoring report to Cabinet.

ENVIRONMENT, HIGHWAYS & WASTE DIRECTORATE SUMMARY

JULY 2010-11 FULL MONITORING REPORT

1. FINANCE

1.1 REVENUE

1.1.1 All changes to cash limits are in accordance with the virement rules contained within the constitution, with the exception of those cash limit adjustments which are considered “technical adjustments” ie where there is no change in policy, including:

- Allocation of grants and previously unallocated budgets where further information regarding allocations and spending plans has become available since the budget setting process.
- Cash limits have been adjusted since the budget was set to reflect the adjustments required as a result of the in year grant reductions as reported to Cabinet in July, the addition of £0.717m of roll forward from 2009-10, as approved by Cabinet on 14 June 2010 and a number of technical adjustments to budget.
- The inclusion of new 100% grants (ie grants which fully fund the additional costs) awarded since the budget was set. These are detailed in Appendix 2 of the executive summary.

1.1.2 **Table 1** below details the revenue position by Service Unit:

Budget Book Heading	Cash Limit			Variance			Comment
	G	I	N	G	I	N	
	£'000s	£'000s	£'000s	£'000s	£'000s	£'000s	
Environment, Highways & Waste portfolio							
Kent Highways Services	62,942	-12,724	50,218	0	0	0	
Public Transport Contracts	21,490	-2,977	18,513	537	0	537	Freedom Pass
Waste Management	69,945	-1,973	67,972	-600	0	-600	Increase in contract prices (£1.1m), offset by reduced tonnage (£1.7m)
Environmental Group	10,071	-4,830	5,241	0	0	0	
Planning & Development Group	770	-15	755	0	0	0	
Planning Applications	1,134	-477	657	0	0	0	
Transport Strategy Group	503		503	0	0	0	
Strategic Management	850		850	0	0	0	
Resources	5,255	-129	5,126	-150	0	-150	Vacancies
Support Services purchased from CED	1,768		1,768	0	0	0	
Total E, H & W	174,728	-23,125	151,603	-213	0	-213	
Assumed Management Action							
Forecast after Mgmt Action				-213	0	-213	

1.1.3 **Major Reasons for Variance:** *[provides an explanation of the 'headings' in table 2]*

Table 2, at the end of this section, details all forecast revenue variances over £100k. Each of these variances is explained further below:

[this section must include an explanation of every variance over £100k detailed in table 2]

Kent Highways Services (KHS):

1.1.3.1 The pothole find and fix programme is progressing well with approximately £4.1m spent after the first 13 weeks. The programme is expected to be completed by the Autumn and is estimated to outturn at around £6.5m. £2.448m of this programme has been funded by the Government, £2.5m from reserves and the remainder from funding released from efficiencies in other areas of Highways spend.

1.1.3.2 Estimates on the cost of the Freedom Pass show a pressure of £0.537m due to the popularity of the pass and the number of journeys now being undertaken. This may increase during the year depending on the take-up of passes in the new academic year and more will be known around October.

Waste Management:

1.1.3.2 The RPI index for April was much higher than budgeted, which has put significant price pressure on some of the Waste contracts. The Allington waste to energy price per tonne is £2.38 more than the budgeted figure which increases costs (assuming minimum tonnage through Allington of 325,000 tonnes) by £0.773m. Inflation on other disposal and Household Waste Recycling Centre contracts is expected to increase the total price pressure on waste to £1.1m.

1.1.3.3 This price pressure is expected to be offset by overall tonnage being less than the budgeted 760,000 tonnes. The draft April to July tonnage figures are below the affordable level. It is very early in the year to predict outturn tonnage with any level of certainty but on the basis of the April to July results, there is an expectation that tonnage will be at least 25,000 tonnes below budget which would give a saving of £1.7m at an average disposal cost per tonne of £68. Therefore, if waste tonnage does outturn at 25,000 tonnes below budget for the remainder of the year, it is expected that the waste budget will underspend by a net £0.6m (i.e. £1.7m saving on tonnage offset by £1.1m pressure on contract prices).

Resources

1.1.3.4 Staff vacancies of £0.15m are being held in order to help offset the pressure on the Freedom Pass.

Table 2: REVENUE VARIANCES OVER £100K IN SIZE ORDER

(shading denotes that a pressure has an offsetting saving, which is directly related, or vice versa)

Pressures (+)			Underspends (-)		
portfolio		£000's	portfolio		£000's
EHW	Waste contract prices	+1,100	EHW	Waste tonnage	-1,700
EHW	Freedom Pass	+537	EHW	Resources vacancies	-150
		+1,637			-1,850

1.1.4 Actions required to achieve this position:

Vacancies in Resources are being deliberately held in order to achieve this position.

1.1.5 Implications for MTP:

The base budget implications of issues identified in this monitoring report will be a call on the amounts identified in the 2010/13 MTP as emerging pressures in 2011/12 and 2012/13. The details of individual amounts will be included when the revised plan is published for consultation in January 2011 together with any new pressures forecast for 2011/12 and 2012/13. The significant issues for this portfolio arising from 2010/11 budget monitoring are:

- price increases on waste contracts – the April RPI figure, to which the indexation on many waste contracts is linked, was higher than expected in the MTP. Therefore if the index does not reverse in 2011, some catch up funding will be required, to maintain the purchasing power of the budget. This is estimated at about £1.2m currently.
- take-up and usage of the Freedom Pass – the Freedom Pass has proved extremely popular and the numbers of passes issued and the number of journeys undertaken is increasing. This will put a demand pressure on next year's budget of around £0.85m

The revised MTP will include proposals on how the in-year cuts in Government grants will be accommodated in base budgets once it has been confirmed that these reductions are permanent following the announcement of the provisional local government finance settlement for 2011/12 which we anticipate will be in late November/Early December. The revised plan will also include the strategy to address the likely reductions in funding over the lifetime of the current parliament following the Chancellor's emergency budget statement on 22nd June in which he outlined his plans to address the national budget deficit.

1.1.6 Details of re-phasing of revenue projects:

There are no re-phased revenue projects at this stage

1.1.7 Details of proposals for residual variance: *[eg roll forward proposals; mgmt action outstanding]*

This section should provide details of the management action outstanding, as reflected in the assumed management action figure reported in table 1.

It is proposed that the forecast underspend of £0.213m is held at present to deal with possible future pressures. These pressures are likely to come from Highways for dealing with the extraordinary number of insurance claims currently being experienced, the popularity of the Freedom Pass, the possibility of another bad winter and general maintenance pressures (although KHS is working hard currently to contain these additional general pressures).

1.2 CAPITAL

- 1.2.1 All changes to cash limits are in accordance with the virement rules contained within the constitution and have received the appropriate approval via the Leader, or relevant delegated authority.

The capital cash limits have been adjusted since last reported to Cabinet on 12th July 2010, as detailed in section 4.1.

- 1.2.2 **Table 3** below provides a portfolio overview of the latest capital monitoring position excluding PFI projects.

	Prev Yrs Exp £000s	2010-11 £000s	2011-12 £000s	2012-13 £000s	Future Yrs £000s	TOTAL £000s
Environment, Highways & Waste Portfolio						
Budget	193,123	167,010	119,582	83,605	224,661	787,981
Adjustments:						
- completed projects	-91,529					-91,529
-reduction in Gov. grants		-4,653				-4,653
Revised Budget	101,594	162,357	119,582	83,605	224,661	691,799
Variance		-1,615	-27,713	6,184	16,537	-6,607
split:						
- real variance		-364	-141	-115	-5,987	-6,607
- re-phasing		-1,251	-27,572	+6,299	+22,524	0

Real Variance		-364	-141	-115	-5,987	-6,607
Re-phasing		-1,251	-27,572	+6,299	+22,524	0

1.2.3 Main Reasons for Variance

Table 4 below, details all forecast capital variances over £250k in 2010-11 and identifies these between projects which are:

- part of our year on year rolling programmes e.g. maintenance and modernisation;
- projects which have received approval to spend and are underway;
- projects which are only at the approval to plan stage and
- Projects at preliminary stage.

The variances are also identified as being either a real variance i.e. real under or overspending which has resourcing implications, or a phasing issue i.e. simply down to a difference in timing compared to the budget assumption.

Each of the variances in excess of £1m which is due to phasing of the project, excluding those projects identified as only being at the preliminary stage, is explained further in section 1.2.4 below.

All real variances are explained in section 1.2.5, together with the resourcing implications.

Table 4: CAPITAL VARIANCES OVER £250K IN SIZE ORDER

portfolio	Project	real/ phasing	Project Status			
			Rolling Programme	Approval to Spend	Approval to Plan	Preliminary Stage
			£'000s	£'000s	£'000s	£'000s
Overspends/Projects ahead of schedule						
	Integrated Transport scheme	real	500			
			+500	+0	+0	+0
Underspends/Projects behind schedule						
	Kent Thameside Strategic Programme	phasing			-1,027	
	Major Schemes Design Fees	real	-500			
	Rushenden Relief Road	real		-344		
			-500	-344	-1,027	-0
			-0	-344	-1,027	-0

1.2.4 Projects re-phasing by over £1m:

1.2.4.1 Kent Thameside Strategic Transport Programme – re-phasing of -£12.524m (-£1.027m in 2010-11, -£7.796m in 2011-12, -£3.701m in 2012-13 and +£12.524m in future years)

This programme is designed to deliver a package of Strategic Transport schemes in the Kent Thameside area. The programme has been re-phased by £12.524m. The re-phasing is due to the extended time that it has taken to secure Government funding for the programme.

Revised phasing of the scheme is now as follows:

	Prior Years	2010-11	2011-12	2012-13	future years	Total
	£'000s	£'000s	£'000s	£'000s	£'000s	£'000s
BUDGET & FORECAST						
Budget	231	2,317	9,743	11,497	127,510	151,298
Forecast	231	1,290	1,947	7,796	140,034	151,298
Variance	0	-1,027	-7,796	-3,701	+12,524	0
FUNDING						
Budget:						
Grant		838	7,471	4,783	34,510	47,602
Revenue	231					231
Developer Cont		1,479	2,272	6,714	93,000	103,465
TOTAL	231	2,317	9,743	11,497	127,510	151,298
Forecast:						
Grant		1,277	1,441	4,756	40,128	47,602
Revenue	231					231
Developer Cont		13	506	3,040	99,906	103,465
TOTAL	231	1,290	1,947	7,796	140,034	151,298
Variance	0	-1,027	-7,796	-3,701	12,524	0

1.2.4.2 Smart Link Ashford – re-phasing of -£20.0m (in 2011-12)

This Bus Project was anticipated to get programme entry from the Department for Transport in this autumn to qualify for funding. The Government have confirmed that programme entry will not be granted until at least 2011-12. Therefore, the construction of the scheme has now been re-phased.

	Prior Years	2010-11	2011-12	2012-13	future years	Total
	£'000s	£'000s	£'000s	£'000s	£'000s	£'000s
BUDGET & FORECAST						
Budget			20,000	10,000		30,000
Forecast				20,000	10,000	30,000
Variance	0	0	-20,000	10,000	10,000	0
FUNDING						
Budget:						
Grant			20,000	10,000		30,000
TOTAL	0	0	20,000	10,000	0	30,000
Forecast:						
Grant				20,000	10,000	30,000
TOTAL	0	0	0	20,000	10,000	30,000
Variance	0	0	-20,000	10,000	10,000	0

1.2.5 Projects with variances, including resourcing implications:

There is a real variance of -£6.607m (-£0.364m in 2010-11, -£0.141m in 2011-12, -£0.115m in 2012-13 and -£5.987m in future years) which is detailed as follows:

1.2.5.1 Major scheme Design -£0.5m (in 2010-11): the budget includes £0.5m to carry out the initial design of Smart Link Bus Project that was anticipated to get programme entry from the Department for Transport (DfT) for funding this autumn. The Government have confirmed that the scheme will not receive Programme Entry until at least 2011-12. **It is therefore requested to divert this funding to accelerating the A2 slip road project in Canterbury which is within the Integrated Transport Programme.**

1.2.5.2 Kent Thameside Strategic Transport Programme - -£5.987m (in future years): as well as the re-phasing mentioned in 1.2.4.2 above there is also a real variance in future years, this is due to the transfer of the A2 Bean junction improvement to the Regional Transport Programme.

1.2.5.3 Rushenden Relief Road: -£0.600m (-£0.344m in 2010-11, -£0.141m in 2011-12 and -£0.115m in 2012-13): the phase 1 of the scheme which included approach embankment was completed at the end of June. The revised forecast for the outturn is less than originally anticipated due to the allocated contingency provision for risk and compensation events not being fully utilised. This has given a real saving of £0.344m in 2010-11. Review of the scheme indicates that there will be a further saving of £0.256m in future years. There has also been a change in funding between SEEDA and developer contributions which is explained in the overview of the capital programme (section 1.2.6).

Taking these into account, there is an underlying variance of -£0.020m

1.2.6 General Overview of capital programme:

(a) Risks and action being taken to alleviate risks

East Kent Access Phase 2 - spend on this project is currently predicted to be ahead of the original DfT allocation for this year. DfT will be approached formally to bring forward its phasing of the budget in October. The total scheme outturn remains a concern particularly because of construction price inflation and utility costs but this is being closely monitored together with robust contract management to ensure that necessary management action can be taken at the appropriate time to reduce the risk.

Sittingbourne Northern Relief Road - spend on this project is also currently predicted to be ahead of the original DfT allocation for this year. DfT will be approached formally to bring forward its phasing of the budget in October.

Rushenden Relief Road - SEEDA has not been able to secure the £1.9m funding required to complete the scheme. The preferred option is not to leave this road part-finished because of the impact this will have on the development and regeneration of this area and therefore other ways of funding the shortfall are currently being explored. A charge on the land or S106 is being considered by Legal and it is thought they are likely to recommend S106. There is no work on-site at present while the completed earthworks are allowed to settle. Should the funding not be available the risk to KCC is minimal due to the fact that the construction of road has not started. A Member decision will be sought in the autumn, to approve the alternative funding (when secured) and to complete the road build.

Victoria Way, Ashford - this scheme is funded from the Community Infrastructure Fund. Funding expires at 31 March 2011. Late award has always made this completion date challenging and the need to remove unforeseen land contamination and difficulties with utilities are already threatening a delay beyond 31 March 2011. The project team are focused on preparing a plan of action to overcome the difficulties and to mitigate the risk of overrun beyond the funding deadline.

Drovers Roundabout - M20 Junction 9 - this scheme is funded by the Regional infrastructure Fund (RIF) and Growth Area Fund. As with Victoria way the funding expires on 31 March 2011. Progress is good so far but the feature bridge remains the biggest risk of delay. The team are focussed on plans to overcome that risk but if there is a RIF timing issue and consequent shortfall in funding, Ashford Borough Council has agreed that KCC will be able to claim S106 money to cover any underfunding. It is expected there will be sufficient S106 monies to cover any risk to KCC.

1.2.7 Project Re-Phasing

Cash limits are changed for projects that have re-phased by greater than £0.100m to reduce the reporting requirements during the year. Any subsequent re-phasing greater than £0.100m will be reported and the full extent of the rephasing will be shown. The proposed re-phasing is detailed in the table below.

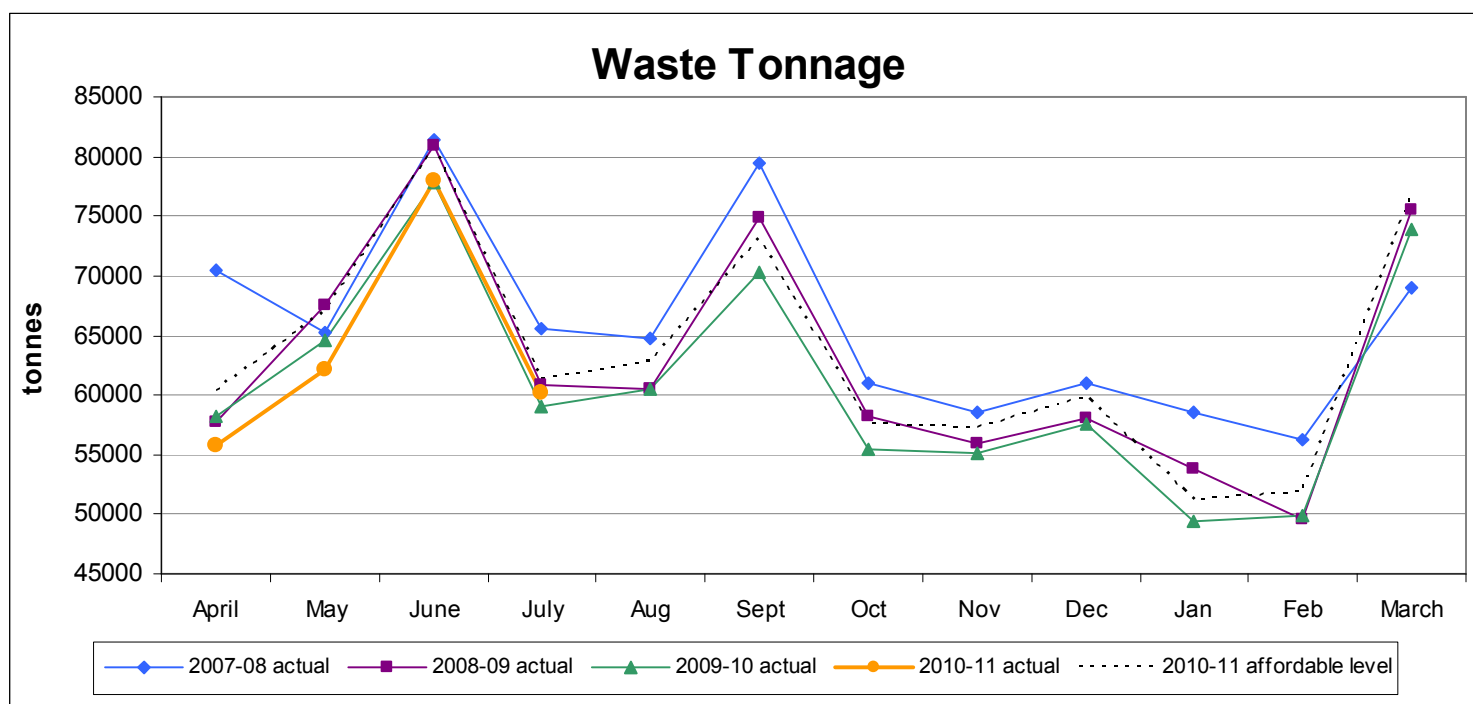
	2010-11	2011-12	2012-13	Future Years	Total
	£k	£k	£k	£k	
Energy and Water Efficiency Investment					
Amended total cash limits	+602	+605	+129	+373	+1,709
re-phasing	-224	+224			0
Revised project phasing	+378	+829	+129	+373	+1,709
Archaeological Resource Centre					
Amended total cash limits	+100	+600	+200		+900
re-phasing	-100	+100			0
Revised project phasing	0	+700	+200	0	+900
Windmills Refurbishments					
Amended total cash limits	0	+100			+100
re-phasing	+100	-100			0
Revised project phasing	+100	0	0	0	+100
Kent Thameside Strategic Transport Programme					
Amended total cash limits	+2,317	+9,743	+11,497	+127,510	+151,067
re-phasing	-1,027	-7,796	-3,701	+12,524	0
Revised project phasing	+1,290	+1,947	+7,796	+140,034	+151,067
Smart Link - Ashford					
Amended total cash limits	0	+20,000	+10,000		+30,000
re-phasing		-20,000	+10,000	+10,000	0
Revised project phasing	0	0	+20,000	+10,000	+30,000
Total re-phasing >£100k	-1,251	-27,572	+6,299	+22,524	0
Other re-phased Projects below £100k					
TOTAL RE-PHASING	-1,251	-27,572	+6,299	+22,524	0

2. KEY ACTIVITY INDICATORS AND BUDGET RISK ASSESSMENT MONITORING

2.1 Waste Tonnage:

	2007-08	2008-09	2009-10	2010-11	
	Waste Tonnage	Waste Tonnage	Waste Tonnage	Waste Tonnage *	Affordable Level
April	70,458	57,688	58,164	55,795	60,394
May	65,256	67,452	64,618	62,174	67,096
June	81,377	80,970	77,842	77,969	80,826
July	65,618	60,802	59,012	60,228	61,274
August	64,779	60,575	60,522		62,842
September	79,418	74,642	70,367		73,065
October	60,949	58,060	55,401		57,526
November	58,574	55,789	55,138		57,252
December	61,041	58,012	57,615		59,825
January	58,515	53,628	49,368		51,260
February	56,194	49,376	49,930		51,845
March	68,936	76,551	73,959		76,795
TOTAL	791,115	753,545	731,936	256,166	760,000

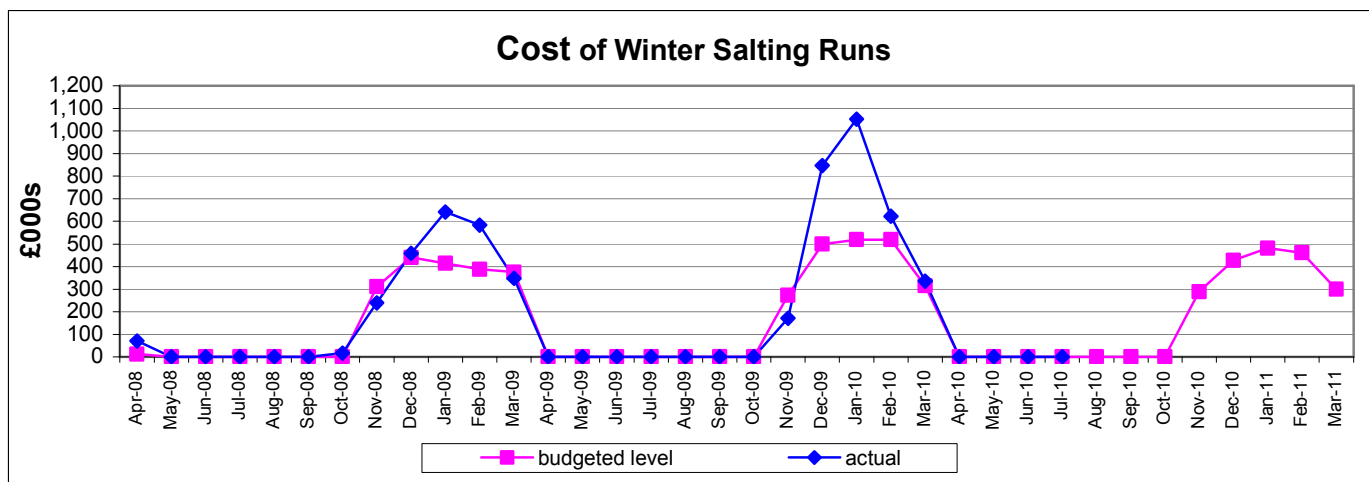
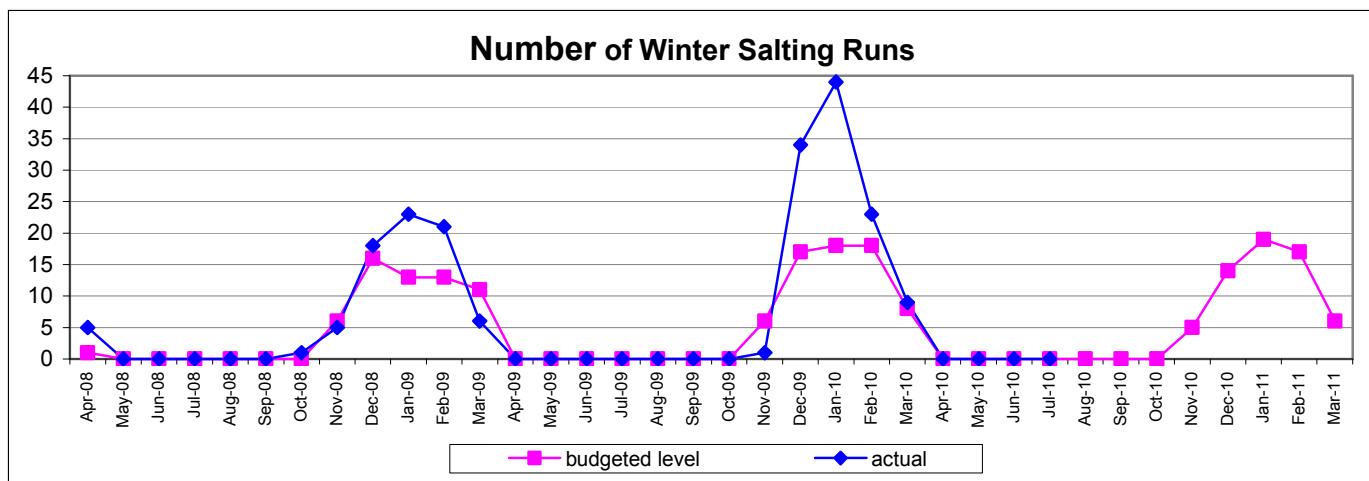
* Note: waste tonnages are subject to slight variations between quarterly reports as figures are refined and confirmed with Districts



- Waste volumes are below the affordable level for the four months of 2010-11 and the outturn assumptions in 1.1.3.3 above assume that tonnage will continue to remain below the budgeted levels for the rest of the year. Tonnages are too unpredictable to give a precise outturn at this stage but a reasonable assumption is that waste volumes will be around 25,000 tonnes below budget based on current figures. However waste may start to increase again at any point, now that the economy is picking up and continued falls in waste cannot be relied upon.

2.2 Number and Cost of winter salting runs:

	2008-09				2009-10				2010-11			
	Number of salting runs		Cost of salting runs		Number of salting runs		Cost of salting runs		Number of salting runs		Cost of salting runs	
	Actual	Budgeted Level	Actual £000s	Budgeted Level £000s	Actual	Budgeted Level	Actual £000s	Budgeted Level £000s	Actual	Budgeted level	Actual £000s	Budgeted Level £000s
April	5	1	70	13	-	-	-	-	-	-	-	-
May	-	-	-	-	-	-	-	-	-	-	-	-
June	-	-	-	-	-	-	-	-	-	-	-	-
July	-	-	-	-	-	-	-	-	-	-	-	-
August	-	-	-	-	-	-	-	-	-	-	-	-
September	-	-	-	-	-	-	-	-	-	-	-	-
October	1	-	16	-	-	-	-	-	-	-	-	-
November	5	6	239	310	1	6	171	273	5	-	288	-
December	18	16	458	440	34	17	847	499	14	-	427	-
January	23	13	642	414	44	18	1,052	519	19	-	482	-
February	21	13	584	388	23	18	622	519	17	-	461	-
March	6	11	348	375	9	8	335	315	6	-	299	-
TOTAL	79	60	2,357	1,940	111	67	3,027	2,125	-	61	-	1,957

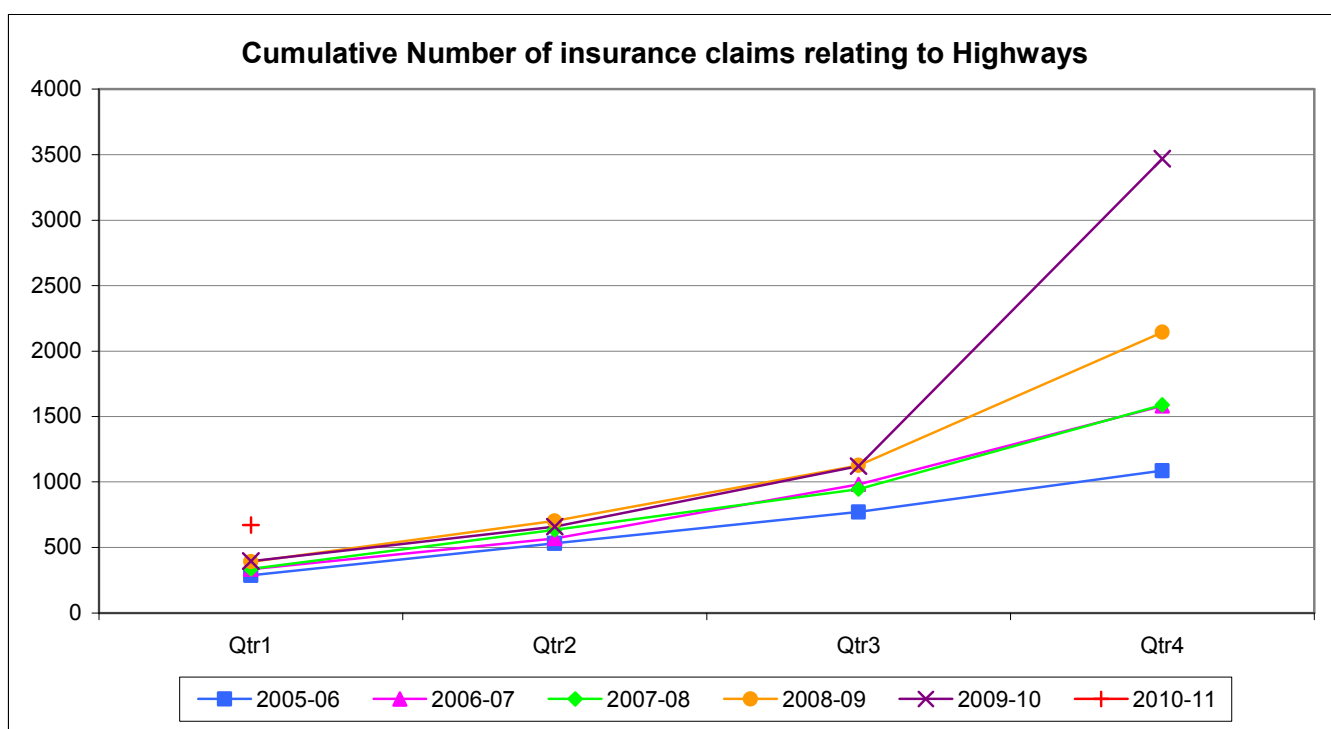


Comment:

- The charges for the Winter Maintenance Service reflect two elements of cost: the smaller element being the variable cost of the salting runs undertaken; the major element of costs, relating to overheads and mobilisation within the contract, have been apportioned equally over the 5 months of the salting period.

2.3 Number of insurance claims arising related to Highways:

	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
	Cumulative no. of claims	Cumulative no. of claims	Cumulative no. of claims	Cumulative no. of claims	Cumulative no. of claims	Cumulative no. of claims
April – June	286	335	336	392	395	672
July – Sept	530	570	636	702	658	
Oct – Dec	771	982	946	1,126	1,122	
Jan - Mar	1,087	1,581	1,589	2,144	3,469	



Comments:

- Numbers of claims will continually change as new claims are received relating to accidents occurring in previous quarters. Claimants have 3 years to pursue an injury claim and 6 years for damage claims. The data previously reported has been updated to reflect claims logged with Insurance as at 1 July 2010.
- The number of claims rose sharply at the end of 2008-09 and 2009-10. The particularly adverse weather conditions and the consequent damage to the highway seems a major factor with this along with some possible effect from the economic downturn. Claims for the 1st quarter 2010-11 are also significantly above previous years (and will increase as more claims for that period are received in subsequent months).
- The Insurance section continues to work closely with Highways to try to reduce the number of successful claims and currently the Authority manages to achieve a rejection rate of claims where it is considered that we do not have any liability, of about 70%.

As previously reported, a new way of charging KHS for highways related insurance claims has been introduced for 2010-11 in order to more accurately reflect the risk and reward associated with managing risk within the Highways service. This will be reviewed at the end of the first year to see whether the new scheme has achieved this objective.

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From: Nick Chard, Cabinet Member – Environment, Highways & Waste
David Hall, Head of Transport & Development

To: EHW Policy Overview and Scrutiny Committee
14th September 2010

Subject: Inclusive Design & Placemaking Guidance

Classification: Unrestricted

Summary:

It has been recognised that there is a need for clearer guidance and policy about inclusive design. Inclusive design ensures that the pedestrian environment is accessible for all members of society regardless of ability. In order to address this, a technical appendix to the Kent Design Guide has been drafted. The guidance aims to provide specific detail and guidance on how to address “*accessibility for all*” in Kent’s future built environment. The guidance in this document applies to design of the public realm, including arrival at a building or public space. It does not intend to deal with matters inside buildings that are covered under Building Regulations, nor restate existing highway and streetscape guidance. The members of the Committee are asked to support the development of this guidance and are invited to comment on its contents.

Introduction

Inclusive design ensures that the pedestrian environment is ‘accessible to all’ regardless of ability. It is underpinned by the “Social Model of Disability” which suggests that it is society that disables people by imposing unnecessary barriers to access for different groups and individuals. Importantly, inclusive design is not only critical to meeting the access needs of individual disabled people, but contributes towards social inclusion and quality of life for the whole community.

There are also sound financial reasons to embed “inclusive design” principles into practice. Failure to take into account the needs of different members of society can lead to legal challenge. In addition, retro-fitting aspects of the built environment are not only costly and disruptive but may lead to sub-standard solutions. These issues would be addressed if inclusive design principles are incorporated into design process.

It has been recognised that there is greater need for guidance and supporting policy to ensure that the principles of “inclusive design” are not only understood but are also incorporated into everyday practice. As a result the Kent Design Initiative (KDI) Working Group was set up in September 2009 to produce a guidance document that could act as a technical appendix to Kent

Design Guide. In addition, the document could also be endorsed by Districts as supplementary guidance to their Local Development Frameworks (LDFs) or adopted as a Supplementary Planning Document within their LDFs. The KDI Inclusive Design Working Group includes Maidstone Borough Council, Tunbridge Wells Borough Council, Gravesham District Council, and Kent County Council's Mobility Management Unit), and has endorsement from the Kent Planning Officers Group, the client body to the Kent Design Guide.

Progress to date:

The group have developed a draft high level policy document that is concise and useable from a development control perspective. The aim is to ensure that inclusive design is a key material consideration for all planning applications, and can be easily applied by development control officers, developers and designers alike.

It is intended that the document will act as a 'signposting' document. It outlines the legislative framework and links it to inclusive design best practice guidance. The document will be further developed to include current and relevant case studies and examples of good practice across Kent. A draft policy is attached for comment.

In addition to this report, an extensive list of consultees has been drawn up and specialist expert opinion sought, in preparation for a stakeholder and then public consultation, prior to formal adoption. It is intended to present the guidance document for formal Cabinet approval once consultation has been completed. In addition, presentations will be made to all the relevant key-stakeholder groups.

Conclusions and Recommendations:

In order to meet the need for greater guidance and policy about inclusive design a draft technical guidance document has been drafted. The draft is now ready to go out for stakeholder consultation which will be followed by wider public consultation.

Members of the committee are asked to:

- Support the need to produce a cross-county policy on Inclusive Design & Placemaking;
- Advise the KDI Inclusive Design Working Group on any initial comments on the draft policy and technical guidance.
- Endorse the next steps to carry out a thorough consultation process including stakeholder and public consultation; and to finally submit the guidance for Cabinet approval and adoption as formal policy.

Contact: Simon Allum - Mobility Management Team Leader
☎ 01622 221968
✉ Simon.allum@kent.gov.uk

Background Documents:

Inclusive Design & Placemaking Technical Appendix

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Inclusive Design and Placemaking Supplementary Appendix to Kent Design Guide

**Stakeholder Draft
23rd June 2010**

Produced in partnership by Kent County Council, Maidstone Borough Council
and Tunbridge Wells Borough Council

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1.0 Overview

The Kent Challenge

Addressing design issues for those who are disabled is becoming increasingly necessary. According to the Office for National Statistics (March 2009), nearly one in five people of working age (7 million, or 18.6%) in Great Britain has a disability. In Kent, this figure is lower, with 8,740 (1% of resident working age population) of people registered disabled (NSO, May 2009).

However, when considered alongside the fact that the population of the UK is ageing, one can expect this figure to rise, and with the number of 'oldest old' (i.e. 75 yrs+) doubling over the last 25 years, it is clear that accessibility for all has to be given significant priority.

Supporting the Kent Design Guide

Inclusive Design and Placemaking (hereinafter Inclusive Design) acts as a technical appendix to the Kent Design Guide by providing specific detail and guidance on how to address *accessibility for all* in Kent's future built environment. As such, it should be read alongside the Kent Design Guide and its other technical appendices.

It acts as a reference point for developers and planning consultants at an early stage of the planning process but is also a key reference tool for local authority officers responsible for highways and design of the public realm.

The guidance in this document applies to design of the public realm, including arrival at a building or public space. It does not intend to deal with matters inside buildings that are covered under Building Regulations, nor restate existing highway and streetscape guidance. However, the relationship of the guidance to Manual for Streets and other documentation that encourages a ‘think access’ approach is explicitly signposted.

The guidance can facilitate planners in pre-planning application discussions; and can help those determining planning applications to ensure that proposed new developments meet specific design standards. *Inclusive Design* also provides links to relevant legislation, standards, guidance and best practice case studies, to ensure that a more comprehensive approach to accessibility is considered during the early stages of design and development.

Scope of the Guidance

This guidance focuses on the public realm, spaces and environments outside of buildings. However, where Kent County Council (KCC) is planning to develop transport facilities, it will be expected to adhere to latest best practice and approved guidance on the design of passenger transport facilities (e.g. park and ride utility buildings, new rail stations, bus stops and shelters, taxi ranks).

The Kent Design Guide (KDG) was originally produced in 2005 and was adopted as Supplementary Planning Guidance to the Kent and Medway Structure Plan 2006 under policy QL1: *Quality of Development and Design*. With the demise of the Structure Plan, 10 of the 13 District

Councils and the Medway Unitary Authority in Kent have subsequently endorsed the Kent Design Guide as Supplementary Guidance; retaining KDG's role as the county-wide design policy framework and platform for future design policy initiatives.

The Kent Design Guide covers all forms of development, identifying good design as something that supports the social, environmental and economic vitality of the community in creating vibrant attractive places that are both memorable and contribute to Kent's character.

Inclusive Design is in the form of professional guidance and therefore has to be read in conjunction with any existing planning guidance and commitments in relation to issues such as listed buildings and conservation areas.

Therefore this *Inclusive Design* document focuses on:

- Access from the outside of buildings to the public highway;
- Access within 'grounds' and site curtilages (e.g. school sites);
- Access within masterplan areas (i.e. large new developments);
- Parks/open spaces/public rights of way including connections to spaces maintained by other organisations (e.g. towpaths maintained by British Waterways);
- Public realm including town centres, civic squares, home zones, streetscape etc.

Achieving a Common Approach to Inclusive Design

Inclusive Design therefore seeks to bring together public, private, community and voluntary sectors in achieving quality environments for

Kent, whilst not stipulating rigid provision or solutions which may be impractical and over-costly to deliver.

Whilst the guidance will be used to support planning application scrutiny and development management activities, it will also be applied to Kent County Council's own programme of highways, transport and public realm projects, applying the same standards and approach to inclusive design in the way KCC operates. This also applies in the case where KCC is the developer, e.g. for a new school or park and ride. It is intended that this dual focus of the guidance will also be promoted by each of the Kent District Councils through their own internal practices.

The document is therefore designed to help the following stakeholders achieve consensus and a common approach to access within Kent's urban and rural areas:

Kent County Council:

- As the *highway authority* responsible for the streetscape and other publicly adopted space. This covers a wide range of activities from new traffic management schemes through to maintenance responsibilities and asset management.
- As the *transport authority* responsible for provision of socially necessary public transport services, and also design of new infrastructure in partnership with rail and bus operators.
- As a *property organisation* responsible for its own estate including acting as developer; this also includes any

partnership arrangements that KCC may have through a PFI or equivalent programme.

- As the *education authority* responsible for provision of school facilities, home to school transport and access to schools by sustainable modes of travel.
- As the *social services authority* responsible for adult social care.
- As the authority responsible for *countryside access and public rights of way*.

District Councils:

- As the *planning authorities* responsible for the Local Development Framework and other local policy.
- As the *planning authorities* responsible for development management and making planning decision on new development proposals including the negotiation of developer contributions.
- As the authorities responsible for *parks, open spaces, recreation and other green infrastructure*.
- As holders of *property portfolios* of land and public buildings where the Councils will also act as developer.
- As *town centre managers* and owners of other shared public spaces.

Developers:

- As *applicants for planning permission* for new development proposals where access issues should be addressed early in the planning process including building

design, the overall site, and its relationship and connectivity with the surrounding area.

Town/Parish Councils:

- As *key stakeholders, landowners and statutory consultees* who are best able to identify local placemaking needs and issues within their local towns and villages, but who may need assistance to present this in a consistent and transparent manner.

Access Groups:

- As *key stakeholders* who can provide helpful insight and intelligence into both pre-existing access issues and those associated with planning applications and new highways/transport projects.

Community Support Sector:

- As providers of further *enabling support* and advice to local groups and organisations to gather, collate and present key access issues e.g. Royal Town Planning Institute Planning Aid.

Statutory Consultees:

- Such as the Highways Agency, English Heritage, British Waterways and other organisations who will benefit from a consistent and transparent approach to public realm access in Kent enabling a common platform for engagement.

A Shared Challenge – A Shared Solution

Inclusive Design sets out a common approach to understanding development access solutions. At its heart is early engagement and participation not just from specific disability groups, but from wider community stakeholders that have an interest in placemaking in their local communities.

It is advisable that the main linkage in any local policy documents is to the parent Disability Discrimination Act (DDA) legislation. Section 49A (1) of the DDA 2005 therefore forms the backbone of this guidance.

An Action Plan will be developed as part of the Inclusive Design consultation process which will focus on the programme of activity needed by KCC and the District Councils to disseminate and embed the key messages in to daily practice. It is intended the Action Plan will be included as an appendix to this guidance document once the stakeholder consultation period and associated workshop are completed.

Inclusive Design and Placemaking

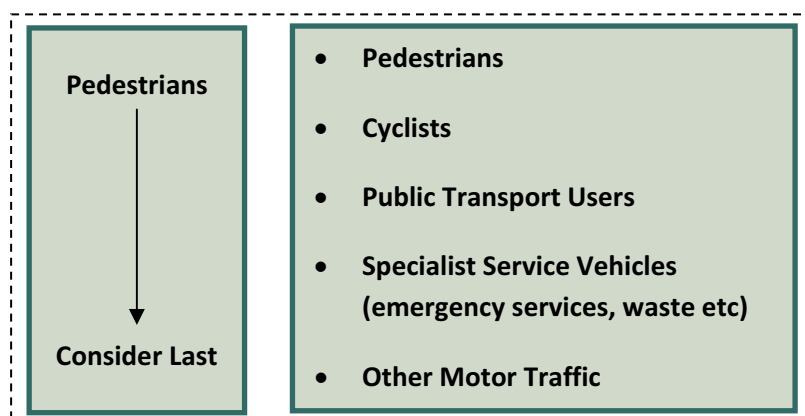
It is vital that this explicit linkage between inclusive design and how it supports wider placemaking objectives is fully understood and appreciated. Ownership of a design solution in any one location often rests with a cross-professional team that needs to reach consensus.

Ensuring that the pedestrian environment is ‘accessible to all’ is not only critical to meeting the access needs of individual disabled people, but contributes towards social inclusion and quality of life to a much wider

section of the population. There is an explicit link between Department for Transport (DfT) and Communities and Local Government's latest thinking on sustainable transport and the need to ensure walking and cycling feature highly within developers' solutions.

Both Manual for Streets (2007) and Guidance for Building Sustainable Transport Infrastructure into New Developments (2008) by necessity rely heavily on an inclusive design approach, and one which places the pedestrian environment at the top of the access hierarchy.

Manual for Streets – User Hierarchy



The physical improvements packaged together for Disability Discrimination Act purposes will also support other sustainable transport mechanisms such as travel plans and other smarter travel interventions designed to reduce car use.

Providing Stakeholders with Key Tools

This guidance signposts key documentation on the Disability Discrimination Act and 'access for all' that enables a more detailed understanding of the reasons behind inclusive design.

Access Audit Toolkit

In order to provide a consistent approach to inclusive design, Kent County Council have produced a *Public Realm Access Audit* toolkit (attached as Appendix 1) to help stakeholders engage and assess access issues early in the design and planning process. This is explained later in the guidance, but will provide an easy to use tool that local authorities, consultants, developers and community groups (potentially with some adaptation) can adopt.

2.0 The Status of *Inclusive Design* Guidance:

The Importance of the Disability Discrimination Act (DDA)

The Disability Discrimination Act (DDA Parts 3 & 5: 1995/2005) and subsequent Disability Equality Duty (DED: 2006) give people with disabilities important rights not to be discriminated against. This includes the areas of transport and highways, and access to everyday goods and services such as civic buildings, shops, cafes, banks and places of worship.

The concept of inclusive design has emerged to counteract potential discrimination in the area of access to goods and services, by focussing on an approach to designing buildings and public spaces that are accessible to all and make special provision for people with disabilities, rather than integrating their needs with all other users.

Section 49A and what it means for the built environment

Section 49A (1) of the Disability Discrimination Act 2005 is the main legislative driver for this guidance. It is based on the application of the six obligations outlined below, whereby Kent local authorities discharge their responsibilities within the planning and public realm design process.

The Disability Discrimination Act (1995/2005) and Disability Equality Duty (2006) legislate for public sector organisations, with a particular emphasis on policy making and public service delivery. Pursuant to Section 49A of the DDA (public duty issues), every public authority in carrying out its function shall have due regard to:

- The need to eliminate discrimination that is unlawful under this Act
- The need to eliminate harassment of disabled persons that is related to their disabilities
- The need to promote equality of opportunity between disabled persons and other persons places people at the heart of the design process;
- The need to take steps to take account of disabled persons' disabilities, even where this involves treating disabled persons more favourably than other persons;
- The need to promote positive attitudes towards disabled persons;
- The need to encourage participation by disabled people in public life.

This means that the early thought processes, consultation and participation stages as well as particular design activities have to '*think access*' at their heart.

National Planning Policy Context

Planning Policy Statement 12 gives District Councils the ability to endorse supplementary guidance prepared by a government agency, regional planning body or a County Council.

Only supplementary guidance that has undergone the requisite community engagement and sustainability appraisal, where required, can be endorsed by a Local Authority, and given the weight equivalent to a Supplementary Planning Document (SPD).

The Kent Design Guide (KDG: 2005) is supported by the 'Sustainability Appraisal of the Kent Design Guide' (Jacobs Babtie). Both the consultation document and Sustainability Appraisal ensure compliance with the requirements of the Planning and Compulsory Purchase Act Regulations 2004. Therefore, Local Authorities can adopt the KDG as a Supplementary Planning Document (SPD) subject to the prior adoption of an appropriate policy hook in the Core Strategy Development Plan Documents.

In the absence of a higher tier policy hook in the Core Strategy, although *Inclusive Design* is not a Supplementary Planning Document, it will undergo the same disciplines and consultation for SPD as set out in the plan making regulations, and thus can be afforded a weight commensurate with that of SPD's in any decision making process, in addition to its status as professional guidance supported by the DDA.

3.0 National Planning and Transport Policy Context

There are a number of policy and guidance sources which support inclusive design and advocate practical ways in which the public realm can be enhanced, particularly for disabled people and other pedestrians.

Planning Policy Statement 1 (PPS1) 'Delivering Sustainable Development' (2005)

PPS 1 sets out the overarching planning policies on the delivery of sustainable development through the planning system. Paragraph 13 of PPS1 sets out a number of key principles that are to be applied to ensure that both development plans and development management decisions contribute to the delivery of sustainable development.

One of the key principles states that planning policies should promote high quality inclusive design in the layout of new developments and individual buildings in terms of function and impact not just for the short term but over the lifetime of the development.

PPS 1 also states that development plans should contain clear, comprehensive and inclusive access policies in terms of both location and external physical access. Such policies should consider people's diverse needs and aim to break down unnecessary barriers and exclusions in a manner that benefits the entire community.

Planning Policy Statement 3 (PPS3) 'Housing' (2006)

Reflecting advice in PPS1, PPS3 advocates that good design should contribute positively to making places better for people. It is advised that design policies should be aimed at creating places, streets and spaces which meet the needs of people, are visually attractive, safe, accessible, functional, inclusive, have their own distinctive identity and maintain and improve local character.

Planning Policy Statement 4 (PPS4) 'Planning for Sustainable Economic Development' (2009)

PPS4 states that Local Planning Authorities should assess planning applications for economic development against a number of impact considerations, including, whether a proposal secures high quality and inclusive design, which takes opportunities available for improving the character and quality of the area and the way it functions.

Planning Policy 5 (PPS5) 'Planning for the Historic Environment' (2010)

PPS5 is concerned with those parts of the historic environment that have significance because of their historic, archaeological, architectural or artistic interest, which are termed 'heritage assets'. This statement also covers heritage assets that are not designated but which are of heritage interest and are thus a material planning consideration.

If a site is considered to have potential to include heritage assets, PPS5 requires developers to provide an assessment of the impact of the

proposal in the planning application for the site (within the design and access statement when this is required). This will form part of the explanation of the design concept, and should detail the sources that have been considered and the expertise that has been consulted.

Planning Policy Statement 12 (PPS12) 'Local Development Frameworks' (2008)

Advice in PPS12 states that in preparing local development documents, local planning authorities must include policies on design and access. Furthermore, PPS12 encourages development that is well-designed and responds to the local physical, social and economic context, as well as being safe, clean, attractive and accessible for all users.

Planning Policy Guidance Note 13 (PPG13) 'Transport'

PPG13's primary objectives are to integrate planning and transport at the national, regional, strategic and local level as well as to promote more sustainable modes of transport (for both carrying people and moving freight).

The guidance outlines that when managing development local authorities should look to promote sustainable modes of travel by ensuring that people can access key areas and services by walking and cycling and public transport. It also highlights that major travel generators should look to be developed close to major public transport interchanges and that the needs of disabled people as pedestrians are fully accounted for. It specifically outlines that quick, easy and safe

interchange is essential to integration between different modes of transport.

The document also outlines that in the design of individual developments community safety and road safety are paramount. It emphasises that a key planning objective is to ensure that jobs, shopping, leisure facilities and services are accessible by public transport, walking, and cycling particularly in relation to promoting social inclusion.

Planning Policy Guidance Note 17 (PPG17) 'Planning for Open Space Sport and Recreation' (1991) and Consultation Draft 'Planning and the Natural Environment' (2010)

PPG17 advises that in looking to improve existing open space and facilities, local authorities should encourage better accessibility of existing open spaces and sports and recreational facilities, taking account of the mobility needs of the local population. Also, in identifying where to locate new areas of open space, and sports and recreational facilities, local authorities should promote access by walking, cycling and public transport, and ensure that facilities are accessible for people with disabilities.

The latest consultation focusing on the natural environment and green infrastructure, emphasises that sustainable development is the core principle underpinning planning. Specifically the document outlines that planning should:

- Conserve and enhance the natural environment;

- Minimise vulnerability of places, people and wildlife to the impacts of climate change;
- Deliver safe and attractive places to live including ensuring that open spaces, green infrastructure, sports and recreation spaces are safely and easily accessible by walking, cycling or public transport.

4.0 Regional Policy Context

South East Plan: Policy CC6 'Sustainable Communities and Character of the Environment' (2009)

Policy CC6 states that 'actions and decisions associated with the development and use of land will actively promote the creation of sustainable and distinctive communities. This will be achieved by developing and implementing a local shared vision which...use innovative design processes to create a high quality built environment which promotes a sense of place...this will include consideration of accessibility, social inclusion, the need for environmentally sensitive development and crime reduction.'

5.0 Principles of Inclusive Design

A truly inclusive society demands an environment in which a diverse population can exist harmoniously and where everyone, regardless of disability, age or gender, ethnicity or other circumstances, can participate equally and independently, with choice and dignity. The design and management of the whole range of buildings, spaces, and places are a fundamental part of this.

An important principle that underpins recent legislation and work on producing an inclusive society has been the wider application of the “Social Model of Disability”. This model views everyone as equal and demonstrates that it is society which erects barriers that prevent disabled people participating and restricts their opportunities. Best practice inclusive design aims to remedy this problem by creating an environment where everyone can access and benefit from the full range of opportunities available to all members of society.

CABE (2006) describe inclusive design as ‘making places everyone can use’. In their guidance document, entitled *Principles of Inclusive Design* (2006), CABE note that by ‘designing and managing the built environment inclusively, the frustration and hardship experienced by many – including people with disabilities, older people and families with small children – can be overcome (2006: iii).’ Five principles set by CABE are deemed vital towards achieving this objective, and are broken down as follows:

Principles of Inclusive Design

1. Placing people at the heart of the design process – through extensive stakeholder consultation during the early stages of a development proposal.
2. Acknowledging diversity and difference – good design can only be achieved if the environment created meets as many people's needs as possible.
3. Offering choice – where a single design solution cannot accommodate all users, applying the same high design standards should enable the access requirements of all users to be met.
4. Providing flexibility in use – places need to be designed so they can adapt to changing uses and demands.
5. Providing buildings and environments that are convenient and enjoyable to use for everyone – involves considering roads, walkways, building entrances, signage, lighting, visual contrast, materials.

6.0 Inclusive Design Guidance and KCC Access Audit Tool

Sound Principles

The principles above provide an important starting point for addressing inclusive design in the built environment. They should be used in assessing planning applications and in drawing up masterplans and area planning frameworks, as well as in the scoping of highways and traffic management schemes.

Local Authorities must also require most development proposals to include an Access Statement, showing how the principles of inclusive design, including the specific needs of people with disabilities, have been integrated into the proposed development, and how inclusion will be maintained and managed.

These principles and the guidance below should be adopted by all responsible for changing or managing the built or highways environment.

KCC Inclusive Design Guidance

Local Authorities should integrate and adopt the principles of inclusive design so that public realm spaces, schemes and new developments:

- Can be used safely, easily and with dignity by all regardless of disability, age, gender, ethnicity or financial circumstances.*
- Are convenient and welcoming with no disabling barriers, so everyone can use them independently without undue effort or separation.*

- *Are flexible and responsive to taking account of what different people say they need and want, so people can use them in different ways.*
- *Are planned in a way that encourages active community participation, particularly from disability/access groups and 'hard to reach' sectors.*
- *Are realistic, offering more than one solution to help balance everyone's needs, recognising that one solution may not work for all.*

The expectation is that this principal guidance can be applied at different layers within the local authority's activities i.e.

- **Level 1 - Local Development Framework (LDF)**
Ensuring that the principle of inclusive design is recognised within the high level strategy and objectives of each LDF in Kent.
- **Level 2 - Area Action Plan (AAP)**
Ensuring that the principle of inclusive design is captured in terms of general access principles, and access 'design codes' within AAP documentation.
- **Level 3 - Masterplan level**
Ensuring that connectivity principles, layout, street functionality/hierarchy, land use zoning and access to play and open space are built around an inclusive design approach. This may also include a broad brush 'connections' access audit for pedestrian routes.

- Level 4 - Outline planning application for major development
Ensuring that all masterplan principles are adhered too but requires an access audit for assessing the connections beyond the red line boundary of the site which is linked to the transport assessment and travel plan and Section 106 agreement.
- Level 5 - Detailed planning application for major, minor and other development
Ensuring a full DDA appraisal including costing is carried out for Section 106 purposes. The detail and scale of the audit will depend on size and type of development.

Conservation Areas and Listed Buildings

Whilst inclusive design is a primary objective of any development or streetscape scheme, it is appreciated that there are other policies and drivers associated with the conservation of specific buildings and their setting, and the preservation and enhancement of wider locations through Conservation Area designations.

The provision of an ‘access for all’ approach does not need to preclude high quality design solutions. However, careful consideration should be given to the design rationale early in the scoping and planning process, so that ‘competing demands’ can be managed and stakeholder discussions facilitated. Attention to materials palette, long term maintenance and problems associated with a disconnected streetscape environment need to be tackled early in discussions.

KCC Access Audit Guidelines

In order to provide a consistent and universal approach to public realm access auditing, Appendix 1 sets out the toolkit for scheme engineers, developers and their consultants to follow when appraising a location prior to scheme design or as part of preparation of a planning application. This ensures that key access issues are flagged up early and addressed as part of the scheme or application process. The audit guidance also stands alone as a separate toolkit, which will be available to download from www.kent.gov.uk in due course.

These access audit guidelines have been developed through best practice and continual improvement over a number of years and tested in a number of locations across the UK (Gloucester, Cheltenham, Bath, Bristol, Carlisle, Essex and East Sussex) with success.

The audit process is therefore suitable for a number of applications i.e.

- Auditing a streetscape prior to preliminary and detailed scheme design to ensure that all DDA ‘failures’ and opportunities are properly recorded and explained to the scheme engineer. Through this process a large number of access issues can be ‘designed out’ at no extra cost. This avoids the risk of remedial action later on the implementation process.
- Auditing a series of key pedestrian routes to ensure that all future development affecting the route contribute ‘fairly and reasonably’ to their improvement under the provision of Circular 05/05. The access audit and its use within the planning processes is also

supported by Regulation 122 of the Community Infrastructure Levy Regulations, which came into force on the 6th April 2010. This Regulation reinforces the legality of a planning obligation and the policy tests set out in Circular 05/05.

- Assessing pedestrian routes on a town wide basis to inform AAP and LTP activities.
- Auditing specific routes that connect to a particular development proposal, to be presented as an Annex to the Transport Assessment and linked to the Travel Plan in relation to walking accessibility and the target level of reduction of car trips anticipated. This applies to public developments (e.g. schools) and to private developments.
- Community audit exercises whereby the full (or abridged audit) can be used by Parish Councils, Access Groups, Shopmobility and other community organisations to assess the accessibility of the target locations.
- Setting out a rolling programme of audits for critical locations in Kent, in line with emerging LTP3 priorities. This would ensure that the necessary intelligence is collected and processed prior to scheme development and ensure that social inclusion and accessibility issues are identified early in the process.

In all cases the remedial works can be prioritised and then costed according to KCC's standard schedule of works. An important part of the

audit process is the accurate recording of barriers and obstacles in the streetscape including existing clearance widths to ensure the extent of remedial works are properly recorded. The information can be recorded digitally or manually, and then translated into the appropriate format (i.e. GIS).

The pricing can be used to support businesses cases and collaborative funding assembly. It can also be used to justify negotiated Section 106 contributions where the pedestrian linkages are particularly important to the viability of the development scheme and the targets level of sustainable travel use from the site.

The costing tool will also help evaluate the cost/benefits of enhancing an existing scheme with 'top up funding' to remove a more substantial number of barriers.

For example, in Essex, the access audit processes for Chelmsford and Loughton led to the development of scheme solutions that could remove over 90% of the access issues, by making the scheme engineers fully aware of the specific items early in the design process.

7.0 Signposting: Legislation

The Disability Discrimination Act (1995/2005)

http://www.direct.gov.uk/en/DisabledPeople/RightsAndObligations/DisabilityRights/DG_4001068

The DDA contains duties to make reasonable adjustments to physical features of premises in certain circumstances. Subject to the provisions of Schedule 1, a person has a disability for the purposes of this Act if he has a physical or mental impairment which has a substantial and long-term adverse effect on his ability to carry out normal day-to-day activities. Part 3 of DDA pertains to disabled people and their right of access to goods, facilities and services.

The Disability Equality Duty (2006)

http://www.direct.gov.uk/en/DisabledPeople/RightsAndObligations/DisabilityRights/DG_10038105

The DED represents an opportunity for the public sector to address the inequalities that disabled people face in their day-to-day lives and their chances for the future. Highway and Planning Authorities must comply with the Disability Equality Duty under the Disability Discrimination Act 2005.

Public bodies had a statutory duty to produce a Disability Equality Scheme (DES) by the 4th of December 2006. A DES is a framework that assists authorities to plan, deliver, and report on activities which they undertake to ensure that they comply with the DED. Local Authorities (LA) have a duty to ensure that they have clear audit trails and to act conscientiously.

There must be evidence that:

- The LA's DES has been referred to
- That the provisions of S49a of the DDA (2005) have been given due regard
- That a Disability Equality Impact Assessment (DEIA) has been carried out

In terms of transport, highways and planning functions, the DES documents at District and County level are both important. Key documents such as the Local Transport Plan will need to be consistent with the DES, and likewise the Local Development Framework and Core Strategy processes must also reflect the corporate commitments of the District Authorities in Kent. Also, Area Action Plans and Supplementary Planning Document's (SPD's) pursuant to LDF must be compliant with the DES.

Part M of the Building Regulations (2004): Access to and Use of Buildings

<http://www.ihsti.com/tempimg/5F34176-CIS888614800278563.pdf>

This Approved Document deals with the requirements of Part M of Schedule 1 to the Building Regulations 2000 (as amended). The most relevant Section is entitled '*Access to and Use of Buildings Other Than Dwellings*'. Approved documents are intended to provide guidance for some of the more common building situations. The guidance, technical details and diagrams that follow in Part M cover the areas of approach paths, car parking, access steps, handrails and entranceways.

8.0 Signposting: General Design Guidance

British Standard BS8300:2001 - Design of buildings and their approaches to meet the needs of disabled users (2009)

<http://www.ihsti.com/tempimg/5F34176-CIS888614800288303.pdf>

BS8300:2009 explains how the built environment can be designed to anticipate, and overcome, restrictions that prevent disabled people making full use of premises and their surroundings. It makes recommendations for car-parking provision, setting-down points and garaging, access to and around all buildings, and entrances to and interiors of new buildings.

CABE: Civilised Streets (2008)

<http://staging.cabedb.precedenthost.co.uk/publications/civilised-streets>

Civilised Streets looks at different design approaches and at notions of street safety. It explores recent discussions on shared space and explains the many benefits of the recent change in thinking away from the car and towards the pedestrian, with a focus on creating streets that work for all.

CABE: Inclusion by Design - Equality, Diversity and Built Environment (2008)

<http://www.cabe.org.uk/files/inclusion-by-design.pdf>

Inclusion by Design addresses the wider issues of design and social inclusion, beyond the more traditional definitions of “access”.

CABE: Living with Risk: Promoting Better Public Space Design (2007)

<http://www.cabe.org.uk/files/living-with-risk-full.pdf>

Living with Risk explores views from national organisations concerned with risk and public spaces, while 10 case studies of public space schemes help establish how consideration of risk impacts of the design process and the implications for the choices of clients, professionals and the public.

CABE: The Principles of Inclusive Design: They Include You (2006)

<http://www.cabe.org.uk/files/the-principles-of-inclusive-design.pdf>

The Principles of Inclusive Design sets out 5 key principles at the heart of inclusive design. This guide sets out the principles of inclusive design to create places that everyone can use.

Centre for Accessible Environments – Designing for Accessibility (2004)

http://www.cae.org.uk/publications_list.html

Designing for Accessibility contains a good introduction explaining Part M, Approved Document M, BS8300, Access Statements and the Disability Discrimination Act 1995. It also uses diagrams and technical data to highlight how inclusive design can be facilitated in external environments.

English Heritage: Easy Access to Historic Buildings (2004)

http://www.english-heritage.org.uk/upload/pdf/EH_EasyAccess_2004.pdf

Easy Access to historic Buildings offers advice on how to develop a framework in which the requirements of each property, and the needs of its users, can be assessed and an access strategy agreed. The

guidelines are intended for those who own, manage or occupy historic buildings in England, and who, under the service provider, employer and education provisions of the DDA, have particular responsibilities towards people with disabilities. The guidelines also extend to those who will be professionally involved in planning alterations to historic buildings or in advising on alternative forms of service provision.

Papworth Trust: Guide to Developing Inclusive Communities - A 12 step guide to planning, designing and managing communities which are inclusive for disabled people (2008)

<http://www.papworth.org.uk/downloads/FINAL%20Guide%20to%20Developing%20Inclusive%20Communities%20Mar%2008.pdf>

Part M & RNIB Joint Mobility Unit Publication – Sign Design Guide – A Guide to Inclusive Signage & BS8300:2001

http://www.signdesignsociety.co.uk/shop/products.php?item_id=108

The Sign Design Guide is published jointly by the Sign Design Society and the Royal Institute for the Blind (RNIB). It focuses on making environments accessible to everyone and addresses the concept of inclusive signage. It provides clear guidance on producing signs and other wayfinding information to assist UK users to comply with the Disabilities Discrimination Act.

Planning and Access for Disabled People – A Good Practice Guide ODPM (2003)

<http://www.communities.gov.uk/publications/planningandbuilding/planningandaccess>

This document offers a number of good practice points to inform the reader on how best to facilitate disabled people in the planning and design process.

Sport England: Access for Disabled People (2002)

<http://www.sportengland.org/search.aspx?query=access+for+disabled+people>

This guidance note addresses the requirement to provide people with disabilities with full access to all sports facilities. It indicates what reasonable provision in a modern sport facility is, and provides checklists for use in conjunction with access audits and an audit methodology.

The Countryside Agency: Paths Without Prejudice (2001)

<http://www.naturalengland.org.uk/>

This best practice guidance provides information aimed at improving countryside paths, trails and routes that to make them suitable for users of all ages and abilities. *Paths Without Prejudice* is designed to assist Highways Authorities when deciding upon what steps they will be taking to comply with the duties of service providers within the Disability Discrimination Act 1995.

The Countryside Agency: Sense and Accessibility (2000)

<http://www.naturalengland.org.uk/>

Sense and Accessibility provides guidance to land managers in rural settings for improving access to people with mobility impairments.

Play England – Better Places to Play through Planning

www.playengland.org.uk

This deals with universal design principles for children's play space and ensures provision is inclusive and integrated. This is particularly important to local authorities receiving Play Pathfinder and play Builder funding for new and refreshed play provision.

Engagement and Participation

Guidance for Disabled People - (Disability Rights Commission, 2006).

www.dotheduty.org

The Disability Rights Commission has produced guidance for disabled people on the Disability Equality Duty to encourage disabled people to participate. The document explains how disabled people and their organisations can expect to be involved and what they can do to help public authorities achieve effective involvement.

9.0 Signposting: Highways and Transport Guidance

DfT/CLG Good Practice Guidelines: Delivering Travel Plans through the Planning System (2009)

www.dft.gov.uk/pgr/sustainable/travelplans/tpp/

This document sets out in detail how travel plans should be developed to accompany planning applications, and the importance of introducing the travel plan early on in the scoping and pre-application stages.

The guidelines also stress the need for the necessary infrastructure (including walking/cycling networks and access to public transport) to be scoped out as part of the travel plan process, so the necessary support infrastructure is in place to enable people to use sustainable transport alternatives.

This approach supports the allocation of the access audit tool, as it helps to identify, plan and priorities those 'easy access' routes which are vital to site connectivity and safe and independent access.

DfT Pedestrian Guardrailing (April 2009)

<http://www.dft.gov.uk/pgr/roads/tpm/ltnotes/ltn209pedestrian.pdf>

This Local Transport Note provides guidance that local authorities may choose to adopt, including a description of the development of policy guidance on guardrailing and an assessment procedure for the evaluation of the need for the installation or removal of pedestrian guardrailing, particularly at pedestrian crossings and road junctions.

DfT Building Sustainable Transport Infrastructure into New Developments (2008)

www.dft.gov.uk/pgr/sustainable

Whilst these guidelines were originally written to focus on Eco-towns and Growth Points they contain a number of key design principles which are useful for any larger scale development proposal or urban extension situation. Given the growth planned for the South East, and particularly in Kent towns such as Ashford, this document clearly encourages both local authorities and developers to fully consider the 'menu' of sustainable transport options early on in the planning process.

The guidance explains how Growth Points and Eco-towns should therefore foster an ethos of green travel from the outset by integrating sustainable travel choices into their planning and design process. In order to influence travel behaviour it is imperative that the future needs of a community are considered and captured through good quality planning before infrastructure is put in place. Opportunities must be taken within the planning process to make cycling, walking and public transport the modes of choice. These modes must be made more convenient for the majority of journeys than car usage, in order to promote genuine modal shift.

DfT Manual for Streets (2007)

<http://www.dft.gov.uk/pgr/sustainable/manforstreets/mfssummary.pdf>

Manual for Streets provides guidance for practitioners involved in the planning, design, provision and approval of new residential streets, and modifications to existing ones. The importance of inclusive design is addressed in Chapters 1 & 6 and emphasises thorough consideration of access for all issues is an opportunity for enhanced design solutions rather than a 'compliance' regime. The DED principles are also supported through the Manual for Streets approach.

Planning, buildings, streets and disability equality (Disability Rights Commission, 2006)

www.dotheduty.org/sectoral-guidance.asp

A guide to the Disability Equality Duty and Disability Discrimination Act 2005 for local authority departments responsible for planning, design and management of the built environment and streets.

DfT Guidance on the use of Tactile Paving Surfaces (2005)

<http://www.dft.gov.uk/adobepdf/259428/tactilepavement>

For blind and partially sighted people. The document covers key design principles for information surfaces, guidance paths, warning surfaces, pedestrian crossings etc. This document also uses diagrams and measurements to make the content more understandable.

Inclusive Projects (Disabled Persons Transport Advisory Committee, 2003)

<http://dptac.independent.gov.uk/pubs/inclusive/guide/02.htm>

This stresses the need to commit to and integrate inclusive design principles when planning and implementing projects.

Planning and Access for Disabled People (Office of the Deputy Prime Minister, 2003)

www.communities.gov.uk/publications/planningandbuilding/planningaccess

This defines an inclusive environment as one that can be used by everyone regardless of age, gender or disability.

DfT Inclusive Mobility – A Guide to Best Practice on Access to Pedestrian and Transport Infrastructure (2003)

<http://www.dft.gov.uk/transportforyou/access/peti/inclusivemobility?page=1>

Inclusive Mobility provides guidance on established best practice in a general sense, which relevant organisations can apply to their particular situations. The document includes information and diagrams on best practice for footways, footpaths, pedestrian areas, tactile paving surfaces, car parking, transport related access guidance, i.e. Taxi stops, bus stops, transport related buildings etc. The DfT's Manual for Streets references this document in a section entitled Street Users' Needs.

Inclusive Mobility: A Guide to Best Practice on Access to Pedestrian and Transport Infrastructure (Department for Transport, 2002)

<http://www.dft.gov.uk/transportforyou/access/peti/inclusivemobility>

This is a guide to best practice on access to the pedestrian environment and public transport infrastructure. This document represents the minimum standards that local authorities should be working to. They are not mandatory standards, but local authorities should be strongly

encouraged to adopt them.

Reducing Mobility Handicaps – Towards a Barrier Free Environment (1991)

www.ciht.org.uk

This guidance outlines that everyday journeys to work, shopping and leisure can be a source of stress for those who are partially sighted, elderly or who have some other form of mobility issue. The guidelines promote greater awareness among planners and engineers.

Providing for Journeys on Foot (2000)

www.ciht.org.uk

The guidance outlines best practice in planning and providing for pedestrians. The document outlines how to plan and implement walking measures as part of a wider integrated transport strategy.

10.0 Signposting: Access Statement Guidance

CABE: Design and Access Statements: How to write, read and use them (2006)

<http://www.cabe.org.uk/files/design-and-access-statements.pdf>

Explains what design and access statements are and how they work with both detailed and outline planning applications. This document also shows people who are writing statements what to include, and outlines how local authority planners and councillors and anyone else considering a planning application can use statements to check if the proposal is good enough to approve.

Design and Access Statements - Issued through CLG Circular 01/2006: Guidance on Changes to the Development Control System

<http://www.communities.gov.uk/documents/planningandbuilding/pdf/144854.pdf>

This document provides guidance on changes to the DC system introduced by the Planning and Compulsory Purchase Act 2004. A design and access statement must accompany planning applications for both outline and full planning permissions. Amongst other things, an access statement should provide information on any consultation undertaken in relation to issues of access and how the outcome of this consultation has informed the development proposals. This should include, for example, a brief explanation of the applicant's policy and approach to access, with particular reference to the inclusion of disabled people, and a description of how the sources of advice on design and accessibility and technical issues will be, or have been followed.

11.0 Signposting: Case Studies

In order to support local authority officers, developers, consultants and community groups we plan to produce a series a case study 'proformas' to show what can be achieved and lessons learnt.

This is not designed to duplicate existing national best practice sources (e.g. CABI, CAE) but designed to bring a Kent focus to the case studies

We will be looking for examples of best practice through the consultation process and it is envisaged that these will form part of any training seminars run later in 2010.

At this stage it is planned that the case studies will cover:

- A major housing scheme/urban extension
- A town centre traffic management/urban improvement scheme
- A residential-based traffic management programme
- A Safer Routes to School/community walking route
- A public right of way enhancement
- A new school development
- A retail development
- A public transport interchange scheme
- An improvement scheme to a park/open space, potentially including a new play area

These case studies will be accompanied by training on ‘Do’s and Don’ts’ - pointing out frequent mistakes and pitfalls made in the design process and how to avoid them.

The training programme associated with the guidelines will also draw on wider best practice, and in particular show instances where the access audit approach has assisted with

- Section 106 negotiations, tipping the balance in favour of sustainable transport access
- Making the transport case for development easier and more acceptable
- Support major urban extension applications and smaller scale developments
- Planning Appeal evidence and Common Ground
- Community – level audits
- Supporting town centre Area Action Plans
- Town centre civic and public realm schemes
- Improved linkage from employment areas to public transport facilities
- Safer Routes to School
- Preliminary and detailed design of highway schemes, removing many DDA barriers as part of the scheme proposals

12.0 Signposting: Training and Development

As part of the development of Inclusive Design KCC will be holding 2 stakeholder workshops as part of the engagement process

Stage 1: Workshop (July 2010) will involve a number of stakeholders who have a 'technical' interest in the guidelines and will be used as a screening process to establish the user-friendliness of the documents and the access audit process to professionals who will need to use the tool. Key disability groups, access organisations and umbrella community groups are being included in this round of consultations

Stage 2: Formal Consultation (Sept 2010) broadens this out to wider stakeholders including community organisations, Parish Councils etc.

It is intended to run dissemination training events for local authority staff, developers and their consultants to ensure there is consistent application of the guidelines, particularly across KCC's own scheme programme and through the planning application process. The running of a simplified programme for Parish Councils, Access Groups and other community organisations is also being considered.

There are also a number of existing training and development opportunities available to planners, engineers, architects and other professionals involved in 'placemaking'. Whilst this guidance cannot recommend one particular source of training, the Centre for Accessible Environments website provides a helpful portal through which training can be accessed. Go to www.cae.org.uk for more information

13.0 Key Organisations & Sources of Further Information

Access Association

<http://www.access-association.org.uk>

Centre for Accessible Environments

<http://www.cae.org.uk>

Chartered Institution of Highways and Transportation

<http://www.ciht.org.uk>

Commission for Architecture and the Built Environment (CABE)

<http://www.cabe.org.uk/>

Tel: 020 7070 6700, Fax: 020 7070 6777

Department for Communities (formerly DCLG)

<http://www.communities.gov.uk/corporate/>

Department for Transport

<http://www.dft.gov.uk>

Tel: 020 7944 8300, Fax: 020 7944 9643

Disability Rights Commission

Website: www.drc.org.uk

Tel: 08457 622 633, Textphone: 08457 622 644, Fax: 08457 778 878

Disabled Passengers Transport Advisory Committee (DPTAC)

<http://www.dptac.independent.gov.uk>

Tel: 020 7944 8011, Textphone: 020 7944 3277, Fax: 020 7944 6998

E-mail: dptac@dft.gsi.gov.uk, Website: www.dptac.gov.uk

Design Council

<http://www.designcouncil.org.uk/>

Disability Rights Commission

<http://www.drc-gb.org>

English Heritage

<http://www.english-heritage.org.uk/>

Guide Dogs for the Blind Association/Joint Mobility Unit

<http://www.guidedogs.org.uk>

<http://www.jmuaccess.org.uk>

Highways Agency

<http://www.highways.gov.uk/>

Institution of Civil Engineers

<http://www.ice.org.uk>

Institute of Highways Engineers

<http://www.ihie.org.uk/>

National Federation of Shopmobility

<http://www.shopmobilityuk.org>

National Register of Access Consultants (NRAC)

<http://www.nrac.org.uk>

Royal Association for Disability and Rehabilitation (RADAR)

<http://www.radar.org.uk>

Royal National Institute for Deaf People (RNID)

<http://www.rnid.org.uk>

Royal National Institute for the Blind (RNIB)

<http://www.rnib.org.uk>

Royal Town Planning Institute

www.rtpi.org.uk

Town and Country Planning Association (TCPA)

<http://www.tcpa.org.uk/>

Other Helpful Websites

www.dotheduty.org

www.direct.gov.uk/en/DisabledPeople/RightsAndObligations/DisabilityRights/

www.equalityhumanrights.com/

14.0 References

Commission for Architecture and the Built Environment (2005), *By Design: Urban Design in the Planning System: Towards Better Practice*.

Commission for Architecture and the Built Environment (2006), *Design & Access Statements: How to write, read and use them*.

Commission for Architecture and the Built Environment (2006), *The Principles of Inclusive Design*.

Communities and Local Government (2005), *Planning Policy Statement 1: Delivering Sustainable Development*.

Communities and Local government (2006), *Planning Policy Statement 3: Housing*.

Communities and Local Government (2009), *Planning Policy Statement 4: Planning for Sustainable Economic Growth*.

Communities and Local Government (2008), *Planning Policy statement 12: Local Spatial Planning*.

Communities and Local Government (1994), *Planning Policy Guidance 15: Planning and the Historic Environment*.

Communities and Local Government (1991), *Planning Policy Guidance 17: Planning for Open Space, Sport and Recreation*.

Department for Transport (2007), *Manual for Streets*.

Disability Rights Commission (2005), *The Disability Equality Duty and Disability Discrimination Act for Local Authority Departments Responsible for Planning, Design and Management of the Built Environment and Streets*.

Disability Rights Commission (2006), *The Disability Equality Duty: Guidance on gathering and analysing evidence to inform action*.

Government of the South East (2009), *The South East Plan: Regional Spatial Strategy for the South East of England*.

Greater London Authority (2008), *The London Plan: Spatial Development Strategy for Greater London-Consolidated with Alterations since 2004*.

Kent Association of Local Authorities (2005), *Kent Design Guide: A Guide to Sustainable Development*.

Kent County Council statistics on disability in Kent
<https://www.nomisweb.co.uk/reports/lmp/la/1967128594/report.aspx>

Office of the Deputy Prime Minister (2003), *Planning and Access for Disabled People: A Good Practice Guide*.

Office for National Statistics (June, 2009), *Labour Force Study*.
<https://www.nomisweb.co.uk/reports/lmp/la/1967128594/report.aspx>

Office for National Statistics (May, 2009) *Population Estimates*
<http://www.statistics.gov.uk/cci/nugget.asp?ID=6>

APPENDIX 1: DDA / Pedestrian Access Audit & Guidelines

Technical Guidance and User Guide

June 2010

Introduction

A high quality and accessible environment is central to increasing walking levels and providing an experience that meets the needs of all users irrespective of age, ability, experience or understanding. National guidance issued by the DfT and DCLG highlights the central role of combining 'hard' and 'soft' measures to create accessible environments that encourage a shift to sustainable travel and help respond to issues of congestion, poor health, climate change, regeneration, as well as housing and economic growth.

It is apparent that understanding and addressing issues of accessibility will be a dominant factor in decisions to grant planning permission.

Almost everyone is a pedestrian at some point, as such; environments must cater for a wide variety of users. Whilst individual user needs may vary, people walking can be considered to have the same basic requirements and making an environment walkable for all can be summarised using the '5 C's':

- **Connected** – consideration should be given to the locations of local attractor destinations and routes should be designed or improved to provide links and help people get from A to B in a direct, safe and easy manner
- **Convenient** – developing pedestrian networks should be a high priority in street design. They should connect to one another and crossings should be on pedestrian desire lines to minimise deviation.
- **Comfortable** – routes should make walking an enjoyable experience by ensuring they are high quality, safe, free from obstructions and of an acceptable gradient and width.
- **Conspicuous** – streets should be made safe by increasing natural surveillance, reducing speeds and mitigating the impact of anti-social behaviour for people walking.
- **Convivial** – the quality of the walking environment should be improved to enhance the way people feel about and interact with the local area and other people. This involves tackling issues such as litter and graffiti and by creating engaging and interesting public space through the use of materials, lighting and art.

This highlights the importance of providing a pleasant and comfortable experience for users. However, it is important to note that a pedestrian should not be thought of as just a transport user, the term applies to anyone using the public realm, for instance people sitting, talking or reading. This needs to be borne in mind when creating and reviewing pedestrian environments.

This accessibility audit tool has been developed to allow users to undertake an independent appraisal of existing and/ or proposed streetscapes to evaluate the quality of an environment. The tool will help ensure consideration of priorities for the

Disability Discrimination Act (DDA) and requirements of the Disability Equality Duty (DED) have been met.

This tool is designed to assess both the quality of an environment for its users whilst providing a check on basic design standards. The majority of users within an environment do not consider whether their surroundings meets design standards, they assess an environment based on how it caters for their needs. In many circumstances it will be appropriate to exceed standards (which are commonly based on minimum desirability) to achieve a higher quality of public realm. Nevertheless, to ensure an environment caters for all its users and to help identify quick-wins this tool helps to identify issues and problems associated with design.

Environments should be considered from the view point of more vulnerable users including adults with children or buggies, wheelchair users, visually impaired people, older pedestrians and children.

The aims of the audit are to:

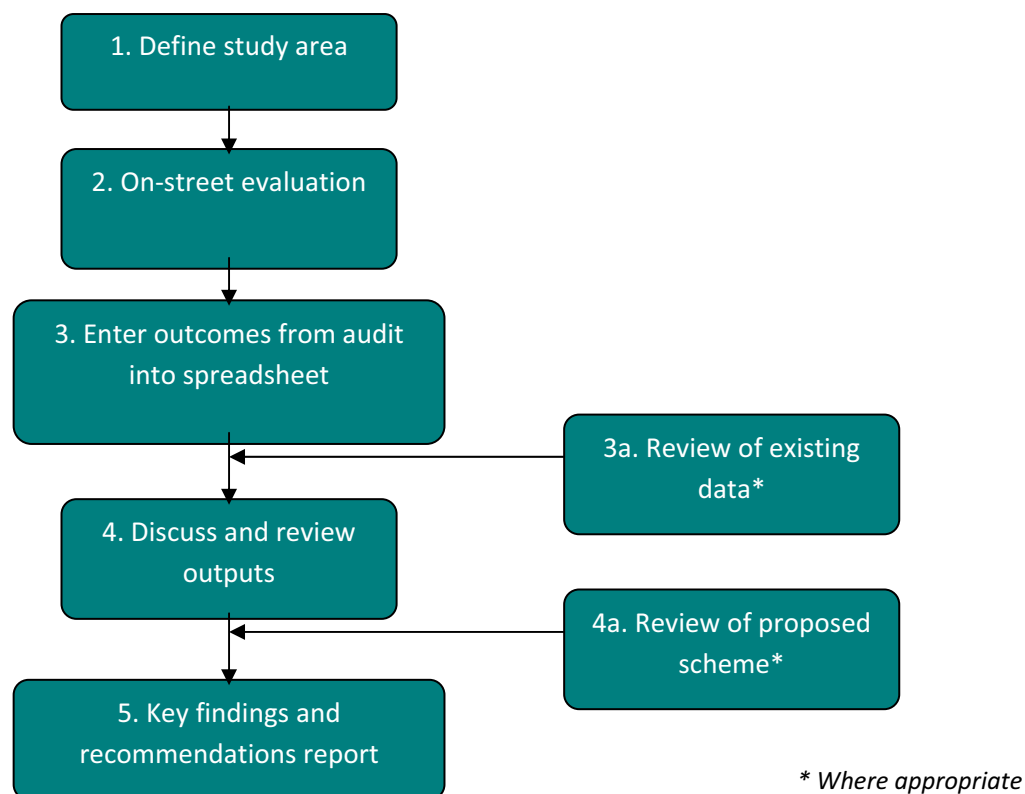
- Evaluate the quality of an environment from a users perspective;
- Identify all the barriers to movement in the public realm that may restrict the opportunities for pedestrians to move freely in the streets and gain entry to any public building along the route;
- Produce an accurate on-site record of the barriers so that the information can be entered into a database and used for asset management, scheme design or Section 106/278 obligations; Note that this includes recording of existing street furniture locations and clearance widths.
- Make a record of suggestions about the actions necessary to remove the barriers.

The audit can be applied to the following environments:

- Streets / Roads including residential streets, shopping streets and all other streets where there is a demand for pedestrian movement. This includes links to and facilities at public transport nodes and crossings;
- All public rights of way;
- Public space;
- Parks and open spaces.

Audit Process

The key stages of the review process are illustrated below:



Stage 1: Define study area

The study area should be defined using computer based or paper mapping to identify the audit boundaries, allow each environment to be identified and help allocate the routes to be assessed. Reviewers should take copies of the maps on-site for orientation and assessment purposes.

Stage 2: On-street evaluation

The identified routes should be assessed as set out below, prior to an assessment being undertaken, reviewers should have read this document and familiarised themselves with the potential barriers and appropriate standards as set out in Appendix A. The review should not be undertaken mechanically, and reviewers should assess how people are likely to want to use the environment and how well the environment serves their needs. The reviewer should not only consider an environment from their own point of view but also as if they were mobility or visually impaired for example. Reviewers should also be mindful of the impact of weather conditions and time of day.

To provide assistance a set of prompts have been developed and are attached at the end of this guidance document.

On-street review method:

1. Walk the route to get a feel of the general ambience of the area.
2. Complete the survey sheet in full, including names of the surveyors, date, time, weather and location;
3. Start at the beginning of your allocated section and look out for any obstructions or barriers that may impede movement. Give each barrier a number (starting at 1), and note the number on the plan as accurately as possible. If a particular problem relates to the whole street use arrows or shading to denote the extent of the problem. If there is a nearby property with a number/ name or other landmark it would be sensible to record this as well as marking the number on the map.
4. Enter the barrier number in the Route Point column of the survey sheet and describe the nature of the barrier in the Observation column and a proposed solution in the Recommendation column.
5. Where the barrier is not in-line with specific design standards, for instance where a dropped kerb is not flush or the gap between items of street furniture is too narrow or the footway is below standard widths the appropriate measurement (e.g. dropped kerb has a 10mm upstand) should be noted in the Measurement(s) column.
6. Take a photo of the barrier and log the photo reference in the Photo(s) column of the survey sheet.
7. If the property adjacent to the environment being reviewed is a public building i.e. not a private house, check to see whether access is restricted. Categorize the properties on the route as follows:-
 - a. **Colour in red** - properties that could not be entered by mobility impaired persons.
 - b. **Colour in yellow** - properties that could be entered by a mobility impaired person with assistance.
 - c. **Colour in green** - properties that could be easily entered by all users. (N.B. It will not be necessary to enter the property to complete this assessment)
8. Continue walking the street noting barriers in the same way until you reach the end of your route. If auditing both sides of a street, number one side of the street consecutively and then return along the opposite side.
9. At the end of your audit make notes on the survey sheet concerning the general quality of the pedestrian environment using the qualitative indicators (Appendix A) as a guide to the type of matters that should be taken into account. An overall score for each indicator should also be identified as explain in Appendix A. Reviewers should also include any other general observations they feel will enhance the overall quality of the findings.

An example survey sheet is attached to this document.

Note: The conduct of the audit inevitably involves making a judgment about what constitutes a barrier. Try to be as objective as possible by referring to the Prompts, Barrier Checklist in Appendix A and discussing any questionable points with members of the team in an attempt to arrive at a consensus. If in doubt - record the problem - it can always be eliminated if it is thought to be of minor significance. The

Indicator Checklist is intended to provide a guide to the things to look out for on the route but reviewers should add any other matters that are not on the list and make a note in records as this may help to refine the audit checklist for future use.

Stage 3: Enter outcomes from review into electronic spreadsheet

The on-site evaluation survey sheets should be used to complete the electronic spreadsheet entering both Observations and Recommendations along with the relevant short-hand codes. These codes are attached in Appendix B.

In addition, the anticipated cost of each recommendation should be provided along with the OS coordinates, a link to the photos and an assessment of the barriers' relative priority from 0 where no action is considered necessary/ worthwhile to 5 where immediate action is required.

Stage 3a: Review of existing data

Where available and appropriate a review of existing data will support and inform the above analysis, this should include accident data but could also include:

- Stakeholder views
- Traffic flows and speeds
- Pedestrian flows / count data
- Crime and disorder data
- Complaints
- Public transport information.

Stage 4: Discuss and review outputs

The outcomes of the above stages should be reviewed and discussed with colleagues to arrive at a consensus over the identified costs and priorities.

Stage 4a: Review of proposed scheme

Where a new scheme is proposed, the plans/ drawings should be reviewed in a similar manner to that described in Stage 2. Each potential barrier should be numbered on the plan and logged within the spreadsheet along with the appropriate Observation and Recommendation Codes. The barriers identified previously through the on-street audit should be borne in mind to check that issues are being addressed.

Stage 5: Key findings and recommendations report

A summary report should be provided which reviews the identified issues and recommendations by type, by priority and by costs. It should also highlight the problems along the various routes and any issues associated with buildings. This can then be used to generate a set of recommendations to help inform future maintenance programmes or develop existing/ planned wider development schemes.

Example Survey Form

[illegible]

Prompt sheets

Effective Width

- How wide is the 'effective' pedestrian space?
 - Is it sufficient for flows?
 - Is it suitable for wheelchair use?
 - Does the link meet standards?
 - Is it wide enough to allow pedestrians to pass one another and obstructions?
 - Is there congestion?
-

Kerbs/ Dropped kerbs

- Are kerb upstands located where appropriate?
 - Are kerbs dropped and consistent?
 - Are they situated on desire lines?
 - Can dropped kerbs be used to cross the road easily?
 - Are they wide enough?
 - Is the gradient suitable?
 - Are they flush? Should be a maximum of 6mm
 - Should be bull-nosed, not square
-

Tactile Information

- Is tactile information present?
 - Is the tactile information consistent?
 - Is the tactile information correct?
 - Does the tactile provision meet with the standards?
 - To what extent is it maintained?
 - Is the tactile paving faded?
 - Is the tactile paving the right colour?
 - Are there any interruptions, service hatches for example?
-

Steps/ Gradient/ Ramps/ Handrails

- Are alternatives to steps provided?
 - Is there sufficient contrast between the steps?
 - Is a textured surface provided?
 - How severe is the gradient?
 - Are there rest points?
 - Are handrails provided? Do they meet standards?
-

Surface quality

- Is the surface even and smooth?
 - Are there any trip hazards?
 - Is there adequate surface friction?
 - Has the surface been reinstated to a high standard?
 - Is it consistent?
 - Are covers and gratings flush with the footway?
-

Drainage/ Crossfalls

- Is there evidence of ponding?
 - Is the crossfall severe?
-

Shared-use

- Is there a shared-use path? Is it well signed?
 - Is there any level of segregation?
 - Are widths sufficient to cater for flows and movement?
-

Signage

- Are street signs provided and maintained?
 - Is signage present, clear, correct and consistent?
 - Information boards / maps provided?
 - Does signage include time or distance?
 - Are they well lit?
 - Is it accessible to all users?
-

Guard Rail

- Is guard rail in place? Is it necessary?
 - Evidence of dangerous behaviour? Is visibility affected?
 - Could alternatives be used?
 - Where in place, does it meet standards?
-

Street furniture

- Is street furniture aligned to minimise deviation and obstruction?
- Is there confusion? Is the item necessary?
- Is there colour contrast?

- Could furniture be combined? E.g. Lighting and signage/ bins?
- Are telephone boxes and cash points accessible to users of all abilities?
- Is seating provided, is it correctly located and designed?
- Are lighting columns provided? Do they meet standards?

OFF-ROAD PATHS

As footways plus...

Surfacing

- Is the surfacing suitable for all users?
-

Gates/ Barriers

- Are gates or barriers provided?
 - Could a wheelchair user negotiate the barrier?
 - Are they necessary? Would an alternative be possible?
 - Is visibility affected?
-

Surveillance/ Security

- Is the path overlooked?
- Is it well lit?
- Is it busy?

AT GRADE CROSSINGS

Location/ Type

- Is there a safe crossing place where needed?
 - Is the facility correct based on location, traffic speed/ volume and users?
 - Is it located on pedestrian desire lines?
-

Dropped kerbs

- Are the dropped kerbs in suitable locations at the crossing point?
 - Is the capacity of the dropped kerb adequate?
 - To what degree are the kerbs dropped?
 - Is the gradient suitable?
 - Is the provision of dropped kerbs on the crossing consistent?
 - To what extent are they flush with the footway and carriageway?
-

Tactile paving

- Is tactile information provided at the approach, in the refuge and at the end of the crossing?
 - Has tactile paving faded or been damaged?
 - How appropriate is the tactile information? Does it meet requirements?
 - Is there colour contrast in defining the crossing point?
-

Audible/ Tactile push button

- Is the positioning of the button adequate for all users?
 - Is the button located near to the tactile surface?
 - Is there audible information for sensory impaired users?
 - Do controlled crossings have rotating cones
-

Waiting zone/ refuge

- Is capacity sufficient to cater for demand?
 - Does it meet standards?
-

Crossing time

- Is there a pedestrian phase?
- How long, approximately, is the waiting time?
- How long does it take to traverse the entire crossing?
-

GRADE SEPERATED CROSSINGS

Location/ Access

- Is a subway or footbridge provided?
 - Would an at-grade crossing be more appropriate?
 - Are ramps provided as well as steps?
 - Are the surfaces suitable?
-

Security

- Are security measures in place?
 - Is there sufficient lighting?
 - Do they appear safe to use?
 - Is CCTV provided?
-

Shared use

- Is the facility shared with cyclists?
- Is there signage?
- Is there suitable space for users to pass one another in comfort?

PUBLIC TRANSPORT NODES

Bus stops/ shelters

- Is there a shelter?
 - Is seating provided?
 - Are maps and information accessible for all users?
 - Is there sufficient space on the footway to cater for waiting passengers and passing pedestrians?
 - Are dropped kerbs provided in the vicinity?
-

Bus boarder

- Is a bus boarder provided?
 - Are access and egress points obstructed in any way?
 - Are the gradients accessible?
 - Is tactile paving provided?
 - Can the vehicle position itself parallel to the waiting area?
-

PUBLIC BUILDINGS

Access

- Can all users easily access the building?
 - Do steps/ ramps etc cause a barrier?
 - Is there an automatic door? Does it open inwards?
 - Is there a revolving door? If so, is there an alternative entrance?
-

Usability/ Appearance

- Can the handles etc be used with limited handling dexterity?
 - Is there warning of the door's existence?
-

PUBLIC CONVENIENCES

Access

- Are they accessible?

- Can they be used by both males and females?
 - Is there space for baby changing?
-

Maintenance

- Are they well maintained and clean?
- Is there an on-site assistant?

PEDESTRIANISED ZONE

Area

- Is it clear where the pedestrianised area ends?
 - Is there any chance of danger for users?
 - Is there confusion?
-

Street furniture

- Is there excessive street furniture?
 - Is it well aligned or randomly scattered?
 - Is there a clear route through the space?
 - Is seating provided?
 - Are items of interest provided?
-

CAR PARKS

On-street/ Off-street

- Are spaces provided?
 - Are they accessible by all users?
 - Do they align with standards?
-

Markings/ Surfacing

- Are bays for different users clearly marked?
 - Is the surface suitable for use by all users?
-

Location/ Security

- Is parking located close to public facilities?
- Are dropped kerbs provided to assist movement?
- Are the parking spaces overlooked?

- Is the area well lit?
 - Is the evidence of CCTV or manned surveillance?
-

OBSTRUCTIONS

Overhead

- Do trees, shrubs, shop awnings or signs result in overhead obstructions?
 - Are they an acceptable height?
 - Do they also affect width or visibility?
 - Do they align with standards?
-

Temporary

- Are there any temporary obstructions such as parked cars, shop A boards, shop goods, café seating and street works?
 - Do they restrict pedestrian movement?
 - Do they cause conflict?
-

OTHER

Maintenance

- Is the area clean?
 - What is the level of drainage?
 - How littered is the area?
 - Is there any evidence of neglect?
 - What is the quality of reinstatements?
 - What is the impact of seasonal foliage / leaf litter?
 - Has there been a failure to remove graffiti?
 - Is soft landscaping well tended or neglected?
-

Inconsistency

- Has access provision been consistent across the area?
- Are there significant gaps?
- Are there areas where disabled people could be left 'stranded'?

QUALITATIVE FACTORS

Architecture

- What is the quality of the architecture?
 - Obvious 'eyesores'?
 - Quality of frontages?
 - Number of closed/ shut-up frontages?
 - Any distinctive features?
-

Ambience

- General ambience? Pleasant or unpleasant?
 - Visual/ sensory interest?
 - Activities/ interaction?
 - Quality of landscapes?
-

Character

- Is there a distinctive character?
 - Is there consistency in building materials and methods?
 - Is there a regular building form and/ or pattern?
 - Are the developments in scale to one another?
-

Landmarks

- Are there landmarks?
 - Do they help legibility?
-

Permeability

- Is the street permeable and connected?
 - Can you go where you want on a direct route?
 - Are dead ends signposted?
-

Safety/ Comfort

- Does the area feel safe? Does it feel threatening?
- Are there any dark spaces?
- Do you feel at risk?

- Are there any other dangers?
- Is there excessive noise, unpleasant smells etc?

DDA/Access Audit Guidelines

The audit aims to: -

1. Evaluate the quality of the street environment from the perspective of a pedestrian user.
2. Identify all the barriers to movement in the public realm that may restrict the opportunities of pedestrians to move freely in the streets and gain entry to any public building along the route.
3. Produce an accurate on site record of the location of the barrier in sufficient detail so that the information can be entered later onto a spreadsheet and used for asset management, scheme design or Section 106/278 obligations
4. Make a record of suggestions about the action necessary to remove the barriers.

Method

10. Walk your route to get the feel of the general ambience of the area.
11. Complete the names of the group members, allocated group number and weather conditions on the survey sheet.
12. Start at the beginning of your allocated section and look out for any obstructions or barriers that may impede movement. Give each barrier a number. Note the number on the plan as accurately as possible. (See example). If a particular problem relates to the whole street use arrows or shading to denote the extent of the problem.
13. Enter number 1 in column 1 of the survey sheet and describe the nature of the barrier in column 2 (see example below). In column 3 give a brief indication of what needs to be done to remove the barrier. If there is a nearby property with a number or name or other landmark it would be sensible to record this as well as marking the number on the map.
14. If the property adjacent to the street is a public building i.e. not a private house, check to see whether access is restricted. Categorize the properties on the route as follows:-
 - Colour in red - properties that could not be entered by a disabled person.
 - Colour in yellow - properties that could be entered by a disabled person with assistance.
 - Colour in green - properties that could be easily entered by all users. (NB It is not necessary to enter the property for this audit to ascertain whether it is possible to move freely around the interior. Your task is to check whether entry is possible.
15. Continue walking the street noting barriers in the same way until you reach the end of your route. If you are auditing both sides of a street it is usually easier to number one side of the street consecutively and then return along the opposite side.
16. At the end of your audit make notes of the general quality of the pedestrian environment using the qualitative indicators as a guide to the type of matters that you should be taking into account. Include any other general observations that you feel will enhance the overall quality of the findings.
17. If you have a camera you may wish to photograph some examples of the problems that you encounter.

Route no.	Site reference	Observations / comments	Recommendations
7	3	Pavement surface damaged	Repair using materials to match existing i.e. concrete paving stones
7	4	Temporary obstruction- parked cars overhanging pavement	Consider campaign to inform owners of obstruction
Example of a completed survey sheet. Write clearly so that it will be possible to enter the comments on spreadsheet at a later date.			

The conduct of the audit inevitably involves making a judgment about what constitutes a barrier. Try to be as objective as possible by referring to the checklist and discussing any questionable points with the members of the team in an attempt to arrive at a consensus. If in doubt - record the problem - it can always be eliminated if it is thought to be of minor significance. The checklist is intended to provide a guide to the things to look out for on the route. Add any other matters that are not on the list and make a special note in your records as this may help to refine the audit checklist for future use.

The checklist is divided into quantitative indicators and qualitative indicators. The quantitative indicators relate mainly to matters of fact that can be recorded or quantified. The qualitative relate more to matters of judgment about the quality of the environment - this is where you have to make a sensible judgment.

Quantitative Indicators

KERBS

1. Is a kerb causing a barrier? E.g. no dropped kerb at crossing points.
2. Is the kerb poorly aligned?

If there is a dropped kerb please check: -

- **Width** - it should be 2 metres in width (3 metres for areas with very high pedestrian flows)
- **Slope of ramp** - it should be 5% (1 in 20) although 1 in 15 is adequate, 1 in 12 is absolute maximum e.g. can a wheelchair user self propel his or her wheelchair with reasonable ease?
- **Junction of kerb and road surface** - it should be flush - to enable smooth passage from pavement to street surface
- **Alignment** - it should be aligned with a matching kerb on the opposite side
Visibility -it should be possible for pedestrians to see clearly across the road
- **Desire Lines** - it should be placed in a position where pedestrians naturally want to walk - subject to safety considerations.

STEPS BARRIER

Note situations where steps exist and note if there is no alternative route via a ramp. Where steps exist (with or without ramps) please check: -

Handrail

- Handrail should be on both sides of steps
- Note material of handrail - is it cold, slippery, difficult to grasp?
- What is diameter of handrail? Standard diameter is 45- 50mm.
- Height above step nose - should be 850mm
- Overall height from ground -should be 1000mm

Definition of Tread

- Is there sufficient contrast between the rising and going of step? If not sufficient, is there a painted white line to assist people with visual impairments?
- Is there a textured surface set parallel to the step nosing at the top of each flight to act as a warning for people with visual impairments?

- Are stairs reasonably well lit by natural daylight or supplementary lighting so that user does not negotiate stairs in his or her own shadow?

Comfort and Safety

- Is there a reasonable relationship between the rising and going?

SLOPES OR RAMPS

- Are handrails provided?
 - Is there adequate colour contrast between the handrail and the background to enable people with visual impairments to see the rail?
 - What is the material of handrail?
 - Is it cold to the touch?
- Is a ramp provided?
 - Does ramp have an anti-slip surface?
 - Is ramp too steep? Should be 1 in 20 ideally (this regarded as level) 1 in 15 is adequate. 1 in 12 absolute maximum. As a guide a wheelchair user should be able to self propel wheelchair up ramp.
 - Is there a resting place at the top and bottom of the ramp i.e. a flat area clear of any outward door swing? This is an important safety feature.

SURFACE CONDITIONS

- Is surface regular? Check for cracks, irregularities caused by poor jointing or reinstatement, broken or damages surfaces. Are there any depressions that might collect rainwater, ice etc?
- Is there evidence of slippery surfaces on pavement e.g. growth of green algae?
- Are grids, gratings, drain covers flush with paving?

PAVEMENT (FOOTWAY)

Note situations where no pavement exists in spite of pedestrian demand.

If pavement exists check:

- Width - it should be 2000mm of obstacle free space. Minimum -1800mm. Note that a double pushchair is 1000mm, wheelchair (670mm, but with elbows 900mm) Electric pavement scooter or wheelchair-1000mm. At bus stops pavement should be wider (3000 mm including shelter). Minimum overall width at obstacles e.g. sign posts - 1000mm.
- Note cambers of pavement - does camber deflect a wheeled vehicle such as child's tricycle or wheelchair into road? If so record this as a DANGER point.
- Check situations where heavy pedestrian flow likely particularly at peak times e.g. outside a cinema or theatre. Is pavement wide enough to accommodate this peak use?
- Is there evidence of slippery surfaces on pavement e.g. growth of green algae?
- Check to see if paving is even - particularly at junctions between paving types. Are grids, gratings, drain covers flush with paving?

- If there is a completely flush shared surface, are there delineators in place to assist visually impaired pedestrians? What form do they take?

CROSSING PLACES

Note situations where no crossing but one needed.

Is there a safe crossing place where needed and justified by traffic volume e.g. signal controlled pelican crossing or a zebra crossing in points where pedestrian desire lines exist? (places where people naturally want to cross the street)

If a crossing exists check:

- Is there a dropped kerb each side?
- Is there tactile warning for people with visual impairments? E.g. a surface with raised bubble finish (usually pink in colour) that is perceptible by touch.
- If tactile warning in place - has it been correctly laid? It should be L shaped for pelican and zebra crossing. T-shaped still acceptable for zebra. Does the arm of the L extend back to the pavement?
- Is the bubble pattern in line with the direction of the crossing?
- Is tactile paving laid in a way that causes obstructions for other users?
- Is there an audible signal - beeping sound or tactile signal - see rotating cone under box to help visually impaired pedestrians to cross?
- Time the length of time the green man is displayed and the length of time flashing green man in place. Note both these times on the audit sheet.
- Is the push button accessible?
- Is it facing the right way?

BUS STOPS AND SHELTERS

- Is there a shelter provided at the bus stop? Is there seating provided for waiting passengers?
- Is the seating user friendly? (upright seats, individual arm rests?)
- Are information boards/ route maps at an accessible height?
- Is text on information boards printed at a reasonable size to maximize use?
- Is frame orientated to help pedestrians? E.g. cantilever design, glazing on roadside behind kerb, no clear glazed panels in pedestrian desire lines.

BUS BOARDERS

- Are the gradients the boarders to the correct gradient?
- Are tactiles in place at the point of boarding?
- Can the bus access the platform so that the bus is parallel and flush? Note what is preventing this from happening
- Is there space to allow wheelchair users/people with pushchairs to turn 90 and board the bus?
- If people are waiting at the bus stop is there a clear 2m gap to allow pedestrians to pass?

ACCESS TO PUBLIC BUILDINGS ALONG THE ROUTE

- Is it possible for wheelchair users, baby buggies etc. to gain access to the properties along the route?
- Are there barriers caused by steps, narrow doorways etc?
- Does the threshold project above surface to create an obstruction? 13mm maximum up stand.
- Is it possible to open door to premises if using a wheelchair? 800 mm is minimum width for wheelchair access.
- If automatic doors exist do they open towards the user? This can be dangerous and alarming. Is there a flat area in front of the doors? Is timing set for a slow user? Where closers provided are they slow enough to accommodate a person whose mobility and agility may be affected by a disability?
- If revolving doors provided is there an alternative entrance adjacent for people who find this type of door alarming?
- Is the location of the entrance made obvious by detailing, colour or other design features?
- Can door furniture (handles, push bars etc. be used by people with limited manual dexterity?
- If door is fully glazed is there a warning of the existence of the door e.g. by graphics etc.

STREET FURNITURE AND SIGNAGE

- Is the item of street furniture or signage really necessary? Check for duplication.
- Is there signage confusion?
- Are signs provided for pedestrians as well as motorists?

If pedestrian signage provided is it:

- Easy to follow? Do the signs lead the pedestrian or are there gaps in the signing instructions? Are the signs clear, legible and obvious? Is the written instruction in a mixture of upper case and lower case (NB many people recognize words by shape, not individual letters)
- Is there adequate colour contrast between lettering, pictograms and background? Are embossed letters, pictograms, numbers etc provided for people with visual impairments? Is sign fixed at a height to facilitate use by everyone? Are signs well placed at points of confusion or do they state the obvious?
- Do the signs facilitate visitor access to the attractions of the town? Are maps provided? If so are they provided with a textured tactile version are they well produced in terms of graphics i.e. easy to understand for a wide range of users?
- Is there scope to dual use street furniture/utility provision to support disabled people, children etc – e.g. providing clear street maps on water/electricity service boxes at lower heights?
- Is the item of street furniture causing an obstruction or unreasonably disrupting pedestrian movement on the pavement?
- Is the item in a good state of repair? If not explain problem. How are signs fixed?
- Are poles really necessary - could signs be fixed to a building for example?
- Check sitting of pole- it should be minimum of 450mm, maximum of 600mm from edge of carriageway. It should have a white band marking of 140-160mm in width 1.5-1.7 metres in height to lower part of band.

- Distance between poles should be a minimum of 1000mm Minimum mounting height 2100mm - Maximum 2500mm

Telephone Boxes

- Are telephones accessible by wheelchair users? Is there a facility for a seated user or person of small stature? Can wheelchair user read visual displays or are they too high?
- Is there an inductive coupler for people with hearing aids?

Automatic Teller Machines (hole in the wall or cash points)

- Can wheelchair users reach automatic teller machines at banks and building society offices?
- Check if well signed so that screen displays are legible from a sitting as well as standing position.
- Check height of card dispenser (should be 1250, less if recessed.) Is there a clear space in front of the ATM to enable a wheelchair user to stop on a level surface (1500 x 1500)?

Pedestrianised Zones

- Check particularly for excessive use of street furniture. Is design of street furniture high quality?
- Is there an identifiable zone in which street furniture is positioned or is it randomly scattered?
- Ideally there should be tactile warnings of the existence of an item of street furniture e.g. use of a distinctive ground surface.
- Is there a clear unobstructed route through street furniture?
- Are tactile messages present to guide people with visual impairments through the route?
- Is it clear when the pedestrianised area ends? If confusion exists so that parents or people with visual impairments may not realise that the safe area is at an end please record this as a DANGER point.
- Is there confusion about the start and end of safe areas?
- Is seating provided? If so is it designed to be user-friendly? Does it have arms, straight back, and comfortable surface?

CAR PARKS

If there is a car park along your route check whether:

- Bays are provided for disabled people/parents and clearly marked and signposted.
- Bays are wide enough to accommodate transfer from wheelchair. (3600mm or 2 linked spaces with a shared space of 1200mm) kerbs flush to facilitate transfer.
- Surface of car park – e.g. if gravel spaces or loose stones it would be unusable by wheelchair user.
- Sitting of spaces in relation to facilities being served is reasonable distance.
- Does car park feel safe - i.e. well-lit etc.

OVERHANGING TREES/SHRUBS ETC. OR OTHER OBSTRUCTIONS

- Do trees, shrubs; shop awnings etc result in overhead obstructions for people with visual impairments? There should be a minimum of 2 100mm clear headroom.

- Do overgrown hedgerows result in reduction of effective width of pavement or obstruct visibility?

TEMPORARY OBSTRUCTIONS

Note the position of temporary obstructions. E.g. cars parked at right angles to street on private forecourts or gardens that overhang pavement or street, cars parked with inside wheels on pavement etc.

Note position of A-frame boards used by shopkeepers for advertising if these obstructing width of pavement. Are goods on display in shop forecourts restricting access by pedestrians?

STANDARD OF STREET MAINTENANCE

- Is there evidence of excessive litter? Is litter present that has obviously been in situ for a considerable period?
- Is there excessive fouling of the street or open spaces by dogs?
- Does the street show evidence of standing pools of water caused by inadequate drainage or blocked drains?
- Is there evidence of failure to clear the streets of leaves, ice, snow etc?

INCONSISTENCY ISSUES

- Across the study area, has access provision been applied consistently or are there 'gaps'?
- Are there any locations where the disabled people may be left 'stranded' because the design code has not been followed through e.g. missing or mis-configured tactile paving, flush surfaces leading into areas with kerbs, missing dropped kerbs?
- What is the overall risk to vulnerable road users (you may wish to split your comments between primary and secondary (feeder) pedestrian routes)

Qualitative Indicators

Please write your comments on each aspect.

GENERAL PERCEPTION OF THE STREET ENVIRONMENT

Architecture

What is the quality of the architecture along the route? Is the area predominantly one of modern or historic buildings? Comment on the quality. Are there any obvious eyesores along the route? E.g. buildings that are completely out of character with the area, gap sites, ugly fencing, hoardings, security shutters, empty or under-utilized buildings? Note the location of any buildings or other features of this type on the map.

Ambience

What is the general ambience of the area? Pleasant or unpleasant? Stimulating or boring? Is there visual or sensory interest in the area? Is there a lack of colour or interest? Are there interesting activities taking place in the area? Are there any gaps in the building frontages that break the continuity of the area?

What is the quality of the landscape provision, floral displays and public art e.g. sculpture, fountains, statuary etc? Are they appropriate for the character of the town?

Character

Do you think that the area has a distinctive character? How would you describe this? What makes it distinctive?

Landmarks

Is the area legible? E.g. are there landmarks that help you to find your way? Do visual or audible clues assist this process e.g. fountains, tree groups, prominent buildings etc.

Permeability:

- Is the street pattern permeable?
- Can you get to where you want to go on a direct route?
- Are there lots of dead ends?
- If dead ends exist are they signposted?

Perception of Safety

- Is the area safe or threatening? If the latter - why does it feel unsafe?
- Are there any areas along the route that have a potentially threatening atmosphere? Are there any 'no go' areas? Would you feel safe here at night?
- Are there blank alienating walls, gap sites, overgrown or uncared for areas?
- Are there any areas where there is the potential for ambush - especially at night?
- Are there parts of the route where you would feel at risk because of traffic danger? Dangerous corners, traffic too close for comfort. Imagine the situation for a person shepherding a small child. Would they feel safe?
- Are there any other dangers or perceptions of danger not mentioned?

Personal Comfort

- What is the level of personal comfort? Is it cold, windy, exposed? Is it warm, cosy, comfortable?
- Is there excessive noise, unpleasant smells, exhaust fumes or other?

- Inconveniences or health hazards?

Public Conveniences

Are there sufficient public lavatories in the area?

If lavatories exist are they:

- Accessible? Do lavatories include a specially designed unisex WC compartment for the use of people with disabilities? Is there space for baby changing facilities in WC's for men and women?
- Are the WCs maintained in a reasonably clean and hygienic way? Or are they unsavory and almost unusable?

Seating

Is there adequate provision of seating? The existence of resting places particularly helps to extend the walking range of elderly or disabled people.

Lighting

Although difficult to judge during the day look out for street lighting columns. If they are not present in the street consider whether this likely to be a problem after dark.

DIMENSIONS - QUICK REFERENCE LIST

(Based on IHT Guidelines)

NB: Note that the dimensions are only minimum standards and that higher levels of accessibility should be aimed for wherever possible.

BASIC DIMENSIONS OF PEOPLE AND EQUIPMENT

Minimum passage width - stick user 750 mm
Minimum passage width - double crutch user 900 mm
Minimum passage width - adult and child 1100 mm
Minimum passage width - adult plus helper 1200 mm
Minimum passage width - wheelchair - standard 900 mm
Minimum passage width - wheelchair - scooter/electric wheelchair 1000 mm
Minimum passage width - adult plus guide dog 1100 mm
Length of pram plus pusher 900 mm
Length of g5th percentile wheelchair 1140 mm
Length of wheelchair plus pusher 1750 mm
Length of space for wheelchair 1250 mm
Length of adult plus guide dog 1500mm
Length of powered scooter 1270 mm
Length of electric pavement vehicle (average) 1400 mm
Width of double pushchair 1000mm
Width of wheelchair (with elbows) 900 mm
Width of 95th percentile wheelchair (excluding elbows) 670 mm
Width of electric pavement vehicle or scooter 1000 mm
Eye level of wheelchair user 1175-1265 mm
Seated height of wheelchair user 1300-1 385 mm
Turning circle - manual wheelchair (also small electric) 1575mm
Turning circle - outdoor electric wheelchair 2420 mm
Turning circle - electric pavement vehicle 4350 mm

FOOTWAYS AND FOOTPATHS

Preferred obstacle free footway width (overall) 2000 mm
Minimum footway width (overall) 1800 mm
Widths at bus stops (overall) - including shelter 3000 mm
Minimum width at local restrictions (clearance) (e.g. bus shelters) 1350 mm
Absolute minimum at obstacles (clearance) (e.g. sign posts) 1000 mm

WIDTH OF DROPPED KERB

Standard width 2 metres
With high pedestrian flows 3 metres
Adjacent to parking spaces of disabled people 1 metre

HANDRAILS

Standard 45-50 mm diameter
Round section 45 mm
Height above ramp section 900 mm
Height above step nose 850 mm
Height overall from ground 1000 mm

POSITIONING OF POLES

Distance from property line to outer edge of pole 275 mm

Distance from edge of carriageway - minimum 450 mm (In extreme circumstances this may be waived)

Distance from edge of carriageway - maximum 600 mm

Clear distance between 2 sign poles 1000mm

Minimum mounting height 2100mm

Maximum mounting height 2500 mm

Width of white band marking 140-160mm

Height of lower edge of band 1.5-1.7 metres

WASTE BINS, BOLLARDS, SEATS AND FLOWER BOXES

Height to top of bin 1300 mm

Height of bollard (minimum) 1000mm

Average height of seats 580mm

Height of flower boxes and free standing objects 1000 mm

Position of white band marking (or paint on the top of the bollard) 800 mm

OVERHANGING TREES AND SIGNS

Minimum trimming height 3000 mm

Height of signs - Estate Agents, etc. 2500 mm

TACTILE PAVING

400mm x 400 mm slabs now standard

Inset controlled crossing 800 mm deep tail to back of footway (red)

In-line controlled crossing 1200 mm deep with tail (red)

Angled kerb situation at controlled crossing 800 mm deep at narrowest point (red)

Indented uncontrolled crossing 400 mm deep (buff)

Uncontrolled crossing away from junction (e.g. using with 800 mm deep pedestrian islands, flat top hump) (buff)

Refuge islands:

- less than 2 metres wide All paved in tactile (buff)
- greater than 2 metres wide 2 strips of 800mm depth (buff)

Pedestrian island (signal crossings):

- Strips of 800 mm width (red)
- Side road treatment at footway level 1200mm deep (buff)
- Shared use cycle/pedestrian routes. Directional slabs on pedestrian and cycle side 2400mm long

LIST OF CODES FOR USE ON ACCESS AUDIT OBSERVATION SHEETS/DATABASE

AS	Audible Signal
BB	Bus Boarder
BS	Bus Stop
CP	Crossing Point
DK	Dropped Kerb
DKR	Dropped Kerb Ramp
FM	Flashing Man
G	Gap between Dropped Kerb and Road
GC	General Comment
GM	Green Man
GU	General Unpleasantness
IC	Inspection Cover
MF	Make Flush
MS	Missing Section/Link
N.A.	Not Applicable
OHV	Overhanging Vegetation
PC	Pedestrian Crossing
PDL	Pedestrian Desire Line
PDS	Potential Danger Site
PMI	Poorly Maintained Inspection Cover
PPS	Uneven/Eroded/Messy Pavement Surface
PSQ	Poor Surface Quality
PTS	Potential Trip Site
PW	Pavement Width
RG	Reduce Gradient
SAB	Shop Advertising Board
SF	Street Furniture
SL	Street Lighting
SM	Shop Merchandise (inc. awnings)
SPS	Sunken/Raised Paving Slabs
ST	Step into shop or frontage premises
TK	Taper Kerb
TP	Tactile Paving
TS	Tactile Signal
ZC	Zebra Crossing

Recommendation Codes

CL	Clean Up
CU	Cut Down Vegetation
DES	Redesign Area
IP	Improve Signage
IS	Improve Surface
MF	Make Flush
MW	Make Wider/More Accessible
NA	Not Applicable
RE	Remove Object
RP	Repair Object/Area
RPL	Replace
RL	Relocate/Move

Observation Codes

AS	Audible Signal
BA	Bus Boarder
BS	Bus Stop
CP	Crossing Point
DK	Dropped Kerb
DKR	Dropped Kerb Ramp
FM	Flashing Man
G	Gap between Dropped Kerb and Road
GC	General Comment
GM	Green Man
GO	General Obstacles
GU	General Unpleasantness
IC	Inspection Cover
MS	Missing Section/Link
NA	Not Applicable
NS	Poor Signage
OHV	Overhanging Vegetation
PC	Pedestrian Crossing
PDL	Pedestrian Desire Line
PDS	Potential Danger Site
PMI	Poorly Maintained Inspection Cover
PPS	Uneven/Eroded/Messy Pavement Surface
PSQ	Poor Surface Quality
PTS	Potential Trip Site
PW	Pavement Width
RG	Reduce Gradient
SAB	Shop Advertising Board
SF	Street Furniture
SL	Street Lighting
SM	Shop Merchandise (inc. Awnings)
SPS	Sunken/Raised Paving Slabs
ST	Step into Shop or Frontage Premises
TK	Taper Kerb
TP	Tactile Paving
TS	Tactile Signal
UN	Unnecessary Object
ZC	Zebra Crossing

From: Nick Chard, Cabinet Member – Environment, Highways & Waste
John Burr – Director of Kent Highway Services

To: Environment, Highways & Waste Policy Overview & Scrutiny Committee – 14th September 2010

Subject: Signs and Lines Policy & Technical Directive

Classification: Unrestricted

Summary: This report informs members of the new policy for signs and road markings. To assist with the implementation of the policy a Technical Directive has been developed which provides further detailed information on signing and road marking. This has also been produced to assist in bridging the skills shortage Kent Highway Services (KHS) has with sign and road marking design.

1. Introduction

- 1.1 Kent Highway Services (KHS) provides and maintains traffic signs, road markings and road studs to assist with road safety and provide guidance and information to road users on how to use the road network.
- 1.2 Signs and road markings have to be easily understood by all road users regardless of their age and nationality. Kent has a significant volume of non local traffic, especially foreign vehicles therefore it is essential that KHS bases its standards within the national framework and is consistent with its implementation of them.

2. Background

- 2.1 The existing signing policy has been reviewed as it is over five years old. It was developed when the districts and boroughs had their own highway units. As these highway units have been brought back into Kent County Council the policy needs to be able to manage public and Member expectations and be delivered in one consistent way.
- 2.2 There is no existing policy relating to road marking and road studs.

3. Aims and Objectives

- 3.1 This policy aims to contribute in achieving the highway related subjects of Kent County Council's Local Transport Plan 2006 - 2011 (LTP) by providing traffic signs and road markings using the most appropriate materials affordable, to assist improving road safety by making the signs and road markings more visible in all conditions.
- 3.2 A Technical Directive document has also been produced to ensure all involved in design of this asset group (internal and external) are able to consistently apply the

policy. It provides further detailed information regarding why a policy statement has been formulated, background information detailing how the policy statement was generated and how the policy should be applied to our road network.

- 3.3 Adherence to the policy and Technical Directive will assist in enhancing the appearance of the urban and rural environment through removal of sign clutter and the use of innovative design and materials. It will enable KHS to contribute to environmental and climate control policies. It will assist in enabling cost efficiencies to be gained through specification of materials and number of signs required to be kept to a minimum.

4. Consultation and Data

- 4.1 This policy reviews existing policy relating to signs and also includes new policy in relation to road marking and road studs.
- 4.2 Both the policy and the Technical Directive have used the KHS Document toolkit. This has been developed by KHS Business Performance team and clearly sets out how all KHS documents will be approved and published. Documents are often a legal requirement and may be used, for example, in insurance claims or other legal proceedings to show how we use our council powers to carry out approved tasks.
- 4.3 The document has been forwarded to KCC Finance for comment to ensure the Council is able to afford policies made. Internal consultation within KHS and also with Kent Police was undertaken on 14 June 2010. All responses and action taken is reported in Appendix 3. A further meeting relating specifically to illumination of traffic signs was undertaken on 24th August 2010 and the policy has been amended accordingly.
- 4.4 The Customer Impact Assessment has been completed and waiting on a decision from the CIA Group if further action is required. Initial findings suggest that this will not be required.

5. Recommendation

- 5.1 It is recommended that the Cabinet Member for Environment, Highways and Waste:
 - a. **Support the Signs and Road Marking policy**
 - b. **Support the Technical Directive**
 - c. **Note the comments made during the internal consultation**

Appendices

Hard copy of the appendices will be available on the date of the meeting. Electronic versions are available on request from the reporting officer.

Appendix 1 – Signs and Road Marking policy

Appendix 2 – Technical Directive

Appendix 3 – Consultation Responses and Actions

Officer contact details:

Rachel Best, Kent Highway Services, Invicta House
Tel: 08458 247 800

From: Nick Chard – Cabinet Member, Environment, Highways & Waste
David Hall - Head of Transport and Development, Kent Highway Services

To: Environment, Highways & Waste – Policy Overview and Scrutiny Committee

Subject: Sustainable Travel to School – Progress and initiatives

Classification: Unrestricted

Summary: This report informs members of the progress made with regard to Kent's Sustainable Travel to School Strategy. It sets out progress made in tackling school run congestion and encouraging active lifestyles as well as plans for the future.

Since the inception of KHS's School Travel Planning Team in September 2004, Kent has enjoyed considerable success in achieving modal shift towards sustainable methods of travel to school. Over 94% (558 out of 592) of maintained schools now have School Travel Plans, and there has been an annual 1% shift away from the use of the car. In 2006/2007 35.6% of the children at Kent schools were travelling to school by car and in 2010 this figure has dropped to 31.4% according to school census data, making Kent a national leader in this area.

Introduction

The Education and Inspections Act 2006 placed a statutory duty on Local Authorities to promote sustainable travel and transport, and KCC received funding from government to deliver the requirements of that act. Assessments of the travel and transport needs of young people have been undertaken and an audit of the sustainable travel and transport infrastructure has been used to identify and promote sustainable travel choices to and between schools to develop the Kent Sustainable Travel to School Strategy. This report updates Members on progress made and sets out plans for further improvements with regard to School Travel Planning. Appendix 1 summarises feedback from customers and partners.

1. 558 School Travel Plans

School Travel Plans aim to effect positive change to more sustainable modes of travel to, from and between schools to improve the environment, safety and health of Kent's school children. As of March 2010, 94% of Kent schools now have travel plans and the focus of work is to ensure the robust management of the plans and the implementation of their actions monitored through an annual review form. This review then helps identify the need for Safer Routes to School schemes, and coordination with healthy schools and active travel partners.

iTRACE software helps with the ongoing tracking and monitoring of Travel Plans and to analyse and compare data within the plans.

2. 1% Mode Shift each year

Under National Indicator 198: *Children travelling to school – mode of transport usually used*, KCC aims to reduce the reliance on the car on the school journey. Data from Kent's school census returns has shown on average, a 1% annual decrease in car use (not including car sharers), and a positive trend towards the use of public transport. The numbers of children walking to school have increased, but there is still scope for encouraging pupils who live relatively close to their school to move away from travelling by car.

An analysis of school census data has identified about 40 schools which have the potential to deliver the greatest modal shift towards sustainable modes. Congestion hotspots, air quality and health indices will also be taken into account when selecting candidates for more intensive support. A toolkit is being developed to offer assistance to schools so that they can maximise their potential.

3. 22,000 Kent Freedom Passes

The Kent Freedom Pass scheme was rolled out countywide during 2009, and now provides free travel on most bus routes for all young people living in Kent and schooled in Kent in academic years 7-11 for an annual fee of £50. This innovative approach has seen a significant increase in bus passenger journeys by young people. There are currently over 22,000 passes issued and on average some 600,000 trips are made per school term month. It is intended to extend the scheme to pupils resident in Kent but schooled outside the county from April 2010.

4. 200 active travel schools

School Travel Plan Advisors work closely with health colleagues to ensure that all schools are engaged in the healthy schools initiative. A range of walking initiatives (Walk on Wednesday, The Walking Bug and the Walking Bus) has proved very effective in encouraging healthy, active travel to school. We have around 140 schools already signed up with WOW and The Walking Bug and 60 schools run walking buses. In 2009/2010 these schemes have estimated to have saved over 150,000 school run trips.

A Bike It officer has been in post for a few years in Ashford and Canterbury to promote safe cycling to school. This has also been extremely popular, and has increased the numbers of pupils cycling at most schools which have been engaged in the project. Research undertaken by Sustrans in January 2010 demonstrates that over the past two years, the levels of cycling in these Bike It schools have changed dramatically. Surveys carried out by the Bike It officer reveal that the proportion of pupils who:

- Never cycled to school decreased from 70% to 45%;
- Cycle everyday increased from 8.7% to 15.3%
- Regularly cycle increased from 20.1% to 33%

Pilot projects to provide national standard “Bikeability” cycle training have been carried out at 53 schools in Ashford and Canterbury (training 945 children) and 8 further courses are already booked for between September and October half term in the new school year.

5. 10 school parking projects

KHS has introduced an innovative scheme to highlight the dangers of parking on School Keep Clear markings, and has implemented it at 10 schools in Dartford, Gravesham and Thanet with the assistance of significant partners to encourage safer crossing opportunities outside schools.

During the initial pilot campaign in Gravesham, 27 parking fines were issued over the 3 week period outside 3 schools.

6. 3 schools involved in Individual Travel Planning

KHS’s individual travel planning service for young people in secondary schools “Journease” has expanded to other schools within the county. Approximately 50 Students at 3 schools have been trained to provide a travel advice service for their peers and staff at schools, and other expressions of interest have been received. A training guide is being produced, so that any staff in schools can train students themselves to provide the service.

This service will be particularly helpful for the 14-19 consortia, which are trying to ensure that there is a considered and well researched approach to finding sustainable transport solutions for older students travelling between establishments to benefit from vocational courses and diplomas.

7. 16,000 Back to School Travel Guides and Safer Travel on Public Transport

All parents/carers of pupils in year 6 have this year received a guidance booklet about encouraging independent travel to secondary school. Materials are also being developed for use in early years’ settings and primary schools. Sections regarding sustainable travel to school are included in the admissions booklets distributed to parents to help with their choices of schools.

The team has worked since January with a Kent Safe Schools Project officer to deliver guidance and advice to 6 secondary schools in Thanet as part of a pilot project run in conjunction with staff from Stagecoach.

8. Theatre in Education to 2,800 pupils

The MOMO Theatre company performed “The Man from the Council” show to 2,800 year 7 pupils at various secondary schools in the west of Kent at the end of February and beginning of March. The performances were very well received.

9. 23 Special Schools with Travel Plans

All except one SEN school in Kent now has a travel plan, with the emphasis on enabling young people with disabilities to access sustainable transport modes where possible, and the focus on their needs. All children are afforded equality of access to opportunities which have arisen from the 14-19 curriculum changes and Extended Schools initiative. Information on KCC's www.11-19travel.info site has been updated to improve accessibility for all users.

10. Partnerships

Effective working relationships exist with colleagues in the Children, Families and Education directorate of KCC (namely Extended Schools Development Managers, Local Children's Services Partnership Managers and those working on the 14-19 agenda). Road Safety Officers advise and provide joint support to schools on safety and security. Close liaison with KCC's Eco Schools Officer means that schools are keen to become Sustainable Schools. Healthy Schools Practitioners from local PCTs work in cooperation with the School Travel Plan Advisors to persuade schools that active travel is vital.

The KM Charity Team helps KHS to deliver walk to school initiatives and the Sustrans Bike It Officer works intensively with schools identified as suitable by School Travel Plans. Staff from Kent Police, KCC Community Wardens and Parking Management staff from District and Borough Councils play a huge part in assisting KHS to ensure a safer environment outside schools.

11. Sustaining School Travel Planning in Kent and extending the benefits

The work carried out by KHS with schools in the past six years has had a sustained and very positive effect on tackling school run congestion, improving the quality of the environment, and promoting healthier modes of travel. There has been significant capital investment of c£3.5m levered into Kent from government to support schools in the delivery of the objectives of their travel plans. Continued support for schools and targeted resources are needed in order to assist them in convincing the children and adults in their communities to adopt sustainable modes of travel.

KHS's School Travel Plan Advisors will now expand their brief to additionally include working with businesses to widen the benefits in encouraging sustainable travel to work. Links with Transportation and Development engineers will be strengthened and utilised to the full.

12. Conclusion

The Sustainable Travel to School Strategy is a statutory requirement, and will continue to be developed to build on Kent's successful School Travel Plan initiative. Subject to funding it is planned to support 36 schools per year to ensure that they achieve mode shift and their travel plans can be seen as good practice examples. This strategy aims to keep Kent at the forefront of tackling congestion and promoting active travel on the school run.

13. Recommendation

Members are requested to support Kent's Sustainable Travel to School initiatives in tackling congestion and promoting active lifestyles.

Background Documents: The following background documents have been used in the preparation of this report:

The Education and Inspections Act 2006

Climate change and schools: A carbon management strategy for the school sector

The Children's Plan 2007, incorporating Every Child Matters

Active travel strategy Feb 2010

On the state of public health: Annual report of the Chief Medical Officer 2009

Contact Officer:

Carol Sullivan

School Travel Planning Team Leader

✉ carol.sullivan@kent.gov.uk

☎ 01622 798474

Appendix 1

Quotes from headteachers/ partners.

Headteachers comment on the benefits of walking to school:

"The children are enthusiastic about taking part in WoW and understand how walking contributes to a healthy lifestyle. Administering the scheme does not take up a lot of time and there has definitely been some reduction in the congestion outside the school on Wednesdays, especially at the end of the day" and "We run Walking Buses from 2 venues 5 days per week. This has eased congestion around the school and staff have noticed that children walking to school are more receptive and ready to learn".

A senior police officer gives an opinion on the Zigzag parking project:

"Zig Zag is a big step forward in stopping dangerous and inconsiderate parking outside schools. It succeeds because it is driven by the children themselves who educated their parents about the danger. By personalising the problem it made parents aware that it could be their child at risk"

A deputy headteacher gives his views on the Theatre in Education performance:

"It was excellent – really well thought out and executed. The pupils really enjoyed it and learned from it. According to a straw poll, 23% of pupils walked to school before the performance. 48% stated that they would consider changing to this mode of travel afterwards. A significant number also said they would consider changing their clothing and behaviour so that they were safer".

By: **Nick Chard, Cabinet Member for Environment, Highways & Waste**
John Burr, Director of Kent Highway Services

To: **Environment, Highways & Waste**
Policy Overview & Scrutiny Committee - Sept 2010

Subject: **S278 Agreements for Developer-Funded Highway Improvements**

Classification: **Unrestricted**

Summary: This paper provides an overview of a new Model Agreement under S278 Highways Act 1980 and requests approval for adopting it and also for a revised charging structure for professional advice, design checks, project management, site inspections and administration. The paper includes responses from developers to a consultation report.

FOR DISCUSSION

1. Introduction

- 1.1 When a developer obtains planning permission for a development it is often a requirement that he undertakes certain improvements to the existing highway to mitigate the impact of the development on the public road network.
- 1.2 The mechanism used to permit the developer to design and construct works on the highway is Section 278 of the Highways Act 1980. Before any works are carried out the developer must enter into an agreement with the Highway Authority [i.e. KCC] under this section.
- 1.3 The terms and conditions of the current Model S278 Highways Agreement have evolved over the last 20 years and the Agreement needed reviewing to ensure that it is still fit for purpose, reflects current standards or policies and protects the interests of KCC. Officers from Kent Highway Services have reviewed the current document assisted by the Director of Law & Governance and suggested a number of improvements.
- 1.4 The result of the review is a new Model S278 Highways Agreement which incorporates a new charging structure and is now ready for use.

2 The New Model S278 Highways Agreement

The changes to the terms and conditions are mainly re-wording and updating. They are generally no more onerous on the Developer or the County Council than past versions of the document. The three major changes are:

2.1 Land Transfer. It has been the norm within Kent for the developer to be required to transfer the land under any new highway constructed and dedicated by him. Following the decision in July 2009 on Section 38 works [for new estate roads] that the land transfer need not be a requirement, it is now proposed for the transfer of the land for Section 278 to be optional depending on the particular circumstances of the development.

This will make the processes more efficient and brings Kent into line with the majority of other local highway authorities who do not always require a land transfer.

2.2 Kent Permit Scheme. The new Model Agreement includes provisions for the developer to comply with the new Kent Permit Scheme for works on the highway. The effect of this is that there will be better early planning for developer works on the highway which will give the County Council more control over works on the public highway.

The Kent Permit Scheme covers statutory undertakers, developers and our own highway works; it is an innovative scheme compared to those operated by other County Councils.

2.3 Fees and Charges. There are three main elements of the existing charge structure:

(i) A fixed fee for transportation advice and a recharge of actual costs for project management, design checks and periodic site inspections [plus admin]. The existing fees for transportation advice are: Bond value £0-50,000: Fee £2,200, Bond value £50,001-250,000: Fee £4,500, Bond value £250,001-£1,000,000: Fee £15,000. (ii) The developer is also currently required to pay all our fees and staff costs incurred in facilitating and managing the works on the highway. This is achieved by recording KCC staff and Jacobs time and re-charging the developer at the relevant hourly rates for each officer plus on-costs at intervals during the life of the scheme. (iii) Additional fees are charged where applicable for checking certain supplementary items, specifically: Structures, Traffic Signals, Major Geotechnical works and SUDS [sustainable drainage]. Charges are also passed on for testing materials, arranging SU diversions, making temp TROs, interest on overdue payments, indemnities, etc and there are no alterations proposed to the recharging mechanism for these items. Similarly there are no alterations proposed for recovering our legal fees.

2.4 Generating accurate and consistent statements necessitates a considerable amount of work by both engineering and finance staff involved in the process. Further time is often spent exploring with developers how these charges were calculated which is not productive for either party. Normally the money is drawn down from a deposited sum paid in advance but regular statements still need to be prepared to monitor this.

In contrast, the Section 38 works (for housing estate roads) are funded using a flat 8% of the estimated value of the works, in line with most local authorities, which is paid by the developer at the outset of the works on completion of the agreement.

2.5 As part of the review of the Model Agreement we examined the historical relationship between the actual costs to the County Council of managing these schemes and the value of the works. We also made enquiries of other local highway authorities as to their

charging regimes for comparison. The Highways Act 1980 states that anyone who enters into such an agreement with the local highway authority '*will make towards the expenses incurred by the authority in executing the said works a contribution (whether by a single payment or by periodical payments) of such amount as may be so specified*'.

2.6 The intention is to retain a fixed fee for transportation advice but move to a single up-front payment of the fee for our professional costs based on a percentage of the bond value of the developer's highway works, i.e. the estimated cost of the project.

3. Proposed New Fees

3.1 The proposed new charging structure is as follows:

Fixed fee for transportation advice: [Provided prior to the signing of a S278 Agreement]

Bond value up to £249k	Fee £5,000
Bond value £250k - £999k	Fee £10,000
Bond value £1m and above	Fee £15,000

Fee for professional costs: [Project management, design checks, periodic site inspections]

Bond value up to £499k	9%
Bond value £0.5m and above	9% of first £0.5m, plus 2% of the balance

3.2 Both these fees plus the Council's legal costs in preparation and completion of the Agreement will be payable upon the execution of the agreement. Many S278 agreements are currently in place and it will take several years before the benefits of introducing the new percentage based fee will have full effect. In the meantime for existing agreements it is proposed to continue basing our charges for professional fees on actual time but at an average hourly rate. The intention is that this will be reviewed and adjusted as necessary each year to reflect our actual costs for the staff working on S278 schemes.

4. Consultation with Developers

4.1 During the preparation of this report an earlier draft was circulated in May to a number of developers for consultation purposes. The full results of the responses and our comments on these are appended to this report. Responses were received from: Hillreed, Bovis, Barrett, St James's, Moat, Trenport and Millwood on behalf of the Kent Developer Group.

4.2 Land Transfer. The points made relating to this relaxation of the requirement to transfer land to KCC were entirely supportive.

4.3 Kent Permit Scheme. There was some concern that the permit scheme is not flexible enough and creates problems with booking a slot for construction, but it is of course intended to provide a fair mechanism for use of the highway with many competing demands on the road space. The new Model Agreement merely confirms that developers'

schemes will have to compete with KCC's own schemes and those of Statutory Undertakers.

4.4 Fees and Charges. There was support in principle from several developers for a fixed percentage based fee paid up-front because it creates more certainty. However there was also a concern that the fee might not be fair and appropriate and it was not accepted that justifying fees should be considered non-productive work. Several developers thought there was scope for removing some of the duplication between the work done by their consultants and ours, especially site supervision. This can be explored further without jeopardising the current proposals, although it has to be recognised that there are different interests being represented and there has to be clarity over the roles. The Kent Developer Group highlighted two examples where more flexibility was needed in the fee structure: a small scheme with a disproportionately high transportation advice fee, and a large £1m scheme with a relatively low fixed fee compared to a scheme half this size. However in practice, depending on their impact on the existing highway, it is quite common for small schemes to be allowed to proceed on the basis of a simple letter of agreement, in which case the transportation fee is not levied at all; similarly for very large schemes over £1m there are invariably some aspects which are negotiable. It should be noted that the vast majority of S278 schemes have bond values in the £50-500k range; schemes over £1m are rare.

5. Conclusions

5.1 There do not appear to be any good reasons to amend our proposals for land transfer or the permit scheme or the new fees and charges in light of the views expressed during the consultation with developers.

6. Recommendations

Members are asked to endorse the following recommendations to the Cabinet Member for Environment Highways & Waste:

3.1 The introduction of a new Model S278 Highways Agreement for use in accordance with the Highways Act 1980 with immediate effect.

3.2 The change to the existing fixed sum consultancy fee for transportation advice on new S278 highway works, as set out in the report.

3.3 Implementing a percentage-based fee structure for professional costs incurred by Kent Highway Services with respect to new S278 highway works, as set out in the report.

3.4 For existing S278 Highways Agreements, the charges for professional costs incurred by Kent Highway Services continuing to be based on actual time, but at an average hourly rate, as set out in the report.

Contact Officers

Nasser Sarrafan, County Transport & Development Manager – tel. 01622 221098

Email: nasser.sarrafan@kent.gov.uk

Graham Currie, Highway Agreements Manager – tel. 01233 614164

Email: graham.currie@kent.gov.uk

James Whitehorn, Special Projects and Income Manager – tel. 01622 696117

Email: james.whitehorn@kent.gov.uk

Background papers

Proposed new MODEL S278 HIGHWAYS AGREEMENT

Report to Developers' Representatives – Unrestricted for Consultation

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S278 Agreements – New Model Agreement and Revised Charging Structure: Consultation with Developers

[Copy of email seeking developer views on the new fee:](#)

From: Bob.White@kent.gov.uk [mailto:Bob.White@kent.gov.uk]

Sent: 05 May 2010 08:52

To: judith@judithashton.co.uk; james.stevens@hbf.co.uk;
peter.court@bovishomes.co.uk; p.watkins@kitewood.co.uk;
grahamnorton@wealdenhomes.co.uk; david.edwards@taylorwimpey.com;
jowen@bargrovetfarm.fsnet.co.uk; davinci@btconnect.com;
kwillcox@crestnicholson.com; huw.edwards@bartonwillmore.co.uk;
paul.dlsld@googlemail.com; david.banfield@barrattpc.co.uk;
jill.pells@shepway.gov.uk; sally.rice@moat.co.uk; annabel.mckie@shgroup.org.uk;
mickdrury@brettdrury.co.uk; alison.walker@croudace.co.uk; de@evisons.net;
jo.hanslip@redrow.co.uk; andy.evans@miller.co.uk; email@charlierconstruction.com;
martin@pentlandhomes.co.uk; george.wilson@gwholdings.co.uk;
tonyhillier@hillreed.co.uk; Simon.bandy@hca.gsx.gov.uk;
stephen.neal@landsecurities.com; ablevins@libertyproperty.com; timd@mdh.uk.com;
paul@paulsharpeassocs.co.uk; mark@quinn-estates.com; chrismoore@seeda.co.uk;
chris.hall@stjames.com; nicholas.a.fenton@barratthomes.co.uk;
ray@rayyorke.freerve.co.uk; mandyb@locateinkent.com
Cc: James.Whitehorn@kent.gov.uk; nasser.sarrafan@kent.gov.uk;
Jamie.Hare@kent.gov.uk; graham.currie@kent.gov.uk

Subject: Section 278 Agreements: New Model Agreement and Revised Charging Structure - CONSULTATION

Dear All,

As representatives of the Kent Developers' Group and Kent Planning Officers' Group Homebuilding Industry Joint Liaison Group, I am consulting you on changes to the Section 278 Agreement.

Please find attached a report that summarises the changes to the model agreement and charging structure. You will note that the changes are not considered to be "more onerous ... than past versions of the document".

If you would like to comment on the changes, and/or seek clarification on particular issues, please reply to me by **Friday 4th June**.

Thank you

Bob White

Transport & Development Business Manager
Kent Highway Services
Invicta House
County Hall
MAIDSTONE
ME14 1XX

Responses received from developers:

(A) From: Hillreed - Sent: 19 May 2010

1 A lot of 278 works are those in association with creating new accesses for existing highways and are designed as part of our S38 works. Would it be possible to consider widening the scope of S38 agreements in cases such as this to encompass all works. This would be a substantial benefit to the industry certainly and would fit with aspirations to remove layers of administration for both sides.

2 Could we not creatively explore ways of eliminating the checking engineers and removing a layer of fees. Don't just dismiss this! Supposing for instance our design engineers were to provide a warranty to the County Council which would allow you recourse under their insurance if there were any problems. You would not then need to employ a second engineer to check the works. This could remove a massive cost element and avoid duplication.

KHS comments - 1. Agreed. We are trying to do this, especially where the 'on highway works' are merely an outward extension of the S38 schemes. We need to have further discussions with our engineers over maximum levels of flexibility, hence if you have any case studies that we could use they will act as a good focus. 'Reasonable discretion, consistently applied' comes to mind.

2. As you can imagine, initial reactions have been mixed. Are you suggesting that we should not check the detailed design or is it the site works involvement you would like to see 'self certificated'? Is there a model of this elsewhere that we could assess? As a properly made representation, we won't dismiss it, but it will provoke some interesting discussions. KCC allows developers to carry out highway improvements themselves rather than carrying out all the work as prescribed in S278 of the Highways Act. We need to take precautions to ensure the work is carried out exactly as per the design but also without adverse effect on existing highway users.

(B) From: Bovis Homes - Sent: 20 May 2010

Thanks for this. I have sought the views of colleagues here at Bovis Homes.

Our Head of Legal Services has informed me that the only relevant change from a legal point of view is the proposal for the transfer of land for Section 278 to be optional. This will simplify the process and should reduce the legal costs involved.

Our Engineering Manager broadly agrees with the proposed changes, since this will allow us to accurately assess our fees from the outset and provide more realistic costings for our budgets rather than pay fees based on hourly rates as currently used.

KHS comments - Support from Bovis for both the optional land transfers and the new fixed fee is noted.

(C) From: Bovis Homes [tel call to G. Currie] Sent: 20 May 2010

Bob, actually I had a good call from Dave Ivell at Bovis who thoroughly supported all we are proposing.

Graham

[KHS comments](#) - Further support for our proposals from Bovis noted.

(D) From: Barratt Homes - Sent: 24 May 2010

Section 2.1 Land Transfer – whilst the changes to the S38 Agreement have removed the need for land transfer and therefore should speed up the adoption process, it is still disappointing to see that under the S278 Agreement this is still optional depending on the particular circumstances of the development and I would ask for the optional element to be removed because in all cases County Councils legal departments, as we know from previous experience, make a great deal of money from carrying out these legal transfers for there is no other county in the country sees the need for land transfers to take place.

Section 2.2 Kent Permit Scheme - whilst understanding why Kent need to restrict works on the public highway with permitted leading times and having had the long drawn out experiences in dealing with the pedestrian crossing at Aylesford, a greater degree of flexibility in programming S278 works would be better as we are not always aware of longer term projects such as those of the gas board in Maidstone which cause delays to S278 works.

Section 2.3 Fees and Charges – in principle I see this as a significant step forward in that it gives you far more transparency to understand Kent's professional fees whereas in the past, based upon the time charge method, we had no control over the final outcome. This was also a stumbling block when it came to final adoption and payment of their fees. Two things do come to mind, firstly that there would appear to be now a fixed fee for transportation advice and it is unclear as to at what stage advice would be charged for. The fee for professional costs whilst creeping up to 9% rather than the 8% which is charged for S38 works is a good idea, I would add a note of caution that the Bond value for both the fixed fee and professional fee costs should be based upon our costs for doing the work not KCC's costs as they are invariably inflated when they are calculating the S38 Agreements based upon their term contractors rates, which are very rarely transparent and are termed as being sensitive information.

[KHS comments](#) - 2.1 Land transfers provide greater clarity for new areas of highway land and are still considered necessary in some situations.

[2.2 The permit scheme operates on a first-come first-served basis with KHS, Stat Undertakers and developers all given the same opportunity to book the road space.](#)

2.3 The fees for transportation advice will continue to be in three tiers to reflect the likely extent of the work although the existing tiers are due to be adjusted. This charge is raised in arrears, usually when a S278 agreement is signed. The Bond figures have to be based on what it would cost KHS to complete the works in the event that the developer defaults. The support from Ward Homes for a fixed fee is noted.

(E) From: St.James' Homes - Sent: 24 May 2010

2.1 Land Transfer

I can't think of a situation where we would not want to transfer the land so providing this is optional I have no further comments. Are KCC staying they would adopt the roads without the land on which they are build being transferred?

2.2 Kent Permit Scheme

Can we see the document, my concerns are with KHS having "more control" over the works, are that this will increase timescales and cost more.

2.3 Fees and Charges

I am not in favour of a fixed fee and we would like to see how fees are built up for KHS and their consultants Jacobs for the time and works undertaken. Better control over the budget estimate and what this covers is needed with an accurate budget figure as early as possible for KHS and Jacobs inspection fees.

KHS comments - 2.1 There may be some situations where it is expedient not to insist on a land transfer which we are now acknowledging.

2.2 The new wording in the model agreement reflects the new permit scheme which KCC has recently introduced and which applies to all works carried out on the highway including our own.

2.3 Noted that Trenport do not support the fixed fee proposal. The fee has been determined by careful comparison with actual fees levied under the existing format so it is designed to be cost-neutral but reduce overhead costs for both parties in administering it. We are legally required to ensure we do not subsidise this work.

(F) From: St.James' Homes - Sent: 28 May 2010

I have consulted internally those of my colleagues on the construction side of the business who are more closely involved with this matter than I am and I attach a copy of the reply I received from Paul Morris, Trenport's Construction manager. Within Kent Paul has most recently been involved with getting the highway works undertaken by Trenport at East Hall Farm, Sittingbourne, into adoption; he will also be involved with the highway works at Peters Village in due course and on which we are currently in discussion with your in house solicitors and several members of Kent Highway Services.

The only thing I would add to Pauls comments is at 2.3 concerning explaining/justification of fees. As you will have gathered from yesterdays discussion on viability generally, for our part we never regard this as being "not productive".

KHS comments - 2.3 We are satisfied that a percentage based fee system will provide a fair recharge of the time spent by our staff and consultants on a wide range of schemes without entailing complex analysis of their time. This system has worked well for S38 sites and is widely used by other counties too.

(G) From: Moat Housing - Sent: 04 June 2010

Apologies for the late response to your suggestions. Moat is in favour of the simplification of the processes you use and is in favour with your proposals on Land Transfer and the Kent Permit Scheme.

We can also see that your current system of re-charging fees and charges can turn into a laborious process and takes time away from your staff. However, we do wonder whether there could be an element of duplication here? Developers will be using their own consultations for advice on Highways issues. We do appreciate that you need to make your own decisions, but wonder whether there is greater scope for liaison with the consultants appointed by developers in a way that would cut down costs?

KHS comments - A member of the KDG has raised the same issue about perceived duplication. From a local authority perspective, it's very much a matter of quality assurance and approval systems - KHS receives enough inadequate submissions to warrant a full and proper check. We have suggested that the KDG might wish to explore the possibility of discussions that will include their consultants, looking at the current system and any scope for making the design and approval process more efficient. It should be an interesting debate!

(H) From: Millwood Designer Homes - Sent: 03 June 2010

We have a Kent Developer Group meeting next week (10th), and the S278 consultation is on our agenda. KDG intend to submit a representation. As the deadline for consultation is the 4th, can I ask that it is extended to the 16th or preferably the 18th so that KDG can input to the process. This is quite important to us, as legal agreements relating to highways are integral to the development process.

KHS comments - I have advised my colleagues that your request is reasonable, especially in the context of efforts to establish better liaison between the KDG, KPOG and KHS. Any joint KDG response will be considered along with the individual responses received to date.

Tony's representation raised very valid issues about the quality of submissions, and I believe that he will wish to discuss these at your meeting. We will work with KDG thereafter to see if we can all benefit from better quality assurance at the design stage. It may even be that our Agreements Team managers could be part of a future face-to-face discussion on the

issues. "A thorough airing" of S278 (and S38) issues will be useful as we all try to do more with less.

(I) From: Millwood Designer Homes - Sent: 09 July 2010

Kent Developer Group response;

An extract from the Minutes of our June meeting is attached. In the event, I am afraid the subject did not generate much discussion, mainly I would suggest because the attendees are more attuned to planning policy issues rather than highway issues.

The reference to "Tony" is Tony Hillier, Chairman of Hillreed. I think Tony makes a valid point in that there must be synergy of efficiency if a s38 scheme leading to a s278 scheme is considered as one scheme from an advice / project management / design / inspection point of view.

Chris Hall represents Trenport who own significant strategic sites in Kent. His concern is one of accountability. It would be accepted that the proposed fee structure would simplify the administrative burden. It is then a matter as to whether the actual fee levels are fair and appropriate. Could we see the evidence to support these?

Millwood Designer Homes response;

MDH believe there should be more flexibility in the fee structure.

Example 1 - a relatively modest scheme of say a pedestrian refuge relating to a scheme of say less than 25 units could have bond value of only £10,000. In this case the professional fee would be £900, but the advice fee would be £5000 and that would be disproportionate.

Example 2 - A major scheme with a bond value of say £1,000,000 would attract an advice fee of £15,000 and a professional fee of £55,000. A major scheme of half that size, i.e. £500,000 would attract the same advice fee of £15,000 but have a professional fee of £45,000 - only £10,000 lower than the scheme which is twice the size.

The fees associated with the £10,000 scheme are 59%, whereas the fees associated with the £1,000,000 are 5.5%. This shows the fee structures proposed is too crude, and that to be fair and proportionate, a sliding scale should be used. That scale should start from a minimum cost which we would propose is an advice fee of £1000 and perhaps 10% professional fees.

The advice fee should be higher for the schemes in the range £250,000 +. The professional fees for schemes above £500,000 should not be as low as 2% for the amount above £500,000.

I trust the foregoing is of assistance, and would look forward to receiving a copy of the consultation response analysis.

Tony suggested that s278 and s38 be considered together as s38 where contiguous. Also, can we use only one set of engineers? Bob White's response was generally positive but not categorical. Chris Hall is also worried about fixed fee as that means Local Authority doesn't have to justify the fee.

Tony suggests that individual KDG members respond to Bob. Members have made their responses and KDG now want time to review these and discuss them with KCC further.

KHS comments - Apologies for not getting back to you again sooner. I have now considered your comments properly and will incorporate them into a summary of responses which we will present to our Portfolio Holder for decision. I am not proposing to respond in detail at this stage but with regard to the particular examples you cite, I would point out that we usually exercise some discretion with applying charges for very small schemes and I'm sure this will continue. We are aware of some steps in the proposed charge regime but this is to some extent an inevitable consequence of striving to make the structure as simple as possible.

Responses collated by James Whitehorn,
EHW Finance 29th July 2010

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

To: EHW Policy Overview and Scrutiny Committee

Date: 14 September 2010

Subject: Refresh of the Kent Joint Municipal Waste Management Strategy (more commonly known as the Kent Waste Strategy)

Classification: Unrestricted

Summary: The purpose of this report is to outline progress on the Kent Joint Municipal Waste Management Strategy adopted in 2007, the plans to refresh it in 2010/11, and related national developments since the coalition Government came to power.

1. Context

1.1 The following points outline the key context issues.

1. The 13 Kent councils adopted the existing Kent Joint Municipal Waste Management Strategy (KJMWMS) in early 2007. This followed an extensive process of discussion between the 13 councils, and a formal public consultation exercise. The KJMWMS contains 20 policies for joint delivery by the 13 councils.
2. The good progress made on all 20 policies is contained in the Kent Waste Partnership (KWP) Annual Report published in July 2010 and available at: www.kent.gov.uk/kwp
3. The KJMWMS has a commitment to review the policies in 2010/11. The KWP Annual Report draws specific attention to the need for stakeholder consultation in advance of renewing the KJMWMS during 2011/12.
4. A wider stakeholder group called the Kent Waste Forum (and which includes all 13 Kent councils) came together on 8th July to reflect on progress made against the KJMWMS's 20 policies and to discuss current and future challenges. This began the work to have a dialogue with stakeholders on refreshing the KJMWMS.
5. On 29th July 2010 the Government announced the Terms of Reference for its national review of waste policies. These are attached at **Annex 'A'**. As the review asks fundamental questions on the future direction of waste/recycling management, there is merit in drawing together the national review with the refresh of the KJMWMS.
6. A further report on the Kent Joint Municipal Waste Management Strategy refresh will be brought to POSC in the November 2010 cycle.

2. Kent Joint Municipal Waste Management Strategy Refresh Plans

- 2.1 The Kent Waste Forum event held on 8 July 2010 provided an opportunity for local stakeholders to influence the form and content of a public consultation on waste/recycling functions across Kent. The consultation was planned to take place from autumn 2010 up to January 2011. All 13 Kent councils were represented at the event at cabinet and senior officer levels. Stakeholders included senior representatives from the packaging, retail, and re-processor sectors as well as community organisations, and the Kent Youth County Council among others.
- 2.2 However, soon after the event the coalition Government announced plans for a much wider fundamental review of all waste policies. As this coincides with Kent's own review of local policies, there is merit in combining efforts with Defra to understand stakeholders' views.
- 2.3 Caroline Arnold, Head of KCC Waste Management, and also a non-executive member of Defra's Waste Strategy Board, secured agreement to organise a joint Defra/KWP event so that local waste/recycling stakeholders could influence the national review. This will take place on 16 September 2010 in Canterbury. Three specific issues of local concern are being explored at this event, which tie-in with the national review's terms of reference. These are: -
1. Public services that are fit for purpose.
 2. Resolving marketplace issues: maximising recycle value.
 3. 21st century infrastructure
- 2.4 Given the potential impacts of the national review, and the need to refresh the KJMWMS during 2011/12, it makes sense to bring together the feedback from the KWF event on 8 July and also the outputs from the Defra/KWP event on 16 September. Decisions on the final form and content of any public consultation on the KJMWMS will be made by the KWP's Joint Waste Management Committee (JWMC) on 21 October 2010. A report can then be brought to POSC in November 2010.

3. Overall Progress Since 2007

- 3.1 A key message within any forthcoming public consultation is that stakeholders have already worked incredibly hard to produce a high quality set of results as highlighted in the KWP Annual Report. In brief, the key results since 2006/07 are: -
- Residual waste per household in Kent down from 837kg to 704kg (16%).
 - KCC's own recycling & composting rate up from 51% to 59%.
 - The recycling & composting rate for all 13 councils up from 32% to 39%.
 - Landfill waste in Kent down from 53% to 33% (and reducing still further).
 - Overall Kent household waste down by 9%.

4. Recommendation

- 4.1 To note this initial report, and that a further report will be provided in the next cycle.

Contact Officer: Caroline Arnold, Head of Waste Management

Annex 'A'

Terms of Reference for a Review of Waste Policies

Why?

- The Government is committed to working towards a 'zero waste' economy.
- Ensuring value for money is essential across everything that we do in order to enable central and local government need to tackle the fiscal deficit.
- Sustainable waste management, including waste prevention, is a necessity in order to protect the environment including due to climate change and to preserve natural resources.
- One of the Government's key priorities is to decentralise decision-making powers on matters that affect local communities to local authorities and to communities themselves, and for them to be accountable for those decisions.
- Resource efficiency and management, including the reduction and more sustainable management of waste, as well as contributing to the green economy, provides valuable bottom-line savings to hard-pressed businesses and households.
- Energy recovered from biodegradable wastes contributes to the UK's renewable energy targets and wider climate change goals.

What?

To ensure that policies and interventions are best placed to meet these challenges, the Government is undertaking a fundamental Review of Waste Policies. This will look at all aspects of waste policy and delivery in England including household and business waste and recycling collection arrangements. Its overarching aim will be to ensure that we are taking the right steps towards a 'zero waste' economy, setting new goals for 2014, 2020 and beyond.

As part of this review, the Government will consider:

- How best Government, informed by whole life-cycle thinking, can incentivise the delivery of the waste hierarchy (prevention > preparing for re-use > recycling > recovery > disposal), in particular in the light of the current fiscal constraints, so that we:
 1. do more on waste prevention and reuse – stopping waste at its source;
 2. continue to increase recycling rates, when it's the best option, through incentivising and making it easier for both households and businesses to take action;
 3. maximize the cost-effective generation of renewable energy from residual waste; and
 4. move towards zero waste to landfill.

In considering these outcomes, learning from international and domestic best practice, the review will look at all waste related policies including, but not limited to:

1. How better waste management can help to preserve natural resources and protect the environment at home and abroad.
2. How to maximise the contribution that waste management in England can make to UK energy and climate change goals, both renewable energy targets and the long term goals for greenhouse gas emission reduction by 2050.
3. The need for waste evidence, including the necessary data to consider likely waste volumes and characteristics in the future.
4. Actions to ensure the cost-effective contribution waste management in England can make to the green economy is maximised, including the impact on the finances of both households and businesses, on job creation and on green industries themselves.
5. Our future infrastructure needs, including energy from waste and anaerobic digestion capacity and the role of planning including to enable community ownership of waste infrastructure.
6. How potential benefits can be gained from better alignment of policies dealing with business and household waste.
7. The role of the public sector leadership in terms of waste management, including procurement.
8. The role of product policy in waste prevention.
9. How voluntary Responsibility Deals with businesses can play a role in waste reduction and more efficient use of resources.
10. The role of regulation and enforcement in waste management, including the role of standards, ensuring we continue to protect the environment and human health whilst reducing burdens on business, in particular small businesses, where possible.
11. How best to reduce fly tipping and other forms of illegal waste disposal.
12. How best to understand and encourage or incentivise individuals, businesses and communities to produce less waste and recycle more.
13. How to make the best use of the skills and knowledge of private sector, the third sector and civil society and local communities.
14. Whether greater emphasis should be placed by Government on using recyclable/recycled materials in manufacturing, construction and production.
15. How government can work with local councils to increase the frequency and quality of rubbish collections and make it easier to recycle, to tackle measures which encourage councils specifically to cut the scope of collections; and to address public concerns over the civil liberty aspects of inappropriate enforcement practices associated with household collections.
16. The means of decentralising power and responsibility for some services to local communities.
17. How to ensure the right contribution of energy from waste, including delivery of a step change in generation from anaerobic digestion.
18. How best to further reduce the amount of waste going to landfill, so that in future landfill is used only for those wastes for which no better use is practicable.

This is a review of waste policies in England. Some of these policies originate from, or are influenced by relevant EU or international legislation, for example the Landfill Directive or the revised Waste Framework Directive. This review will work within the context of the current state of EU and international law. However, the review may influence the Government's approach to implementation of our legal obligations and future negotiations.

Waste is a devolved matter, and in other parts of the United Kingdom is the responsibility of the devolved administrations. Defra keeps in close touch with the devolved administrations on matters of mutual interest, including EU negotiation and transposition. The review will consider whether lessons can be learned from experience in other parts of the UK.

Waste and related fiscal interventions are a separate matter for the Chancellor of the Exchequer, but Treasury will be closely associated with the Review to ensure coherence.

How?

Defra as the Department responsible for waste policy will lead the review, working closely with other Departments, including DECC which leads on energy and climate change policy, CLG which leads on local government, communities and planning and BIS which leads on low carbon business opportunities, as well as the devolved administrations who lead on waste policy in their countries.

Defra will also be seeking the widest possible input into this review from interested parties starting with businesses, householders and local communities and also including:

- public bodies, including the Environment Agency, LGA, Local Authorities, Regional Improvement and Efficiency Partnerships (RIEPS), WRAP;
- private suppliers and funders of waste services and waste infrastructure;
- representatives from business and commerce;
- representatives of consumers, environmental NGOS and the voluntary and community sector, and academic and professional bodies; and

When?

The Government intends to start the review immediately, and is issuing a call for evidence in July 2010. The intention is to produce preliminary findings by Spring 2011.

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From: Nick Chard – Cabinet Member, Environment, Highways & Waste
Paul Crick - Interim Director of Integrated Strategy and Planning

To: Environment, Highways & Waste Policy Overview & Scrutiny Committee – 14 September 2010

Subject: Revision of the Scheme Prioritisation System

Classification: Unrestricted

Summary: This report is presented in two parts. The first part outlines proposed changes to the mechanism by which the Integrated Transport budget is allocated during the period of Kent's third Local Transport Plan (2011-2016). The second part sets out proposals for replacing the existing Scheme Prioritisation System (SPS) with a formal value for money assessment of Integrated Transport Schemes, to be recommended for approval by the Cabinet Member for Environment, Highways and Waste.

1. Introduction

- 1.1 The Local Transport Act 2008 places a statutory duty on local authorities to prepare a Local Transport Plan (LTP), which must be in place by 1st April 2011. The LTP should contain a 'strategy', setting out the authority's key transport objectives, and an 'implementation plan', containing details of the Integrated Transport schemes it intends to deliver in order to meet those objectives. The County Council's Transport Policy Team is currently in the process of preparing Kent's draft LTP, which will be issued for public consultation later this month.
- 1.2 The Department for Transport (DfT)'s 'Guidance on Local Transport Plans', published in July 2009, states that local authorities should prepare LTP implementation plans which will make a demonstrable contribution to the National Goals for Transport.¹ The Coalition Government has yet to endorse these Goals; however they align well with the strategic challenges facing Kent and hence the proposed LTP objectives, outlined below, are closely related to them:-
- Growth Without Gridlock;
 - A Safer and Healthier County;

¹ The National Goals for Transport, as defined in the previous Government's Delivering a Sustainable Transport System (DaSTS) strategy, are to: Support Economic Growth, Tackle Climate Change, Promote Equality of Opportunity, Contribute to Better Safety, Security and Health, and Improve Quality of Life.

- Supporting Independence;
- Tackling a Changing Climate; and,
- Enjoying Life in Kent.

- 1.3 Local Transport Plan Guidance makes clear that the overall quality and delivery of an authority's LTP will be taken into account by the DfT in decisions on bids for challenge funding and/or major projects. It is vital, therefore, that authorities have effective mechanisms in place for allocating Integrated Transport block funding to those schemes and areas which will make the greatest contribution to local and national objectives, and which represent the highest possible value for money.

2. Allocation of Integrated Transport block funding

- 2.1 The existing Scheme Prioritisation System (SPS) methodology has proved a useful guidance tool for apportioning the Integrated Transport block allocation from Government. SPS enables officers to assess every scheme proposed resulting in a score. This allows comparison between one scheme and another, with the highest scoring schemes being the ones that contribute the most to national and local transport objectives.
- 2.2 Whilst the SPS methodology generally produces a balanced Integrated Transport programme in terms of the geographical spread of schemes across the County, there are concerns that this 'jam-spreading' approach does not always focus investment in areas where the economic, social and/or environmental challenges are greatest. It also fails to incentivise the design and delivery of complementary packages of schemes which can collectively deliver greater benefits than the sum of their constituent projects (e.g. bus priority measures, together with improved bus stop infrastructure and information).
- 2.3 Given the significant reduction in capital funding for transport that is anticipated over the next five-year LTP period, it is proposed that the SPS methodology is revised to achieve better value for money from the limited Integrated Transport budget. The preferred option consists of a two-stage budget allocation process, combining the objectives-led approach of SPS with a spatial element. The first stage of the process would involve dividing the annual Integrated Transport block allocation according to the proposed weightings to be applied to the Kent LTP objectives (above). The proposed weightings are illustrated in Table 1 below:-

Table 1: Proposed weighting of LTP objectives

Kent LTP objectives	Weighting
Growth Without Gridlock	45%
A Safer and Healthier County	15%
Supporting Independence	15%
Tackling a Changing Climate	15%
Enjoying Life in Kent	10%

- 2.4 Growth Without Gridlock is given the highest weighting. This is primarily on account of the pressing economic challenges facing Kent, in common with the rest of the UK, as well as the local and sub-regional challenges associated with substantial housing and employment growth in Thames Gateway Kent, Ashford, Dover and Maidstone. The low weighting for Enjoying Life in Kent reflects the fact that virtually all Integrated Transport schemes contribute to this quality of life objective.
- 2.5 The second stage of the budget allocation process would involve distributing the funding assigned to each of the Kent LTP objectives to different areas of the County, as proposed in Table 2 below:-

Table 2: Proposed spatial distribution of Integrated Transport block funding

Kent LTP objectives	Priority Area(s)
Growth Without Gridlock	Prioritise spending in the Growth Areas and Growth Points (Thames Gateway Kent, Ashford, Dover and Maidstone)
A Safer and Healthier County	Prioritise spending to tackle problem sites including Air Quality Management Areas, accident black spots, and areas with high levels of health deprivation
Supporting Independence	Prioritise spending in deprived areas (principally Dover, Gravesham, Shepway, Swale and Thanet)
Tackling a Changing Climate	Prioritise spending in the County's urban areas , particularly those with Air Quality Management Areas and congestion hotspots (principally Canterbury, Dartford, Gravesend, Maidstone, Sevenoaks and Tunbridge Wells)
Enjoying Life in Kent	Mitigate the impact of motorised transport across the County in order to reduce the number of people exposed to high levels of pollution and noise and to enhance well-being and community cohesion

- 2.6 This budget allocation methodology would better enable KCC to prioritise investment in areas with the most acute transport challenges and where good value for money can be attained from the limited funding available. The methodology is presented graphically in Appendix 1.

3. Value for Money Assessment

- 3.1 As described in Paragraph 2.1 (above), SPS currently prioritises Integrated Transport schemes purely on the basis of their alignment with policy objectives. The cost of a scheme does not influence its SPS score. As a consequence, Members have expressed concern that high cost schemes which are able to deliver against a number of policy objectives are able to achieve higher scores than smaller, lower cost schemes which may have important local impacts and deliver better value for money. It is therefore proposed that Integrated Transport schemes are subjected to a Cost Benefit Analysis in place of the existing SPS assessment process.

3.2 Cost Benefit Analysis involves:

- Identifying the costs of a scheme (incorporating build cost, maintenance cost and external funding);
- Assessing the geographical extent of the scheme's impact, its distributional effects (i.e. which social groups are affected by the scheme), and its public acceptability; and,
- Assigning the scheme a score based on relative costs and benefits (Cost Score + Impact Score = Cost Benefit Analysis Score).

3.3 It is not feasible to calculate a fully Benefit Cost Ratio (BCR) for Integrated Transport schemes due to the cost and complexity of assigning monetary values to their wide-ranging impacts. These include health and environmental impacts for which robust monetary values do not currently exist. Instead, DfT guidance on the prioritisation of small transport schemes recommends the use of proxy measures for scheme benefits and costs, which places greater emphasis on professional judgement and debate.

4. Calculating the Cost Score

4.1 Build Cost

It is proposed that schemes would be scored according to the magnitude of their total construction costs (including allowances for design work, contingency and, where necessary, land purchase) as follows:

Build Cost Magnitude		Score
Low	Less than 1% of total budget	3
Medium	1%-2% of total budget	2
High	More than 2% of total budget	1

4.2 Maintenance Cost

It is strongly recommended that a Whole Life Costing approach is taken to the calculation and appraisal of scheme maintenance costs. This would provide a realistic forecast of the scale of both revenue and capital commitments over a defined number of years. It is proposed that schemes would be scored according to the magnitude of their total maintenance costs over a ten-year period as follows:

Maintenance Cost Magnitude		Score
Low	Maintenance cost is zero	3
Medium	Maintenance cost is between 0% and 50% of build cost	2
High	Maintenance cost is more than 50% of build cost	1

4.3 External Funding

The part-funding of Integrated Transport schemes by third-parties, including developers and bus operators, can significantly improve their value for

money. The Members' Highway Fund may also qualify as external funding where appropriate in order to add value to schemes proposed by Kent Highway Services. It is proposed that schemes would be scored according to the magnitude of any third-party contribution to their overall construction cost as follows:

Third-Party Contribution Magnitude		Score
High	Third-party contribution is 50% or more of build cost	3
Medium	Third-party contribution is between 25% and 49% of build cost	2
Low	Third-party contribution is less than 25% of build cost	1

- 4.4 The combined scores for build cost, maintenance and external funding will give the overall Cost Score.

5. Calculating the Impact Score

5.1 Geographical extent of impact

This measure relates to the broad number of people affected by a scheme. It is proposed that schemes would be scored according to the geographical extent of their impact as follows:

Geographical Extent of Impact		Score
High	District/Countywide impact (e.g. Urban Traffic Management and Control System, bus stop improvements along a strategic corridor)	3
Medium	Community level impact (e.g. provision of local cycle network, junction improvements)	2
Low	Street level impact (e.g. interactive speed sign, footway improvements)	1

5.2 Distributional impact

Distributional impacts describe the differential impact a scheme might have on individuals, according to their income, gender, ethnic group, age, geographical location, or disability. These impacts are often overlooked due to the tendency of scheme prioritisation methodologies to focus on national LTP objectives. However, they can be an important factor in delivering local and sub-regional objectives, including reducing disparities between districts and social groups. It is therefore proposed that schemes would be scored according to their impact on the County's most deprived Lower Super Output Areas (LSOAs), as measured by the Index of Multiple Deprivation, as follows:

Distributional Impact		Score
High	Scheme has direct impacts in an area which falls within one or more of Kent's 20% most deprived LSOAs	3
Medium	Scheme has direct impacts in an area which falls within one or more of Kent's 20-60% most deprived LSOAs	2
Low	Scheme has no direct impacts in an area which falls within one or more of Kent's 60% most deprived LSOAs	1

5.3 Public acceptability

This measure captures the extent of public support for a scheme. It is proposed that Integrated Transport schemes would be scored according to the magnitude of their public acceptability as follows:

Public Acceptability		Score
High	Scheme has been proposed and/or endorsed by a Member of the County Council or District Council	3
Medium	Scheme has been proposed and/or endorsed by a Parish Council	2
Low	Scheme has been proposed and/or endorsed by Members of the Public	1

5.4 The combined scores for geographical extent of impact, distributional impact and public acceptability will give the overall Impact Score.

6. **Calculating the Cost Benefit Analysis Score**

6.1 The Cost Benefit Analysis Score is calculated by adding the Cost Score to the Impact Score. The maximum score achievable would be 18 (Cost Score of 9 added to an Impact Score of 9).

6.2 Appendix 2 provides a graphical representation of the proposed Integrated Transport budget allocation and scheme assessment process, along with its interaction with the County Council's existing scrutiny and approval procedures.

7. **Recommendations**

Members of the POSC are asked to:

1. Consider the proposed weightings to the Kent LTP objectives
2. Consider the proposed approach to allocating Integrated Transport block funding
3. Consider the proposed approach to assessing the value for money of Integrated Transport schemes

Contact: Paul Lulham – Transport Planner

 01622 221615

 paul.lulham@kent.gov.uk

Background Documents:

Department for Transport/Atkins, *Advice on the Prioritisation of Smaller Transport Schemes*, 2008

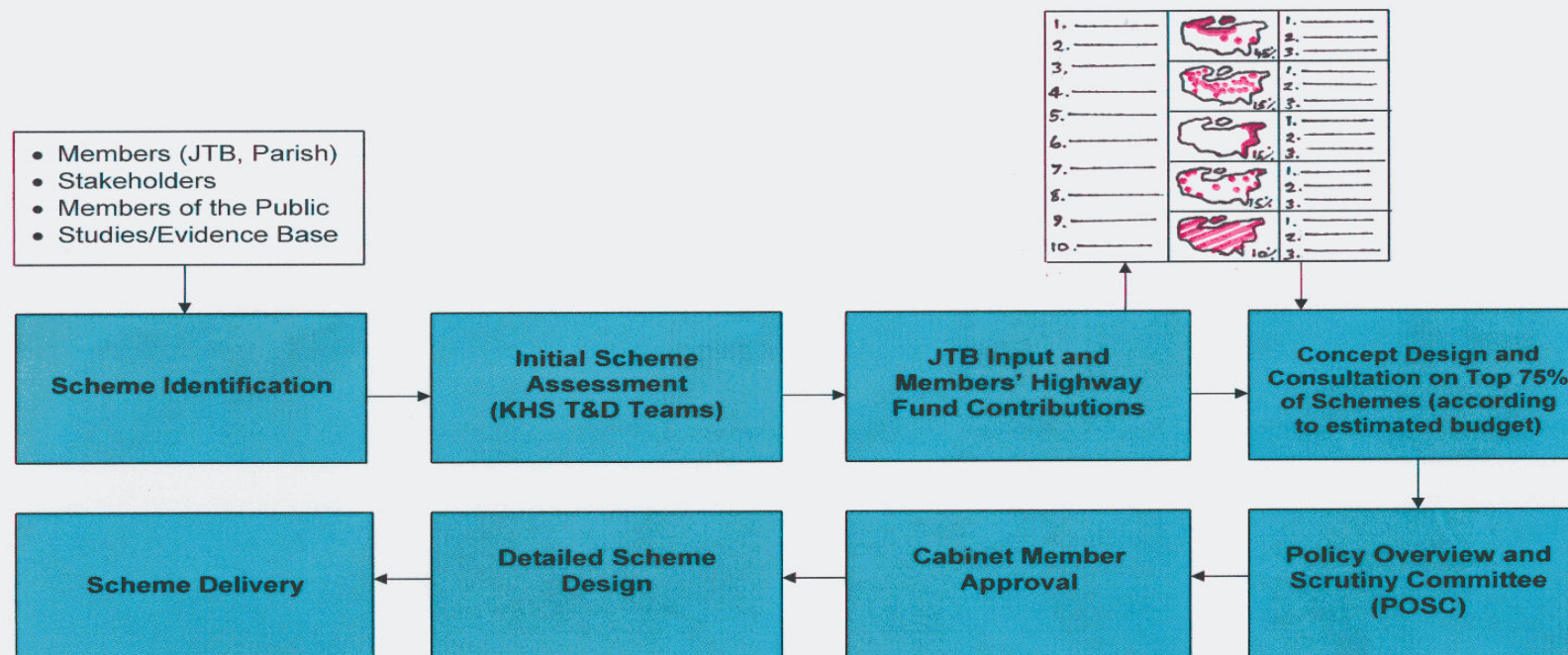
Department for Transport, *Guidance on Local Transport Plans*, 2009

Appendix 1: Proposed Integrated Transport budget allocation methodology

Spatial and Budget Allocation	Value for Money Ranking by Kent LTP Objective
45% 	<i>Growth Without Gridlock</i> 1 – Dartford UTMC 2 – Dover bus priority junction 3 – Gravesend pontoon
15% 	<i>A Safer and Healthier County</i> 1 – River Dour cycle route, Dover 2 – Sutton at Hone footpath 3 – Norton Knatchbull SRTS
15% 	<i>Supporting Independence</i> 1 – Margate Station access 2 – Folkestone West access 3 – New Romney ped. crossing
15% 	<i>Tackling a Changing Climate</i> 1 – Canterbury QBP infrastructure 2 – Tonbridge cycle network 3 – Ashford bus gate enforcement
10% 	<i>Enjoying Life in Kent</i> 1 – Canterbury-Chartham cycleway 2 – Dane Valley cycle routes 3 – Dartford pedestrian crossings

Growth Without Gridlock	
<i>Value for Money Ranking</i>	
1 – Dartford UTMC	£230,000
2 – Dover bus priority junction	£100,000
3 – Gravesend pontoon	£500,000
Non-funded schemes	
4 – Northfleet traffic calming	£172,500
5 – Sittingbourne bus stops	£100,000

Appendix 2: Proposed Integrated Transport budget allocation and scheme assessment process



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To: Environment, Highways and Waste Policy Overview & Scrutiny Committee

From: Nick Chard, Cabinet Member – Environment, Highways & Waste
Paul Crick, Interim Director of Integrated Transport Strategy & Planning

Date: 14th September 2010

Subject: The Minerals and Waste Development Framework : Core Strategy Issues Consultation

Summary

To report on the progress with the Minerals and Waste Development Framework, and to seek the views of the POSC on the issues that should be addressed in the Core Strategy Issues Consultation.

1 Background

1.1 A report to the meeting of the EHW POSC on 25th May 2010 described the statutory requirement for KCC as the Waste Planning Authority for Kent to prepare a *Minerals and Waste Development Framework* (MWDF). The Committee noted the programme for the MWDF, and the Terms of Reference of the cross party Informal Member Group set up to inform and steer the process, under the chairmanship of David Brazier

1.2 The MWDF is both a long term strategy and a land use plan, which will contain planning policies and proposals for all minerals and waste streams over the next 20 years. Its preparation is separate from KCC's role as Waste Disposal Authority (WDA) for household (municipal) waste. It is distinct from KCC's role as Planning Authority in determining minerals and waste planning applications.

1.3 The MWDF will become part of the statutory development plan, alongside the District Council *Local Development Frameworks*, and it is therefore a *Framework Plan* that ultimately will be adopted by the full Council. The views of this Committee are therefore sought at the main stages of the process.

1.4 The purpose of this report is to inform the EHW POSC of progress with the MWDF, and to seek the Committee's views on the first consultation in the process.

2 The MWDF process

2.1 KCC is required to first produce and adopt a *Core Strategy*, which contains the planning strategy and broad policy framework. The immediate step is to seek the views of this Committee on the *Core Strategy Issues Consultation* which is to be published in September.

2.2 The consultation will ask for views and evidence on the planning issues that KCC should consider in preparing the MWDF *Core Strategy*. It does not set out KCC's proposed policies or conclusions, nor allocate land for development. These

intentions will be the subject of a second consultation on the *Directions for Strategy and Policy* in the summer of 2011. The programme for the *Core Strategy* is set out below:

Programme for the Minerals and Waste Core Strategy	Dates
Consultation with the industry, the public, District Councils and interest groups on the <i>Minerals and Waste Core Strategy Issues</i>	Sept. 24 th 2010 for 8 weeks
Following consideration of the consultation response and compilation of further evidence, KCC will prepare its preferred <i>Directions for Strategy and Policy</i> for consideration by the IMG and EH&W POSC.	March/April 2011
The <i>Directions for Strategy and Policy</i> will also be published for consultation.	May 2011
The consultation response will be considered and a “ <i>Pre-Submission</i> ” Core Strategy (a full draft of the plan) prepared for consideration by the IMG, EH&W POSC and Council. The Pre-Submission Core Strategy will be published for consultation.	Nov./ Dec. 2011
Subject to the consultation response, KCC will then submit the <i>Minerals and Waste Core Strategy</i> to Government.	February 2012
An <i>Examination in Public</i> into the submitted Core Strategy will take place before an appointed Planning Inspector	June 2012
Receipt of the Inspector’s Report	Oct. 2012
KCC must take account of the Inspector’s Report and formally Adopt the Minerals and Waste Core Strategy	Dec. 2012

2.3 After the *Core Strategy*, KCC must produce the *Minerals Sites Development Plan Document* and the *Waste Sites Development Plan Document*, which will detail the land to be developed for minerals and waste. These are programmed for Adoption one year after the *Core Strategy*.

3 The Core Strategy Issues Consultation

3.1 The draft *Core Strategy Issues Consultation* was considered in detail by the Informal Members Group at their meeting of 21st July. Members considered whether each of the consultation questions was correct and balanced, in order to elicit the views and knowledge of those interested in how Kent is to provide for its future mineral supply, and manage its future waste arisings.

3.2 Following detailed discussion and proposed amendments, the Informal Members Group agreed that officers should undertake any necessary minor editing, and that the final draft should be agreed with the Chairman of the Group, prior to submission to this meeting of the EHW POSC for its views.

3.3 Printed copies of the *Core Strategy Issues Consultation* document will be made available to members of this Committee for their consideration with the Committee papers. A number of technical Topic Reports on minerals and waste have also been prepared as evidence, and the Informal Members Group authorised the Chairman to approve the final documents. These can be made available to members of this Committee on request to the accountable officers.

3.4 The following is a summary of the main planning issues on which the consultation will seek evidence and views from the minerals and waste industries, district councils, interest groups and the public.

- *Revocation of the South East Plan*

3.5 The Government has announced the revocation of Regional Strategies with effect from the 6th July. However, Planning Authorities in the South East should continue to plan for land won aggregates (sand and gravel) using the quantities set out in the “Proposed Changes” to a revision of South East Plan (Policy M3) that were published on 19 March 2010. Planning Authorities should also press ahead with their waste plans, providing enough land for waste management facilities to support the sustainable management of waste, including the move away from disposal of waste by landfill. The *Core Strategy Issues Consultation* seeks agreement on the appropriate use of data and targets that were part of the South East Plan.

- *Provision of facilities to handle Municipal Solid Waste (MSW)*

3.6 Forecasts made for the Kent MWDF suggest that additional composting capacity to treat up to 183,000¹ tonnes per annum (tpa) of MSW could be needed in Kent by 2026. By way of illustration, this capacity could be provided by the allocation of two sites for large *In Vessel Compost* (IVC) plant such as Blaise Farm, or a mix of smaller plant. This is broadly consistent with the views of the KCC Waste Management Unit, which foresees the need over a shorter timescale for additional capacity for 70,000 to 90,000 tpa. The consultation seeks views on the scale of capacity needed for MSW, and the type of facilities.

- *Provision of facilities to handle Commercial and Industrial Waste (C&I)*

3.7 C&I waste data is much less reliable than that for MSW. However, the forecasts suggest the need for additional recycling capacity to treat up to 311,000 tpa of commercial and industrial waste. Again, for illustration, this capacity could be provided by two large Material Recovery Facilities (MRFs), or a mix of smaller MRF and other processes, such as Mechanical and Biological Treatment (MBT). An alternative view is that the industry may instead wish to invest in additional composting capacity, for circa 250,000 tpa of CI waste. This could represent two more large *In Vessel Compost* plant, or a mix of facilities. The consultation seeks views on the scale of and type of capacity needed for CI waste.

3.8 Additionally, 488,000 tpa of natural agricultural waste is produced in Kent, including slurries and manure. Views are sought on the treatment of this and other “biomass” waste, including by *Anaerobic Digestion*, which extracts methane gas as a renewable energy source.

- *New energy from waste capacity for Commercial & Industrial (CI) waste*

3.9 Forecasts prepared for the MWDF based on the South East Plan targets for the management of waste suggest there is no need for additional energy from waste capacity in Kent. However, in 2008, 462,000 tonnes of Kent CI waste were sent to non-hazardous landfill in Kent and beyond, and there are current proposals for new energy from waste plants in Kent. The consultation asks for views on the scope for

¹ High level forecasts are derived from the South East Plan waste data and policies.

new energy from waste plants specifically for CI waste, and whether such waste is currently sent to landfill.

- *Non –Hazardous Landfill*

3.10 The forecasts suggest that additional non-hazardous landfill space will be needed for at least 7 million tonnes of MSW and CI waste by 2026. Commercial and industrial waste plus the residues from other processes are the main components of this forecast. The views of the industry are sought on the need for new non-hazardous waste landfill capacity in Kent during the plan period, and the scope for new energy from waste facilities to reduce the need for such landfill.

- *Hazardous landfill for incinerator ash*

3.11 Norwood Farm on the Isle of Sheppey accepts Allington's hazardous waste ash. There is a planning permission condition that requires this site to be restored by 2016, and therefore provision will need to be made for the disposal of Allington's ash after that date. Hazardous ashes from new waste to energy plants if they were built would also need to be provided for. Views are invited on the options for disposal of such waste, if it were not practical to reuse it in some way.

- *Inert Landfill*

3.12 There appears to be sufficient inert landfill with planning permission for the whole of the plan period. However, most of the capacity is in west Kent and views are sought on whether there is a need for new sites to serve the east of Kent. If the supply of inert material for landfill diminishes as recycling increases, the priority may become to channel such material into the restoration of quarries.

- *Management of radio active waste from Dungeness decommissioning*

3.13 Temporary storage of Intermediate Level Waste (ILW) is likely to be sought within the Dungeness site during decommissioning of the power stations. Views are sought on the possible disposal of Low Level waste (LLW) and Very Low Level Waste (VLLW) to an engineered facility on or adjacent to the Dungeness site.

- *Land-won Construction Aggregates*

3.14 To meet the regional quantities referred to in paragraph 3.5 above, Kent would need to allocate sites to provide a total circa 30 million tonnes of land won sand and gravel over the plan period. The consultation asks if there are sufficient suitable new sites that could be brought forward by the industry to meet this policy target.

3.15 There is no apparent need for the MWDF to identify further crushed rock (ragstone) reserves because the existing land-bank is sufficient to meet the quantities apportioned to Kent for the whole of the plan period and beyond. However there may be questions about the quality of the reserves and the consultation asks if there is a need to allocate new areas for ragstone working to meet national policy requirements.

- *Other Minerals*

3.16 Further reserves of silica sand, or industrial sand, will be needed to meet national policy requirements, and the consultation asks how this might be achieved. Also additional reserves for Gault Clay and brick earth may need to be identified for the plan period. There is no apparent need to identify further site allocations for minerals for cement, chalk or clay for agriculture or engineering uses, or building stone.

- *Imports of Marine Dredged Aggregates*

3.17 Kent is the largest importer of marine dredged aggregates in the South East region. The consultation asks if there is agreement that sufficient capacity exists in Kent's existing wharves and railheads to provide for future increases in construction aggregate imports. There is an issue of how best to safeguard the existing infrastructure of wharves and railheads if supply is to be maintained over the plan period.

- *Secondary and Recycled Aggregates*

3.18 While there is sufficient capacity at existing aggregate recycling sites to meet the regional targets for Kent, many of these facilities are located in quarries and have temporary planning permissions. Views are sought on encouraging the maximum recycling of construction and demolition wastes by new allocations for a mix of site types, including more permanent sites.

4 The consultation process

4.1 The process for the *Core Strategy Issues Consultation* will comply with the statutory requirements of the Planning Acts and regulations, and with KCC's duty to inform, consult and involve under the Local Government and Public Involvement in Health Act 2007.

4.2 Under of the 2004 Planning & Compulsory Purchase Act, KCC must prepare a *Statement of Community Involvement* (SCI) for all its planning functions, setting out how individuals, groups and organisations will be involved in the planning process. The SCI has recently been the subject of consultation and it will be proposed for adoption by the Council. It will commit KCC to make information accessible to everyone, to consult at formative stages, and to respond to the views expressed. The SCI can be made available to members of this Committee on request to the accountable officers.

4.3 The *Core Strategy Issues Consultation* can begin soon after the agreement of POSC is given, and will last for 8 weeks. Copies of the consultation document and supporting evidence will be sent to all statutory consultees and other interested organisations. Meetings will take place with the industry, district councils and environment groups, and with the Kent Association of Local Councils. All documents will be published on the KCC web site, and on a "consultation portal" through which responses can be made electronically by consultees and the public. The use of the portal will be encouraged.

Recommendation

Members are asked to note the progress with the Minerals and Waste Development Framework and to give their views on the *Core Strategy Issues Consultation*, to be published in September 2010, as set out in this report.

Background Documents:

The Minerals and Waste *Core Strategy Issues Consultation*
Statement of Community Involvement

Contact Officers:

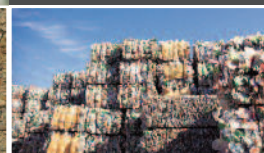
Tim Martin (01622) 221618
tim.martin@kent.gov.uk

Lillian Harrison Project Manager (01622) 221602
lillian.harrison@kent.gov.uk

Integrated Strategy and Planning Division
Kent County Council

Kent Minerals and Waste Development Framework

*Planning for the future of
minerals and waste in Kent*



Minerals and Waste Core Strategy

Issues Consultation

September 2010



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1 Introduction

What is the purpose of the Kent Minerals & Waste Core Strategy?

1.0.1 The Kent Minerals and Waste Core Strategy (the Core Strategy) is a development plan document (plan) that will provide the strategic planning framework for future minerals and waste development. In particular it will identify broad areas where new waste management facilities and mineral extraction sites are to be located. It will also safeguard mineral resources and mineral importation facilities at wharves and rail-sidings. The Core Strategy must make provision for minerals and waste needs for the county up to the end of 2030.

Which Parts of Kent will the Core Strategy Cover?

1.0.2 The Core Strategy will cover the whole of the county of Kent (excluding Medway which is a Unitary Authority and has to prepare its own Core Strategy).

What is the Purpose of this Consultation Document?

1.0.3 This document provides an opportunity for everyone who is interested in how Kent provides for its future mineral supply requirements and how it manages and treats its waste arisings, to consider issues and possible options for the Core Strategy and to have an input into it.

1.0.4 It is the first stage in a three stage consultation process. The next stage will give details of the 'Preferred Options' for the County, having taken into consideration the need for minerals and waste developments, environmental and other constraints and responses to this current consultation.

1.0.5 This consultation also provides opportunities for you to give your views on options for strategic sites for minerals and waste.

How Can You Contribute?

1.0.6 We want to receive your comments in relation to the questions raised in this document regarding planning for future minerals and waste developments in Kent.

1.0.7 We would be pleased to receive your responses to the questions set out in this document by **17.00 on Friday 19th November 2010**.

1.0.8 If you only wish to comment on a part of the document, just ignore the questions on subjects that you are not interested in. Your views, however short are welcomed!

1.0.9 Our preferred method of response is through our web-based consultation system.⁽¹⁾ If you prefer, you can respond to the questions raised by email: mwdf@kent.gov.uk, or by post to MWDF Project Team, Integrated Strategy and Planning, Environment Highways and Waste Directorate, Invicta House, County Hall, Maidstone, Kent ME14 1XX.

1.0.10 If you wish to discuss anything in this report, the Kent M&WDF Project Team can be contacted on 01622 221602, or by fax on: 01622 221635.

1.0.11 This report has been drafted with the knowledge that the Secretary of State for Communities and Local Government, the Rt Hon Eric Pickles MP, has confirmed the revocation of Regional Spatial Strategies. This is detailed in the letter of the 6th July 2010 from the Chief Planner of Communities and Local Government, Steve Quartermain, to the Chief Planning Officers in Local Planning Authorities in England and the accompanying Guidance for Local Planning Authorities.

1.0.12 The guidance accompanying the letter of the 6th July 2010 requires Planning Authorities in the South East to continue to plan for land won aggregates using the quantities set out in the 'Proposed Changes' to the revision of The South East Plan Policy, published on 19th March 2010.

1.0.13 Planning Authorities are also required to press ahead with their waste plans, providing enough land for waste management facilities to support the sustainable management of waste (including the move away from disposal of waste by landfill).

1 Mineral and Waste Development in Kent - A Spatial Portrait

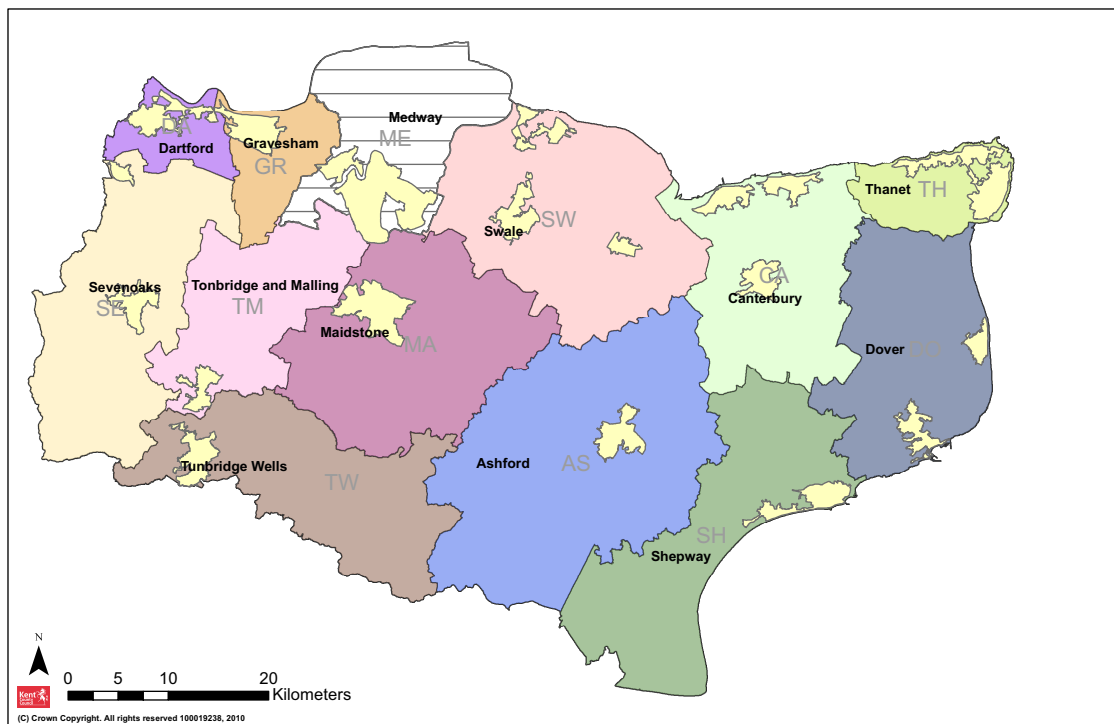
1.1 Introduction

1.1.1 Kent, 'The Garden of England', is unique. It is located in the south east corner of the United Kingdom, surrounded on two sides by water; the River Thames to the north and the English Channel to the south. It also neighbours London on its north-west perimeter. It has excellent communication links by road, rail and water with northern France, London and the rest of the South East region.

1.1.2 With a population of 1.4 million people in 2008, it is the largest non metropolitan local authority area in England. Projected population growth for Kent is a 14.3% increase between 2006 and 2026, taking the total population of the county to 1.58 million people in 2026.

1.1.3 The county consists of 12 districts, as shown on Figure 1:

Figure 1: Kent Districts



Kent Districts

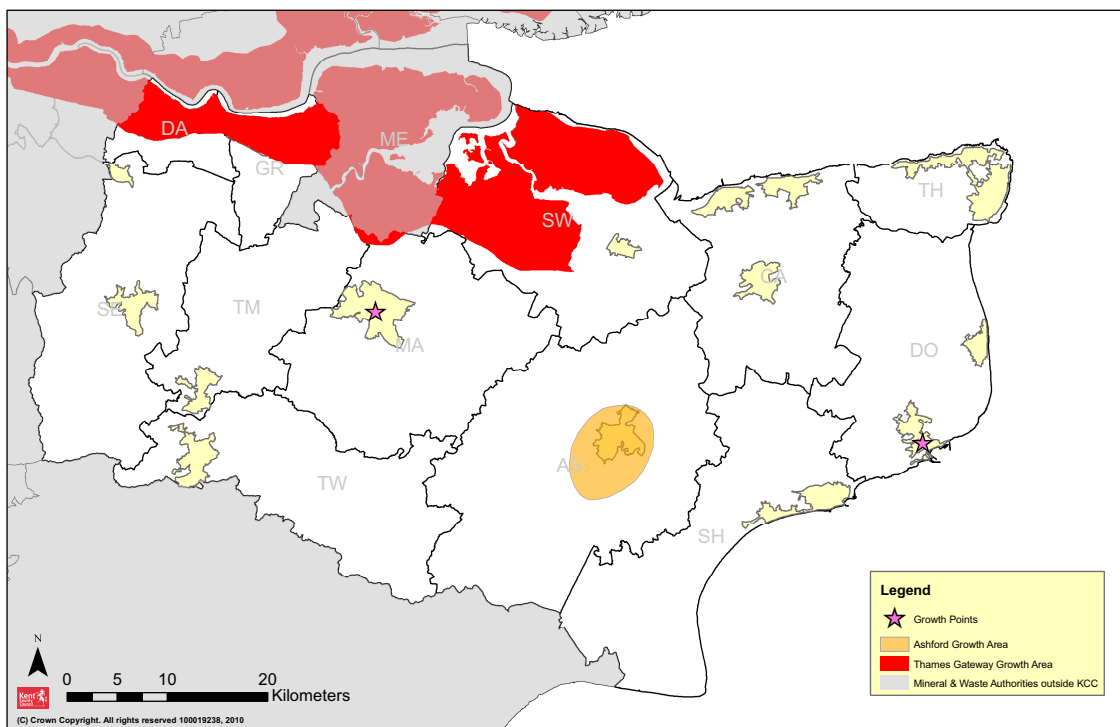
1.1.4 The population of Kent is not evenly spread throughout the county. North-west Kent is the predominant urban area as part of the Thames Gateway Growth Area. There are four growth areas in England, two of which are partially or wholly located in Kent, these are:

- the Ashford Growth Area, and
- the Thames Gateway (which stretches along the River Thames from Stratford and Lewisham in London out to Sittingbourne and Southend in Kent and Essex respectively). Within Kent, it contains parts of Dartford, Gravesham and Swale Districts and the Medway Unitary Authority.

1.1.5 There are also two growth points located within Kent, Maidstone and Dover. Growth points are defined as areas where local authorities can create sustainable growth policies to deliver new housing above their growth targets.

1.1.6 Despite the large urban areas within Kent, the rural areas of Kent are very important too; 85% of the county is defined as rural.

Figure 2: Growth Areas



Growth Areas

1.2 Kent's Environmental and Landscape Assets

1.2.1 Some areas and features of Kent are formally identified as being of national and international importance:

- Areas of Outstanding Natural Beauty; North Downs AONB and High Weald AONB.

- Ramsar Sites and/or Special Areas of Conservation (SACs) and Special Protection Areas (SPAs).⁽²⁾
- A World Heritage Site; Canterbury Cathedral.
- National Nature Reserves (NNRs), Sites of Special Scientific Interest (SSSIs), statutorily protected wildlife species; nationally important archaeological sites (most of which are Scheduled), Registered Parks and Gardens of Historic Interest and listed buildings.

1.2.2 Kent's wildlife, geological, geomorphological,⁽³⁾ landscape and historic environmental areas and features which are of particular importance at County level, or which make a contribution to biodiversity and geological conservation include:

- Local Nature Reserves.
- Local Sites (these are County Wildlife Sites and Regionally Important Geological and Geomorphological Sites).
- Species and Habitats listed as of principle importance for the conservation of biodiversity in the UK (Section 74 of the CROW Act 2000).⁽⁴⁾
- UK lists of priority habitats and species.
- Kent Biodiversity Action Plan species and habitats.⁽⁵⁾
- Listed buildings, Conservation Areas and their settings.
- The setting of the World Heritage Site (Canterbury Cathedral).
- Landscape features of importance for wildlife that are essential for migration, dispersal and which enable the protection, conservation and expansion of native flora and fauna.
- Kentish rivers and their settings.

2 RAMSAR sites are sites designated under The Ramsar Convention (The Convention on Wetlands of International Importance, especially as Waterfowl Habitat) which is an international treaty for the conservation and sustainable utilisation of wetlands, i.e. to stem the progressive encroachment on and loss of wetlands.

3 Geomorphology is the scientific study of landforms and the processes that shape them.

4 Countryside and Rights of Way Act 2000.

5 www.kentbap.org.uk

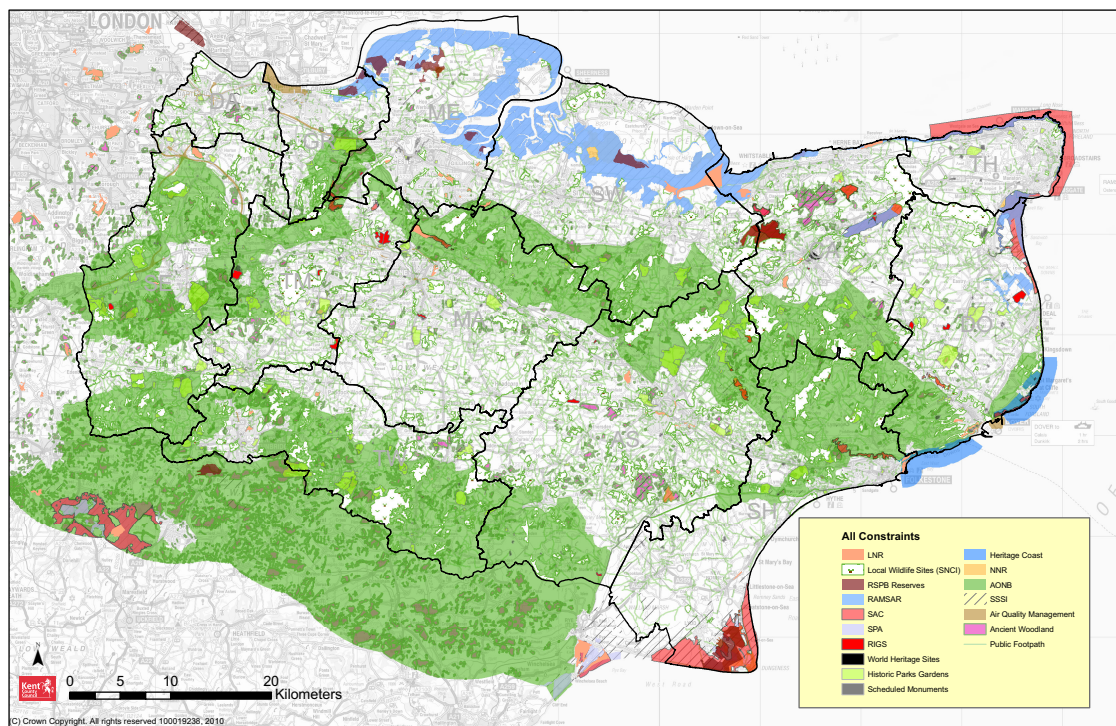
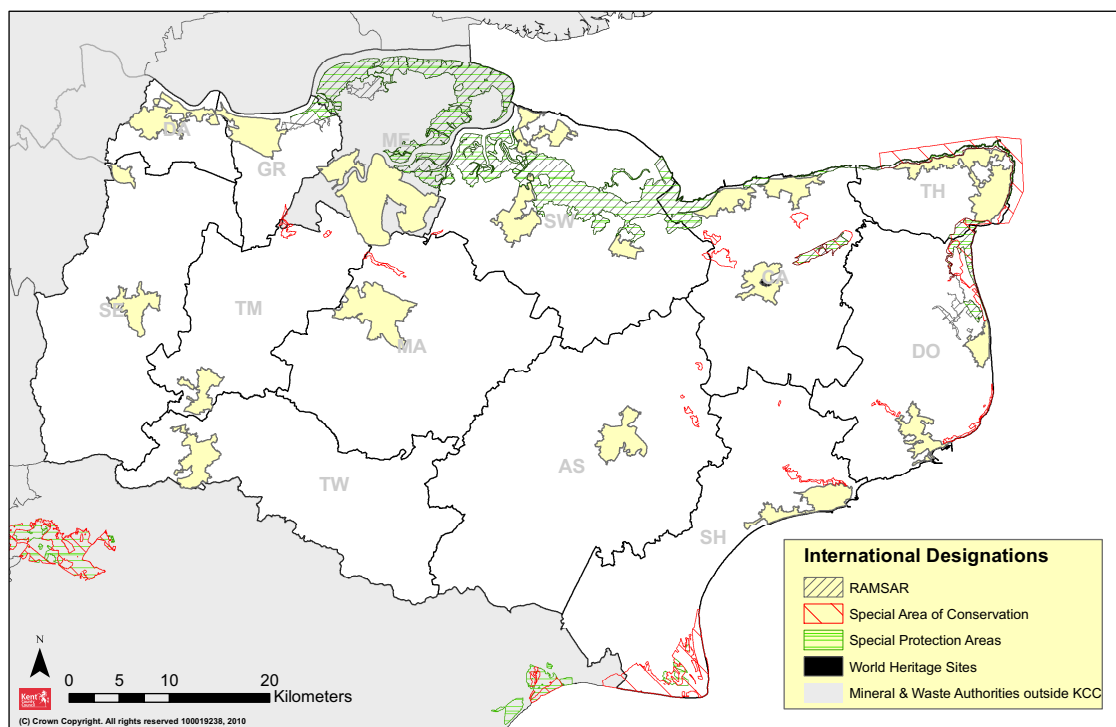
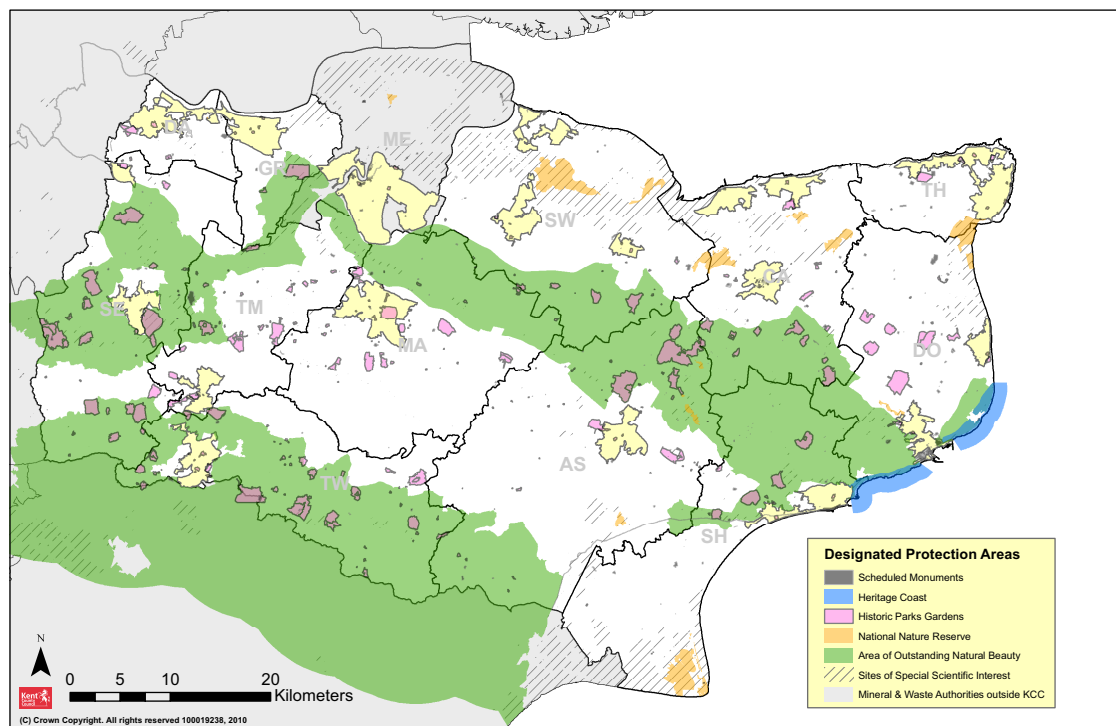
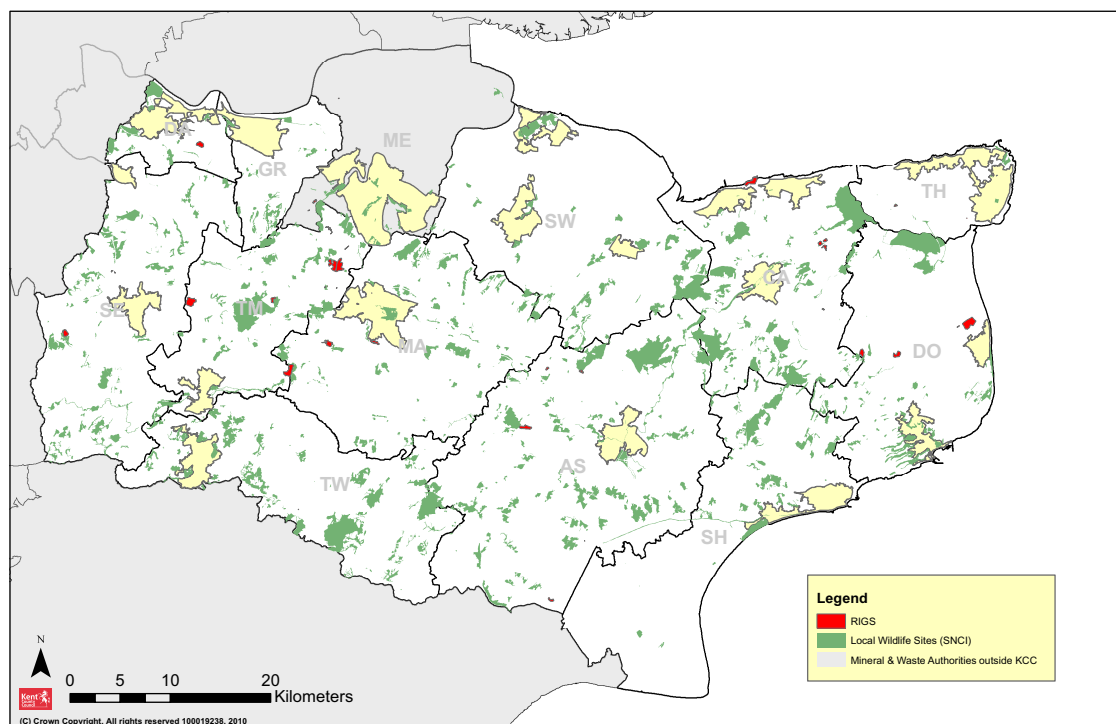
Figure 3: All Constraints**All Constraints****Figure 4: International Designations****International Constraints**

Figure 5: Nationally Important Designations

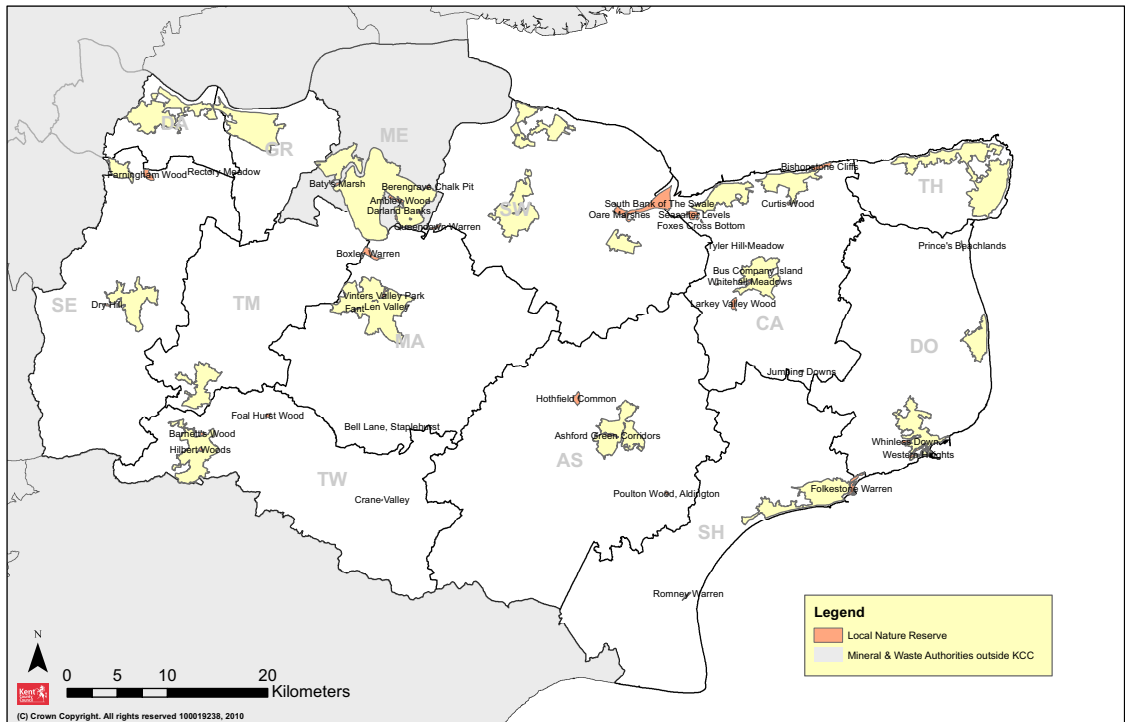
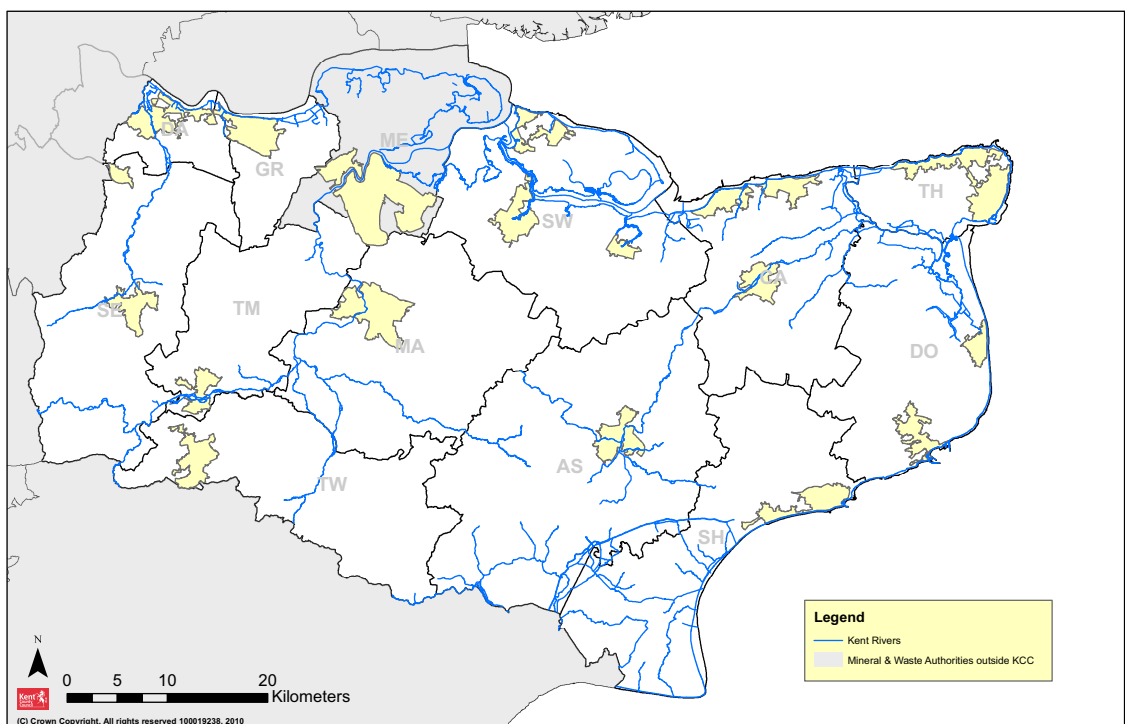


Nationally Important Designations

Figure 6: Local Wildlife Site and RIGS



Local Wildlife Sites and RIGS

Figure 7: Local Nature Reserves**Local Nature Reserves****Figure 8: Kent Rivers and Waterways****Rivers and Waterways**

1.3 What are the Significant Economic Minerals in Kent?

1.3.1 The economic mineral resources of Kent reflect the complex geological, economic and social history of the area. Historically, the Coal Measures were of major economic importance until all East Kent Coal mines ceased operations by 1989. Until recently, Kent also had a thriving cement industry based on the chalk deposits of the Medway Valley and north-west Kent. There are now no active cement works in Kent, instead cement is imported into the county through a north Kent wharf.

1.3.2 Land-won construction aggregates are now the most economically significant mineral in the County.

1.3.3 Brickearth and clays have been used for brick and tile manufacture in Kent. These industries have declined in modern times. There remain some operational brick and tile works in Kent, although in one case, the brickearth resource is transported to East Sussex for brick manufacture. The Faversham area is the original source of the yellow London Stock bricks. Hand made, Kent peg tiles are also manufactured at a small Weald Clay site south of Maidstone.

1.3.4 Large areas of Kent have also been licensed by Government for petroleum exploration and development, with a further exploration application submitted to Kent County Council which has been approved subject to finalising a S106 legal agreement.

1.3.5 As well as being rich in land-won minerals, Kent handles significant quantities of minerals (construction aggregates and cement) through its wharves and rail depots and is the biggest importer of marine dredged aggregates in the South East region.

1.3.6 Construction aggregates - sand, gravel and crushed rock - are the most significant (in quantity terms) worked and imported into Kent. They are used in the production of concrete and concrete products, mortar and asphalt.

1.3.7 Silica sand ('industrial sand') is recognised as a nationally important mineral⁽⁶⁾ and is quarried from the Folkestone Beds (west of Maidstone).⁽⁷⁾ Whilst the quality of the silica sand deposits in Kent are not as pure as those found in neighbouring Surrey, some of this material is used for industrial processes including glass manufacture and the production of foundry castings. It is also used in horticulture and for sports surfaces including horse menages and golf course bunker sand. There are no sites in Kent which provide only silica sand, all sites produce construction aggregate to some extent.

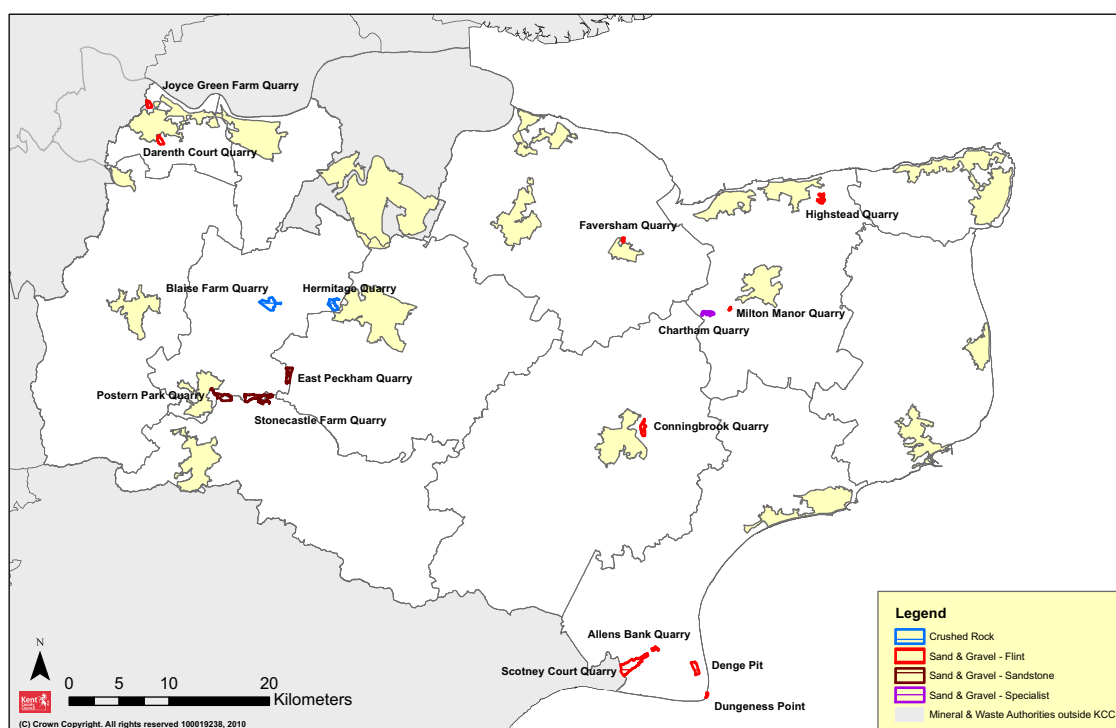
6 Minerals Planning Guidance 15: Provision of Silica Sand in England. Sept 1996, Department for Communities and Local Government.

7 GWP Consultants (March 2010). A study of Silica sand Quality and End Uses in Surrey and Kent. Final Report for Kent County Council.

1.4 Where are Minerals Extracted in Kent?

1.4.1 There are 27 quarries in Kent permitted to extract sand and gravel or soft sand, out of which six are currently dormant. There are also two ragstone quarries in Kent, situated on the Hythe Beds to the west of Maidstone.

Figure 9: Existing land won and crushed rock and sand & gravel sites



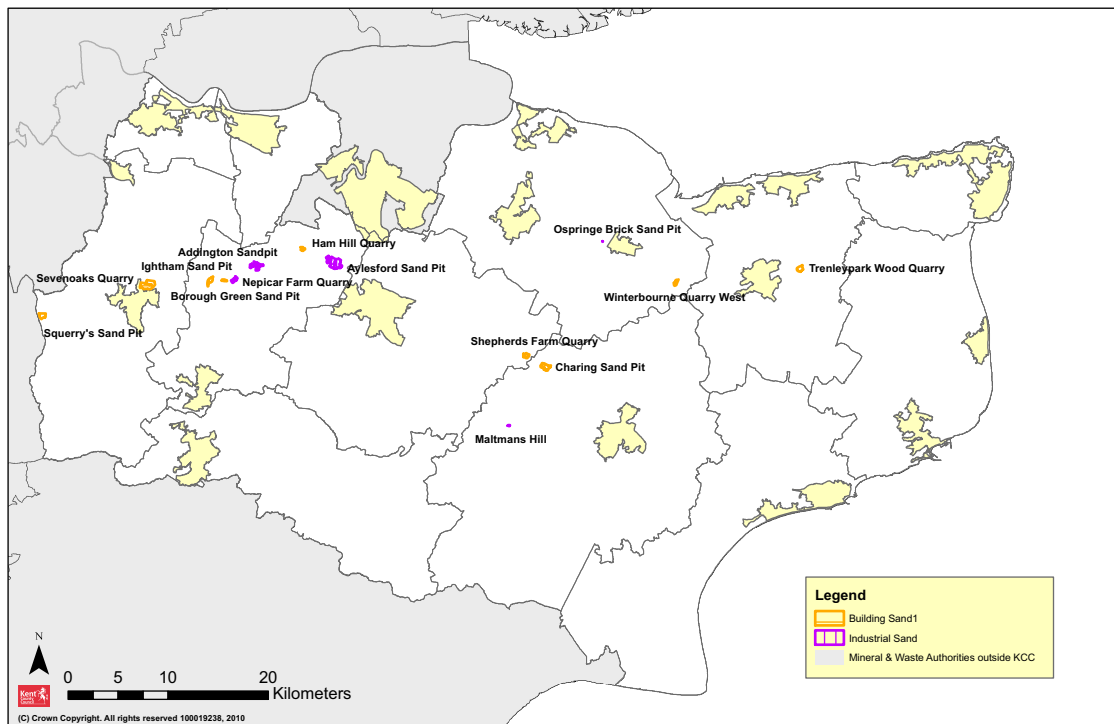
Existing Land-Won Crushed Rock and Sand & Gravel Sites

1.4.2 Historically sharp sand and gravel deposits have been exploited along Kent's river valleys and in the Dungeness/Romney Marsh area. These reserves are to some extent becoming 'worked out' and replacement resources are generally constrained by landscape or nature conservation designations.

1.4.3 Soft sand (building sand) is extracted from seven quarries situated on the Folkestone Beds between Charing and Sevenoaks. Most of these sand quarries produce a combination of soft sand (building sand; a construction aggregate) and specialist sand (silica sand),⁽⁸⁾ in varying proportions. Kent does not produce the highest grade of silica sand used in the chemical, glass or ceramic industries, although glass sand has been produced in a number of locations in Kent in the past.

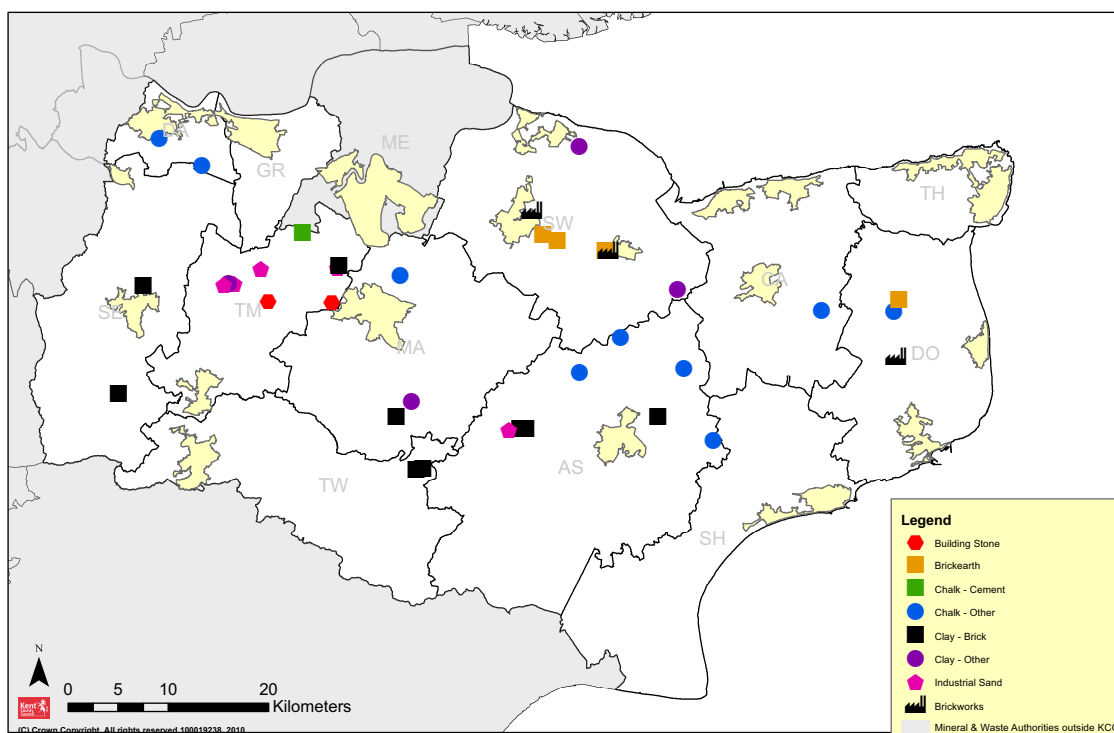
⁸ Specialist sand (silica sand) includes processed and unprocessed sand marketed for a wide range of specialist end uses. These include 'industrial sand' used for glass, foundry moulds, chemicals, ceramics, aircrete, bricks and tiles, paint, adhesive, grout, roof felt as well as 'non-construction aggregate' sand which is used for equestrian, sports and leisure purposes as well as horticultural sand.

Figure 10: Existing Silica Sand and Building Sand Quarries



Existing Silica Sand and Building Sand Sites

Figure 11: Existing Land-won Other Minerals Sites



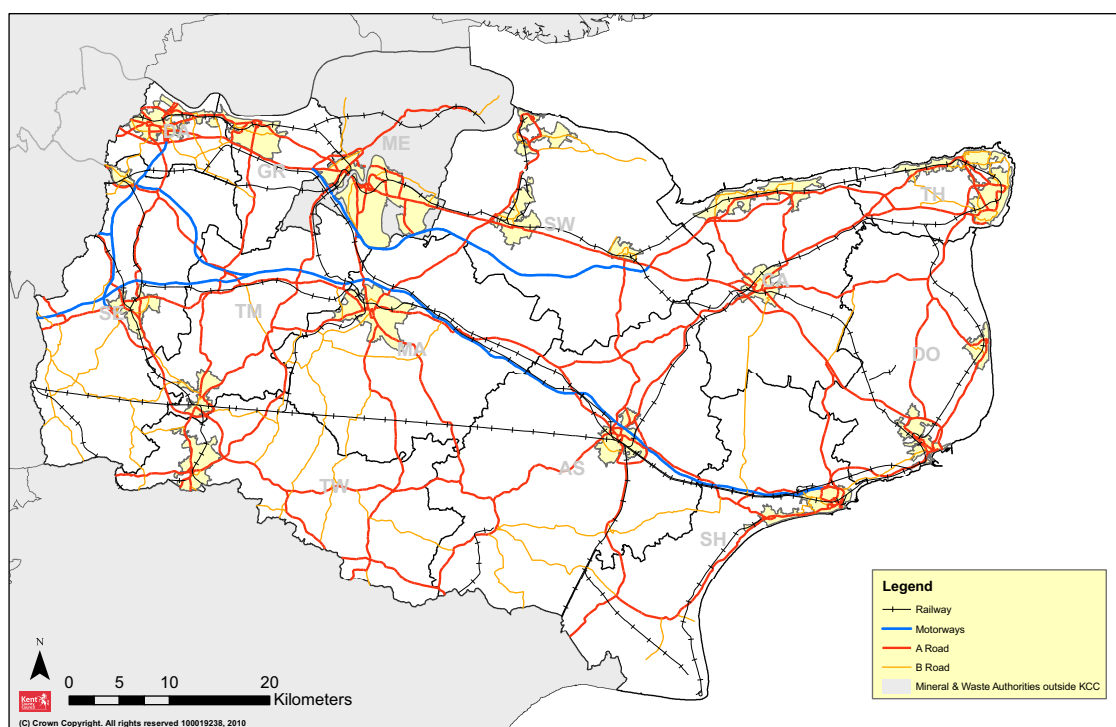
Existing Land Won Other Minerals Extraction Sites

1.4.4 Building stone, required for specialist or conservation building work, has historically been exploited from several different geological formations but is now provided only from the Ragstone quarries of mid Kent. Other types of building stone including Tunbridge Wells Sandstone and Bethersden Paludina Limestone have been worked on a small scale in the past.

1.5 Kent's Waste Infrastructure

1.5.1 Kent has a large population with major urban areas in North Kent, Maidstone and Thanet and smaller towns throughout the county, some of which were established as industrial centres. It is an area of sustained development of housing, employment and infrastructure, and retains important manufacturing industries in addition to the service employment that is prevalent in the South East region. Taken together these features generate large volumes of municipal, commercial and industrial, and construction waste.

Figure 12: Transport Links



Transport Links

1.5.2 The two Growth Areas identified in the national Sustainable Communities Strategy⁽⁹⁾ are planned to concentrate the future provision of housing – Ashford with an additional 31,000 homes by 2031⁽¹⁰⁾ and the Kent Thames Gateway, which

9 Office of the Deputy Prime Minister (ODPM) (2003) Sustainable Communities. Building for the Future.

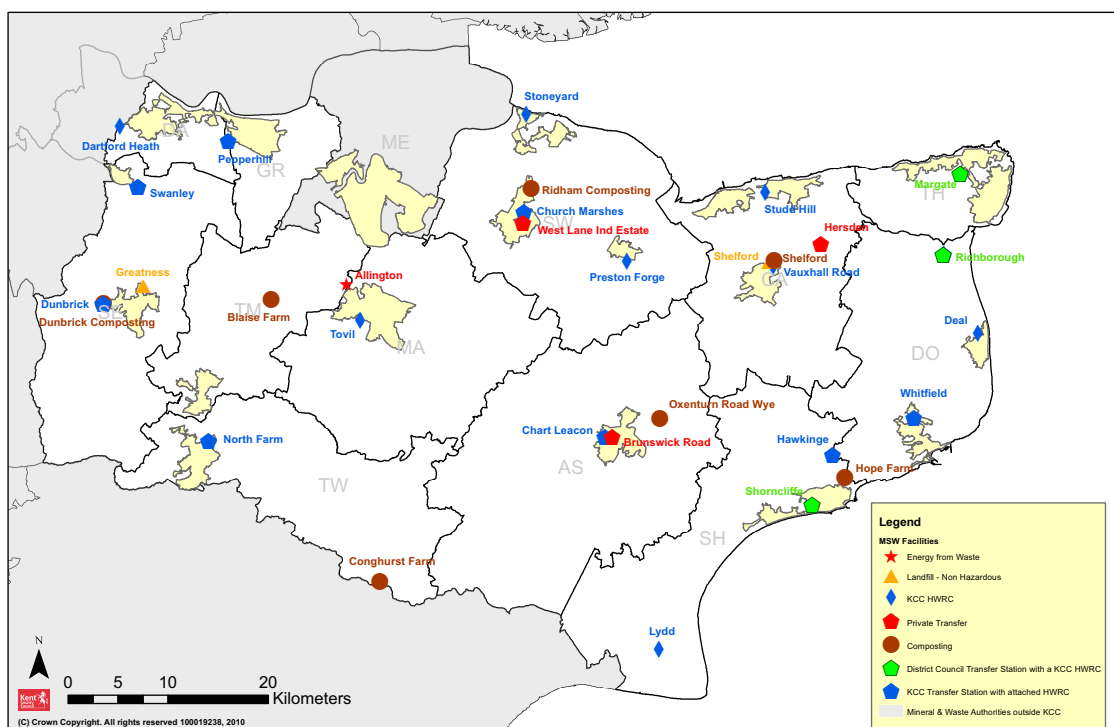
10 Ashford Core Strategy Page 172

includes Medway, the urban areas of Dartford and Gravesham and the greater part of Swale, is to provide 48,000 homes by 2026.⁽¹¹⁾ Aside from the demands of an increasing population, the Growth Areas will generate significant amounts of Construction, Demolition and Excavation (CDE) waste, particularly in the Kent Thames Gateway where a high proportion of the development is taking place on previously developed land.

1.5.3 The district councils as collection authorities influence the rate of recycling of Municipal Solid Waste (MSW) in their areas but the county council, as the disposal and waste planning authority, must achieve targets and apply policies for the area as a whole. The Joint Municipal Waste Management Strategy⁽¹²⁾ which provides guidance for the future direction of waste management in Kent will inform the MWDF.

1.5.4 There is variation across the county in the location of existing waste management facilities. North and Mid Kent are relatively well served by facilities for transfer, treatment and recovery of MSW, but East Kent is less well served. Providing a balanced and accessible network of facilities is an objective of the MWDF.

Figure 13: MSW Facilities



MSW Facilities

11 South East Plan

12 Kent County Council (2007) Joint Municipal Waste Management Strategy

1.5.5 The Allington energy from waste plant at Maidstone will take municipal waste from most of the county. It has additional capacity not contracted to the county council available for MSW or Commercial and Industrial (C&I) waste from East Kent or from outside Kent. It is enabling Kent to divert waste from landfill and to meet the national and regional targets for moving the treatment of waste “up the hierarchy”.⁽¹³⁾ Kent has a large new plant for enclosed composting of green and kitchen waste at Blaise Farm (near West Malling), and four large plants for separating dry recyclable material such as paper, cans and plastic.

1.5.6 Kent’s geology coupled its with industrial past have lead to many former and current mineral workings in Kent, some of which are used for waste disposal. There are two non-hazardous landfill sites, two hazardous sites and numerous inert sites.

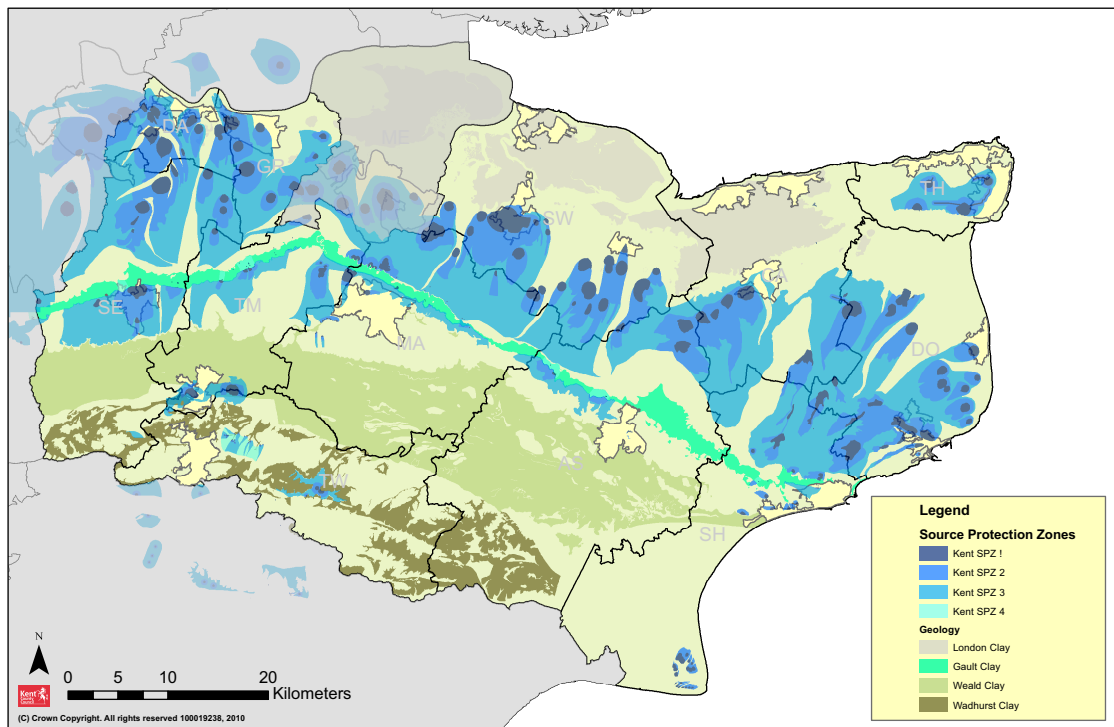
1.5.7 Kent is located close to London and parts of the county are accessible to Essex in the north, Surrey to the west and East Sussex to the south. There has long been cross border movement of waste; Kent has relied on landfill of MSW within the London area and Essex, and while this is coming to an end, commercial and industrial waste continues to be exported.

1.5.8 Increasing quantities of construction waste come to into the county from London for landfill, and more recently some MSW has been transported to Kent to take the spare capacity in Kent’s new waste treatment infrastructure.

1.5.9 The provision of waste management facilities is influenced by important national and international planning constraints. Geology and hydrology also constrain where waste landfill might be sited if required. Areas with clay geology, outside water Source Protection Zones which are not liable to flooding, may be suitable for future landfill subject to suitable engineering solutions and any local environmental impact being acceptable.

13 Waste Hierarchy is defined as the 3Rs of Reduce, Reuse and Recycle which classify waste management strategies according to their desirability. The 3Rs are meant to be a hierarchy, in order of importance, with disposal of waste to landfill at the bottom (least desirable option).

Figure 14: Kent Major Clay Horizons and Water Resource Areas



Kent's Major Clay horizons and Water Resource Areas

2 Defining a Spatial Vision

2.1 Introduction

2.1.1 Producing the new Kent Minerals and Waste Development Framework (MWDF) gives an opportunity to take a fresh look at the issues and to take some bold steps towards delivering improvements in mineral supply and waste resource management based on the principles of sustainable development.

2.1.2 Identifying a vision for minerals and waste in Kent allows us to translate broad sustainability principles and put them into a context that is relevant to our communities and businesses.

2.1.3 In short, the aim is to enable waste to be considered as a valuable resource, whilst at the same time providing a steady supply of minerals to allow sustainable growth to take place. It will also ensure that emerging national and local requirements such as a low carbon economy are taken into consideration.⁽¹⁴⁾

2.1.4 As the MWDF will plan for minerals and waste in Kent up to the end of 2030, it is important to recognise that technology will change over the plan period. Therefore, the plan has to be robust enough to enable improvements in technology to be incorporated into future minerals and waste facilities.

14 A Low-Carbon Economy (LCE) or Low-Fossil-Fuel Economy (LFFE) is an economy which has a minimal output of greenhouse gas (GHG) emissions into the biosphere, but specifically refers to the greenhouse gas carbon dioxide.

2.2 Draft Spatial Vision for Minerals and Waste in Kent

Over the period to 2030 sustainable minerals and waste related development will make a positive and sustainable contribution to the Kent area and assist progress towards a low carbon economy. It will support needs arising within the regional growth areas in Kent Thames Gateway and Ashford, the Maidstone and Dover Growth Points and the county's other principal urban areas.

- Minerals and waste development will contribute to maintaining a supply of the range of economic minerals and driving the management of waste up the waste management hierarchy.
- Kent's remaining economic mineral resources will be husbanded in order to avoid inefficient or inappropriate use. Kent's land-won minerals and the infrastructure necessary for importation of minerals into Kent at wharves and railheads will be safeguarded from inappropriate alternative development. Use of sustainable construction techniques will be the norm and use of alternative materials, in place of land won minerals will progressively increase through the efficient reuse of recycled aggregates or use of secondary materials. Recycling and reuse of construction waste will be maximised.
- Where primary construction aggregates are required, a range of environmentally and socially acceptable land-won and imported (including marine dredged and crushed rock) sources will supply the markets so that a competitive and a productive minerals industry is sustained.
- Business and communities will be taking responsibility for the municipal, commercial and industrial and construction waste they generate and will be minimising its production. Waste arisings in Kent are treated as a resource with higher levels of recycling and reuse and the management of all waste streams moving progressively up the waste hierarchy. Only the residues of recovery operations are disposed of in landfills. Net self sufficiency in waste management capacity in Kent is in place.
- The development of a sustainable framework for waste management and minerals development in Kent has ensured that Kent's diverse, distinctive and highly valued natural and cultural environment are protected, conserved and enhanced for future generations. Mineral working, including restoration and aftercare, and waste management practices are sensitive to local communities and surrounding environmental character.

- New waste management technology will provide the best solutions and allow waste to be dealt with in an environmentally acceptable manner, minimising pollution and other adverse effects. The potential of waste treatment to contribute to renewable energy supply will have been realised, through the generation of electricity from waste, harnessing the maximum amount of heat produced. Minerals and waste developments will incorporate renewable energy production.
- Identification of additional waste management capacity, new mineral workings and imaginative and useful restoration and aftercare provisions will be the result of collaborative working involving communities, landowners, the minerals and waste industries and other key stakeholders. The identified locations for minerals and waste development will provide deliverable, cost effective, sustainable solutions to Kent's future needs for minerals and waste.

Question 1

a) Do you agree with the draft spatial vision for Kent's future minerals and waste needs?

b) If not, how would you change the vision?

3 Strategic Objectives for the Minerals and Waste Core Strategy

3.0.1 Whilst the vision describes what will be achieved, the objectives explain how the vision will be achieved.

3.0.2 By monitoring and reviewing progress against these objectives, it will be possible to see how much progress is being made in working towards achieving these requirements. It will also show whether the policies are having the required effects and help to identify what may need to be done to improve things.

3.0.3 The proposed vision outlines our ambition for sustainable resource management in the Plan area up till the end of 2030. All of the objectives that follow are underpinned by an ambition to manage waste and mineral extraction and supply according to the principles of sustainable development, supporting the national strategy for Sustainable Communities and the delivery of Kent's community strategies. They are not listed in any particular order of importance.

Draft Strategic Objectives

- To provide clear guidance to Kent's communities on minerals and waste planning policy and proposals through a collaborative approach to public involvement and awareness raising. The aim is to drive the management of waste up the waste hierarchy and contribute to the sustainable location and management of minerals related development.
- To protect and enhance the quality and diversity of Kent's natural and historic environment including the designated landscapes of the Kent Downs and High Weald Areas of Outstanding Natural Beauty, Kent's nationally and internationally recognised nature conservation assets, its landscape character and biodiversity value.
- To ensure that the location and form of minerals and waste related development (and their after uses) contribute to the mitigation of, and adaptation to, the effects of climate change and progress towards a low carbon economy. Methane derived from landfills will be captured and used for electricity generation.
- To encourage options for the sustainable transportation of minerals and waste in reducing the environmental impacts of transporting materials by road through Kent.
- To ensure that minerals and waste related development respect their surroundings and minimise their impact on the natural and built environment and the amenity of local communities.
- To minimise the need to transport waste consistent with the provision of viable sustainable waste management facilities and, where possible, to source, work or process minerals close to market areas.

- Proven mineral reserves which are, or may become, of economic importance will be safeguarded from non-compatible development as well as facilities for the handling and processing of minerals and the management of waste. North Kent wharves will continue to be recognised as strategically important for the importation of marine dredged aggregates and crushed rock to supply the construction industry in Kent, London and in the greater South East Region. The wharves at Whitstable, Ramsgate and Dover will continue to provide essential construction aggregates for local markets. Railheads in Ashford and Maidstone areas are important for the supply of construction aggregates into the centre of the county. All active importation points will be safeguarded.
- To provide for a supply of primary mineral resources (including marine dredged aggregates and imported crushed rock) in Kent consistent with national objectives and apportionments whilst facilitating reduced reliance on primary sources through provision of a network of facilities for the handling and processing of recycled and secondary materials.
- To provide for a range of types and technologies of waste management facilities and sufficient capacity for recycling and recovery facilities to respond to local waste management needs (for all waste streams), as well as the safeguarding of existing waste management facilities needed for the management of Kent's waste. In doing this, regard must be taken of Kent's Municipal Waste Management Strategy and Kent's contribution to meeting capacity for landfilling of residual waste from London.
- To encourage the restoration of mineral workings and landfills so that they deliver tangible benefits to Kent's communities and contribute towards improving biodiversity.

Question 2

a) Do you agree with the draft strategic objectives for Kent's future minerals and waste needs?

b) If not, how would you change the objectives?

4 Key Mineral Issues

4.1 Ensuring an Adequate Supply of Construction Aggregates

Background

4.1.1 National Policy in MPS1⁽¹⁵⁾ identifies the need for a balance between the four different supply sources of construction aggregates to be maintained: land-won (from quarries), marine dredged aggregates, imports (through wharves and railheads from outside the area) and secondary and recycled aggregates, with the need for encouraging the use, where practicable, of alternative aggregates in preference to primary aggregates.

4.1.2 Construction aggregates are quantitatively the most significant mineral group now worked in Kent. A number of different types of construction aggregates have traditionally been worked at quarries in Kent, including flint and sandstone gravels, soft sand (building sand), ragstone and building stone.

4.1.3 Construction aggregate supply systems in England have been managed through the Managed Aggregate Supply System (MASS). The management of the supply of aggregates is intended to assist planning bodies in the timely preparation and revision of their spatial strategies, and mineral planning authorities (MPAs) in the preparation of local development documents (LDDs), in a way that addresses effectively the geographical imbalances between supply of, and demand for, aggregates at national level.

4.1.4 The MASS has been implemented through a hierarchy of planning policy and supply requirements. Firstly at national level, Communities and Local Government (CLG) prepare and publish Minerals Policy Statements and their associated practice guides, which set out policy and guidance for minerals planning. CLG also periodically prepare and update National and Regional Guidelines for Aggregate Provision in England. These contain details of future aggregate provision requirements at a regional level.

4.1.5 CLG also assists in funding the Regional Aggregate Working Parties (RAWPS) which were established to provide technical information on construction aggregate supply and demand at a regional level. The RAWPS consist of representatives from the minerals industry and their trade associations as well as representatives from the Mineral Planning Authority for the region. The RAWP technical secretary is responsible for collating and publishing data on construction aggregate supplies within the region, on an annual basis.

15 Minerals Policy Statement 1: Planning and Minerals (Nov 2006) (Annex 1 - Aggregates). Communities and Local Government.

4.1.6 At a regional level, the Regional Spatial Strategy (RSS) for the South East (The South East Plan)⁽¹⁶⁾ included minerals supply and safeguarding policies. Historically the dividing up of the region's construction aggregate supply requirements into the supply levels at the county level (the sub-regional apportionment) has been included within the remit of the RSS.

4.1.7 At a local level, the Mineral Planning Authority (MPA) is the county council in two tier authorities and the unitary authority in single tier areas (e.g. Medway). It is therefore Kent County Council's role to prepare and update relevant suitable policies for the future supply and safeguarding of construction aggregate sites within the framework of the Kent Minerals and Waste Development Framework (MWDF) Development Plan Documents (DPDs).

4.1.8 Whilst the South East Plan has been abolished, the Secretary of State for Communities and Local Government has set out guidance⁽¹⁷⁾ confirming that planning authorities in the South East of England should work from the apportionment set out in the 'Proposed Changes' to the revision of Policy M3, published on 19 March 2010.

4.1.9 The South East Plan land-won aggregate policy had been the subject of a detailed review and consultation process, including an Examination in Public (EiP) in October 2009. The conclusions and recommendations from the Panel of the EiP, published as a Panel Report was submitted to the Secretary of State in November 2009. The Secretary of State has taken forward the recommended levels of aggregate provision within the Panel Report. These have now been the subject of a more recent consultation by Government Office for the South East (GOSE) in March-June 2010.⁽¹⁸⁾

4.1.10 The new national supply figures for construction aggregates for the South East of England which were recommended within the Panel Report⁽¹⁹⁾ were 11.12 million tonnes per annum (mtpa) of sand and gravel and 1.44 mtpa of crushed rock.

4.1.11 The new sub-regional apportionment figures for Kent land-won sand and gravel are 1.63mtpa and 0.78 mtpa for crushed rock (ragstone).

4.1.12 These figures reflect sales of land won sand and gravel in Kent over the last 5 years. Land-won sand and gravel sales have been falling in Kent over the last 10 years, as shown in Table 1. This reduction in sales can be attributed to sites

16 Communities and Local Government. Government Office for the South East (May 2009) The South East Plan. Regional Spatial Strategy for the South East of England.

17 Revocation of Regional Strategies. Letter from the Chief Planning Officer to Local Planning Authorities in England. 6th July 2010.

18 Government Office for the South East (March 2010). The South East Plan. The Secretary of State's Proposed Changes. Regional Spatial Strategy for the South East. Policy M3 – Primary land-won aggregates and sub-regional apportionment.

19 Examination in Public Panel Report, (November 2009) Partial Review of the Regional Spatial Strategy for the South East - Aggregates.

closing and diminishing demand for land won sand and gravel. Also, a major part of the market area is the north-west of the county which is well supplied by wharves supplying marine dredged aggregates on the north Kent coast.

Table 1 Average Sales of land–won Sand and Gravel: Kent Area

	Ave. Annual Sales (tonnes)
Last 10 years	1,821,345
Last 5 years	1,708,354
Last 3 years	1,703,618

4.1.13 Both the South East England Regional Aggregate Working Party (SEERAWP)⁽²⁰⁾ and Kent County Council submitted responses in support of the new sub-regional guideline figures for land won construction aggregates.

4.1.14 Therefore the Core Strategy will include policies which make provision for 1.63mtpa of land-won sand and gravel with a seven year landbank of planning permissions and 0.78mtpa of crushed rock (ragstone) with a ten year landbank of planning permissions. These landbank criteria are specified in national minerals policy.

Land Won Sand and Gravel Requirements

4.1.15 Sufficient land-won reserves of sand and gravel will therefore need to be identified and allocated to ensure that Kent maintains its sub-regional apportionment for the plan period (up to the end of 2030).

4.1.16 The South East England Partnership Board (SEEPB) Aggregate Monitoring Survey 2008⁽²¹⁾ identified the following levels of permitted reserves of construction aggregates remaining unworked in Kent on 31st December 2008:

20 South East England Regional Aggregate Working Party (SEERAWP) is one of the Regional Aggregate Working Parties (RAWPs) which were established in the mid-1970s to identify and consider likely regional problems in the supply of aggregates. They provide technical advice in relation to the supply of, and demand for construction aggregates (including for sand, gravel and crushed rock) to the Regional Assemblies/Regional Planning Bodies and the Secretary of State for Communities and Local Government. They undertake annual monitoring of aggregates production, by type and use, and levels of permitted reserves, and every fourth year an expanded survey that includes data on transportation of aggregates and which allow levels of consumption of and, thus, demand for aggregates by region to be assessed.

21 South East England Partnership Board (December 2009). Aggregates Monitoring Report 2008.

Table 2 Unworked Land-Won Sand and Gravel Reserves in Kent (end 2008)

Soft Sand	10,327,000t
Sharp Sand and Gravel	9,931,839t
Crushed rock	Over 30mt (actual figure confidential)

4.1.17 Based upon the proposed apportionments of 1.63mtpa, Kent would theoretically require about 31mt of sand and gravel for the 19 year plan period (2012-2030). However, the current existing reserves situation and the continual draw down on consented reserves have to be taken into consideration in estimating the landbank requirements for the plan. These combined give a revised land-won sand and gravel requirement for the whole of the plan period of circa 27mt.

4.1.18 In order to ensure flexibility in the plan and to account for possible issues of deliverability or erroneous estimates of reserves in sites, subject to suitable sites coming forward from industry, it is proposed to aim to allocate land-won sand and gravel sites sufficient to deliver 30mt of land-won sand and gravel for the plan period.

Question 3

(a) Do you agree that Kent should aim to allocate sufficient land-won sand and gravel to provide for the national land bank requirements for the whole of the plan period?

(b) Should the MWDF make provision for an additional amount of circa 10% of the total required for the plan period to give a degree of flexibility required in national policy?

Crushed Rock (Ragstone)

4.1.19 Theoretically, Kent needs to plan for 15mt for the 19 year plan period, based upon the apportionment of 0.78mtpa. Given that the permitted reserves are well in excess of 30mt (on 31st December 2008), held in two sites, and a draw down equivalent to the annual apportionment, Kent has sufficient ragstone reserves to last throughout the length of the plan and beyond.

Question 4

The landbank for crushed rock (ragstone) appears to be more than sufficient for the plan period. However, there have been concerns raised by operators about the quality of the largest consented ragstone deposit. In view of this:

(a) Should further areas for ragstone working be identified and allocated in the minerals and waste Development Plan Documents if there is no need to do so to meet national policy requirements?

(b) If so, should these areas be in the form of areas of search,⁽²²⁾ preferred areas⁽²³⁾ or specific sites?⁽²⁴⁾

Landbank Provision for Different Types of Sand and Gravel

4.1.20 Both national minerals policy and the revision to the South East Plan land-won minerals policy allow Mineral Planning Authorities (MPAs) to make separate landbank provisions for different types of construction aggregates where appropriate.

4.1.21 In Kent, sand and gravel consists of two main types, which are derived from different geological formations and have different end uses:

- Soft sand (building sand) used mainly for mortar production and in asphalt.
- Sharp sand and gravel used mainly for concrete and concrete products.

22 'Areas of Search' are broad areas where knowledge of mineral resources may be less certain than in other types of site allocations, but within which planning permissions could be granted to meet any shortfall in supply if suitable applications are made.

23 'Preferred areas' are areas of known resource where planning permission might reasonably be anticipated (subject to the usual tests of environmental acceptability, if necessary through the use of appropriate conditions to mitigate adverse impact).

24 'Specific sites' will generally be where viable mineral resources are known to exist, where landowners are supportive of mineral development taking place and where the MPAs consider that any planning applications are likely to be acceptable in planning terms.

4.1.22 The five year average sales figures for sharp sand and gravel and soft sand in Kent⁽²⁵⁾ show that, if the landbank for sand and gravel is based on past sales, it should be split on the basis of: 60% sharp sand and gravel, 40% soft sand. However there are different options for consideration regarding a possible split of the sand and gravel landbank:

1. Do not split the apportionment and plan for sand and gravel as a whole.
2. Split the apportionment at 40% soft sand and 60% sharp sand and gravel (based on recent sales data).
3. Split the apportionment at a different percentage which takes into account availability of alternative sources (substitutes) for sharp sand and gravel including marine dredged aggregates, imported hard rock and recycled aggregates.
4. Split the apportionment between soft sand and sharp sand and gravel through some other ratio.

Question 5

(a) Do you think that the land-won sand and gravel landbank should be split into two separate landbanks –one for soft sand and the other for sharp sand and gravel?

(b) If so, how should the ratio between soft sand and sharp sand and gravel be determined?

4.2 Maintaining Supplies of Recycled and Secondary Aggregates

4.2.1 National minerals policy in MPS1 encourages the greatest possible use of alternatives to primary aggregates. The National and Regional Aggregate Guidelines for Aggregate Provision⁽²⁶⁾ set a target for both land won aggregates and recycled aggregates. The national and regional guidelines will be reviewed and revised when necessary.

4.2.2 Whilst Kent has sufficient consented facilities to meet the relevant targets for secondary and recycled aggregate provision (1.4mtpa of secondary and recycled aggregates by 2016), many of the facilities that are currently operational (or dormant)

25 Kent MWDF Topic Paper TRM1 (2010) TRM1 Aggregate Apportionment and Need.

26 Communities and Local Government (June 2009) National and Regional Guidelines for Aggregate Provision in England 2005-2020.

are based at quarries and are therefore tied to the life of the host site. Additionally, whilst the required level of capacity exists, the level of production of secondary and recycled aggregates dropped in 2008 to under 1mt, due to the economic recession.

4.2.3 Larger construction projects have to prepare 'Site Waste Management Plans', which take into consideration the need to find a suitable facility for any waste which can be recycled. Some larger building sites also have their own crushing and screening facilities on site, so that any recyclable material arising from these projects is not removed off site.

4.2.4 Some large and permanent recycled aggregate facilities are now being located in industrial estates or business parks. These are more likely to have higher quality environmental controls in terms of concrete hardstanding with closed drainage systems controlling potential discharges to ground and modern noise and dust control systems.

4.2.5 In order to achieve high quality aggregate from these facilities they may often include 'washing' plants as well as crushing and screening facilities.

4.2.6 In order to continue to increase the amount of recycled aggregate that is produced and utilised in Kent, it will be necessary to allocate a mix of different sized facilities – with some replacement temporary facilities located within quarries, some permanent locations in industrial estates and others including aggregate washing facilities with associated environmental controls.

Question 6

The following questions are repeated in Section 5.11, please do not answer them twice.

(a) Do you agree that to continue to encourage the maximum amount of recycling of aggregates in Kent, a mix of site types for these activities should be identified and allocated?

(b) In order to encourage the maximum amount of recycling of this waste stream, do you agree that, wherever possible and acceptable in environmental terms, every quarry in Kent which needs inert fill for restoration should be encouraged to incorporate an aggregate recycling facility in its operations?

4.2.7 Colliery spoil was tipped at the surface of four coalmines situated on the East Kent Coal Field; Chislet (Hersden, near Canterbury), Snowdown, Tilmanstone and Betteshanger. The last Kent coal mine closed in the 1980s. The colliery spoil tip at Chislet has been almost entirely removed and sterilised as a secondary aggregate; the coal mine site has been redeveloped as a commercial and industrial park.

4.2.8 The other three colliery tips occur within the Dover District. Betteshanger colliery spoil tip has been redeveloped as a country park and has been fully landscaped. Snowdown colliery has been worked for secondary aggregates in the past, some colliery spoil remains on site but activity at this site has ceased. Tilmanstone is the home of a modern brick works which utilises colliery shale in brick making, although this facility is currently not operating.

Tilmanstone Brickwork – which uses Colliery Shale for Brick Making



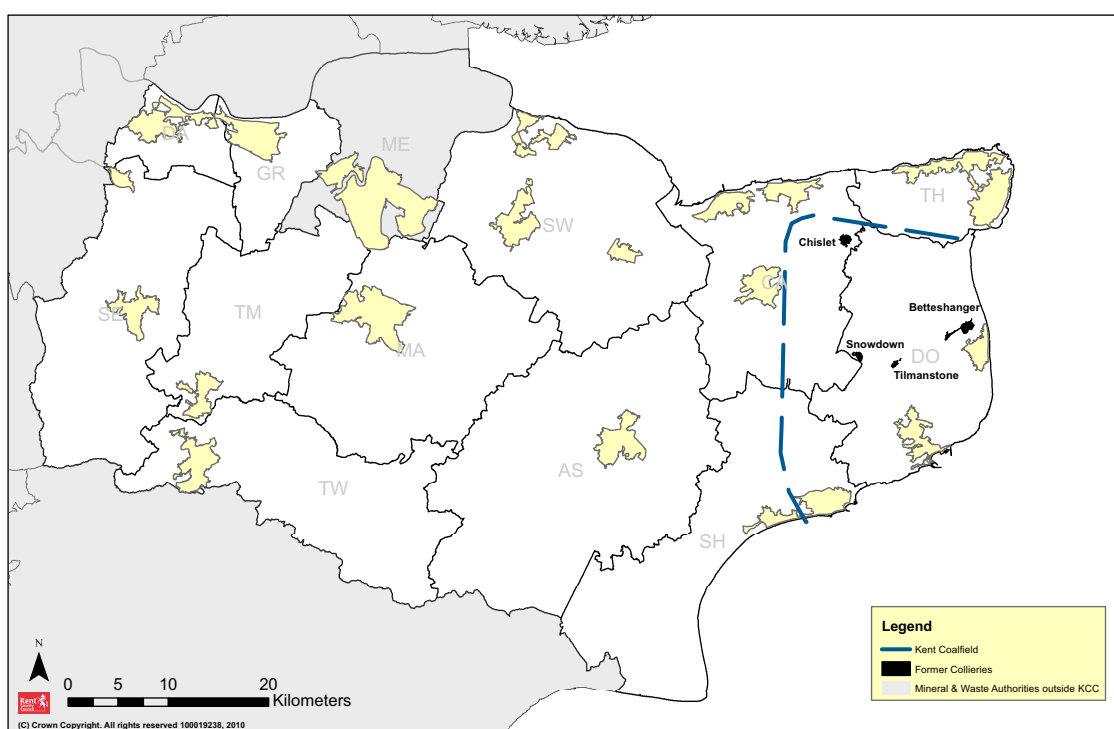
4.2.9 Snowdown contains about 5mt of colliery spoil material. However any significant recycling activities at Snowdown would need substantial improvements to the local road network. Use of the on-site rail sidings may be possible, which would be the best way to remove the material from site.

4.2.10 Tilmanstone has now partially been redeveloped for commercial uses. The remaining colliery spoil tips will be required for the brickworks, if and when it re-opens.

Question 7

Any new use of colliery spoil from the East Kent coal mines is most likely to occur from Snowdown. If this is proposed, then the removal of material off site by rail will be required. Do you agree with this statement?

Figure 15: Location of Old East Kent Coalmines and Former Colliery Sites



4.2.11 National minerals policy states that where mineral or other wastes suitable for use as aggregate have been deposited in landfills, without the benefit of planning permission for future use, and these have re-vegetated and blended into the landscape, any applications for working of these materials should be dealt with in the same way, and, if permitted, be worked to the same standards as a successful application for a new application for primary mineral material.

4.2.12 National minerals policy is silent on the issue of re-working of inert waste in current operational sites or those that were simply left before existing planning controls required high quality restoration.

Question 8

(a) Should the re-working of landfill material deposited in inert waste facilities be considered in the future, in order to contribute towards an increase in the supply of recycled aggregate material, thus reducing the reliance upon primary aggregate supplies?

(b) If so, under what circumstances should this be considered acceptable?

4.3 Maintaining Supplies of Imported Crushed Rock and Marine Dredged Aggregates

4.3.1 Imports of both marine dredged aggregates and crushed rock into Kent's wharves make a significant contribution towards meeting a strategic regional and wider need; supplying Kent, the South East region, London and parts of East Anglia. Landings of marine dredged sand and gravel in Kent have consistently accounted for approximately 30% of all landings in the South East of England region (which excludes London) over the period 1998-2008. In addition, landings of marine dredged aggregates into Medway wharves have consistently accounted for 25% of all landings in the South East England period over this period. Imports of crushed rock into wharves in Kent and Medway consistently accounted for circa 80% of total imports into the South East Region over the period 1998-2006. In 2007 & 2008 the percentage of total imports of crushed rock into the South East region landed at wharves in Kent and Medway increased to 90% of the region's total (2.7mt in 2007 and 2.1mt in 2008).

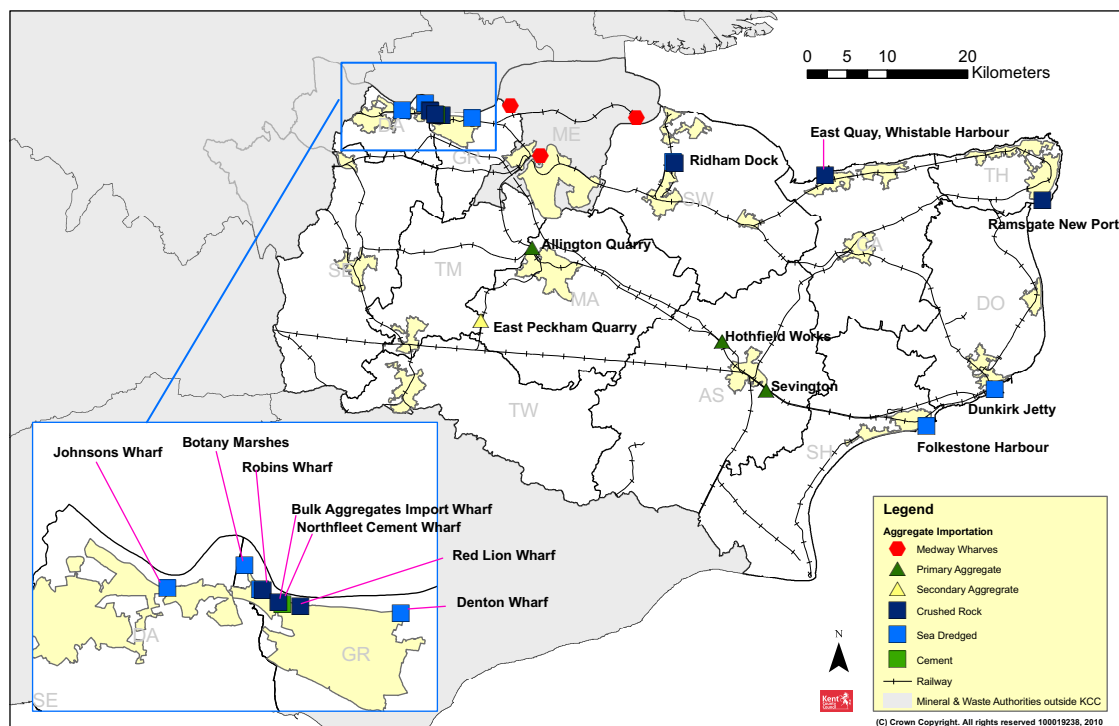
4.3.2 Construction aggregates are also imported into the South East of England by rail. These originate generally from Western England. The rail depots in Kent (at Allington, Ashford and Hothfield) imported around half a million tonnes per annum of aggregates in 2007 and 2008. These imports are important for meeting the local demand for construction aggregates, especially as the importation points are near Maidstone and Ashford, areas which cannot be served easily from the crushed rock imports from the deep water wharves of the North Kent coast.

4.3.3 Kent and Medway commissioned a report in 2006⁽²⁷⁾ which studied the current aggregate wharves and railheads within the two authorities. It concluded that 'the overall picture for Kent and Medway combined is very good in that there has been no overall loss in number of aggregate facilities and consequently no reduction in capacity. There is also a good geographic spread of the facilities to meet most of the market areas they are intending to serve. Many existing facilities have benefited from some improvements to their sites in terms of accessibility in recent years'. It also found that existing aggregate import facilities are operating well below their previous

27 Land and Minerals Management Ltd (February 2006) Kent Aggregate Imports into Kent & Medway (excluding road imports) on behalf of Kent County Council.

peak throughputs and had, at that time, reasonably good expansion potential – particularly where facilities for the onward movement of processed material by rail or water are possible.

Figure 16: Existing Wharves and Rail Aggregate Depots



Existing Wharves and Rail Aggregate Depots

4.3.4 Kent is well served by wharves and railheads and these play an important strategic role in the supply of construction aggregates both for Kent and for the Greater London and South East of England.

4.3.5 Safeguarding these facilities will be discussed in section 4.10.

Question 9

There is sufficient capacity in existing aggregate importation facilities (wharves and railheads) to provide for future increases in demand. It therefore appears that there is no need for further wharves and railheads to be identified or developed in Kent. Do you agree with this statement?

4.4 Maintaining Supplies of Brickearth and Clay for Brick and Tile Works and Engineering Purposes

4.4.1 There is a national mineral policy requirement to provide a stock of permitted reserves of brickearth and clay for each new or existing brickworks and tileworks. It is policy requirement that this should be sufficient to provide for 25 years of production at the works.⁽²⁸⁾

4.4.2 Three out of the six brick and tile manufacturers will need additional reserves to provide for the 25 year landbank.

Table 3 Clay and Brickearth Landbanks at Kent's Brick and Tile Works

Name of Works	Operator	Source	Length of Supply
Babylon Tile Works, Maidstone	V&M Gash	Weald Clay	Over 25 years
Hammill Brickworks, Sandwich	Hammill Brick Ltd	Thanet Sands	Closed in 2008
Funton Factory, Sittingbourne	Ibstock Brick Ltd	Brick Earth	Closed in 2008
Ospringle Brickworks, Faversham	Cremer & Whiting Ltd	Brick Earth	Less than 10 years
Smeed Dean Brickworks, Sittingbourne	Wienerberger Ltd	Brick Earth	Less than 10 years
Tilmanstone Brickworks, Dover	Hanson Building Products	Weald Clay Gault Clay & Colliery Shale	Over 25 years Less than 10 years Over 25 years (Mothballed)

4.4.3 Tilmanstone Brickworks is a modern facility located on the former Tilmanstone Colliery. It utilises the on-site colliery shale as its main source of raw material, which has been blended with Weald Clay from Pluckley (near Ashford) or Gault Clay (from Aylesford), dependent upon the colour of bricks that it was producing. The plant is currently mothballed, though it is understood that bricks continue to be sold from existing stock piles.⁽²⁹⁾ Weald Clay is transported over 40km to the brickworks and Gault Clay over 60kms. Substantial reserves of Weald Clay remain at Pluckley

28 Communities and Local Government (November 2006) Minerals Policy Statement 1: Planning and Minerals Annex 2. Brick Clay.

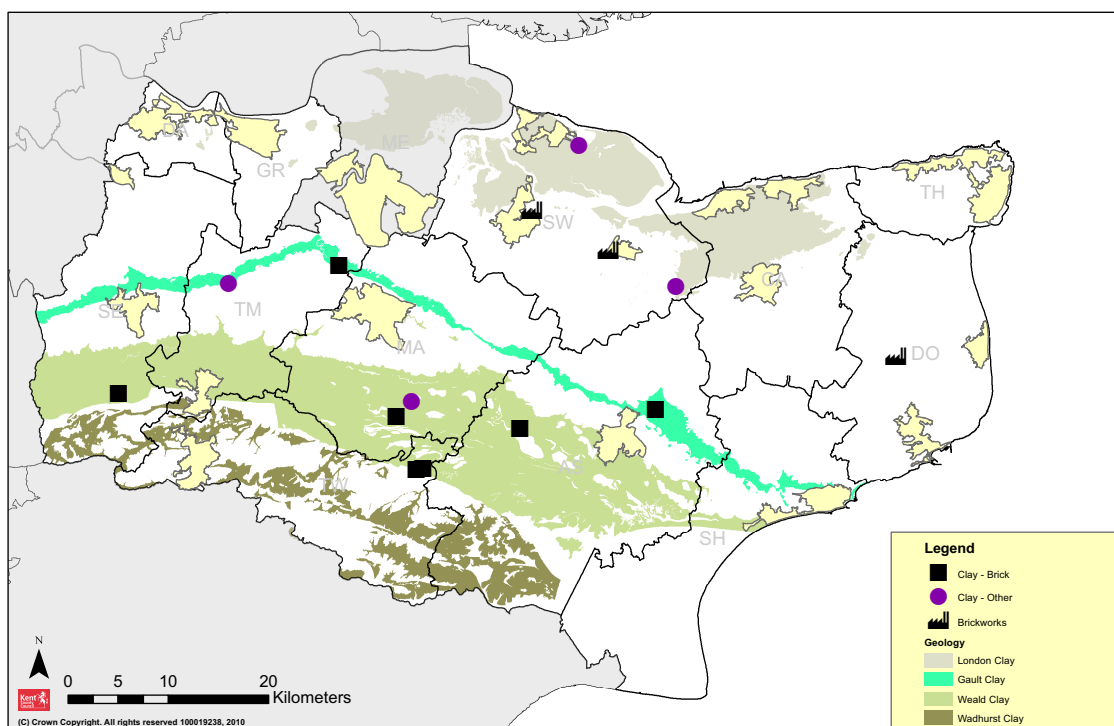
29 Kent M&WDF 2010 Topic Paper 'Other Minerals'.

(estimated at 1m cubic metres in January 2008 with an annual consumption of 20,000 cubic metres per year) though there are no remaining reserves of Gault Clay at Aylesford. There are some reserves of these materials stockpiled at the brickworks.

4.4.4 Additional Gault Clay reserves may therefore need to be identified and allocated to enable the long term continuation of brick making at Tilmanstone.

4.4.5 Substantial reserves of brick clay remain in five dormant sites (one on Gault Clay and four on Weald Clay), though it is doubtful whether these sites will be re-opened.

Figure 17: Existing Clay Permissions and Brickworks



Existing Clay Permissions and Brickworks

4.4.6 Unlike planning for land-won aggregates, there are no national or regional forecasts or supply level requirements for brick and tile making facilities. It is therefore considered that recent levels of production are the best indicator of demand. Potential changes in the level of house building in the medium to long term could be anticipated to increase the level of demand for bricks and tiles but at present there is no evidence upon which an increase in level of demand can be based upon.

4.4.7 There is one tile works remaining in Kent, south of Maidstone, utilising Weald Clay. This is a small cottage industry which manufactures hand-made Kent peg tiles for conservation and building restoration projects. The current planning permission requires clay extraction to cease by April 2022 and for Kent peg tile manufacturing to cease after a further year. Permitted reserves are sufficient to supply the tile works beyond 2022.

4.4.8 There are currently two operational brickworks in the north Kent areas of Faversham/ Sittingbourne area using deposits of brickearth for the manufacture of bricks. These are Smeed Dean (Weinerberger) and Ospringe (W T Lamb). These two remaining brick works are likely to require further reserves of brickearth in order to maintain production throughout the plan period.

4.4.9 The brickworks at Funton (Ibstock Brick) closed in 2008. Operations have been transferred to Ashdown brickworks which are near Bexhill, in East Sussex. Brickearth from permitted reserves in Kent (Hempstead House, near Sittingbourne) can be used to continue the manufacturing process of the London Stock Brick. This source of brickearth will be exhausted around 2012 and so replacement reserves are likely to be required in order to continue production.

4.4.10 National minerals policy recognises this sort of situation, and requires separate provision for particularly scarce clays that will serve a number of works, sometimes over long distances.

4.4.11 The excavation and transportation of this mineral for brick making in East Sussex is a small scale operation, which is carried out on an infrequent basis.

Question 10

(a) Is there any evidence, other than past sales, which could be used to estimate future demand for brickearth and clay for brick making in Kent?

(b) Should further reserves of brickearth be identified and allocated in Kent to provide the raw material for a brickworks which is located in East Sussex, or should Kent reserves of brickearth be only worked to supply local (Kent) brickworks?

4.5 Maintaining Supplies of Minerals for Cement Manufacture

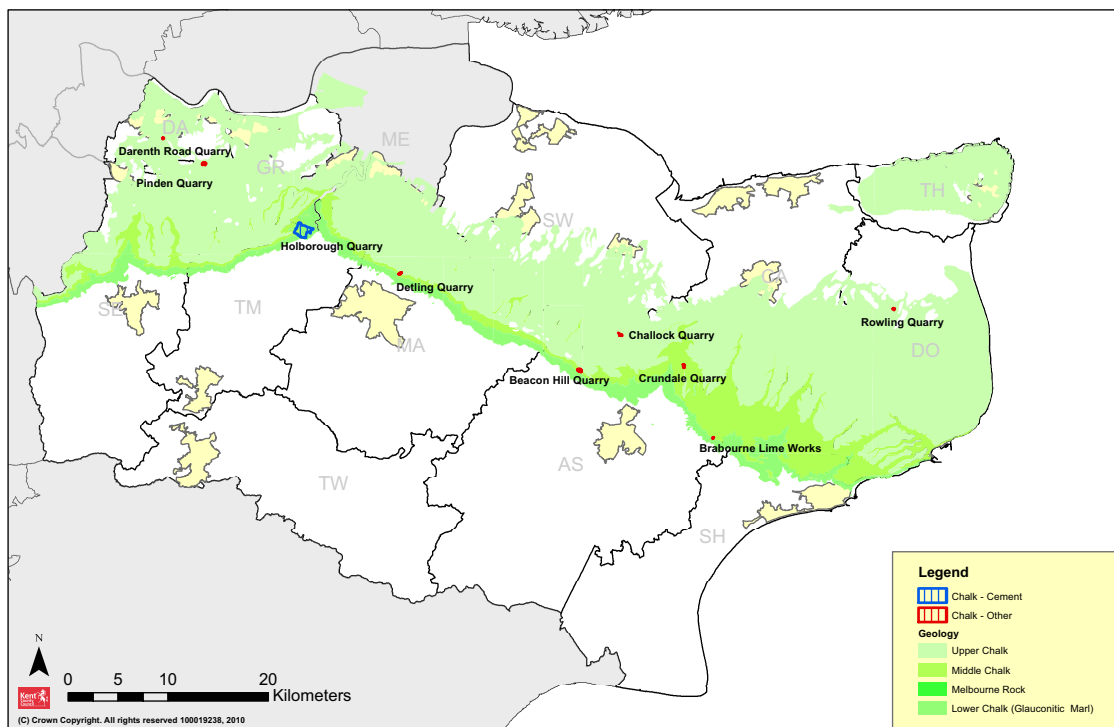
4.5.1 Kent has historically benefited from a thriving cement industry, based around the chalk quarries of North Kent. Whilst National minerals policy remains silent upon the required length of the landbank for cement works, regional policy in the South East Plan⁽³⁰⁾ required permitted reserves of chalk for cement manufacture sufficient to last for at least 25 years at current production rates, to be maintained throughout the plan period in Kent and Medway.

4.5.2 The closure of the Northfleet cement works in 2008 means that there are currently no active cement quarries in Kent. There is however, a large consented quarry area adjacent to the permitted new Holborough Cement Works, which has

30 Communities and Local Government (May 2009) Government Office for the South East. South East Plan Regional Spatial Strategy for the South East of England Policy M4: Other Minerals. Page 194

not yet been developed. It was stated that this new works would have a production capacity of 1.4mtpa and would operate for about 35 years. The new works would obtain its principal raw materials (chalk, marl and clay) from the adjoining 112ha quarry, which was estimated to contain 72 million tonnes of reserves, which would be utilised at a rate of 2.2mtpa of material as dug. Reserves were estimated at equivalent to 35 years of production at the works.

Figure 18: Existing Chalk Permissions and Geology



Existing Chalk Permissions and Geology

Table 4 Chalk and Clay Landbanks at Cement Works in Kent

Name of Site Operator	Length of Supply
Holborough Cement Works, Lafarge Cement UK	Not yet constructed. Over 25 years at planned consumption rate
Northfleet Cement Works, Lafarge Cement UK	Closed in 2008. Demolition virtually completed.

4.5.3 There is therefore no need to identify or allocate any further reserves to supply the Kent cement industry.

4.5.4 Closure of the Northfleet cement works means that permitted Gault clay reserves at Park Farm, Wrotham (Tonbridge and Malling) are no longer required for cement making. This site has 2 million tonnes of permitted reserves of clay. There is no restriction on what this source of clay can be used for, but it is unlikely to be considered suitable for engineering purposes.

Question 11

Do you agree that there is no need to identify or allocate further reserves of raw materials for the cement industry in Kent?

4.6 Maintaining Supplies of Chalk and Clay for Agricultural and Engineering Use

4.6.1 As well as being vital to the production of cement, in Kent, chalk is used in agriculture (for liming agricultural land) and engineering. Clay is also required in some engineering processes.

4.6.2 Kent had at least 3.2mt of permitted chalk reserves at eight quarries at the beginning of 2008. Average production at these quarries over the three years up to 31st December 2007 was 118,850 tpa. Assuming that production remains at this level over the plan period, there is no apparent need to make provision for new chalk quarries for agricultural or engineering uses.

4.6.3 Clay is extracted from Norwood (a landfill site) on Sheppey for sea defence work. 4.1 million cubic metres of clay were remaining in permitted reserves in Kent at eight sites on 1st January 2008. These supplies could be used for engineering or sea defence work. Whilst some of these sites are dormant, there is no requirement to allocate any further areas of clay for engineering or sea defence purposes.

Question 12

Do you agree that there is no need to identify further areas of clay or chalk for agricultural and engineering purposes?

4.7 Maintaining Supplies of Silica Sand

4.7.1 Quarries in Kent and Surrey produce sand from the Cretaceous age Folkestone Formation for both general construction uses (building sand, concrete and asphalt) as well as for a wide range of specialist (industrial) uses.

4.7.2 Currently, in Kent, there are seven quarries excavating sand from the Folkestone Formation. At Wrotham, Aylesford and Nepicar quarries, specialist (silica) sand forms most of the production. The other soft sand quarries in Kent (Lenham, Charing, Borough Green Sand Pits and Sevenoaks Quarry) produce mainly or virtually all building sand for construction aggregate uses. This use of inferior grade sand that is not capable of being used in industrial applications ensures the efficient use of the whole resource, in line with the principles of sustainable development.

4.7.3 It is the view of the consultants who wrote the Kent and Surrey Silica Sand report that soft sand currently being sold for construction purposes could, with appropriate processing, be suitable for some non-constructional markets and industrial uses. However, the very high grades of silica sand (with low iron content), required for glass production and chemical and ceramic industries can only be met at a few of the active sites. In Kent, glass sand production has taken place in the past in the Hollingbourne and Bearsted area (near Maidstone)⁽³¹⁾ and records suggest that the area east of Maidstone should be investigated for potential silica sand production.

4.7.4 The silica sand deposit in Kent and Surrey includes an unusually high quality resource.

4.7.5 National Policy in Minerals Planning Guidance 15: Provision of Silica Sand in England (1996) requires landbanks of silica sand permissions to be maintained as far as is possible and realistic, provided that industry comes forward with suitable sites. The landbank requirements for individual silica sand sites is at least 10 years with landbank requirements for new greenfield silica sand quarries being least 15 years.

4.7.6 The current situation regarding the Folkestone Bed sand quarries which provide mainly silica sand is as follows:

Table 5 Site Operators and Length of Supply

Name of site	Operator	Length of supply
Addington (Wrotham) Sand Pit	Hanson Aggregates	Less than 5 years
Aylesford Sand Pit	CEMEX	Over 15 years
Nepicar Farm	J Clubb	Over 15 years

4.7.7 It is therefore likely that further reserves for one of these sites may need to be identified and allocated, or alternative supplies located. However, some of these deposits lie within the AONB and therefore national planning policies relating to

31 B.C. Worssam (1963) Geology of the Country Around Maidstone. Geological Survey of Great Britain. Page 197

development within this nationally important landscape area will have to be taken into consideration. The need for further reserves will have to be balanced against the need to protect the nationally important landscape.

Question 13

How should we plan for future silica sand reserves whilst taking into account the nationally important Area of Outstanding Natural Beauty (AONB) designation as well as other environmental constraints?

4.8 Maintaining Supplies of Building Stone

4.8.1 Building stone is now only extracted from the existing ragstone quarries, in very small quantities. As there is a sufficient landbank of ragstone to provide for the duration of the plan and into the long term, there is probably no requirement to identify or allocate further reserves of this material.

4.8.2 However, national planning policy in MPS1 requires the recognition of the important role that small quarries can play in providing historically authentic building materials in the conservation and repair of historic and cultural buildings and structures.

Question 14

Are there any proposals to quarry small scale supplies of specialised local building stone in Kent over the next 20 years?

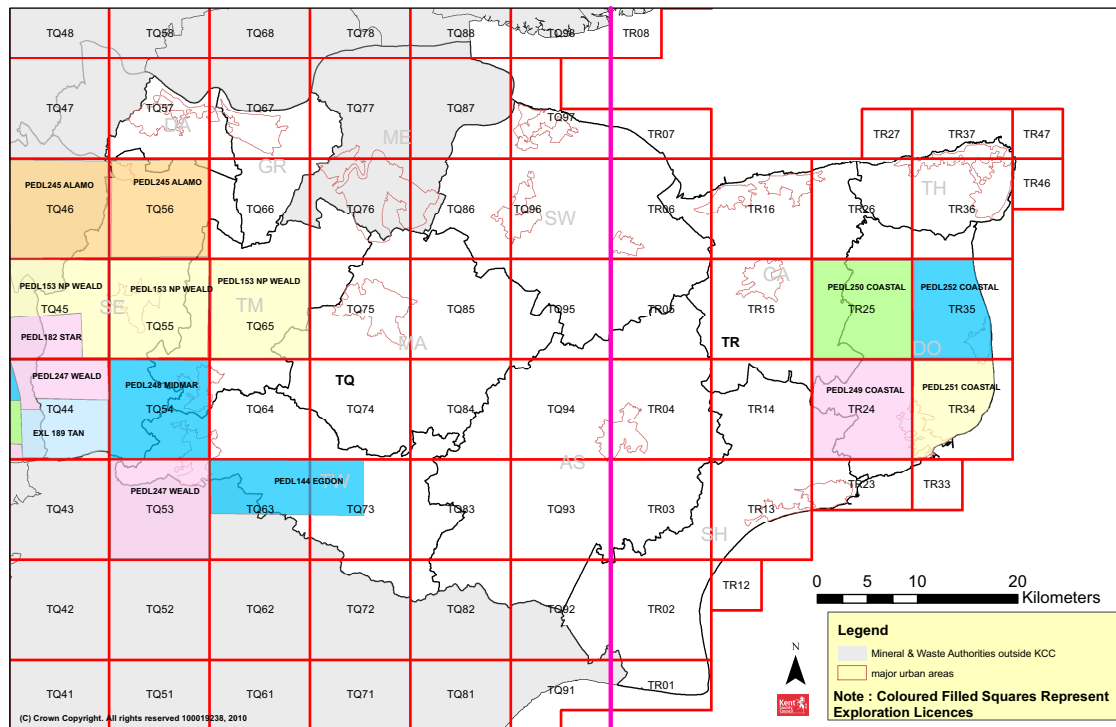
4.9 Anticipating Future Development of Coal, Oil & Gas

4.9.1 The Coal Authority have confirmed recently that there are no proposals foreseen to re-establish coal mining in Kent.

4.9.2 Coal bed methane is natural methane trapped within the coal seams when the coal measures were formed from the degradation of plant life at the time of the deposition of the material. It is extracted by drilling into un-mined coal seams to release the methane. It is not known whether there will be any plans to develop coal bed methane within Kent during the next 20 years.

4.9.3 Much of the county is covered by licensed areas for oil and gas exploration. Especially important are the areas between Maidstone and Canterbury and along the Kent-Surrey and Kent-East Sussex borders.

Figure 19: Location of Oil and Gas Exploration Areas in Kent



Location of Oil and Gas Exploration Areas in Kent

4.9.4 Under national minerals policy in MPS1 Annex 4⁽³²⁾ planning authorities are encouraged to include separate policies for each phase that respond to the constraints of areas licensed for oil and gas exploration.

4.9.5 Exploration licenses are regulated by a separate licensing system operated by the Secretary of State for Trade and Industry (SSTI). Once a licence has been granted, planning permission must be obtained before the SSTI will give consent either to drill a well, or to develop an oil or gas field or a coalbed methane project.

4.9.6 As exploration licenses cover such large areas, it would be too inflexible to only consider those areas that are currently licensed. Therefore, a criteria based policy for oil and gas exploration, appraisal and production is proposed as the way to address any possible hydrocarbon or gas exploration, appraisal and development phases.

4.9.7 In particular policies for exploration should provide that drilling operations will not be permitted close to houses and other noise sensitive properties unless noise levels from the drilling and associated work can be reduced to acceptable levels. Also particular care needs to be taken regarding the siting of oil and gas wells close to water supplies.

Question 15

(a) Is there any scope to develop coal bed methane resources from the East Kent Coal-field? If so would there be any prospecting or resource developments possible within the timescale of the plan?

(b) In view of the requirement to include consideration of these energy minerals in MWDFs, is a development of a criteria based policy the way to address the possible need to investigate and develop this resource during the plan period?

4.10 Safeguarding Minerals, Importation Facilities and Associated Infrastructure

4.10.1 One of the key sustainable development objectives for minerals planning is to safeguard mineral resources and importation infrastructure as far as possible. This objective is carried out through the definition of Mineral Safeguarding Areas (MSAs) and Mineral Consultation Areas (MCAs). The identification of these areas alerts prospective developers of non-mineral development to the existence of important economic mineral resources. The purpose of these designations is to ensure that economic mineral resources are adequately and effectively considered in land-use planning decisions for non-mineral development. However there is no presumption that any MSAs or MCAs will be worked within the plan period.

4.10.2 Guidance provided by the British Geological Survey (BGS) suggests that it is important to safeguard all economic minerals although it could be considered that it is most important to identify and safeguard those resources where there is a significant risk of sterilisation by other forms of built development. It is recommended by BGS that their plans of unsterilised brick-clay, sharp sand, soft sand and gravel and crushed rock be used as a starting point for this safeguarding exercise.

4.10.3 The aims of buffer zones identified around mineral areas and around important wharves and railheads are to protect residents from environmental impacts arising from future quarrying as well as safeguarding the mineral resource or minerals infrastructure from conflicts that may arise through the close proximity of future sensitive development. Some local authorities are prescriptive in requiring buffer zones of certain sizes. Examples of buffer zones established in other authorities include hard rock (500m), sand and gravel (250m) and clay (50m).

4.10.4 It is known that there are sufficient aggregate importation facilities in Kent to meet current and future demand. However the importation of non-aggregate minerals into Kent wharves and railheads is not so well understood. This will be studied as part of the 2010 mineral importation study which will form part of the evidence base.

4.10.5 There are some mineral resources in Kent which are widespread across the county and are of a relatively low economic value, such as chalk and clay. In these instances it is questionable whether these resources should be safeguarded.

4.10.6 National planning policy also highlights the need to safeguard building stone resources particularly those where the stones match those required to repair historic buildings. Building stones have historically been worked from several discrete areas in Kent, to provide local materials for restoration and conservation work. However, only building stone sourced from ragstone is now worked in Kent.

Question 16

(a) Can industry and landowners assist in providing geological/ borehole/ trial pit data to refine the information base that will be used to inform the safeguarding process? We welcome assistance in this process.

(b) Are there any other known economic mineral resources in Kent which are of sufficient economic or conservation value that warrant protection through safeguarding?

(c) Would a 'buffer zone' approach around economic mineral resources as well as around wharves and railheads be suitable for Kent?

- If so, what should those buffer zones be for each type of economic mineral and for wharves and railheads?**

(d) Can the minerals industry/ landowners provide data on the current and recent past, the use of Kent wharves and rail facilities for the importation of non-construction aggregate minerals into the county? The relative importance of these wharves for non-construction aggregates mineral importation can then be established and the facilities safeguarded accordingly.

(e) Should all mineral importation facilities be safeguarded, or should only the current economic wharves and railheads be safeguarded together with any that are identified as suitable for use in the future?

(f) Should all aggregate recycling facilities be safeguarded, or should safeguarding policies and designations only be applied to those permanent facilities that are not tied to the life of the host quarry or landfill?

(g) How much of the economic mineral resources of Kent should be safeguarded?

(h) Is it acceptable to adopt a different stance for safeguarding different minerals?

(i) Would it be suitable and realistic to identify all of the Gault Clay, Weald and London Clay resources in Kent for safeguarding, given the widespread distribution of these materials combined with their limited and very local uses? Would a safeguarding policy based on long term supply proposals for each of the known tile and brick manufacturers be sufficient to meet the safeguarding needs for these important local industries?

(j) Would the identification for safeguarding of localised areas for future production of conservation building stone as the only areas that warrant safeguarding be sufficient?

(k) Should the safeguarding policy identify exemptions from the need to comply with the mineral safeguarding requirements, for example, small developments and/ or householder applications?

(l) Where there are mineral safeguarding areas in adjacent authorities which about the county boundary, should Kent be establishing Mineral Safeguarding or Mineral Consultation Areas adjacent to the safeguarded area in the adjacent authority?

4.11 Strategic Mineral Developments for Core Strategy

4.11.1 National planning policy in Planning Policy Statement 12⁽³³⁾ requires Core Strategies to identify locations for key developments on the Core Strategy Key Diagram.

4.11.2 The Key Diagram will therefore show:

- Current (and recent) extraction sites.
- Mineral resource areas for safeguarding (and associated buffer zones, if required).
- Safeguarded wharves, railheads and other minerals infrastructure (and associated buffer zones, if required).
- Broad areas within which future mineral working can be accommodated.

33 Communities and Local Government (2008) Planning Policy Statement 12: Local Spatial Planning. Page 202

4.11.3 The Core Strategy will make clear spatial choices about where developments will be allocated, in broad terms.

4.11.4 Planning Policy Statement 12 allows strategic sites to be identified in the Core Strategy. Strategic sites are those sites that are central to the achievement of the strategy. Core Strategies should not be held up by inclusion of non-strategic sites.

4.11.5 It is not currently proposed to identify any new specific mineral sites for the Core Strategy. Instead mineral resource areas will be shown on the Core Strategy Key Diagram. These will give broad areas where future extraction is most likely to be identified in the Minerals Sites Development Plan Document which will be prepared after the Core Strategy.

Question 17

Are there any types of minerals or actual site locations that you think should be considered as strategic mineral sites for the Core Strategy? If so, why?

4.12 Minimising Environmental Impact

4.12.1 There is currently a 'Call for Sites' being held (deadline 29th October 2010), during which time landowners and industry will be putting forward sites for consideration, plus their ideas and aspirations for future minerals and waste proposals in Kent. A broad assessment of the potential impacts associated with the sites will be carried out to assist in making decisions regarding which sites should be identified for future minerals and waste uses. This will include assessing the impacts upon sensitive locations where people live and work, as well as the possible impacts upon important features within the environment, including ecological and wildlife interests, landscape, heritage features, water and soil resources, air quality and transport systems.

4.12.2 In particular it will be important for the site selection process to consider climate change issues such as reducing carbon emissions, promoting sustainable transport wherever possible and adapting to the effects of climate change. This process will form a part of the Sustainability Appraisal which will be carried out at the same time as the assessment of options for delivering the Core Strategy. The aim of ensuring that environmental impacts upon all sensitive receptors are minimised will be a very important consideration in the site assessment process.

4.12.3 A key concept in ensuring that environmental standards in new sites improve as technological advancements occur, is that of NEWT (Not Environmentally Worse Than existing). It is proposed to establish baseline information in relation to existing

minerals and waste operations and facilities in Kent. This baseline information will be used as the minimum standard expected of any new facilities, with a requirement to ensure continual improvements in environmental performance for all new proposals.

Question 18

Do you agree with the setting of baseline (existing) environmental performance levels in order to require all new facilities to improve on existing environmental performance?

4.13 Extensions & Minimum Sizes of New Mineral Sites

4.13.1 National minerals policy suggests that often extensions to existing sites give advantages over opening up new sites. This is because the plant, other infrastructure and access road systems are already constructed and markets have been developed for the products.

4.13.2 However, favouring extensions should not be considered in all circumstances, in particular it should not cause the MWDF to lead to concerns over anti-competitiveness.

4.13.3 Mineral extraction can create environmental issues in relation to noise, dust, lorry movements as well as disturbance to the environment. Whilst these disturbances can be considered to be temporary for the life of the mineral working, there is normally a need to apply suitable mitigation to limit the amount of disturbance.

4.13.4 There is usually a minimum threshold level of reserves within an area above which it becomes economic to apply for planning permission and develop as a new site. Therefore, to minimise the number of local communities that are affected by future land-won mineral workings, it may be worthwhile considering a minimum size of resource for new land-won mineral sites.

Question 19

(a) Would it be better to focus new areas of mineral working at or adjacent to existing sites wherever possible, giving encouragement to extensions wherever they are acceptable in sustainability and environmental terms? Or would a mix of extensions and new sites be better?

(b) In order to minimise the number of areas that are affected by mineral working in the future, should a minimum size for new mineral workings be identified in the Core Strategy? If so, what should those sizes be (in terms of total tonnages or tonnes per annum) for each type of mineral?

4.14 Agricultural Land

4.14.1 National planning policy gives protection to the best and most versatile (Grades 1, 2 and 3a) agricultural land.⁽³⁴⁾ It requires planning authorities to seek to use areas of poorer quality land (Grades 3b, 4 and 5) in preference to that of higher quality (1, 2 and 3a), except where this would be inconsistent with other sustainability considerations. Whilst this requires planning authorities to have regard to the agricultural land quality, it is for local planning authorities to decide whether best and most versatile agricultural land can be developed, having carefully weighed the options in the light of competent advice.

Question 20

In view of high standards of soil management in quarry restoration schemes which can now be achieved by quarry operators, would it be acceptable to allocate high grade agricultural land for mineral working in the future? If so, should there be a requirement for these mineral workings to be restored back to agricultural uses?

4.15 Water Resources

4.15.1 Minerals workings have historically been big consumers of water with supplies required for mineral and secondary aggregate washing, as an essential raw material in concrete and in dust suppression uses.

4.15.2 As water supplies become more scarce, it is essential that the mineral industry ensures that suitable, sufficient mechanisms are in place to recycle process water and reduce reliance upon clean water supplies by capturing and harnessing run-off from site water wherever practicable.

Question 21

Are there any other water usage issues that should be considered here?

4.16 Enhancing the Local Environment

4.16.1 Proposals to enhance the local environment during the working of minerals and restoration, as well as those proposed as part of new waste management facilities will be important factors that will be taken into consideration as part of the site assessment process.

34 Communities and Local Government (2004) Planning Policy Statement 7: Sustainable Development in Rural Areas, Page 205

Question 22

Should there be restoration targets for all land-won mineral sites? For example, a specified number of metres of hedgerow planted per hectare of land, or a minimum proportion of each site restored to enhance biodiversity interests, and/or a requirement to provide a certain amount of public access to the site restoration?

5 Key Waste Issues

5.1 National Policies

5.1.1 The National Waste Strategy (NWS) 2007 provides direction for the management of waste, and therefore influences the content of waste development frameworks. It establishes the key aim of reducing “*waste by making products with fewer natural resources*”. The Strategy introduces a sequential⁽³⁵⁾ approach to waste management (the “waste hierarchy”) to maximise the use of waste as a resource, and minimise carbon emissions. Waste should as first priority be reused and then recycled or composted, followed by energy recovery. Only as a last resort should waste be sent to landfill.

5.1.2 The Strategy sets out national targets for waste, including a reduction in the amount of household waste sent to landfill, and targets for increased recycling, composting and recovery of municipal waste. The Government’s key objectives, outlined in the National Waste Strategy 2007⁽³⁶⁾ are to:

- decouple waste growth (in all sectors) from economic growth and put more emphasis on waste prevention and re-use
- meet and exceed the Landfill Directive diversion targets for biodegradable municipal waste in 2010, 2013 and 2020
- increase diversion from landfill of non-municipal waste and secure better integration of treatment for municipal and non-municipal waste
- secure the investment in infrastructure needed to divert waste from landfill and for the management of hazardous waste; and
- get the most environmental benefit from that investment, through increased recycling of resources and recovery of energy from residual waste using a mix of technologies.

5.1.3 Planning Policy Statement 10 sets out the Government’s national policies for waste land use planning in England which should be taken into account by waste planning authorities in the preparation of their Local Development Documents. A step change in the way waste is handled and significant new investment in waste handling facilities are envisaged.

35 Sequential approach to waste management means the waste hierarchy of Reduce, Reuse, Recycle, with disposal at the bottom.

36 Department for Environment, Food and Rural Affairs (2007) National Waste Strategy. pp.11-14.

5.1.4 On 15th June 2010, the Secretary of State for the Department of Environment, Food and Rural Affairs (DEFRA) announced that the government would undertake a full review of waste policy in England.⁽³⁷⁾ This review embraces a change to the waste hierarchy to one now showing Prevention, Preparing for reuse, Recycling, Recovery and Disposal. The ambition is to work towards a zero waste economy.

5.2 The Development Plan

5.2.1 Kent County Council is the Waste Planning Authority (WPA) for Kent, and the Waste Disposal Authority for the municipal waste collected by the 12 district and borough councils. These are distinct roles, and the purpose of the MWDF with regard to waste is to make provision for the land required for the collection, processing and disposal of all types of waste that are generated in Kent.

5.2.2 The current policies for development of waste land uses are provided by the Kent Waste Local Plan 1998, and the South East Plan adopted in May 2009. These two documents comprise the “Development Plan” for waste. The MWDF will replace the Waste Local Plan, and in view of its age this consultation document does not seek detailed views on the continuing relevance of the Local Plan's approach or policies.

5.2.3 The South East Plan provided targets for the quantity and management of waste streams, but these need to be updated in the light of more recent data and trends. Unlike the Plan's land-won aggregate policies, no formal review has taken place to provide a reliable basis for waste planning in Kent.

5.2.4 Planning Policy Statement 10 sets out the Government's national policies for waste planning in England and allows that where circumstances have changed significantly or there is important new information, revisions to RSS targets should take place in the context of monitoring reports and advice. This is pertinent to Kent where waste volumes and local circumstances now differ from some of the forecast assumptions in the South East Plan.

5.2.5 On 6th 2010 the Government confirmed that all Regional Spatial Strategies (RSS) are to be abolished, and the loss of the South East Plan could cause uncertainty about the quantities of waste for which the Kent MWDF should provide. However, the South East Plan is consistent with national policy and planning guidance, which establish a number of principles for the management of MSW and other waste streams. The Kent MWDF must also comply with these policies, notably to:

- reduce the growth of waste to below that of the economy
- meet and exceed the Landfill Directive diversion targets for biodegradable MSW
- secure better integration of treatment for municipal and non-municipal waste
- secure the investment in infrastructure needed to divert waste from landfill

37 DEFRA (2010) Review of Waste Policies. Call for Evidence.

- get the most environmental benefit from that investment, through increased recycling and recovery of energy from residual waste
- drive waste up the waste hierarchy and address waste as a resource, looking to disposal as the last option but one which must be adequately catered for, and
- enable waste to be disposed of in one of the nearest appropriate installations.

5.2.6 The council therefore proposes that the MWDF should conform with national policies and should test the forecasts and waste management targets in the South East Plan. It should explore alternative assumptions that reflect the situation in Kent. This report seeks views on the main assumptions for the volumes and management of wastes on which the MWDF will be based.

5.2.7 National waste policy requires the county council to make provision for the waste that is generated in Kent. The South East Plan adopted this approach (Policies W4 and W7) but recognised the need for a degree of flexibility in applying “self sufficiency”, and requires WPA’s to also provide capacity for a declining amount of London’s waste, and WPA’s should collaborate in making provision for potential flows across boundaries (Policy W4). The Plan recognises that a small number of large scale, specialist facilities will be required for hazardous wastes, and these would serve a much wider area than a WPA.

5.2.8 The cross border movement of waste to and from facilities in Kent and neighbouring areas is generally not controlled by existing planning consents. A degree of flexibility in making provision for new capacity in Kent may be appropriate, case by case, especially where large scale or specialist facilities are proposed.

Question 23

Do you agree that the MWDF should:

(a) Test the implications for Kent of the waste targets in the South East Plan and also explore an alternative assumptions?

(b) Consider a degree of flexibility in the cross border movement of waste where this can be justified?

5.3 Waste Reduction

5.3.1 National policy is to reduce the amount of waste created. The MWDF Core Strategy should both inform and in turn be informed by the *Kent Joint Municipal Waste Management Strategy (JMWMS)*⁽³⁸⁾ which sets out the policies of the council

as the Waste Disposal Authority and Kent district councils as Waste Collection Authorities. The JMWMS will be reviewed in 2010/11 in the light of emerging legislation and national policies.

5.4 South East Plan Targets and Kent Forecasts

5.4.1 The South East Plan contained the following waste management targets:

- Policy W3: to provide for declining annual quantities of London waste in Kent and Medway.
- Policy W5: to divert annual quantities of waste in the South East from landfill, reaching 68% of all waste by 2025.
- Policy W6 : to recycle or compost annual quantities of waste in the South East, reaching 60% of MSW, 65% of C&I waste, and 60% of CDE waste by 2025.
- Policy W7: to manage annual quantities of waste in Kent and Medway, reaching 1,221,000 tonnes of MSW and 2,663,000 tonnes of C&I waste by 2025.

5.4.2 Kent County Council have commissioned a waste *Needs Assessment*⁽³⁹⁾ (the Jacobs report) which forecasts waste quantities in Kent and assesses the additional waste management capacity needed to meet national and regional targets. The higher of Jacobs' forecasts are based on South East Plan growth rates and waste management targets.

5.4.3 However, alternative waste management assumptions have been made for MSW to reflect circumstances in Kent. The options suggested in this report for the type of MSW and C&I waste management capacity that will be appropriate in response to government policies would also provide the long term flexibility in land provision that Planning Policy Statement 12 requires.

5.4.4 Jacobs' forecasts are to 2026, but the horizon of the Kent MWDF has been extended to 2030. A second stage of the *Needs Assessment* will therefore be undertaken at the end of 2010, which will extend the forecasts to 2030, incorporate new data, and take into account the response to this consultation.

5.5 Existing Waste Management Facilities in Kent

5.5.1 MSW and C&I waste is sent to different types of facility for recycling, reprocessing, treatment or disposal, and the estimated current waste capacity is summarised in table 6 below. The estimates were based on the Environment Agency records of the maximum permitted volume at licensed facilities. They exclude hazardous landfill which will be dealt with in the Hazardous Waste Topic Report.⁽⁴⁰⁾

39 Jacobs (May 2010) "Needs Assessment Modelling Technical Report".

40 Kent County Council (2010) Topic Report "Hazardous Waste."

Table 6 KCC Estimates of 2009 Capacity (rounded to 1,000 tonnes)

Source	Recycling (per annum)	Composting (per annum)	Treatment/ Other Recovery (per annum)	Non Hazardous Landfill Void
MSW	509,000	85,000	450,000	5,349,000
C&I	674,000	107,000	576,000	
<i>Sub Total</i>	<i>1,183,000</i>	<i>192,000</i>	<i>1,026,000</i>	<i>5,349,000</i>
CD&E	2,128,000 ⁽⁴¹⁾			24,352,000
Hazardous			109,000	2,578,000
Total	3,311,000	192,000	1,135,000	32,279,000

5.5.2 Kent County Council have generally assumed that the maximum permitted (i.e. licensed) capacity of facilities will be available. This includes some capacity with planning permission but not yet built, existing but not fully used, or used in part for waste from outside Kent.

5.5.3 Some facilities are able to handle more than one waste stream, and in particular MSW and C&I waste may be able to use the same recycling, composting, recovery or landfill sites. The future capacity needed for these two waste streams is therefore assessed in combination.

Question 24

Are the capacities assessed by Kent County Council for MSW and C&I waste accepted as the basis on which to plan for additional provision in the MWDF?

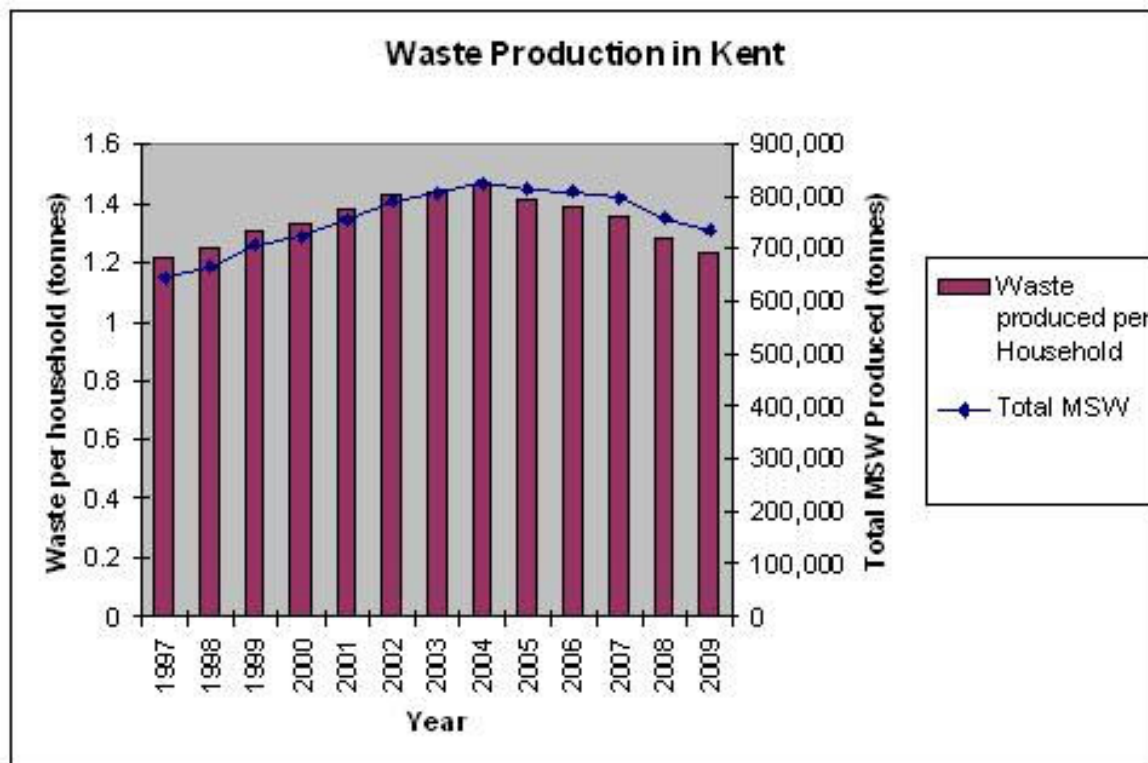
5.6 Making Provision for MSW

The Volume and Management of MSW

5.6.1 The volume of MSW in Kent reached a peak in 2004 but has since declined by 8.7%, to 736,000 tonnes in 2009. Landfill has been the main means of disposal, but this declined from 79% of the total in 2002-03, to 32% in 2009. The decline in landfill was initially due to increased recycling, but has been accelerated by use of the new Allington energy from waste plant near Maidstone which took 29% of Kent MSW in 2009.

41 CDE recycling capacity of 2,128,000 tonnes excludes mobile crushers.

Figure 19: Municipal Solid Waste (MSW) Arisings in Kent



5.6.2 The Allington plant has capacity to incinerate 500,000 tonnes of waste per annum, producing up to 35 megawatts of electricity for the National Grid. Kent County Council has contracts to send at least 300,000 tonnes of MSW to Allington for incineration until 2026, and 25,000 tonnes of green and kitchen waste to a new In Vessel Composting (IVC) plant at Blaise Farm, which has planning consent for 100,000 tonnes from Kent and neighbouring areas. The county council Waste Management Unit (WMU) anticipate that with some additional recycling and composting capacity landfill will take only 9% of Kent MSW in 2026/27.

Allington Energy from Waste Plant



5.6.3 WMU commissioned ERM Ltd.⁽⁴²⁾ to assess the carbon footprint of Kent's municipal waste management and how it will change with use of the Allington energy from waste plant. The assessment uses the Environment Agency's "Waste and Resource Assessment" tool (WRATE) and concludes that the carbon generated by collection, transportation, and the use of transfer stations are relatively insignificant compared to the savings from recycling, composting, energy from waste and reduced landfill.

Question 25

(a) Is there agreement that the most significant savings in carbon emissions can be achieved by recycling & composting, the recovery of energy from waste and the reduction of waste sent to landfill?

Forecasts of New MSW Capacity Needed

5.6.4 Jacobs forecasts of the additional MSW management capacity needed are based on the actual volume of 760,000 tonnes in 2008. This is less than the 800,000 tonnes estimated for the South East Plan, which does not anticipate the decline in the volume that has taken place in recent years.

42 ERM Ltd. (2009) "Carbon Footprint Study of KCC Waste Management System."

5.6.5 A lower forecast of MSW growth was provided by the WMU⁽⁴³⁾ and reflects their view of continuing short term decline in arisings, followed by gradual longer term growth as household numbers increase. A higher growth rate was taken from the South East Plan, Policy W7, which provided quantities of waste to 2025.

Table 7 Higher and Lower Growth Rates for MSW

Source	2008	2011	2016	2021	2026
SE Plan - Policy W7	2.5%	2.0%	1.5%	1.5%	1.5%
KCC Waste Management Unit (Nov.2009)	-4.87%	0.00%	1.00%	1.75%	2.00%

5.6.6 The forecast tonnages of MSW to 2026 are as follows:

Table 8 Projected Tonnages of MSW (rounded to 1,000 tonnes)

Waste Stream	Source	2008	2011	2016	2021	2026
MSW	SE Plan - Policy W7 (High Growth)	760,000	814,000	895,000	964,000	1,038,000
	KCC WMU – Oct. 2009 (Low Growth)	760,000	700,000	722,000	770,000	848,000

5.6.7 The majority of Kent MSW goes to licensed waste facilities, although some is sent direct to industrial sites, such as manufacturers of recycled paper, that are not licensed as waste facilities. The forecasts examine alternative waste management assumptions for the future:

- The first was based on South East Plan targets for higher diversion of waste from landfill and increased recycling and composting (Policies W5 and W6).
- The second was provided by Kent County Council WMU and reflects the current management of MSW in Kent.

Table 9 MSW Management Routes Jacobs May 2010 “Needs Assessment Modelling Technical Report”

Source		2008	2011	2016	2021	2026
South East Plan (High Recycling)	Recycling/Composting	34%	42%	51%	56%	60%

43 Kent County Council Waste Management Unit (November 2009), updated March 2010.

	Other Recovery (excluding recycling/ composting)	8%	14%	25%	27%	24%
	Landfill	58%	44%	24%	17%	16%
KCC WMU (Low Recycling)	Recycling/ Composting	42%	44%	46%	46%	50%
	Other Recovery (excluding recycling/ composting)	14%	42%	44%	44%	41%
	Landfill	44%	14%	10%	10%	9%

5.6.8 The South East Plan envisaged that “other recovery”, which is principally energy from waste, will account for only 24% of MSW by 2026, and that recycling/composting will rise to 60%. However, KCC WMU envisage more than 40% of Kent MSW being sent to Allington from 2010. 50% of Kent's MSW will be recycled or composted by 2026. Only 10% will need to be sent to landfill by 2016. Kent also has much more capacity for recycling than composting and the forecasts adjust this balance by sending waste to compost.⁽⁴⁵⁾ We invite views from the waste industry, local authorities and others on the appropriate waste management assumptions for the Kent MWDF.

Question 26

(a) Growth forecasts for MSW 2008-2026 lie within range of 88,000 tonnes (+12%) to 278,000 tonnes (+36%). Should the MWDF plan on the basis of:

- The county council WMU forecast of +12% as a realistic view?
- Or, the higher forecast of +36% as a more flexible, long term view?
- Would some other point with (or outside) this range be the appropriate basis for future planning and why?

(b) In 2008, 42% of Kent MSW (including hardcore) was recycled or composted.

- Is the KCC WMU forecast of 50% by 2026 a realistic target on which the MWDF should be based?
- Or, is the South East Plan target of 60% achievable with measures such as the separate collection of green and kitchen waste?

New Capacity Needed for MSW Alone

5.6.9 The forecasts conclude that for MSW alone between 47,000 tonnes and 183,000 tonnes of additional composting capacity will be needed in Kent by 2026. No additional recycling is required if the emphasis is placed on new composting capacity for MSW, and no additional energy from waste capacity. Because the Allington energy from waste plant will take more than 40% of Kent MSW, it is unlikely that the higher end of the composting range would be needed.

5.6.10 These conclusions are broadly consistent with those of the WMU, which foresees the need for additional processing capacity of 70,000 to 90,000 tonnes. The future collection method will influence the type and scale of capacity, but a combination of facilities will be needed. This could include a dry recycling facility (MRF) and composting capacity in the form of in-vessel composting for green & kitchen waste or anaerobic digestion for energy recovery from biodegradable waste.⁽⁴⁶⁾ New capacity should ideally be located in East Kent to reduce transport distances.

5.6.11 The WMU advises that Allington in full operation will take Ashford's waste for the foreseeable future, and there is a clear case for a new transfer station at Ashford to bulk waste for transport to Allington.

Question 27

(a) Does the MWDF need to make provision for additional facilities for the collection or transfer of MSW, and if so in which locations?

(b) Is there agreement that the additional capacity needed for MSW is primarily for biodegradable waste?

(c) Should additional capacity for MSW be located in East Kent?

5.7 Making Provision for Commercial and Industrial (C&I) Waste

The Volume and Management of C&I waste

5.7.1 There is little reliable data about C&I waste and the MWDF must rely on estimates. C&I waste is more varied than MSW, and includes chemical, metallic and mineral wastes, which require different treatment or disposal. Mixed and non-metallic wastes have most in common with MSW, and account for 55% of the total. They include paper, plastics and biodegradable matter:

46 Open air windrowing normally suffers from issues with bioaerosols and therefore is not likely to be an acceptable solution.

Table 10 Estimates of Kent C&I Waste Types. 2008 ADAS model output for Kent waste provided by East of England RTAB (April 2010).

	Animal & vegetable waste	Chemical wastes	Common sludges	Discarded equipment	Health care	Metallic wastes	Mineral wastes	Mixed wastes	Non metallic wastes	Total
Tonnes	72,700	254,500	281,300	10,900	15,300	55,500	143,800	534,100	333,800	1,701,800
%	4.3	15.0	16.5	0.6	0.9	3.3	8.4	31.4	19.6	100.0

5.7.2 The lack of an up to date measure of the volume of C&I waste adds to the uncertainty about the new capacity to be provided by the MWDF:

- An Environment Agency survey of 2002/03 has a value for Kent of 1,713,000 tonnes which was the basis of the South East Plan.
- Cambridge Econometrics have estimated a lower value for Kent of 1,206,000 tonnes in 2006, but also suggest there was little change since 2002/03.
- An estimate can be made of 917,000 tonnes of Kent C&I waste sent to licensed facilities only in 2008.⁽⁴⁷⁾ However, because of the downturn in industrial and commercial activity in 2008 this value may not be representative of the arisings for which the MWDF should make provision.

5.7.3 The forecasts for the Kent MWDF use the estimate of 1,206,000 tonnes in 2006, but on a provisional basis because it may be an underestimate.

5.7.4 The C&I Topic Report suggests that if only 917,000 tonnes of C&I waste were sent to licensed facilities in 2008, then at least 300,000 tonnes were sent to recycling and recovery facilities that do not need a waste management licence. This capacity would be in addition to Table 6 and suggests there is already more than sufficient capacity to divert 86% of C&I waste from landfill, as required by the South East Plan.⁽⁴⁸⁾

5.7.5 The Environment Agency is currently examining the volume of C&I waste that uses unlicensed facilities, and a new survey of C&I waste arisings commissioned by DEFRA is expected at the end of 2010. Kent County Council intends to commission updated forecasts that will take this information into account. Meanwhile we seek the advice of the waste industry and others on the appropriate values for C&I arisings and waste treatment capacity to adopt in the MWDF.

47 EA Waste Interrogator 2008. Factored to 100% from a value of 642,000 tonnes from a 70% sample.

48 KCC "C&I Waste Topic Report", para. 4.5.3 & 4.5.3.

Forecasts of New C&I Waste Capacity Needed

5.7.6 The forecasts for the Kent MWDF take the South East Plan growth rate as the higher level of the range for C&I waste, and zero growth as the lower level. Zero growth would represent future success in the reduction of waste – “decoupling” waste from economic growth.

Table 11 Higher and Lower Growth Rates for C&I Waste

Source	2008	2011	2016	2021	2026
SE Plan - Policy W7	2.5%	2.0%	1.5%	1.0%	1.0%
KCC Assumed	0	0	0	0	0

5.7.7 The tonnages of C&I waste forecast to 2026 are as follows:

Table 12 Projected Tonnages of C&I waste (rounded to 1,000 tonnes)

Waste Stream	Source	2008	2011	2016	2021	2026
C&I	SE Plan - Policy W7 (High Growth)	1,267,000	1,358,000	1,492,000	1,599,000	1,681,000
	KCC Assumed (Low Growth)	1,206,000	1,206,000	1,206,000	1,206,000	1,206,000

5.7.8 The views of the waste industry and others are invited on the growth of C&I waste because it has a significant bearing on the new capacity needed in Kent.

Question 28

a) Is there further evidence to inform the county council of the appropriate measures of C&I waste arisings and the capacity available?

(b) Should the MWDF use the lower estimate of about 1.2 million tonnes of C&I waste now produced in Kent, or adopt a value closer to the Environment Agency survey result of 1.7 million tonnes in 2002/03?

(c) Is there further evidence to confirm the volume of C&I waste using unlicensed facilities, and should the MWDF include provision for such facilities?

5.7.9 In view of the lack of analysed data on the management of C&I waste, the forecasts examine only the South East Plan targets for the future management of C&I waste, as follows:

Table 13 South East Plan C&I Waste Management Routes

	2008	2011	2016	2021	2026
Recycling/Composting	46%	51%	56%	61%	65%
Other Recovery (excl. recycling/ composting)	15%	16%	20%	21%	19%
Landfill	39%	33%	24%	18%	16%

5.7.10 However, these are regional targets that may not be appropriate to individual Waste Planning Authorities because local management will reflect the availability of particular capacity. For example the South East Plan assumes that by 2025 the proportion of C&I waste sent to “other recovery”, which includes energy from waste, increases from 15% to 19%. This is a relatively small change, and the scope for a greater increase in the use of energy from waste could be considered. Accordingly, KCC seeks the advice of the waste industry and others on the management targets for C&I waste to adopt in the MWDF.

Question 29

(a) What growth in C&I waste from 2008 to 2026 should the MWDF provide for?

- Is zero growth preferred as a reflection of policy to reduce waste in a growing economy
- Or, does the South East Plan forecast of +33% provide the basis for a flexible, long term view
- Or, should another % increase in C&I waste growth be used?

(b) Are the C&I waste management targets of the South East Plan appropriate to Kent, or should the MWDF explore alternative assumptions, particularly for energy from waste?

New Capacity Needed for C&I Waste

5.7.11 The forecasts conclude that to meet the targets of the South East Plan for C&I waste alone, between 32,000 tonnes and 311,000 tonnes of additional recycling capacity will be needed in Kent by 2026. No additional composting nor “other recovery” capacity, notably energy from waste, is required. However, the following section considers the need for investment in combination with MSW, and to meet waste management targets that differ from those in the South East Plan and would be more appropriate to Kent.

5.8 Facilities Needed for Diversion from Landfill of MSW and C&I Waste Combined

5.8.1 Because the recycling, composting and energy recovery of MSW and C&I may take place in the same facilities, the forecast need for new capacity for both waste streams in combination is considered.

Forecast Need for Additional Capacity

5.8.2 In summary, the forecasts suggest a range of additional capacity is needed to provide for Kent’s MSW and C&I waste to 2026. To ensure long term flexibility the MWDF should consider the higher forecasts:

- Recycling capacity to treat 32,000 to 311,000 tonnes per annum of commercial and industrial waste. This could be provided by:
 - A single small Material Recovery Facility (MRF) for the low forecast or 2 large MRFs, such as that at Allington, for the high forecast.
 - Alternatively, the high forecast could be met by a mix of smaller MRF and other processes, such as Mechanical and Biological Treatment (MBT).
- Composting capacity to treat 47,000 to 183,000 tonnes per annum of MSW could be provided by:
 - A single In Vessel Composting plant (IVC) for the low forecast, or two large IVC such as Blaise Farm for the high forecast.
 - Alternatively, the high forecast could be met by a mix of IVC, Anaerobic Digestion, and open windrow composting.
- The forecasts suggest no additional “other recovery” capacity is needed, which includes energy from waste.

5.8.3 There are considerations in addition to the forecasts of recycling, compost and “other recovery” capacity to take into account. The Topic Reports give the following additional perspectives on the likely requirement to ensure that the MWDF provides long term flexibility.

Providing Long Term Flexibility for Recycling and Composting

5.8.4 The C&I Waste Topic Report suggests that because a large amount of C&I waste is sent direct to unlicensed facilities, such as industrial processes that recycle waste, the waste industry is unlikely to invest in new, large scale recycling capacity. Instead, Kent will require additional composting capacity for about 250,000 tonnes of C&I waste per annum because of increasing landfill tax and a possible ban on landfill of biodegradable waste. This will be in addition to the need for more capacity to compost MSW, although facilities may be used for both waste streams. We are therefore consulting on the scale and balance of recycling and composting capacity that will be required.

Question 30

(a) The forecast range of additional recycling capacity needed is from only 32,000 tonnes per annum, to 311,000 tpa mainly to recycle more C&I waste.

- **Should the MWDF consider the existing facilities as ample, and make no provision for additional recycling capacity?**
- **Or, should the MWDF provide long term flexibility through an additional 300,000 tpa capacity?**

(b) The forecast range of additional composting capacity needed is for MSW waste, from 47,000 to 183,000 tonnes per annum.

- **Should the MWDF provide for additional capacity to compost green and kitchen MSW, up to about 200,000 tonnes per annum?**
- **Should the MWDF in addition provide long term flexibility to compost more biodegradable C&I waste?**

5.8.5 If substantial new capacity for recycling and composting were provided, the MWDF should indicate the number and location of such facilities. Early indications from engagement with stakeholders are that East Kent is the preferred location for new capacity for MSW, and the large scale recycling facilities used for MSW are not best suited to the variety of material among C&I wastes. We therefore seek advice on the mix and location of capacity that will be required.

Question 31

(a) If the MWDF were to provide for about 300,000 tpa additional recycling capacity, should it:

- **Seek one or two large Material Recovery Facilities (MRF), or a greater number of smaller facilities to deal with the variety of C&I waste?**
- **Is it important for such facilities to be close to the greatest concentrations of arisings, for example in central Kent, or the larger urban area of North Kent?**

(b) Should the MWDF provide additional composting capacity in the form of:

- **One or two large enclosed facilities capable of composting green and kitchen waste?**
- **Or, encourage a greater number and variety of facilities, including enclosed “In Vessel Composting” (IVC), open-air “windrow” composting, and Anaerobic Digestion?**

Providing Long Term Flexibility for Energy from Waste

5.8.6 Very little incineration of Kent C&I waste occurs at present but the increasing cost of landfill, the possible ban on the landfill of some wastes, and eventually the closure of existing landfill sites, will create demand for additional recovery facilities for C&I waste. There is emerging evidence of such demand in Kent.

5.8.7 The C&I Waste Topic Report suggests that an alternative to the landfill of unsorted C&I waste is needed, to at least match the 462,000 tonnes of Kent C&I waste sent to non-hazardous landfill in 2008. The alternative provision could take the form of one large and one smaller energy from waste plant specifically for C&I waste.

5.8.8 This suggests a more progressive scenario for the management of C&I waste than in the South East Plan, in order to increase energy from waste and further reduce landfill. Large plants may seek waste from outside Kent, just as at present large volumes of waste cross boundaries to landfill and other sites. The net benefits for carbon saving and the supply of renewable energy from such cross border flows of waste should be considered. We therefore seek the advice of the waste and energy industries and others, on the mix and location of capacity that should be provided for new energy from waste capacity in Kent.

Question 32

(a) Should the MWDF provide for substantial additional capacity for energy recovery from Kent C&I waste?

- **Should it be a condition that such plant provides Combined Heat and Power (CHP)?**
- **To what extent should waste from outside Kent be permitted?**

Replacement Capacity

5.8.9 The comparison between existing capacities and the forecast waste volumes is not the only consideration for the MWDF in making provision for development of new facilities. Proposals may come forward for new waste treatment infrastructure that would take the place of existing facilities and save carbon emissions by more efficient and sustainable operation. Such proposals may increase the value of wastes as a resource because of the technology they use, and the variety and quality of their output. There may be planning or other conditions on the operation of existing facilities that also mean they should not be assumed to be available until 2030.

5.8.10 In making its land use provisions and policy the MWDF should therefore consider the nature and longevity of its existing capacity, and the wider objectives for sustainable waste management.

Question 33

(a) The Hersden (Canterbury) MRF is an old design. Should the MWDF make provision for capacity to continue at the same site, or seek an alternative location in East Kent?

(b) The Blaise Farm IVC has planning consent to 2026, linked to the life of the host quarry. Should the MWDF make provision for capacity to continue at the same site, or seek an alternative location outside the Green Belt?

(c) Are there other major facilities that will need investment or replacement for which the MWDF should make provision?

Reprocessors and Integrated Waste Management

5.8.11 Kent has a number of long established industrial sites, some of which could be suitable locations for waste land uses, such as Material Recovery Facilities (MRF) or Anaerobic Digestion. Integrated waste processing involves the location of several waste uses close to one another, possibly on one site, to provide a linked process

for various waste streams that share facilities. The integrated process maximises the use of waste as a resource, and minimises the residual waste requiring landfill, but requires a suitable site of industrial character.

5.8.12 Re-processors are users of waste, for example as a raw material in manufacture. They are likely to require accessible sites of an industrial character, and offer a potential source of new economic activity in Kent using waste as a resource. Existing Kent industries may also seek to invest in processes or energy supply that use waste as a resource, without being licensed waste premises.

Question 34

(a) Should the MWDF make provision for the location of waste uses on industrial sites in Kent?

(b) Is there potential in Kent for integrated waste processing, and new industries to process waste?

- **Which locations or sites in Kent are most suitable?**

5.9 Biomass, Agricultural Waste and Waste Water

5.9.1 Biomass, agricultural waste and waste water are considered together because of the potential to treat these together, possibly on a small, local scale. Biomass plant are restricted in the nature of the material that can be used as fuel, and would not use general C&I wastes without pre-treatment.

5.9.2 “Biomass” includes waste wood from industry, forest products, straw, and animal slurry etc. Biomass has a lower energy density than fossil fuels and therefore greater volumes are required than fossil fuel.

5.9.3 Dry biomass, such as wood and straw, is suitable for incineration and can be mixed as a fuel supply. Because the carbon emissions from the transport of biomass are typically quite a small proportion of the total emissions, it may be both economic and sustainable to transport dry biomass some distance. Potentially biomass can be used for Combined Heat and Power (CHP) in an urban setting, if a high proportion of the heat generated can be used.

5.9.4 “Wet” biomass wastes are less easily transportable and provide a more local resource. They are typically agricultural waste, digestible waste from industry, and food waste, which accounts for about 17.5% of MSW. “Wet wastes” can be digested by anaerobic digestion, releasing methane which can be collected to form a biogas, and used for power generation. The wet waste streams are also suitable for mixing, and can include sewage sludge.

5.9.5 The economics of anaerobic digestion have not been particularly favourable, but will be improved by recent policy initiatives, and the new government is committed to greatly increase energy from waste specifically using this technology.

Agricultural Waste

5.9.6 Slurry, manure and other natural products (with the exception of milk) are not classified as waste when they are used as a fertiliser, and the majority of such waste is used in situ on farms. Jacobs estimate that approximately 488,000 tonnes of natural agricultural waste is produced in Kent annually. It is likely that proposals will come forward for facilities to manage this and other biomass waste. These might include the anaerobic digestion of biomass to produce biogas, and the treatment of manure and slurry by composting.

5.9.7 The number and scale of such proposals will depend in part on their viability. They may be relatively small in scale such that a number might be supported in Kent, but their potential rural location may raise considerations of landscape and environmental impact, and whether the wastes treated should be confined to that produced locally or by agriculture.

5.9.8 Jacobs estimate the volume of non-natural waste from agriculture in Kent that is subject to waste management regulations as only 5,100 tonnes in 2003. Of this relatively small quantity, 3,300 tonnes were pesticide washings and sheep dip residues for which specialised hazardous waste processing is required. The remainder could form a small portion of C&I waste. Because of their small quantities, it is not intended to make specific provision for regulated agricultural wastes in the MWDF.

Waste Water and Sewage Sludge

5.9.9 Sewerage provision is the remit of the water companies rather than local authority waste collection and disposal services. The MWDF should make provision for major new capacity to treat wastewater and for sludge processing where new land and planning consent are required.

5.9.10 The sewage sludge arising from wastewater treatment works requires the provision of adequate treatment/disposal facilities, and this could include thermal treatments such as incineration and anaerobic digestion. Kent County Council are the determining authority for planning applications for these facilities and therefore the MWDF should consider the future capacity requirements.

Question 35

(a) What potential is there for energy from biomass and anaerobic digestion in Kent?

- **Should MWDF include policy to encourage biomass and anaerobic digestion proposals?**
- **Or, should it adopt a more cautious approach, setting criteria for environmental impact, location and the source of waste, being technology neutral?**

(b) Are there new proposals for the treatment of waste water and/or sewage sludge for which the MWDF should make provision?

5.10 The Case for Non-Hazardous Landfill

Forecast Need for Non Hazardous Landfill

5.10.1 It is European and national policy to reduce the amount of waste sent to landfill. However, some MSW and C&I waste will continue to be sent to landfill because it is not suitable for other treatment processes.

5.10.2 In 2008 two non-hazardous landfill sites in Kent, Shelford in Canterbury and Greatness in Sevenoaks, had permitted space for a further 5,349,000 tonnes of MSW or C&I waste. There are no planning restrictions on where this waste may come from. The forecasts of the landfill that will be required in addition to this reserve by 2026 are for space to accommodate between 7,136,000 and 14,671,000 tonnes of Kent MSW and C&I waste.

5.10.3 The higher forecast used the South East Plan target to reduce the proportion of MSW sent to landfill from 56% in 2008 to 16% by 2025. However, this takes no account of the waste treatment capacity that is in place in Kent, and that the county council Waste Management Unit (WMU) believe waste sent to landfill will fall to 9%.

Waste from London

5.10.4 South East Plan Policy W3 stated that Waste Planning Authorities should provide landfill capacity for proportions of London's MSW and C&I waste. However, Kent has handled less than 20,000 tonnes of London MSW and C&I waste in recent years, and while other less costly destinations for London waste are available it is unlikely that there would be an increase to the 158,000 tonnes per annum envisaged by Policy W3 in the period to 2015.

5.10.5 However, it is possible that when landfill sites to the east of London close there will be market pressure for increased volumes of London waste to be sent to Kent. One outcome is that Kent could maintain approximately 20,000 tonnes per annum to 2017, but receive 158,000 tonnes after that date. This would mean an additional 917,000 or 2,226,000 tonnes per annum of MSW and C&I waste sent from London to Kent for landfill. This quantity is not critical to whether or not the Kent MWDF should provide for more non hazardous landfill capacity.

Views on the Need for Non Hazardous Landfill

5.10.6 The commercial and industrial waste stream together with residual waste from other processes are mainly responsible for the forecast need for additional non hazardous landfill. This could be reduced by more provision for recovery of energy from C&I waste. Kent County Council will test the sensitivity of the forecasts of non hazardous landfill, but also seeks the views of the waste industry and others on the need for additional non hazardous landfill in Kent, and the options that may be considered.

Question 36

The forecasts suggest that additional capacity for non hazardous landfill will be required.

(a) Does the waste industry agree with this assessment?

(b) How will measures such as the landfill tax escalator and the possible ban on materials from landfill affect the industry?

(c) Is the industry willing to invest in additional capacity in Kent, or will it rely on capacity elsewhere?

(d) Are there other options that should be considered?

5.11 Making Provision for Construction, Demolition and Excavation Waste (CDE)

The Volume and Management of CDE Waste

5.11.1 The most recent national survey of CDE waste arisings was in 2005⁽⁴⁹⁾ and an estimate of Kent inert waste from this source was used in the South East Plan and the forecasts for the MWDF. The survey data is as follows:

49 Capita Symonds Ltd (2005) Survey of Arisings & Use of Alternatives to Primary Aggregates in England. Page 227

Table 14 Management of Kent CDE Waste Inert Waste: 2005

Management Routes	Tonnes	%
Recycled	1,481,555	54.8%
Landfilled*	927,721	34.3%
Environment Agency Exempt uses e.g. landscaping	292,001	10.9%
Total	2,701,277	100%
<i>*Landfilled consists of:</i>		
<i>Engineering at non-hazardous landfill sites</i>	<i>264,787</i>	<i>9.8%</i>
<i>Disposal</i>	<i>662,933</i>	<i>24.5%</i>

Note: Excludes materials such as wood, metals and plastics etc which are included within C&I waste. Hazardous construction waste is included with other hazardous wastes later in this document.

5.11.2 The forecasts of CDE waste for the Kent MWDF adopt the assumption of the South East Plan that waste volumes are relatively stable and will not change. This does not take account of the decline in construction activity in 2009 and 2010, but does decouple CDE waste from longer term growth of the economy.

5.11.3 The forecasts also the adopt South East Plan management targets for CDE was as follows:

Table 15 South East Plan CDE Waste Management Routes

	2008	2011	2016	2021	2026
Recycling (Policy W6)	48%	50%	52%	60%	60%
Re-use (of which 61% used at exempt sites, and 39% at landfills)	34%	34%	34%	28%	30%
Landfill (Policy W5)	18%	16%	14%	12%	10%

5.11.4 In 2005 Kent recycled 55% of CDE inert waste, which exceeded the South East Plan assumption of 48%, and also disposed of more waste to landfill (25% compared to 18%). These levels may reflect the availability of more CDE recycling and inert landfill capacity in Kent than in most areas of the South East.

5.11.5 The remaining waste is re-used for landscaping etc. on development sites, which is exempt from waste licensing, or at landfill sites to cover deposited material. The MWDF need make no provision for such re-use because it is permitted as part

of other development or landfill operations. The South East Plan set a regional average of 34% for such use, but the 2005 data suggests that it was much lower in Kent, at about 21%. Applying the South East Plan values to Kent may therefore remove too much waste from the forecast need for recycling and landfill capacity. Equally, exempt sites are not subject to landfill tax, and their use has become more financially attractive as landfill tax has risen.

5.11.6 The South East Plan target was to increase recycling to 60% by 2025, but this is only 5% above the estimated rate in Kent in 2005. The Plan also aimed to reduce landfill from 18% to 10%, which is a more gradual decline than the voluntary initiative⁽⁵⁰⁾ to reduce the amount of CDE sent to landfill by 50% in 2012. However, in Kent it is a large reduction from the 25% of CDE landfilled in 2005. South East Plan waste management targets for CDE waste do not appear to be well suited to the situation in Kent.

Question 37

(a) Is there further evidence to confirm 2.7 million tonnes per annum as the volume of CDE waste for which the MWDF should provide?

(b) Are the South East Plan waste management targets appropriate to Kent, or should a lower proportion of “re-use” be adopted and higher recycling to reflect circumstances in Kent?

Capacity Needed for Recycling CDE Waste

5.11.7 A single forecast of the need for CDE recycling capacity has been made for the MWDF, which increases the quantity of waste from 1,248,000 tonnes in 2008 to 1,560,000 tonnes in 2026 (+312,000 tonnes or 25%):

Table 16 CDE Waste for Recycling 2008-26

	2008	2011	2016	2021	2026
CD&E	1,248,000	1,300,000	1,352,000	1,560,000	1,560,000

Source: Jacobs Table 4-A

5.11.8 The current maximum permitted recycling capacity in Kent is assessed at 2,128,000 tonnes per annum, excluding mobile crushers. On the basis of the forecasts alone there is no need for the MWDF to provide additional recycling capacity to meet South East Plan targets. However, a number of the existing facilities are located at quarries and temporary waste management facilities, which will not be available for the life of the MWDF.

5.11.9 Kent has only one site which incorporates a washing process and this may mean that the maximum capacity of facilities in Kent could not in practice be achieved. The MWDF should therefore consider whether there are parts of Kent with relatively poor access to recycling.

Capacity Needed for Inert Landfill

5.11.10 The forecast of waste sent to inert landfill falls steadily from 463,000 tonnes in 2008, to 260,000 tonnes by 2026. The current capacity of inert landfill sites in Kent could accommodate 24,352,000 tonnes, and the forecast therefore suggests there is no need for the MWDF to provide additional inert landfill capacity. However, there are other considerations that qualify this conclusion.

5.11.11 The South East Plan assumed that the share of CDE inert waste sent to landfill falls from 18% to 10%, but this understates the share sent to landfill in Kent, which in 2005 was 24% (663,000 tonnes). Although CDE waste is costly to transport, Kent is near to London where there are limited opportunities for disposal. The quantity of London's CDE waste sent to Kent and Medway has increased in recent years, to 521,000 tonnes in 2008.

5.11.12 Kent's landfill and recycling sites have no planning restriction on the origin of waste. If London CDE waste were to continue at this rate in addition to landfill of Kent's own waste, the current capacity of inert landfill sites may not be sufficient for the 2030 horizon of the MWDF, particularly if some sites expect to husband their capacity beyond 2030.

5.11.13 Approximately three quarters of the inert landfill capacity in Kent is located in Tonbridge & Malling Borough, which although accessible to Mid and West Kent is some distance from much of East Kent.

5.11.14 The "re-use" of CDE waste involves its use for development sites which are exempt from waste management license. The South East Plan forecasts assumed that the "re-use" of CDE waste on exempt sites falls from 34% to 30% but is only 21% in Kent and might not decline further. The capacity of "exempt sites" is not known and no provision for them can be made in the MWDF.

5.11.15 The Environment Agency is investigating the arisings that are dealt with at exempt sites. The conclusions of that study, plus further investigation of the practical inert landfill capacity in Kent will be included in the second stage waste forecasts.

5.11.16 We seek the views of the waste industry and others on the appropriate quantities and management assumptions for CDE waste:

Question 38

These questions have been repeated from section 4.2, please do not answer them twice.

(a) Do you agree that to continue to encourage the maximum amount of recycling of CDE wastes to provide recycled aggregates, a mix of site types for these activities should be identified and allocated?

(b) In order to encourage the maximum amount of recycling of this waste stream, do you agree that, wherever possible and acceptable in environmental terms, every quarry in Kent which needs inert fill for restoration should be encouraged to incorporate an aggregate recycling facility in its operations?

5.11.17 The introduction of Site Waste Management Plans (SWMPs) will increase the volume and quality of CDE waste for recycling. We also seek views on the best means to encourage recycling of CDE waste:

Question 39

(a) Is the current capacity in Kent for inert landfill sufficient to 2030, based on the likely volume of Kent waste?

- **Or, is there a need for new capacity to provide long term flexibility, and to provide sites accessible to all parts of the county, notably East Kent?**

(b) Should additional inert landfill only be acceptable when it directs the available inert fill to priority quarry restoration projects which need the fill for landscape or geotechnical (stability) purposes?

5.12 Making Provision for Hazardous Waste**South East Plan Regional Studies**

5.12.1 The South East Plan did not require Waste Planning Authorities (WPAs) to provide for the amount of hazardous waste that arises in their area, but stated that provision will be required for a small number of large-scale specialist facilities. Policy 15 stated that priorities include hazardous landfill capacity to serve the south and east of the region, treatment facilities for air control residues (flue ash), treatment of waste electronic and electrical equipment (WEEE) and a network for treatment of contaminated construction and demolition waste.

5.12.2 The South East Plan encouraged waste development plan documents to identify and safeguard sites for contaminated construction soils and demolition waste, and to identify criteria for large scale hazardous waste facilities, which should be located and designed to make use of rail or water transport. Where necessary, development plan documents should encourage the creation of protective cells for hazardous waste at landfill sites.

5.12.3 A report produced by Scott Wilson for SEERA⁽⁵¹⁾ reviewed hazardous waste arisings in the South East and forecast future management requirements for the types and quantities of waste arising in the region. Most hazardous waste is produced by industry and Scott Wilson assumed hazardous waste would grow at the rates for C&I waste in the South East Plan (Policy W7) and the National Waste Strategy 2007, which are very similar.

5.12.4 The Scott Wilson report states that complete self-sufficiency at a regional level is not practical for hazardous waste because cross-border movement is substantial in terms of the amount of waste and the distances travelled to infrastructure elsewhere in England and Wales. The report identifies likely additional hazardous landfill locations as restricted to the counties of Buckinghamshire, Oxfordshire and Kent within areas which have suitable geology.

Question 40

Do you agree that:

- (a) Provision for hazardous wastes in Kent should not be based on self-sufficiency or the average growth of industrial waste?**
- (b) The MWDF should consider the future of the main hazardous waste sites in Kent?**
- (c) The MWDF should consider the need for the regional priorities of hazardous landfill capacity, and treatment of air control residues, WEEE, and contaminated construction waste?**

Hazardous Waste in Kent

5.12.5 Kent has existing or planned provision for facilities that contribute to providing for each of the regional priorities, and can make a substantial contribution to providing for its own hazardous waste and the regional networks.

5.12.6 Hazardous waste is carefully regulated and data held by the Environment Agency provides a reliable measure of the amount produced in Kent and its destination. It is varied in nature and requires specialised treatment and disposal.

51 Scott Wilson (April 2009) Study into the Arisings & Management of Hazardous Waste in the South East Region

Consequently there is considerable movement of hazardous waste across WPA and regional boundaries, and this is illustrated by the hazardous waste produced in Kent in 2007:

Table 17 Hazardous Waste Flows: Kent 2007

	Tonnage
Hazardous waste arising in Kent	144,000
Hazardous waste imported to Kent	89,000
Hazardous waste exported from Kent	115,000
Hazardous waste landfilled in Kent	118,000

5.12.7 In 2007 Kent produced 144,000 tonnes of hazardous waste, but of this 115,000 tonnes (80%) left the county, and 89,000 entered Kent. Hazardous waste leaving Kent included waste sent to a site in south east London that accepts contaminated excavation wastes, and to a landfill site in the South West which accepts a wide range of wastes. Hazardous waste entering Kent was mainly from London, the East of England, and the remainder of the South East, and was also largely to landfill sites.

5.12.8 Consequently only a small proportion of the 118,000 tonnes of hazardous waste landfilled in Kent originated in the county. The two main hazardous waste landfill sites in Kent accept asbestos from a wide catchment, and flue ash from Allington.

Growth in Hazardous Waste and its Management

5.12.9 The South East Plan recognised that European legislation will direct waste away from landfill while requiring greater waste treatment and pollution control. The European Hazardous Waste List will define more types of waste as hazardous for the first time.

5.12.10 Jacobs have projected the current pattern of hazardous wastes treated and disposed in Kent on the assumption that they grow at rates similar to those modelled for C&I waste. However, this approach is not recommended as the basis for provision for hazardous wastes in the MWDF. Provision for hazardous waste in the MWDF requires consideration of the particular waste infrastructure and circumstances in Kent.

Residues from Waste Treatment

5.12.11 The South East Plan noted that there will be an increase in residues from waste treatment such as energy from waste (para. 10.49), some of which will require disposal as hazardous waste. Jacobs have made forecasts of hazardous residues in Kent on the basis of alternative technologies for the treatment of MSW and C&I

waste. From 2008 to 2026 between 400,000 and 1,600,000 tonnes of flue ash could require hazardous landfill. The highest amount would be produced by the combination of high growth rates and the use of Allington and similar incineration plant.

5.12.12 It would be consistent with the principles of the waste hierarchy if residues were recycled or reused in preference to landfill, for example as a raw material in the manufacture of construction products. However, this would require investment in a suitable manufacturing process in Kent or elsewhere, and cannot be relied upon.

5.12.13 It is evident that self sufficiency is not practical for hazardous wastes even at the scale of the region, and that movement of waste to and from Kent will continue. The MWDF may however, seek to limit and balance such movements through the provision that it makes for new infrastructure. Residues produced by the Allington plant are primarily from Kent's MSW for which the MWDF should make provision. However, new energy from waste or other treatment capacity for C&I waste could involve waste from outside Kent, and the MWDF must consider the provision for its disposal.

5.12.14 We therefore seek the views of the waste industry and others on the principles that should be adopted by the MWDF on the treatment or disposal of residues:

Question 41

Should the MWDF:

- (a) Make provision for the reuse or recycling of residues in preference to landfill if this is a practical alternative?**
- (b) Make provision as necessary for landfill of the main residues from treatment of Kent's MSW?**
- (c) Require that provision is made for the disposal of residues from new capacity for the treatment of other wastes that takes place in Kent?**

Landfill for Incinerator Ash in Kent

5.12.15 The MWDF must assess the permitted capacity of the existing hazardous landfill for incinerator ash in Kent, and the implications of increased production of such residues in Kent. Norwood Farm on the Isle of Sheppey was granted planning permission in 2005 to accept the hazardous ash from Allington, which could produce about 40,000 tonnes each year when fully operational. The heavier bottom ash is not hazardous and is reused.

5.12.16 Norwood Farm is a source of clay used for engineering purposes. One of the conditions of the planning permission to accept Allington's flue ash⁽⁵²⁾ is that the site must be restored by 2016, and therefore provision must be made for the disposal of Allington's ash after that date. If reuse of the ash were not practical, the options include landfill by an extension to the Norwood site, seeking a new site in Kent, or relying on landfill elsewhere, if a suitable site exists.

5.12.17 The question also arises whether the MWDF should consider Norwood for a wider role in the disposal of residues from the treatment of wastes in Kent, in addition to that from Allington.

Question 42

If reuse or recycling of flue ash is not a practical option, should the MWDF consider whether:

(a) The site at Norwood could be extended to accept Allington flue ash to 2030?

(b) It could be extended to accept residues from other new waste treatment to be provided in Kent?

(c) Or, if alternative sites in Kent could be identified?

Landfill for Asbestos Waste

5.12.18 The second hazardous landfill in Kent is Pinden Quarry south of Dartford which is a chalk quarry with permission for disposal of asbestos wastes. It is the only site in the South East for disposal of asbestos and therefore most of the waste comes from outside Kent.

5.12.19 The volume of asbestos for landfill depends largely on the amount found in the demolition and refurbishment of older buildings and plant, and should decline in the longer term because it is no longer used as a building and insulating material. The decommissioning of Dungeness A power station is estimated as producing 3,500 cubic meters of asbestos waste but over a period beyond that of the MWDF.

5.12.20 The Pinden site has planning permission for 837,300 cubic meters of landfill after the extraction of chalk, with a condition which requires its restoration by 2042. However, at recent rates of fill the landfill could be complete within 10 to 15 years.

52 Flue ash is the solid material remaining in the chimney as part of the air pollution control requirements.

5.12.21 In a regional context, Pinden is valuable in diverting asbestos waste from other sites that are licensed for hazardous wastes that require greater engineering protection, and thus helps to husband their capacity.

Question 43

Should the MWDF consider an extension to Pinden so that it could continue its role as an asbestos landfill until 2030?

- **Or can an alternative site be identified?**

Contaminated Soil

5.12.22 The South East Plan and the Scott Wilson report identify the need for the storage, treatment and remediation of contaminated soils and demolition waste, and the current priorities of SERTAB⁽⁵³⁾ include specialist treatment for contaminated soils.

5.12.23 The Environment Agency has supported the concept of a soil treatment centre, or hub, to serve the major brown field development sites in North Kent, notably in Thameside. However, no firm proposals have come forward. Planning permission has been granted at Nicholls Quarry near Hythe for the treatment of 1 million tonnes of soil and waste, and its use for restoration of the site prior to residential development.

Question 44

Is there a need for further provision in Kent for treatment of contaminated soil, possibly to support the regeneration of brown-field sites in Kent Thames Gateway?

Clinical Waste

5.12.24 The clinical incinerator located at Ashford is the largest of only three in the South East. Even so there is a substantial amount of health care waste which is imported to and from Kent indicating the specialist nature of clinical wastes.

Waste Electronic and Electrical Equipment (WEEE)

5.12.25 There are a number of sites in Kent for the treatment and transfer of waste electronic and electrical equipment (WEEE). Future land needs may be capable of accommodation on established industrial sites.

End of Life Vehicles

5.12.26 Kent has many sites that handle End of Life Vehicles (ELV), and although there appears to be no shortage of capacity there may be economic pressures within the industry for larger sites that can provide a range of equipment and greater scope for recycling. Future land needs may be capable of accommodation on established industrial sites.

Question 45

(a) Are there proposals for additional capacity for clinical waste treatment in Kent for which the MWDF should make provision?

(b) Can the land required to recycle waste electronic and electrical equipment be provided on established industrial sites?

(c) Should the MWDF make provision for sites that recycle End of Life Vehicles, and if so what are the requirements of the industry?

5.13 Making Provision for Nuclear Waste

5.13.1 Radioactive waste is not a controlled waste as it is not covered by the Waste Framework Directive. None of the provisions of the Waste Strategy 2007 relate specifically to nuclear waste but the principle of the waste management hierarchy is pertinent to the management of nuclear waste

5.13.2 There are three broad categories of radioactive waste reflecting the degree of radioactivity and hazard:

- High Level Waste (HLW) is largely a by-product from reprocessing of spent fuel, which takes place at Sellafield in Cumbria.
- Intermediate Level Waste (ILW).
- Low Level Waste (LLW) which unlike HLW and ILW, does not normally require shielding during handling or transport. It consists largely of paper, plastics and scrap metal items that have been used in hospitals, research establishments and the nuclear industry. In future there will be large volumes of soil, concrete and steel as nuclear plants are decommissioned.

5.13.3 Kent has two nuclear power stations (Dungeness A and B) located on Romney Marsh within an environmentally sensitive area, adjacent to sites designated for their national and international environmental importance.⁽⁵⁴⁾ The area is vulnerable to coastal erosion, and the shingle tidal flood defences are continuously replenished to protect the nuclear site.

5.13.4 Dungeness B remains operational and there is no firm programme for its eventual decommissioning. Dungeness A is owned by the Nuclear Decommissioning Authority (NDA), and there are four phases of decommissioning:

- Defuelling - until about 2011.
- Care and Maintenance Preparations – lasting approximately 15 years, in parallel with defueling. It includes construction of an Intermediate Level Waste Store.
- Care and Maintenance – approximately 80 years. This may include transportation of all ILW from Dungeness to a new permanent storage facility to serve the UK, envisaged around 2040.
- Final Site Clearance – approximately 9 years from about 2102 and including provision of an ILW waste management facility on the site to process all waste arising from this phase.

5.13.5 In total over the three phrases, decommissioning of Dungeness A is likely to produce 140,000 tonnes of waste of which 4,400 will be ILW and 28,500 LLW with most of the remainder being inert waste. The defuelling and care and maintenance preparation stages for Dungeness A are likely to take place within the horizon of the MWDF (2030), and to be partly completed for Dungeness B.

5.13.6 Proposals for waste management uses at Dungeness that need planning permission would need to take into account the sensitive environment of the site, the coastal process and flood risk. Rigorous tests would apply (Appropriate Assessment) to proposals with any potential for adverse impact on the internationally designated sites. Kent County Council particularly seeks the views of the local community on this matter.

Management of Dungeness High Level Waste (HLW)

5.13.7 Government policy on high level and intermediate level nuclear waste is to provide for their permanent disposal at a *Geological Disposal Facility*. This will be a secure, national repository in suitable geology, but is unlikely to be available before 2042.

Management of Dungeness Intermediate Level Waste (ILW)

5.13.8 The majority of ILW produced during the decommissioning of Dungeness A and B will be during the Final Site Clearance Phase. It will need to be kept in purpose built stores at Dungeness until the national repository is available. Such storage must be within a nuclear licensed site, and it is unlikely that the MWDF will need to identify and assess alternative sites for the disposal of ILW.

Management of Dungeness Low Level Waste (LLW)

5.13.9 Defra produced a policy framework on *Low Level Waste Management* in 2007.⁽⁵⁵⁾ It proposed that nuclear licensed sites should have a plan for the management of their LLW which complies with the waste hierarchy. In response the NDA published a draft strategy for managing solid LLW in June 2009. Currently all LLW is sent to the *Low Level Waste Repository* (LLWR) near Drigg in Cumbria, but its capacity could be exhausted by 2020. The strategy therefore seeks to extend the life of the repository at Drigg by reduction of waste, ensuring that only waste which needs highly engineered storage is sent there, and finding other waste management routes.

5.13.10 The strategy also notes that disposal of LLW and Very Low Level Waste (VLLW) to an engineered facility on or adjacent to nuclear licensed sites may be an option. This would be consistent with the principle of ensuring that waste is disposed of to the nearest appropriate installation. At Dungeness there are already some LLW facilities.

Question 46

(a) Do you agree that the MWDF need not consider alternatives to the nuclear licensed site at Dungeness for the treatment and interim storage of Intermediate Level Waste from the decommissioning Dungeness A and B?

(b) Should the MWDF Core Strategy include a development management policy establishing the criteria to control such development on the nuclear licensed site?

- **If so, what criteria should be applied given the physical and environmental circumstances of the Dungeness sites?**

55 Defra (2007) Policy for the long term management of solid low level radioactive waste in the UK.

(c) Are treatment and permanent disposal of LLW appropriate at Dungeness?

- **If so, should the MWDF Core Strategy include a development management policy establishing the criteria to control such development on the nuclear licensed site, and what criteria should be applied?**

Non Radioactive Wastes

5.13.11 The majority of waste produced by decommissioning Dungeness A will be not be radioactive, and will be treated and disposed of with other wastes in Kent of the same kind. Most of the c16,600 tonnes of hazardous waste is expected before 2030 in the Care and Maintenance Preparations phase, and includes asbestos wastes. There will also be about 30,700 tonnes of non hazardous waste and 64,600 tonnes of inert waste, the latter mainly in the final site clearance stage. Management of the non hazardous and inert wastes should be subject to the waste hierarchy.

Non Nuclear Industry

5.13.12 The Defra policy framework on *Low Level Waste Management* applies to the non nuclear industry (NNI) which has tended to rely on incineration and landfill. There are a number of NNI producers of LLW and VLLW in Kent, such as hospitals and research establishments. This waste is likely to be a very small quantity relative to the nuclear industry. The sustainability appraisal scoping report for the Defra strategy suggests that NNI waste produced in Kent travels relatively short distances to incinerators, and that there are no landfills which take non nuclear LLW.

5.13.13 The strategy is likely to encourage the use of conventional waste management facilities for NNI wastes, consistent with the government's view that communities should take more responsibility for managing such wastes.

Question 47

Are there existing facilities in Kent that process non nuclear LLW that should be safeguarded through the MWDF?

- **Should the MWDF provide for additional facilities and management routes for such waste?**

5.14 Strategic Waste Sites for the Core Strategy

5.14.1 The Core Strategy must identify any “strategic sites” that are essential to its achievement. These need not be defined sites but may include areas of search and broad locations for waste infrastructure that will be essential to delivering the objectives of the Core Strategy and ensuring that waste treatment and disposal capacity will be in place when required. Of the matters for consultation set out above, there are a small number that might give rise to “strategic sites” in the Core Strategy:

- The provision for large scale capacity for the recovery of energy from C&I waste.
- The co-location of waste uses at a small number of sites of suitable character and size, able to provide flexibly for different technologies over time, and offering the possibility of linkage between their processes.
- The possible need for additional non hazardous landfill capacity.
- The possible need for additional hazardous landfill capacity to accept residues from the treatment of Kent waste.

Question 48

(a) Are there issues that have been raised that require a 'strategic site' in the Core Strategy?

(b) Are there specific locations that should be identified?

6 Restoration and After-use of Minerals and Waste Sites

6.0.1 There are two ways to restore surface mineral workings:

- backfill the quarry void with wastes derived from mineral working or imported onto the site from elsewhere to achieve a landform similar to the original landform; and/or
- restore the void to a lower level without any imported fill. This gives rise to 'wet' restoration when the minerals are worked below the water table.

6.0.2 Where the nature of the geology and groundwater are not constraints, mineral sites provide opportunities for the landfilling of wastes. Backfilling sand and gravel quarries with inert waste has, in the past, been a way to restore sites back to original ground levels and uses (normally agriculture, for example some of the quarries along the River Great Stour at Chartham, near Canterbury). Sand quarries which have a bedrock of clay have been used for landfilling of non-hazardous wastes, such as Shelford landfill to the east of Canterbury and Greatness Landfill near Sevenoaks. Pinden chalk quarry (near Dartford), is used as a Hazardous waste landfill for the disposal of bonded asbestos.

6.0.3 Alternatively, along the river valleys and on the Lydd/Dungeness peninsula, where sand and gravel has been extracted, reinstatement has involved the creation of open areas of water with marginal shallow water habitats.

6.0.4 On the Folkestone beds, soft sand extraction is normally only permitted to occur above the water table. These mineral workings remain dry often incorporating the creation of low-level acid heath habitats on restoration.

6.0.5 Many of Kent's mineral working restoration schemes have required the importation of inert fill to reinstate back to original (or near original) ground levels. Inert fill is now being recycled more and more. It has also been used in sites which are 'exempt from permitting' such as golf course contouring projects and noise bunds required to protect housing developments. Both of these issues have meant that in recent years there has been a shortfall in inert materials available to restore quarries. Quarry restoration is therefore taking longer than it should and in some cases, alternative restoration proposals have had to be prepared and agreed. In order to ensure that available inert fill is directed to quarry restoration projects, it is essential that Kent County Council works closely with the district councils to avoid situations where sham 'recovery' projects such as golf courses are used to disguise landfill and landraise proposals.

6.0.6 Therefore, in order to ensure that future mineral workings are restored quickly to a required standard, any mineral sites that require inert fill to achieve the restoration that is being proposed should be able to provide a clear analysis of where that inert fill will be sourced from and the timescales involved in the restoration of the quarry.

6.0.7 In order to ensure that sites that are allocated in the Core Strategy and the later Mineral Sites and Waste Sites Plans are 'deliverable', it is necessary to consider the proposed restoration and after uses for each site at site allocation stage. Historically these issues have been allowed to be developed at planning application stage and have often had to be changed when the initial schemes are found to have problems in their implementation.

Question 49

(a) In order to ensure that mineral workings and temporary waste management uses are restored to the highest standards, within acceptable timescales, should sites only be allocated where there is certainty over the restoration methods and schemes being achievable within an agreed timescale?

(b) Quarry restoration options must be considered at an early stage in the plan making process and only sites that can deliver innovative sustainable restoration solutions that assist both biodiversity and community aspirations will be acceptable. Do you agree with this stance?

7 Climate Change

7.0.1 The county council has set out, in its Climate Change Guide for Kent's Decision Makers⁽⁵⁶⁾ how it plans to respond to the threat of climate change. In terms of planning for minerals and waste in Kent, there are a number of aspects that should be considered in meeting the need to assist in reducing carbon footprint and contributing towards the challenge of climate change:

- New sites and facilities must take significant steps to reduce their carbon footprint and contribute towards the need for a low carbon economy.
- Taking into account the benefit of local supplies of minerals by reducing the impacts of transportation of minerals over long distances by road.
- Reducing the reliance on long distance road transport of commercial and industrial waste from Kent to landfill sites in Essex and further afield.
- Reducing the reliance on landfill for commercial and industrial wastes generated in Kent.
- Encouraging alternative transportation methods of minerals and waste wherever possible - including ship/barge and rail.
- Planning for the supply of minerals that meet the standards for low carbon buildings.
- Encouraging energy efficient schemes to be used for mineral extraction and processing.
- Requiring that the energy supplies for new minerals and waste facilities are to be derived (in part) from renewables.
- Ensuring that all county council developments and those where the county council can influence the developer's choices, utilise recycled and secondary aggregates in favour of primary aggregates wherever possible.
- Ensuring that mineral workings and waste management facilities do not increase the risk of flooding and where practicable, on mineral and large waste sites, provide for increased flood storage capacity.
- Ensure that restoration schemes take into account and provide opportunities for creating habitat for species which are under threat from the effects of climate change.

56 Kent County Council (June 2010) Climate Change A Guide for Kent's Decision Makers. Page 244

- Complying with the waste hierarchy which gives first priority to reuse and recycling because they offer the greatest carbon savings.
- Recovering energy from waste streams that cannot be recycled or composted.
- Combining the recovery of energy from waste with the capture of heat to qualify as renewable energy.
- Ensuring that waste is sent to the nearest appropriate installation.

7.0.2 Carbon reduction measures are a key aspect of planning for minerals. Operational emissions at aggregate sites account for an estimated 800,000 tonnes of carbon emissions (more than 0.5% of total UK emissions). It is essential that the carbon footprint of quarries is therefore reduced through the planning system.

7.0.3 The net carbon impact of alternative waste strategies and technologies can be measured using the Environment Agency's WRATE tool.⁽⁵⁷⁾ The MWDF will seek to minimise carbon emissions from the management of Kent's waste. However, it must also provide a deliverable strategy and work with Kent's existing infrastructure.

7.0.4 Proposals may require the transport of waste for some distance, or recover energy from waste that has some potential for recycling, and this may be acceptable if they offer large carbon savings and are viable as result. Opportunities to provide combined heat and power may call for a fresh view of the appropriate location of waste or other land uses, in order that heat can be used beneficially.

Question 50

Are there any other ways that planning for minerals and waste could contribute to meeting the climate change challenge?

8 Transport

8.0.1 Whilst construction aggregates can be imported into Kent by sustainable transportation methods including sea and by rail, the onward movement of aggregates to the local markets in Kent usually involves road haulage. Similarly waste movements across the county are primarily by road. However, onward movement of processed marine dredged aggregate from North Kent wharves into Central London and East Anglia is, in some circumstances by barge.

8.0.2 Alternative transportation methods for minerals and waste can be encouraged, however it is unlikely that there will be a major change in transportation methods for minerals and waste over the plan period. In order for the MWDF to act as a driver to direct mineral and waste management to consider sustainable transport modes, there is a need to encourage and develop sustainable transportation alternatives, wherever possible, for the Core Strategy.

8.0.3 In order to minimise the impact of future minerals and waste facilities upon the local community, it will be important that locational issues are given a high priority.

8.0.4 For example, future mineral and waste sites will need to be positioned so that lorries can access the Kent lorry network to and from the site without any significant impact upon local communities.

8.0.5 Also, waste facilities will be located near to the source of the wastes, wherever practicable, thus minimising lorry transportation distances.

Question 51

Are there any other ways that future minerals and waste developments can minimise transportation impacts upon local communities?

9 Implementation, Delivery and Monitoring

9.0.1 The delivery of the MWDF Core Strategy will rely on the private sector to provide the sites and the infrastructure required. The development of new waste treatment facilities by the private sector have often been made possible by a long term local authority contract to handle MSW, and provided additional capacity which is then available for C&I waste.

9.0.2 Delivery will require co-operation between waste collection authorities and the county council, and the Kent Waste Partnership exists for this purpose. It will also be necessary for district councils to reflect the provisions of the MWDF in their Local Development Frameworks.

9.0.3 In order to evaluate how well the county council is doing, in terms of implementing the new policies and working towards achieving the objectives set out at the beginning of this report, it is essential that a suitable framework is established to enable the implementation and monitoring of the delivery strategy.

Question 52

Are there other issues in relation to implementation, delivery and monitoring that we should consider?

10 Controlling Impacts on Local Communities and the Environment

10.0.1 Whilst many of the issues raised above in the main part of the Core Strategy will be covered in both the Core Strategy and Development Management policies, there are some additional Development Management issues that we would like your views upon.

10.0.2 Minerals can only be worked where they are located, and so the location of mineral workings may have to be close to nearby communities. Also waste sites should be situated close to the areas of population that they serve in order to reduce transportation distances. This also gives rise to potential effects upon local communities.

10.0.3 To mitigate against the potential negative effects that mineral working and waste management facilities may have on their nearby communities, conditions and legal agreements can be attached to planning permissions, which would include subjects such as the hours of working, number of lorry movements permitted per day, mitigation required for noise and dust control, restoration requirements, biodiversity improvements and the location and size of the development.

Question 53

Are there any other ways that potential impacts arising from new minerals and waste facilities can be minimised?

11 Controlling Impacts on Kent's Environmental Assets

11.0.1 National and European legislation places duties on Kent County Council to protect and enhance the environment. This requirement needs to be reflected in the MWDF. In the context of future minerals and waste developments, it is vital that people's quality of life and the other environmental assets and their settings are protected wherever possible. Policies are needed that attach the relevant level of protection to these assets.

11.0.2 It is therefore proposed to establish a suite of policies regarding the nationally/internationally designated areas as well as locally important environmental assets.

Question 54

Should there be a hierarchy of protection for these areas, with the highest level of protection being given to international and nationally designated areas?

12 Development Management Issues for Minerals

12.1 Associated Development

12.1.1 Where possible, and where site constraints and environmental considerations allow, associated development should be encouraged as close to the mineral processing facility as possible, in order to reduce transportation distances. Such development may include bagging plants, asphalt and concrete plants or other 'value added' facilities. However, there must be a balance between enabling these developments to occur when they are justified and necessary to enable the mineral site to operate in a sustainable manner and minimising environmental impacts of the development.

Question 55

Should there be a policy that allows associated development in quarries (for the timescale of the quarrying operations), subject to consideration of environmental considerations and ensuring that they are justified and necessary to assist in the overall aims of sustainable development?

12.2 Borrow Pits and Irrigation Reservoirs

12.2.1 Whilst proposals for borrow pits⁽⁵⁸⁾ and irrigation reservoirs cannot be anticipated in the preparation of the Core Strategy, these facilities often provide 'windfall' volumes of minerals, particularly construction aggregates. In these circumstances, applications for these facilities will be determined on the basis of a criteria based policy, where the need for the borrow pit or reservoir must be established, where suitable, satisfactory environmental controls can be incorporated into the design.

Question 56

Do you agree with this proposed position regarding borrow pits and irrigation reservoirs?

⁵⁸ Borrow pits are mineral workings within close proximity to and worked solely in conjunction with a large scale construction project.

12.3 Prospecting for energy minerals and carboniferous limestone

12.3.1 Further applications for prospecting for energy minerals may come forward in the plan period. Therefore it is essential that a policy framework for dealing with these applications is developed, controlling environmental issues including duration and timings of drilling, noise and dust control and ground water protection in particular.

12.3.2 Whilst there has not been any operator interest in submitting an application for prospecting for the East Kent Carboniferous Limestone deposit, it would be in accordance with national minerals policy to develop a criteria based policy against which any applications for prospecting the East Kent Carboniferous limestone deposit are determined against.

Question 57

Do you agree with the need to develop criteria based policies for the determination of prospecting applications for East Kent carboniferous limestone and energy minerals including oil, gas and coal-bed methane?

13 Development Management Issues for Waste

13.1 Landfill

13.1.1 It is recognised that Kent will probably need to make provision for some new landfill void space for the plan period. However it is important that waste is moved up the waste hierarchy wherever possible, and landfill is considered as a 'last resort' for waste streams that cannot be re-used, recycled or used for energy from waste. Development Management policies can ensure that new landfill proposals are only permitted where the applicant can demonstrate that there is no suitable waste management option higher up the waste hierarchy and that the development would lead to a demonstrable improvement in the quality, biodiversity and public enjoyment of the land.

Question 58

Do you agree that Development Management policies should be developed that permit landfills only when the applicant can demonstrate that the waste stream concerned cannot be treated in a more sustainable way, and when the landfill restoration proposals will lead to a demonstrable improvement in land quality, biodiversity and public enjoyment of the land?

13.2 Renewable Energy

13.2.1 Planning applications for new waste management proposals should have to demonstrate that:

- they have maximised the opportunities for renewable energy production both for electricity and heat generation
- new non hazardous landfill facilities have maximised the provision for energy recovery from landfill gas, and
- new waste facilities will have to demonstrate sustainable construction methods, including where appropriate the provision of energy from renewable sources.

Question 59

Do you agree with these requirements for energy and heat recovery from new waste facilities?

14 Cumulative Impact

14.0.1 In some parts of the county, local communities raise concerns regarding the cumulative effect of several different mineral workings and waste developments within a small area. However, close location of facilities often has benefits in allowing related facilities to co-locate in close proximity to each other, thus reducing transportation distances between them. In other circumstances, the close proximity of two or more minerals or waste sites may cause disturbance to local communities because of the increased level of lorry movements.

Question 60

Where communities are affected by the cumulative impact of minerals and waste facilities, should the Core Strategy include policies which would reduce the future impact of new minerals and waste developments upon these areas, by methods such as phasing the release of future mineral reserves?

15 Airfield Safeguarded Areas

15.0.1 Airfields are safeguarded in accordance with Town and Country Planning (Safeguarding Aerodromes, Technical Sites and Military Explosive Storage Areas Direction 2002) as Airfield Safeguarding Areas (ASAs). The purpose of ASAs is to ensure that any development proposals in proximity to them are considered. For example the impact of built structures (stacks), lighting or the risk of bird strike need to be taken into account. Kent County Council needs to consult with the operators of the airfields when waste or mineral site proposals fall within the ASA.

15.0.2 Proposals for minerals and waste management development within ASAs will therefore only be granted where it can be demonstrated that there is no unacceptable risk to aircraft safety.

Question 61

Are there any other matters in relation to Airfield Safeguarding Areas that should be taken into account?

16 Have We Forgotten Anything?

Question 62

Is there anything else that you would like to comment upon in relation to the strategic planning of minerals and waste in Kent. Have we missed anything?

Appendix 1: Glossary

A	
After use	The use to which a quarry or landfill site is put following its restoration, such as forestry, agriculture, recreation or industrial site.
Aggregate	Inert particulate matter which is suitable for use (on its own or with the addition of cement or bituminous material) in construction as concrete, mortar, finishes, road stone, asphalt, or drainage course, or for use as constructional fill or railway ballast.
Aggregates / Soils Recycling	Rubble, hardcore and soil from construction and demolition projects can often be re-used on-site. Alternatively it can be taken to purpose built facilities for crushing, screening and re-sale. There are also temporary facilities at some quarries landfill sites where material can be recovered for re-sale or use on site.
Agricultural Waste	The regulations for this waste stream have recently altered meaning farmers can no longer managed all of their own waste on the farm. The new agricultural waste regulations affect whether or not waste can be burnt, buried, stored, used on the farm or sent elsewhere. Mostly covers animal slurry/by products and organic waste, but also scrap metals, plastics, batteries, oils, tyres etc.
Amenity	A land use which is not productive agriculture, forestry or industrial development; can include formal and informal recreation and nature conservation.
Anaerobic Digestion	Anaerobic digestion is a natural process. It is the breakdown of organic material in the absence of air. It is a mature technology in other European countries where it is used as a waste management method. It is carried out in an enclosed vessel and produces methane which powers an engine used to produce electricity. The useful outcomes of anaerobic digestion are electricity, heat and the solid material left over called the digestate. Both the heat and the electricity can be sold if there is a market and the digestate can either be sold or used for agricultural purposes (landspread). Its use is currently small-scale and it can only be used for part of the waste stream e.g. sewage sludge, agricultural waste and some organic municipal and industrial waste.

Annual Monitoring Report	Records progress in implementing the Local Development Scheme and the performance of policies against targets in Development Plan Documents. Indicates what action an authority needs to take if it is not on track or policies needs to be revised/ replaced.
Apportionment	Kent's share of the regional waste management capacity to be provided and Kent's share of the regional aggregate provision. This is apportioned in the East Midlands Regional Spatial Strategy.
B	
Biodegradable waste	Any waste that is capable of undergoing natural decomposition, such as food and garden waste, paper and cardboard.
Biodiversity	The variety of all life on earth (mammals, birds, fish, invertebrates, plants etc).
Brownfield Site	Site previously used for or affected by development. It may be abandoned or in a derelict condition.
Buffer Zone	A zone or area that separates minerals and/ or waste management facilities from other land uses to safeguard local amenity.
C	
Commercial Waste	Waste from premises used mainly for trade, business, sport, recreation or entertainment, as defined under section 5.75 (7) of the 1990 "Environmental Protection Act". As well as paper, card, plastic and glass, for example, it is likely to include timber, metal, paints, textiles, chemicals, oils and food waste.
Composting	This is the breakdown of plant matter by the action of micro-organisms and other organisms into usable end-products. It is an important method of processing organic waste because it reduces the amount of potentially polluting waste going to landfill or incineration.
Construction Waste (Also see Demolition Waste)	Waste arising from any development such as vegetation and soils from land clearance, remainder materials and off-cuts. From building sites, road schemes and landscaping projects. It is mostly made up of stone, concrete, rubble and soils but may include some timber, metal and glass.

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D	
Degradable (or Putrescible) Waste (Also called Non-Hazardous Waste)	Waste which will quickly or slowly biodegrade or decompose, releasing environmental pollutants. Types of material include wood and wood products; paper; plasterboard; ash; concrete; plastic; leather; rubber; textiles; cardboard; vegetable matter; food processing wastes; sewage sludge; metals and chemical combinations thereof; coke; coal; mica; diatomaceous earth; slag; boiler scale; soap, cellulose, floor sweepings; sacks; electrical fittings and appliances; machinery; cosmetic products; tarred materials; carbon; ebonite; pottery; china; enamels; abrasives; trees; bushes; grass; flowers and other vegetation.
Demolition Waste (Also see Construction Waste)	Masonry and rubble wastes arising from the demolition or reconstruction of buildings or other civil engineering structures.
Development Framework	A portfolio of documents. Collective term for the Development Plan Documents, the Local Development Scheme, the Statement of Community Involvement, Annual Monitoring Report, and any supplementary planning documents.
Development Plan Document (DPD)	These are the spatial planning documents (plans) required by the Local Development Framework. These set out spatial planning policies and proposals for an area or topic. They replace the former Local Plan and include the core strategy, detailed development control policies, site specific allocations of land, area action plans (where needed) and a proposals map.
E	
Energy from Waste	The generation of heat and power from burning waste, the production of fuels from other forms of treatment, and the combustion of landfill gas and gas from anaerobic digestion to create electricity.
Environmental Impact Assessment	The process by which the impact on the environment of a proposed development can be assessed. Certain types and scale of waste proposals will require an Environmental Impact Assessment to be carried out. The Town and Country Planning (Environmental Impact Assessment) (England Wales) Regulations 1999 and the accompanying Department of the Environment Transport and the Regions Circular 02/99 sets out the circumstances when planning applications will be required to be accompanied by an Environmental Impact

	Assessment (EIA). The information contained in the EIA will be taken into account when the Councils determine such proposals.
Examination in Public	All Development Plan Documents will be subject to an independent examination before a planning inspector. The inspector's report is binding on the local authority.
Exempt Sites	Recovery operations, disposal and some waste storage activities are required to be registered with the Environment Agency but do not necessarily require a licence or permit. Such sites are called exempt but they may still require planning permission before they can operate. Exempt facilities are subject to general rules (e.g. on the types and quantities of wastes received).
G	
Geodiversity	Geodiversity is the variety of rocks, minerals, fossils, soils and landforms, together with the natural processes which shape the landscape.
Greenhouse Gas	Gases such as carbon dioxide and methane which when their atmospheric concentrations exceed certain levels can contribute to climate change by forming a barrier in the earth's atmosphere that traps the sun's heat.
Groundwater	Is contained within underground strata (aquifers) of various types across the country. Groundwater is usually of high quality and often requires little treatment prior to use. It is however vulnerable to contamination from pollutants. Aquifer remediation is difficult, prolonged and expensive and therefore the prevention of pollution is important.
H	
Hazardous Waste	Controlled Waste that is dangerous or difficult to treat, keep, store or dispose of, so that special provision is required for dealing with it. Hazardous wastes are the most dangerous wastes and include toxic wastes; acids; alkaline solutions; asbestos; fluorescent tubes; batteries; oil, fly ash; industrial solvents; oily sludges; pesticides; pharmaceutical compounds; photographic chemicals; waste oils; wood preservatives. If improperly handled, treated or disposed of, a waste that, by virtue of its composition, carries the risk of death, injury or impairment of health, to humans or animals, the pollution of waters, or could have an unacceptable environmental impact

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	(q.v.). It should be used only to describe wastes that contain sufficient of these materials to render the waste as a whole hazardous within the definition given above.
Household Waste	Waste from a domestic property, caravan, residential home or from premises forming part of a university or school or other educational establishment; premises forming part of a hospital or nursing home. (1990 EPA –5.75 (5)).
Household Waste Recycling Centre (HWRC) – Also Civic Amenity Sites	They are often mistakenly called the “council tip” or “council dump”, even though they are now synonymous with recycling. They are sites operated by the County Council to which the public may deliver non-business waste and at which a range of materials (e.g. metals, paper, glass, engine oil) is recovered for recycling.
I	
Industrial Waste	Waste from any of the following premises: factory; provision of transport services (land, water and air); purpose of connection of the supply of gas, water, electricity, provision of sewerage services, provision of postal or telecommunication services (1990 EPA).
Inert Waste	Waste which will not biodegrade or decompose (or will only do so at a very slow rate). Types of materials include uncontaminated topsoil; subsoil; clay; sand; brickwork; stone; silica; and glass.
L	
Landbank	A stock of mineral reserves with planning permission for their winning and working.
Landfill	The deposition of waste onto hollow or void space in the land, usually below the level of the surrounding land or original ground level in such a way that pollution or harm to the environment is prevented. Former mineral workings have historically been used for this purpose.
Landfill Gas	A by-product from the digestion by anaerobic bacteria (rotting) of putrescible matter present in waste deposited on landfilled sites. The gas is predominantly methane (65 per cent) together with carbon dioxide (35 per cent) and trace concentrations of a range of other vapours and gases.

Local Development Scheme	The timetable for the preparation of the Local Development Framework plans, which is agreed with the Government Office for the South East (GOSE).
M	
Materials Recovery Facility (MRF)	A building for where waste can be taken in bulk for separation, recycling or recovery of waste materials. This is usually municipal waste, but some sites take commercial and industrial waste. Some may also take construction and demolition waste to be crushed and screened.
Methane	A colourless, odourless, flammable gas, formed during the decomposition of biodegradable waste.
Mineral Consultation Area (MCA)	An area identified in order to ensure consultation between the relevant LPA and the Mineral Planning Authority before certain non-mineral planning applications made within the area are determined.
Mineral Safeguarded Area (MSA)	MSAs are known areas of mineral resources that are of sufficient economic value to warrant protection for generations to come. There is no presumption that any areas within a MSA will ultimately be environmentally acceptable for mineral extraction. The purpose of MSAs is not to automatically preclude other forms of development, but to make sure that mineral reserves are considered in land-use planning decisions.
Municipal Solid Waste (MSW)	Municipal solid waste is that waste which is collected and disposed of by or on behalf of a local authority. It will generally consist of household waste, some commercial waste and waste taken to civic amenity waste collection/disposal sites by the general public. In addition, it may include road and pavement sweepings, gully emptying wastes, and some construction and demolition waste arising from local authority activities. It is typically made up of card, paper, plastic, glass, kitchen and garden waste.
P	
Permitted Reserves	Saleable minerals in the ground with planning permission for winning and working. Usually expressed in million tonnes.
Planning Conditions	Conditions attached to a planning permission for the purpose of regulating and controlling the development.
Primary Aggregates	Naturally occurring sand, gravel and crushed rock used for construction purposes.

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Putrescible Waste	Waste readily able to be decomposed by bacterial action. Landfill gas and leachate can occur as by-products of decomposition.
Pyrolysis / Gasification	Both systems involve heating the waste in varying amounts of oxygen to produce a gas. Neither system is yet as energy efficient as incineration; there is more residual waste left over which has to be burned or landfilled. The technology is not yet well established for waste management and is more widely used in industry.
R	
Ramsar Sites	Sites of international importance to birds which inhabit wetlands. Ramsar is the name of the place where the Wetlands Convention was signed.
Reclamation of Mineral Workings	The combined processes of Restoration and Aftercare following completion of mineral working.
Recovery	The collection, reclamation and separation of materials from the waste stream.
Recovery Facilities	A facility that recovers value, such as resources and energy, from waste prior to disposal, includes recycling, thermal treatment, biological treatment and composting facilities.
Recycled Aggregates	Aggregates produced from recycled construction waste such as crushed concrete, planings from road surfacing etc.
Recycling	The collection and separation of materials from waste and subsequent processing to produce new marketable products.
Reduction	Use of technology requiring less waste generation from production , or Production of longer lasting products with lower pollution potential, or Removing material from the waste stream, e.g. Paper being taken straight from a waste producer to a paper re-processing facility, avoiding it being handled at any waste management operation.
Reuse	Reuse of waste is encouraged by the Government's National Waste Policy requirements. Can occur within a company, or by moving waste for reuse elsewhere.

Regional Self-Sufficiency	A key aim of sustainable waste management is regional self-sufficiency in waste disposal, ie the waste generated within the region can be disposed or managed within the same region.
Regionally Important Geological Sites (RIGS)	These are any geological or geomorphological sites, excluding SSSIs, that are considered worthy of protection for their educational, research, historical or aesthetic importance. RIGS are broadly analogous to non-statutory wildlife sites and are often referred to locally by the same name. They can include important teaching sites, wildlife trust reserves, Local Nature Reserves and a wide range of other sites. RIGS are not regarded as inferior to SSSIs but as sites of regional importance in their own right. The strategy for selecting and conserving Regionally Important Geological/Geomorphological sites involves the setting up of a local RIGS group.
Residual Waste	The elements of the waste streams that remain following recovery, recycling or composting operations.
Resource Recovery	The extraction of useful materials or energy from solid waste.
Restoration	Operations designed to return an area to an acceptable environmental state, whether for the resumption of the former land use or for a new use following mineral working or waste disposal (landfill for example). Involves the reinstatement of land by contouring, the spreading of soils or soil making materials etc.
S	
Safeguarding	Protecting sites that have potential for relevant development (waste and minerals) from other development.
Saved Policy	Retaining a Local Plan (or policies from it) until replacement by a DPD (Development Plan Document). Normally lasts for three years only, but “extended saving” can occur if policies need to stay in place for a longer period.
Scheduled Ancient Monument	Nationally important monuments and archaeological areas that are protected under the Ancient Monuments and Archaeological Areas Act .
Secondary Aggregates	Construction Materials that are produced as by-products of other processes and used instead of primary aggregates. Secondary aggregates include boiler ashes, colliery shale, burned clay, pulverised fuel ash, broken airfield concrete and clay, chalk and shale.

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Sites of Special Scientific Interest (SSSIs)	These sites are notified under Section 28 of the Wildlife and Countryside Act 1981 by English Nature whose responsibility is to protect these areas. These are important areas for nature conservation i.e. valuable flora, fauna or geological strata. English Nature needs to be notified of planning proposals in or adjacent to the designated areas. National Nature Reserves (NNRs), terrestrial RAMSAR sites, Special Protection Areas (SPAs) and Special Areas of Conservation (SACs) are also SSSIs under national legislation.
Site (Specific) Allocations	Sites which are generally well defined and where there is an implied presumption in favour of their being developed during the plan period
Statement of Community Involvement	A document that sets out how the Authority is to ensure suitable sufficient consultation occurs for different elements of the planning process. This is a requirement brought in by the Planning and Compulsory Purchase Act 2004.
Sterilisation	When a change of use or the development of land on or near a minerals or waste facility prevents possible mineral extraction or continued use of a wharf, railhead or other facility in the foreseeable future.
Strategic Environmental Assessment	An evaluation process for assessing the environmental impacts of plans and programmes. This is a statutory requirement of the M&WDF system.
Submission	A stage of the Development Plan Document preparation process where the document is 'submitted' to the Secretary of State for independent examination by a planning inspector. The document is published for public consultation prior to submission.
Sustainability Appraisal	An evaluation process for assessing the environmental, social, economic and other sustainability effects of plans and programmes. This is a statutory requirement.
Sustainable Development	A widely quoted definition is "development that meets the needs of the present without compromising the ability of future generations to meet their own needs". The definition also encompasses the efficient use of natural resources.
T	
Transfer Stations	Facilities which receive waste (normally from a local area), where the waste is bulked up and transported further afield in larger lorries (or in some cities by barges) for disposal or

	recovery. Some transfer stations sort out the recoverable wastes, such as construction waste and scrap metal prior to onward transportation for disposal or processing.
V	
Void (space)	The hole (volume) created by mineral working which may have potential for landfilling with waste.
W	
Waste Arisings	The amount of waste generated in a given locality over a given period of time.
Waste Collection Authority (WCA)	A local authority with a statutory responsibility to provide a waste collection service to each household in its area, and on request, to local businesses.
Waste Disposal Authority (WDA)	A local authority that is legally responsible for the safe disposal of household waste collected by the WCAs and the provision of Household Waste and Recycling Sites. Long-term contracts are let to private sector companies who provide the facilities to handle this waste. These contracts are awarded on the basis of detailed cost and environmental criteria as well specific targets for recycling and reducing landfill.
Waste Hierarchy	Suggests that the most effective environmental solution may often be to reduce the amount of waste generated – reduction; where further reduction is not practicable, products and materials can sometimes be used again, either for the same or a different purpose – re-use; failing that, value should be recovered from waste, through recycling, composting or energy recovery from waste; only if none of the above offer an appropriate solution should waste be disposed.
Waste Minimisation	The reduction of unwanted outputs from the manufacturing process and the manufacture of products that are likely to result in less waste when they are used.
Waste Management Licence	Licence granted by the Environment Agency authorising treatment, keeping or disposal of any specified description of controlled waste in or on specified land by means of specified plant.
Waste Reduction	To make waste production and waste management practices more sustainable, key objectives are to reduce the amount of waste that is produced, make the best use of waste produced and choose practices which minimise the risks of pollution and

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	harm to human health. Waste reduction is concerned with reducing the quantity of solid waste that is produced and reducing the degree of hazard represented by such waste.

Appendix 2: List of Existing Mineral Sites in Kent Subject to Periodic Review

2.0.1 The list represents the current situation regarding the review dates for the periodic review of mineral sites (ROMP dates) in Kent. This is a statutory requirement to review and update the planning permission conditions – in particular those in relation to restoration requirements.

2.0.2 It is possible that some of the dates may be put back as a result of S73 permissions that may have been granted in relation to these sites.

2.0.3 The dates should all be 15 years from the most recent permission relating to each site unless a postponement date that is later than this has been agreed.

2.0.4 The list of dormant sites is also liable to change.

2.0.5 If further clarification is required on the review dates for any of these sites, or to ascertain whether there has been any change to the review dates for particular sites, we recommend contacting the Planning Applications Group:

Planning Applications Group
1st floor, Invicta House
County Hall
Maidstone
Kent ME14 1XX

01622 221070

planning.applications@kent.gov.uk

2.0.6 The four sites in the yellow box are ROMP applications currently being processed or those which are on 'hold.'

Newington Sandpit, Folkestone	01.06.98
West Hythe Ballast Pit, Hythe	30.04.01
Sevenoaks Quarry (Tarmac)	31.12.07
Holborough, Snodland	31.03.11
Ightham Sandpit, Borough Green	20.05.12
Winterbourne Wood East, Hickman's Green	24.10.12
Winterbourne Wood West, Hickman's Green	24.10.12
Blaise Farm, Offham	11.08.13
Beacon Hill, Charing	25.02.13

Appendix 2: List of Existing Mineral Sites in Kent Subject to Periodic Review

Deanery Farm, Chartham	04.06.13
Nepicar Farm, Platt	13.10.14
Darenth Court Quarry, Brooklands	26.10.14
Darenth Road Chalk Pit, Brooklands	26.10.14
Hegdale Quarry, Challock	28.03.15
Denge & New Romney Pits, Lydd-on-Sea	21.12.15
Squerrys Sandpit, Westerham	24.04.15
Swan Street, Charing	03.07.16
Faversham Quarry, Oare	11.07.16
Bramling Limeworks, Bekesbourne	13.11.16
Crundale Limeworks, Wye	13.11.16
Stonecastle Farm, Whetsted	23.09.17
Trenley Park Wood, Fordwich	29.11.17
Aylesford Sandpit, Aylesford	17.01.17
Hammill Brickworks, Woodnesborough	15.07.18
Park Farm, Wrotham	03.03.18
East Peckham Quarry, Hale Street,	23.02.20
Hermitage Quarry, Ditton	08.12.20
Highsted Quarry, Chislet	31.03.21
Rowling Chalk Pit, Woodnesborough	12.07.22
Babylon Tile Works, Hawkenbury	25.01.22
Allens Bank, Lydd	23.11.22
Conningbrook Quarry, Willesborough	17.09.23
Pinden Quarry, Longfield	27.03.23
Scotney Court Quarry, Lydd	31.03.23
Pluckley Brickworks, Chambers Green	29.04.24
Shepherds Farm, Lenham	18.02.25

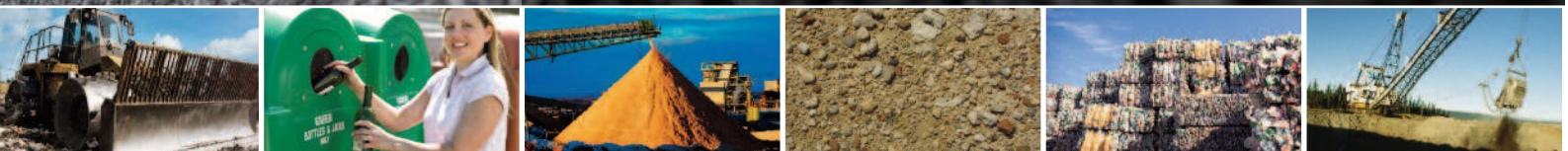
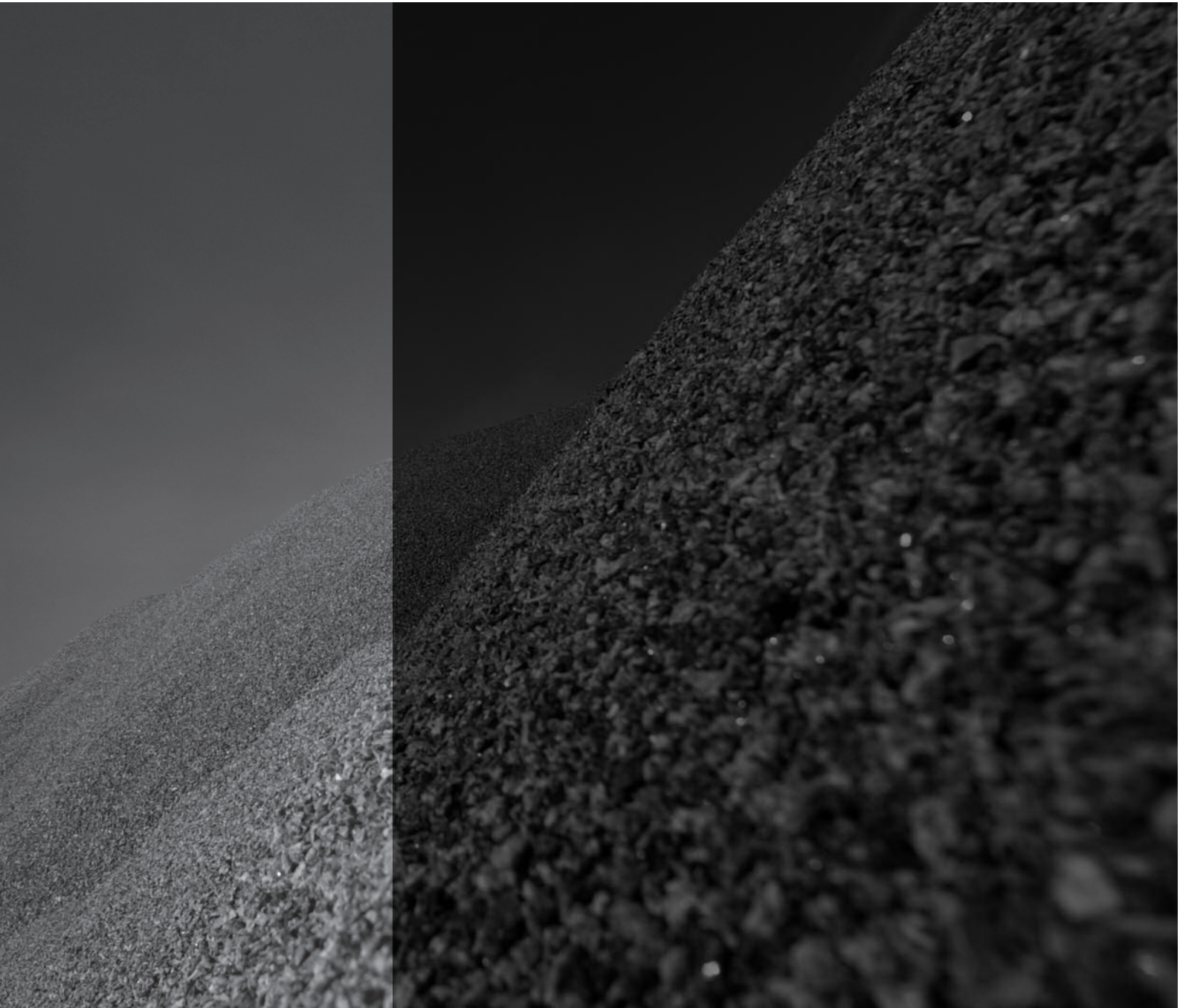
<u>Dormant Sites</u>	
Staplehurst Brickworks, Staplehurst	
Brabourne Limeworks	
Maltmans Hill, Smarden	
Nacolts Brickworks, Wye	
Handen Quarry, Aldington	
Furfield Quarry Bo Monchelsea	
Torry Hill, Wichling	
Folkestone Foreshore, Folkestone	
Libbetwell North, Newington	
Paddlesworth Clay Pit, Snodland	
Addington Sandpit, Addington	
Frittenden Brickworks, Dig Dog Lane, Frittenden	
Chiddingstone Brickworks, Leigh	
London Road, Riverhead	
Stubble Hill, Harrietsham	
Otterham Brickworks, Otterham Quay	

Appendix 3: Kent MWDF Sustainability Appraisal Framework Objectives

Reduce the risk of flooding and the resulting detriment to public wellbeing, the economy and the environment.	Ensure that development does not lead to increased flood risk on or off site.
	Seek to mitigate or reduce flood risk through developments that are able to slow water flow and promote groundwater recharge.
Ensure that development will not impact on important elements of the biodiversity resource and where possible contributes to the achievement of the Kent Biodiversity Action Plan and other strategies.	Add to the biodiversity baseline by creating opportunities for targeted habitat creation (which, ideally, contributes to local or landscape scale habitat networks).
	Avoid hindering plans for biodiversity conservation or enhancement.
	Support increased access to biodiversity.
Protect and enhance Kent's countryside and historic environment.	Protect the integrity of the AONBs and other particularly valued or sensitive landscapes.
	Take account of the constraints, opportunities and priorities demonstrated through landscape characterisation assessments and other studies at the landscape scale.
	Protect important heritage assets and their settings, as well as take account of the value of the character of the wider historic environment.
Maintain and improve the water quality of the Kent's rivers, ground waters and coasts, and achieve sustainable water resources management.	Ensure that minerals and waste development seeks to promote the conservation of water resources wherever possible.
	Avoid pollution of ground or surface waters, particularly in areas identified as being at risk or sensitive.
Address the causes of climate change through reducing emissions of greenhouse gases through energy efficiency and energy generated from renewable sources.	Recover energy from waste where possible.
	Promote sustainable design and construction of facilities and support wider efforts to reduce the carbon footprint of minerals and waste operations.

Reduce and minimise unsustainable transport patterns and facilitate the transport of minerals and waste by the most sustainable modes possible.	Minimise minerals and waste transport movements, journey lengths and encourage transport by rail and water.
	Ensure that minerals and waste transport does not impact on sensitive locations, including locations already experiencing congestion and locations where planned growth or regeneration is reliant on good transport networks.
	Ensure that minerals and waste development does not contribute to poor air quality.
Plan for the correct waste management facilities, in the right place at the right time.	Put in place the facilities and infrastructure that will support integrated waste management and move waste management up the waste hierarchy.
	Minimise potential negative effects associated with waste management facilities.
	Support self sufficiency where possible.
Make efficient use of land and avoid sensitive.	Make best use of previously developed land locations.
	Avoid locations with sensitive geomorphology.
Help to tackle more hidden forms of deprivation and exclusion, such as that which is experienced by residents of rural areas and particular socio-economic groups within communities.	Help to redress spatial inequalities highlighted by the Index of Multiple deprivation and other indicators.
	Support efforts to create and sustain sustainable communities, particularly the improvement of health and wellbeing.
	Take account of locally specific issues associated with rurality.
Support the delivery of housing targets.	Ensure that minerals and waste development does not act as a constraint to housing.
	Ensure that the necessary aggregates are available for building, and that the necessary waste infrastructure is in place.
Support economic growth and diversification with higher value, lower impact activities.	Support the development of a dynamic, diverse and knowledge-based economy that excels in innovation.

	Stimulate economic revival and targeted employment generation in deprived areas.



Produced by:

Integrated Strategy & Planning,
Environment, Highways and Waste
Kent County Council
Invicta House
County Hall
Maidstone
Kent ME14 1XX

Tel: 01622 696815

Email: mwdf@kent.gov.uk

Web: www.kent.gov.uk/mwdf

Textphone: 08458 247 905



By: Paul Carter, Leader of the Council

To: EH&W Policy Overview & Scrutiny Committee

Date of Meeting: 14th September 2010

Subject: Bold Steps for Kent – Update

Summary: Provides Members of EH&W POSC with an update on the timetable and development of the new medium term plan, *Bold Steps for Kent*, and seeks the Committee's input on the key issues over the next four years that it believes the plan might address ahead of the launch of a draft version for public and partner consultation.

1. Introduction:

- 1.1 *Bold Steps for the Kent* will be the medium term plan for KCC succeeding *Towards 2010*, which is due to expire at the end of September 2010. As the title suggests, *Bold Steps for Kent* will draw heavily on *Bold Steps for Radical Reform*, the discussion paper published by the County Council in January 2010. This set out how through radical thinking about public service delivery at the national and local level, it would be possible to deliver approximately £15-21 billion savings to HM Treasury.
- 1.2 From the recommendations set out in *Bold Steps for Radical Reform*, it is worth nothing that many have been swiftly acted on by the new Government:
 - *Bold Steps* called for abolition of the Comprehensive Area Assessment (CAA) regime and a reduction in the audit and inspection purposes. The Government has announced the end of the CAA regime and the abolition of the Audit Commission.
 - *Bold Steps* called for the removal of the regional governance framework, since when the Government has axed Regional Development Agencies and is expected to announce through the Comprehensive Spending Review (CSR) the abolition of Government Offices for the Regions.
 - *Bold Steps* called for a roll back in the quango state and the Government has abolished or announced the abolition of, to date, 81 quangos.
 - *Bold Steps* called for a return of spatial planning powers to democratic local government, since when the Government has abolished regional housing targets, regional spatial strategies (i.e. the South East Plan) and the Infrastructure Planning Commission.
- 1.3 *Bold Steps for Radical Reform* also called for new forms of localism with more local decision making and more joined up and integrated delivery of public services to reduce costs and better meet public expectations within a smaller funding envelope for local government. *Bold Steps for Kent* will therefore be a very different document to *Towards 2010*. It aims to be a more strategic document. Whilst it will still set out the Administration's priorities for the next four years (and by definition not every service will be a priority), it will also set

out how the Administration increasingly wants these services to be delivered, moving towards a new model for local public service delivery in Kent.

2. The wider policy landscape

2.1 It is important to note that the wider policy landscape remains unclear on a number of key issues facing local government. These include:

- The fundamental financial challenge facing local government and the wider public sector. Reductions in government funding are expected to be at least 25% across the public sector as a result of the CSR, but as local government oversees one of the largest non-ring fenced areas of public expenditure, it is possible that councils' savings requirements may be far higher than this figure.
- The role of local authorities in education in light of the academies and free schools' agendas remains unclear. The Secretary of State has promised that local authorities will continue to have a strong and influential role in education, but the nature of that role, and the possible financial impact on upper tier councils of education reforms already announced, remains unclear.
- The role of local authorities in the health economy, as set out in the recent White Paper, in relation to GP commissioning and public health, and how that might tie into current service provision, particularly in regard to Adult Social Services, is still emerging.
- The development of Local Enterprise Partnerships as a mechanism for driving forward economic development and regeneration following the abolition of the Regional Development Agencies remains a significant opportunity for local authorities, but one that will develop throughout the autumn as proposals are submitted by local authorities and considered by the Secretary of State.

2.2 As a result of these uncertainties the development of *Bold Steps for Kent* is taking place in a fast moving policy environment that requires the County Council to respond quickly to emerging developments. It is anticipated that many issues will become clearer following the announcement of the Comprehensive Spending Review (CSR) due on 20 October. However, some of the initial thinking laid out in this report may have to change both ahead of the release of a consultation draft, and before approval of *Bold Steps for Kent* by full Council.

3. Structure and Emerging Priorities:

3.1 Current thinking is that the document should be structured around the key themes of:

- Helping the economy to grow
- Supporting the Big Society
- Tackling disadvantage
- Building a new relationship with partners
- Ensuring the organisation is fit for purpose

- 3.2 Taking each of these key themes in turn, the emerging priorities (and it should be stressed that these are emerging priorities which require further consideration and refinement) are set out below:

Helping the Economy to Grow:

- Delivering of *21st Century Kent* and *Unlocking Kent's Potential* (regeneration framework)
- Delivering a big bold and ambitious Local Enterprise Partnership
- Getting the Thames Gateway moving to deliver new growth
- Continued investment in capital infrastructure (a third lower Thames Crossing/Manston Airport)
- Identifying new funding mechanisms for capital infrastructure (e.g. TIFF, Britdisc)
- Significant expansion of apprenticeship provision
- Delivering a high quality highways network
- Linking adult skills provision to the needs of the local economy
- Developing young people's career management skills

Supporting the Big Society:

- Establish a 'Big Society' Fund for Kent to provide start up monies for social enterprises and social entrepreneurs
- Reform our procurement framework to open it up more widely to the voluntary and community sector
- Introduce a 'Right to Bid' process for KCC services if local groups think they can run them better through mutuals /co-operatives (including KCC staff)
- A single strategic approach to community asset transfer
- Continue to support and use the Sustainable Communities Act
- Maintain the Member Highways Fund and Member Community Grant until at least the next county elections
- Support Kent parents who wish to establish free schools and continue to support and fund the Kent School Games

Tackling Disadvantage:

- Link the Supporting Independence Programme into the new Single Work Programme being developed by DWP
- Develop a pan-Kent multi agency approach family intervention
- Tackle the issue of looked after children being placed in East Kent by non-Kent local authorities
- Improving outcomes for young people in care and better transitions for those leaving care
- Focus on preventative early intervention strategies and enablement services in social care
- Continue to drive forward personalisation

Building a new relationship with partners

- Move to shared front line services with partners and greater focus on specific locality problems e.g. Margate Task Force
- Develop a model of local place based commissioning to ensure real subsidiarity is delivered in Kent – bringing on board partners to the potential of joint commissioning of local services

- Ensure a relationship with all schools – whether maintained or non-maintained
- Re-shape our support offer to schools and GPs so that it is competitive and attractive in the emerging market for support services

Ensuring the organisation is fit for purpose by:

- Ensuring KCC is a more transparent and open organisation that welcomes challenge
- Expanding the Gateway programme to deliver seamless access to public services across the county
- Increasing the amount of online service transactions
- Greater focus on commissioning rather than providing services
- Absolute emphasis on value for money and de-commissioning services where necessary
- Better and more targeted engagement with residents (and where possible in conjunction with partners)
- Ensuring staff have the right skills mix to deliver in the new landscape for local government

4. Key Questions:

4.1 Ahead of the development and publication of the consultation draft of *Bold Steps for Kent*, and given the issues, themes and emerging priorities outlined in this report, it would be particularly useful for Members of EH&W POSC to consider the following questions:

- Are the themes around which *Bold Steps for Kent* will be structured broadly right?
- Are the emerging priorities set out under each of the key themes broadly right?
- Are there any priorities not outlined in this report that Members feel should be considered for inclusion in *Bold Steps for Kent*?

5. Timetable & Next Steps:

5.1 Public and partner consultation on *Bold Steps for Kent* will begin on 11 October 2010 and will last for four weeks. This will allow full consideration of any decisions or issues emanating from the Comprehensive Spending Review (CSR) 2010 - due to be reported on 20 October 2010 - to be factored into the document if required, before approval by Full Council. Appendix 3 of the KCC Constitution (as amended 22 July 2010) states that the 'Strategic Statement' (i.e. Towards 2010 or its successor document) requires debate and approval by Council. It is intended for this to occur at the December County Council meeting.

6. Recommendations:

Members are asked to:

- Note the report.
- Provide comment and feedback on the themes and emerging priorities for Bold Steps for Kent.
- Identify any priorities not currently set out that should be considered for inclusion in Bold Steps for Kent.

Background Documents

- Bold Steps for Radical Reform, Kent County Council, January 2010

David Whittle
Policy Manager - Corporate Policy Unit
david.whittle@kent.gov.uk
01622 696969 / 07970 529157

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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 and Scrutiny Committee
14th September 2010

Subject: Towards 2010 – Draft Final Annual Report

Classification: Unrestricted

SUMMARY: This report informs and updates the committee on the Towards 2010 targets that are the responsibility of the Directorate and sets out the process for finalising the last Towards 2010 Annual Report prior to approval by County Council on 14 October 2010.

1. Introduction

1.1. Towards 2010, KCC's strategic statement was formally launched in September 2006 and set out priorities for the period 2006-2010. Annual reports on progress against all 63 targets have been discussed and approved by County Council each autumn. The Towards 2010 period ends this month and this will be the final report, setting out the achievements during the period 2006-2010 and making a final assessment on the status of the target.

2. Format

2.1. Separate reports for each target are appended to this report and include the following elements:

- The status of the target (either 'Completed', 'Good Progress' or 'Not achieved')
- A list of partners with whom we have been delivering the target
- The outcomes delivered during the term of Towards 2010
- What more we are going to do in the future – although Towards 2010 finishes this month in many cases work will be sustained and ongoing.
- Measurable indicators where appropriate, as agreed at County Council in December 2007.

2.2. It should be noted that many of the Towards 2010 targets are now part of mainstream business and are incorporated in our annual work programmes, and those targets with a status of 'Completed' should be seen against that background. 'Completed' does not, in many cases, mean that the work is over but signifies that the spirit of the target wording has been achieved and that the activity continues.

3. Targets relevant to this committee

3.1. Draft of the final Towards 2010 target reports relevant to this committee, either solely or in partnership with another committee, are appended to this report. Where targets are cross-directorate (numbers 30, 35, 40, 41) they will be reported to all relevant Policy Overview & Scrutiny Committees (POSCs). For ease of reference a complete list is as below:

Towards 2010 Target	
<u>Target 30:</u>	Work towards introducing a Kent youth travel card entitling all 11-16 year olds to free public transport in the county, subject to the outcome of two district pilots.
<u>Target 31:</u>	Pilot staggered school hours to relieve rush-hour congestion.
<u>Target 32:</u>	Provide more car parking places in Kent and remove unnecessary yellow lines and bus lanes.
<u>Target 33:</u>	Penalise contractors for unnecessary delays caused by road works and synchronise works to minimise disruption
<u>Target 34:</u>	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.
<u>Target 35:</u>	Work with bus and train providers and lobby government to improve public transport services in Kent.
<u>Target 36:</u>	Commission a joint feasibility study with Essex County Council into a third lower Thames crossing.
<u>Target 37:</u>	Improve the way we repair roads and pavements.
<u>Target 38:</u>	Maximise the use of previously developed land.
<u>Target 40:</u>	Ensure that new housing developments include the right infrastructure and local facilities and cater for a mix of age groups and incomes.
<u>Target 41:</u>	Ensure that new KCC buildings set an example by delivering the best possible standards of construction by applying a pragmatic approach to sustainability using energy-efficient, robust and built to last materials.
<u>Target 42:</u>	Reduce the impact of KCC's buildings and vehicles on the environment, including trialling the use of biofuels and other new technologies.
<u>Target 43:</u>	Expand the Clean Kent programme to tackle the top 20 fly-tipping hotspots and increase the capacity to prosecute fly-tippers.
<u>Target 45:</u>	Protect and enhance Kent's ancient woodlands and improve access to countryside, coast and heritage.
<u>Target 59:</u>	Work with our partners to reduce the number of deaths and serious casualties from road accidents.

4. Approval process

4.1. Following discussion at this and other September POSCs the draft Annual Report will be discussed at Cabinet on 11 October prior to submission to and approval at County Council on 14 October.

5. Recommendation

5.1. Members are asked to discuss and make any suggestions, amendments or recommendations they feel appropriate.

Contact Officer

Name:

Niel Caddick

Telephone Number:

01622 69(4254)

e-mail address:

niel.caddick@kent.gov.uk

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**Towards 2010:
Final Report**

September 2010

DRAFT AS AT 2 SEPTEMBER

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Target 30: Work towards introducing a Kent youth travel card entitling all 11-16 year olds to free public transport in the county, subject to the outcome of two district pilots		
Lead Cabinet Members: Nick Chard/Sarah Hohler	Lead Managing Directors: Mike Austerberry/Rosalind Turner	Lead Officers: David Hall/Scott Bagshaw

Status: Completed

List the partners with whom we are working to deliver this target:

Kent public transport operators, Kent Youth County Council, secondary schools.

Outcomes delivered:

- The Kent Freedom Pass scheme, where for £50 per year young people in academic years 7 to 11 can travel for free on public bus services in Kent, has been delivered and has proved extremely successful. We have worked well with schools and bus operators and the scheme has been effectively administered through the Transport Integration Team. The countywide roll out was completed in June 2009
- The total number of Freedom Passes on issue is over 22,000 (as at March 2010), which exceeded the target set. Term time usage is now running at over 600,000 single trips per month. Approximately 75% of trips are made in the peak period to school and 25% outside of the peak to access other after school opportunities
- The original pilot schemes for students attending schools in Canterbury, Tunbridge Wells and Tonbridge was launched in June 2007. In June 2008 the scheme was extended to schools in Maidstone, Malling, Dover and Shepway. In January 2009 the scheme was launched at schools in Swale and Thanet. In June 2009 the scheme completed its countywide roll out with schools in Ashford, Dartford, Gravesham and Sevenoaks joining. Take up and usage of passes has exceeded the original estimates and the introduction of private schools services within the scheme meant the total cost of the Kent Freedom Pass increased to £8.865m (net) in 2009/10
- The Freedom Pass has been widely publicised with a rolling programme of launch events in each district, plus press releases and school seminars and has proved to be a very positive success story for the County Council.
- Feedback from schools and young people has been extremely positive. We undertook a survey of both parents and students in May 2008 and received over 1,000 responses which gave clear qualitative evidence that young people are benefiting from using Freedom Passes for leisure travel at weekends and during the evenings as well as getting to after school clubs.
- From the application forms some 30% of applicants have stated that the car was previously their main mode of travel to school. Congestion surveys have looked at journey time savings per kilometres travelled. Surveys were undertaken in Tonbridge, Tunbridge Wells, Maidstone, Dover and Canterbury using the Kent Police Automatic Number Plate Recognition (ANPR) system and indicated a 2% to 6% reduction in journey times near schools with a high take up of passes and a big shift from car users shortly after the introduction of the Freedom Pass
- The scheme has been expanded through the roll out period. In 2008 care leavers and home schooled children living within the districts where the scheme had already been launched were included. The scheme was also extended to enable previously 'private'

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school or coach bus services, funded by parents to join. Many of these relatively bespoke private services were charging parents £800 to £900 per year. It has been agreed that the Freedom Pass will reimburse bus operators up to a maximum reimbursement rate. By agreement with KCC operators are then able to charge a top up fee to Freedom Pass holders using these services. For example, in the case of Hugh Christie School, parents using a service to Edenbridge are now paying £250. From April 2010 the scheme was extended to include young people in academic years 7 to 11 living in Kent and attending schools outside of the county.

What more are we going to do?

- We are hoping to be ready to issue Smartcards (similar to the London Oyster Card) to Kent Freedom Pass holders attending schools in Thanet in a pilot of this scheme in partnership with Stagecoach and Eastonways in the autumn. Progress is dependent on Kent bus operators equipping their vehicles with smart card compatible ticket machines. KCC are contributing up to £1,000 per ITSO standard Smartcard ticket machine. It is anticipated that both Arriva and Stagecoach systems will be commissioned by winter 2010. Smartcards will assist with the accurate recording of journeys made and the reimbursement of costs for these journeys
- All passes now on issue run out on 31 August 2010. We are concerned over being able to process such a large number of applications, particularly if the majority are sent in close to the start of the new school year in September. An on line application system has been under development by KCC Information Services Group to automate as many renewals and new applications as possible. Regrettably the project has suffered delays and is now 3 months behind schedule, pushing the go live date back to the 31 July. The cut off for application forms to be with KCC by in order to guarantee passes will be ready for the start of the new school year is 16 July
- A 'back to school' road show is being planned to publicise the scheme and other travel to school initiatives and public transport services for August 2010
- Work is in hand to present options for the Kent Freedom Pass to reduce costs to KCC in the longer term.

Measurable Indicator (s)	2006/07 Actual	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Actual
Number of 11-16 year olds issued with a Freedom Pass	New indicator	5,203	13,689	20,000	22,057

Monitoring completed by: David Joyner

Date: June 2010

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Target 31: Pilot staggered school hours to relieve rush-hour congestion		
Lead Cabinet Members: Sarah Hohler/Nick Chard	Lead Managing Directors: Rosalind Turner/Mike Austerberry	Lead Officers: Grahame Ward /Scott Bagshaw

Status: Completed

Governing Bodies of Schools/Academies, public transport providers

Outcomes delivered:

This target is also linked to the county wide roll out of the Kent Freedom Pass (see target 30) to help provide a shift of student travel away from cars to more sustainable forms of transport.

Specific outcomes so far include the following:

- A total of eleven schools/academies are operating a staggered school day of some kind which has affected transport. These schools are Mascalls, East Stour Primary, Longfield Academy, Meopham School, Christchurch, Hillview, St Anselms, Simon Langton School for Girls, Isle of Sheppey Academy, The Abbey and Marlowe Academy. For example, Marlowe Academy is operating an extended school day for all pupils which runs from 8.30am to 5pm which builds in all out of school activities into the core school day
- Extended schools activities have also staggered the times of arrival and departure of many pupils across all Kent schools. Increasing numbers are accessing before and after school activities. 474 schools now offer access to breakfast clubs, with a further 44 planned
- Hugh Christie Technology College has also piloted staggered hours for post 16 and some year 11 students.

What more are we going to do?

- Continue to promote the benefits of staggered and extended school hours with all schools in the county by learning from pilot schools
- Continue ongoing work to ensure that all children and young people in Kent can access extended school services by 2010 which will increase the staggering of the arrival and departure of all pupils/students
- Use the full county roll out of Kent Freedom Pass as a mechanism to make it easier for schools to stagger hours and travel to and from school at non standard school hours
- Ensure that staggered hours are considered for every new academy and new build school under the Building Schools for the Future Programme to maximise use of space and resources.

Measurable Indicator (s)	2006/07 Actual	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Actual
Number of schools with staggered starting times	New indicator	4	4*	15	11

* Whilst the 2009/10 target has been missed in terms of schools that are staggering their core hours, 474 schools this year are offering a wide range of extended school activities which stagger the arrival and departure of their pupils/students.

NB: In order for a school to change their core hours they must consult with parents and can only begin the change at the beginning of the school year.

Monitoring completed by: Ella Hughes

Date: July 2010

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Target 32: Provide more car parking places in Kent and remove unnecessary yellow lines and bus lanes		
Lead Cabinet Member: Nick Chard	Lead Managing Director: Mike Austerberry	Lead Officer: David Beaver

Status: Completed

List the partners with whom we are working to deliver this target:

District councils (under delegated powers), Chambers of Commerce and other business interest groups, town centre managers, Kent Parking Managers Group and District Engineers Forum

Outcomes delivered:

Delivery of this Towards 2010 target is helping to deal with the frustration of finding sufficient car parking as well as managing congestion on the roads.

Provide more car parking and remove any unnecessary yellow lines:

Two specific developments have been as follows:

- The feasibility of pulling together on and off-street parking and finding new spaces has been explored with parking providers, with district councils closely involved
- As a result of the appointment of a Kent Parking Manager within Kent Highways Services (KHS), and the changes to parking as a result of the recent Traffic Management Act, the parking agency agreements between KCC and all 12 districts in Kent have been revised to reflect the changes in legislation. Further parking protocols have been drawn up to clarify the division of new responsibilities identified by the Traffic Management Act 2004.

Outcomes include the following:

Ashford area - Parking provision has been reviewed from Ashford town centre outward largely focused on the provision of resident preference schemes, where there had been problems from commuters parking, and the provision of around 200 additional bays across Ashford district. A new off-street car park has been provided in Station Road, Ashford introducing approximately 200 new car parking spaces.

A full review of the Traffic Regulation Order (TRO) in Ashford has been carried out along with a review of parking in Tenterden and the surrounding villages resulting in the introduction of 201 further parking bays in 2009/10.

Canterbury - Parking provision has been under almost constant review in the city. The Canterbury Park Plan is being updated together with studies to determine future levels of parking and parking restrictions which complement efforts to tackle congestion, including a fourth park and ride site to the north west of the city planned for 2012/13.

A new coach park was opened in the city in August 2009 and a new permit scheme was introduced at Canterbury West station to assist commuters when using the High Speed Rail Link.

Two inner city car parks have had their status altered to accommodate residents parking therefore easing congestion and releasing approximately 20 further on-street parking spaces for visitors.

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Canterbury now has 58 of its 61 car parks accredited under the British Parking Association's 'Park Mark' scheme – the highest number of any council in England.

From 31 March 2010, all car parks within Canterbury charge on a linear basis and in April 2009 most city car parks altered their payment terms in order that customers could pay with a credit card. Further improvements introduced in November 2009 mean that both on and off-street car parks accept telephone payments.

Maidstone - Extensive consultation has taken place with over 7,800 letters sent to local residents in relation to the operation of the current residents parking scheme. This has resulted in a number of changes to manage parking demand and increase the level of available on-street parking for residents who live near to the town centre. Continued survey and analysis has provided a clearer picture of levels of occupancy, commercial vehicle used and vehicle migration across all zones both during the day and throughout the evening period. From this data continued development of the residents parking scheme and parking policy will continue throughout 2010.

Thanet - Ongoing progress includes further residents parking schemes and pay and display spaces in central Margate, Westgate, Minnis Bay and Ramsgate. 440 parking spaces will be provided across the Isle of Thanet.

Thanet is investigating the introduction of telephone payment parking for introduction late in 2010 and is currently trialling linear parking charges in eight areas on the island.

Thanet is also running a successful motorcycle enforcement project to ensure efficient enforcement at rural locations and congestion hot spots.

Tonbridge and Malling – A Snodland Local Parking Review has been carried out in the Tonbridge and Malling area. 115 metres of parking restriction lines have been removed in this district and 580 linear metres of parking bays have been introduced.

The 4a Phase of the Parking Action Plan has been completed to ensure all TROs are correct and enforceable. There have been 16 bus stop clearways introduced along with another two enforceable school keep clear markings.

Tunbridge Wells - Tunbridge Wells has removed 22 metres of double yellow lines and 45 metres of single yellow lines and replaced these restrictions with further on-street parking bays. Two further residents parking schemes are currently being investigated. Pay by telephone parking has been introduced and the theory of perpetual parking permits is currently under investigation.

Tunbridge Wells also received ParkMark awards for three of the car parks.

Shepway - Shepway has removed 80 metres of double yellow line parking restrictions and introduced new parking bays to replace some of these lines.

A new controlled parking zone has been introduced around Folkestone West Station to assist commuter and resident parking with regard to the recent introduction of the High Speed Rail Link. Further schemes are currently under investigation.

Shepway has also introduced cashless parking as an alternative payment method in all car parks across the district.

Dartford - A full review of all parking and waiting restrictions has been completed and all TROs are now available to view on the map based 'Parkmap' system. The parking TRO has

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been consolidated and a new Residents Parking Scheme in Greenhithe is currently being implemented. A further residents' scheme is currently being consulted on with residents of Dartford East.

Sevenoaks - Two major parking reviews have been carried out resulting in the removal of 120 metres of parking restriction lines and the creation of a further 26 new on-street parking bays.

Sevenoaks has also reviewed and improved the enforcement that is carried out outside schools working alongside head teachers and the local police force.

Dover – Cashless payments for parking in car parks has been introduced with on-street parking to be included within 2010. The management of two further off-street car parks has resulted in a provision of a further 117 parking spaces and a new Residents Parking Scheme for Deal is currently under investigation.

Bus lanes

As previously reported, a section of bus lane in Maidstone has been removed as it did not meet the criteria (six buses per hour). A review has been undertaken of other sections of bus lanes in Kent and all meet the criteria set out in the 'Bus Strategy for Kent'. However, new sections will be considered within this context.

Existing Bus Stop Clearways across Kent have been reviewed and have been introduced at sites which required their implementation. A new policy has been put into place to introduce bus stop clearways on a 24 hour operation to bring about commonality across the county.

What more are we going to do?

- Complete the parking review under the new focus of the recently appointed Kent Parking Manager
- Monitor progress as parking schemes are reviewed/introduced
- In partnership with the 12 district councils, continue to review all TROs across Kent on a regular basis. The aim is to identify unnecessary double yellow lines/single yellow lines and those double yellow lines that could become single yellow lines, thus providing further spaces over 24 hours and some spaces that can be used during specified times
- Encourage the use of footways for shared cycle and pedestrian facilities and, where possible, move cycle ways onto the footway in order to provide further parking spaces
- Ensure loading bans are only in place for necessary periods, therefore providing further parking for disabled drivers
- Review existing bus lanes to ensure they operate during times of bus services, releasing further on-road parking outside these hours
- Ensure reviews of roads are carried out when new bypasses are built or roads reclassified i.e. a new bypass may allow further parking to be introduced on the old route
- Undertake further parking reviews within the 12 districts. For example:
 - All 12 district councils have recently reviewed their existing Traffic Regulation Orders (TROs) to ensure that they are fit for purpose and provide the necessary on-street provision that is required to manage congestion and ensure the efficient and expeditious movement of traffic. Now this has been done we will be in a

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better position to establish the volume of unnecessary yellow lines which could be removed. Currently the review suggests that there will be a limited length

- Ashford - As part of Ashford Futures a new Park and Ride service is proposed to be introduced in the town linked to Smartlink (a new dedicated bus service in Ashford linked to the growth of the area and planned for operation in 2012). Three multi-storey car parks are also planned alongside new developments
- Maidstone - The potential for Park and Ride to the north and south of Maidstone linked to new development as well as rail stations is under investigation as part of wider efforts to tackle congestion
- A review of wider parking provision with the aim of a constant improvement in congestion management, parking provision and efficiency of service. Currently several solutions are being considered including additional bays, multi-storey car parks, resident preference parking, potential for Park and Ride schemes and the identification of yellow lines that could be removed or have their waiting status changed at weekends.

Measurable Indicator (s)	2006/07 Actual	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Actual
Number of additional public car park spaces (cumulative since 2006/07)	0	1,115	1,515	1,715*	1,901
Length of unnecessary yellow lines removed (metres) (cumulative since 2006/07)	0	180	180	Not set	562

* This target has been increased from 600 which was set originally

Monitoring completed by: Lorna Day

Date: July 2010

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Target 33: Penalise contractors for unnecessary delays caused by road works and synchronise works to minimise disruption		
Lead Cabinet Member: Nick Chard	Lead Managing Director: Mike Austerberry	Lead Officer: David Beaver

Status: Completed

List the partners with whom we are working to deliver this target:

Utility Companies – individually and through HAUC (Highway Authority Utility Committee), Traffic Managers – regionally and nationally, Department for Transport, neighbouring authorities.

Outcomes delivered:

- A permit scheme designed to keep roadworks to a minimum has been launched in Kent. KCC was one of two authorities to apply to the Secretary of State to introduce a permit scheme for road and street works as a result of the Traffic Management Act (TMA) and following a further, short, round of consultation, KCC's application was submitted in January 2009. The application was given a green light and the introduction of the permit scheme took place on 25 January 2010
- Penalties have been increased for non-compliance, including where work by utility companies (statutory undertakings) causes disruption and/or takes longer than expected. Kent's own work on the highway is subject to the same rules except that the potential penalties are recorded in performance indicators in order to comply with parity as set out in the TMA - this is explicit in the Kent Permit Scheme application
- The Kent Permit Scheme is structured to encourage best practice and minimise unnecessary delays. Kent Highway Services implemented its own work permitting on the 6 July 2009. In essence the Permit Scheme means the Authority can be directive rather than consultative when determining whether road space will be granted
- Where those operating on the highway choose not to improve and deal with issues that arise KCC has the power to levy fines through fixed penalty notices and to refer the case to the Magistrates Court if necessary
- Greater powers to direct and co-ordinate road works (including our own) are possible through the TMA. The permit scheme allows KCC to recover the costs of doing so (for utility works) through a range of charges which are dependant on the scale of the impact of the works. The permit scheme will also allow us to clearly define hours of operation, particularly on traffic sensitive streets, and ultimately reject permits if the controlling conditions are not in place
- The big challenge is to ensure that for KCC's own works, we meet the exacting standards expected of others on Kent's roads. The Department for Transport and all stakeholders will be keenly interested in this. Work continues in Kent Highway Services (KHS) to further improve the programming permitting and control of our own works which in itself is forcing operational efficiencies. An extensive awareness seminar programme has been carried out followed by an extensive training program of Permitting software familiarisation. This has been followed by a monthly review and improvement meeting to drive the improvements forward

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- The KPS started on 25 January 2010 and worked effectively from the start. The results for the first four months of the scheme show that:
 - 38,200 permits were applied for 7,400 of which were of the Full Permit Treatment category
 - Over 99% of all permits were processed on time
 - 1 year 9 months occupation of the highway was saved
 - The average duration of work in each of the work categories has dropped each month
 - There was positive press coverage both in local and professional publications
 - Roadworks complaints have fallen significantly
 - Income recovery for permits has been effective
- The new Roadworks structure to enable operation of the Kent Permit Scheme was fully populated in January 2010 with the majority in place for November 2009 under the management of the Roadworks Manager. The regular programme of seminars and reviews of working practice improving consistency of working practice and increasing the knowledge base continue. Those undertaking work on the highway are now regularly challenged in preparation for the KPS and many new initiatives, such as extended working hours and the appointment of project liaison officers by the work promoters, and innovative ways of working are becoming more common place. The income generation has been very successful with the appointment of the Accounts Officers who manage and chase all income and exceeded the already challenging targets for 2009/10
- The Considerate Contractor Scheme was formalised in April 2007 and requires all contractors that sign up to it to comply with a code of conduct. The scheme has already resulted in improved relationships and dialogue between KCC, utility companies, the police and Health and Safety Executive. The first Kent Considerate Contractors Awards was held at Oakwood House in June and the second event took place on 25 November 2009, again a resounding success with a another significant improvement of standards. The event celebrated the success of contractors who had excelled during the year. This scheme continues to be effective in improving and maintaining safety standards of work on the highway and a high level of performance attracts a discount in the Kent Permit Scheme. Four companies in Kent are performing at the highest standard of safety at which 100% of their sites pass the site safety audit, as a result they qualify for maximum (10%) permit discount
- KHS is investigating the use of IT planning software which can be used to demonstrate the impact of road works on traffic flows using simulation through mobile technology. This will link into the permit scheme and help us to better understand our road network. This technology is expensive and a full business case is being developed.
- A new indicator showing the number of projects completed to time has been recorded since April 2009 and has consistently shown standards above the 93% except during the severe winter weather which disrupted all work. The End of year 2009/10 was 92.2% which considering the extreme winter weather that delayed all construction work is a good result.

What more are we going to do?

- Continue to operate the KHS Permitting Scheme and maximize the benefits
- Continue improving our own works and benchmark against all permissible works

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- Hold regular co-ordination meetings through KHAUC (Kent East Highway Authority Utility Committee), workshops and seminars
- Continue to deliver high profile press coverage and a communication programme
- Improve advance visibility of road works through the internet, press, and on-site notifications
- Ensure there is a forward programme of co-ordinated road works available for Members, districts, parish councils, community groups and other stake holders and further development of the Traffic Management Centre
- Ensure there is a renewed focus on identifying violations and penalising work promoters where necessary. This has resulted in 355 penalties being issued in the 2009/10 period. (This includes penalties to both KHS and Utilities).

Measurable Indicator (s)	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Actual
Number of Traffic Management Act permit violations (Section 74) and FPNs	*	38**	50	355***

* Not set as we were awaiting approval of the permit scheme by Department for Transport

** We were able to use Section 74 to help improve utility performance as this part had been enacted already. This was an interim measure until the permit scheme was fully in place in Jan 2010.

*** The 2010/11 position as at August 2010 is 246

Monitoring completed by: David Latham / David Beaver

Date: July 2010

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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		
Lead Cabinet Member: Nick Chard	Lead Managing Director: Mike Austerberry	Lead Officer: David Beaver

Status: Completed

List the partners with whom we are working to deliver this target:

Police, Alliance Partners, Highways Agency, bus operators, utility companies, car park operators, district councils, other Highway Authorities.

Outcomes delivered:

KCC is committed to combating congestion and this Towards 2010 target has been one of the methods designed to tackle this issue. It is also linked to the delivery of Towards 2010 target 30 (Kent Freedom Pass), which has resulted in a significant reduction of traffic generated from the school run, as well as target 31 (staggered school hours), and target 32 (more car parking spaces). Specific outcomes are as follows:

- We have helped significantly to reduce journey times on Kent's roads. (See PI table) The reduction of 25% reported in June 2009 to journey times since March 2007 on key radial routes in Maidstone has been maintained as an average throughout 2009/2010. These results are reflected in the feedback we have received from the public and the business community who have reported reduced journey times on some of the key routes and improved reliability of their journey times. As another measure of network performance we are now comparing peak journey times with those achieved overnight
- The Kent Freedom Pass has also had a positive impact on the reduction in journey times (see Towards 2010 target 30). However, nationally it is considered that the recession and fuel prices have led to a reduction in traffic volumes of 9.5%, over the period from March 2007 to March 2010. As the economy recovers the average journey times may start to rise
- The establishment of the Traffic Management Centre (TMC) has enabled improvements in the management of traffic to reduce congestion in Maidstone. Operating the TMC for major events such as the Tour de France in 2007 and Radio One's Big Weekend in 2008 and the annual County Show helped vehicles to pass without undue traffic problems
- Joint working with the Highways Agency's (HA's) Regional Control Centre (RCC) at Godstone is eliminating the artificial boundaries between the trunk and county road networks. Establishing information exchange and co-operating in the management of traffic has reduced the impact on Maidstone town centre of problems on the M20 including extended periods when Operation Stack has been in place. Equally, informing motorway drivers about road conditions in Maidstone has enabled them to avoid adding to congestion in the town centre
- The Network Performance Monitoring (NPM) Project (formerly known as Kent Cordon) is a development between KHS and the HA. It has led to hardware such as Closed Circuit Television (CCTV), variable message signs and Automatic Number Plate Recognition (ANPR) cameras being placed on key strategic routes in Kent to enable joint, live traffic management. Installation of equipment on the M2, M20, A229 and A249 allows real time traffic flow information between the TMC and the RCC as these roads are diversion routes used following motorway incidents. The installation work was completed in the summer of 2009 and all systems are now integrated with the TMC

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- Variable message signs now placed on key routes into Maidstone give advance notice of events and warn drivers of congestion enabling them to take alternative routes
- CCTV coverage available to the TMC operators has been extended, with additional cameras in both Maidstone and Canterbury
- A programme of 'health checks' at key locations in the Maidstone network has resulted in a programme of over 50 'quick win' improvements ranging from adjusting traffic signal timings to renewing white lines, each of which have helped to improve traffic flows. This programme is now being extended to other urban areas as they are equipped with UTMC equipment
- Traffic flow monitoring sites on main roads in Maidstone, Canterbury Dartford and Gravesend provide continuous traffic speed and volume data to the TMC enabling early identification of congestion and monitoring of the impact of traffic diversions. Warnings are being generated when traffic speeds fall below the expected values to give TMC operators an indication that there may be a problem in the vicinity of a particular site
- Updating of the systems operating car park variable message signs in Maidstone and Canterbury has been completed. The work in Canterbury was undertaken in conjunction with the City Council. The existing signs have been replaced and coverage extended to include the other significant car parks in the city. The signs are operated through the TMC with control of the information displayed available locally in Canterbury
- ANPR data from the partnership with Kent Police is now online providing TMC operators early warning of problems on all the radial routes into Maidstone, Canterbury and Gravesend by monitoring journey times and recording progress against targets
- The times of operation of the TMC have increased to 0630 to 1900 Monday to Friday and 0800 to 1700 on Saturdays. These hours are extended in order to cover major events where appropriate, including operation on Sundays during the peak pre-Christmas shopping period
- Working in partnership with the HA, key strategic diversion routes have been agreed for use following motorway incidents at locations throughout the county. Joint management of traffic on the key diversion routes between M2 and M20 will be facilitated by the equipment installed under the NPM Project
- A direct link has been established between the Kent UTMC system and that at the RCC. This allows seamless exchange of information and may be used to exchange control of traffic signals and variable message signs by prior agreement
- Kent's work with the HA led to its selection as demonstrator for the FREEFLOW project established with government backing to develop new techniques for the management of traffic using multiple data sources. The automatic interpretation of data and the associated strategy selection tools are now being installed in the TMC for evaluation. They are expected to enable existing levels of staff resources to monitor and manage traffic across the county
- The TMC now has access to the control and view images from the HA's CCTV cameras on trunk roads throughout the county facilitating provision of information to stakeholders and road users as well as assisting in the management of incidents on the road network
- We have deployed web-based access to the TMC systems for stakeholders, including car park managers, enabling them to access data and to provide details of incidents for access by other users

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- The Kent Traffic and Travel website, providing information obtained from the TMC, proved very successful. Data supplied includes details of planned road works, incidents and accidents and images from CCTV cameras across the county
- We have extended remote monitoring of traffic signals to incorporate the measurement of traffic flows for input to the TMC.

What more are we going to do?

- Complete deployment of Intelligent Transport Systems (ITS) in Canterbury and continue the programmed roll out across Kent, in Dartford, Gravesend and Tunbridge Wells as funds allow
- Develop techniques where the TMC may extend active traffic management to new areas in parallel with ITS deployment. Techniques differ in each area; whereas Maidstone has a significant traffic signal population affording control over flows, Canterbury has few traffic signals, but both can be affected by the impact of traffic diverted from the trunk road network
- Exchange of CCTV images between the TMC and control rooms in Maidstone, Canterbury, Gravesend, Dartford and Tunbridge Wells to improve liaison with local stakeholders and avoid unnecessary duplication of facilities
- Update the Kent Traffic & Travel website to meet the latest corporate guidelines and to enhance its facilities to reflect countywide coverage.

Measurable Indicator(s)	March 2007 Actual	March 2008 Actual	March 2009 Actual	March 2010 Target	March 2010 Actual
Average journey time per vehicle mile on key radial routes in Maidstone (Period and routes consistent with base data) - Morning peak (0730-0930)	4.39 minutes	N/A *	3.51 minutes **	3.95 minutes i.e. 10% lower than 2007/08 value ⁺	3.71 minutes ⁺⁺

* From March 2007, intermittent monitoring took place until regular monitoring began in December 2008

** This is a 20% reduction and exceeds the target of 10%

⁺ This target has been reconsidered in the light of the 2009 results but remained at 10% as a rise in traffic volumes was anticipated as we come out of the recession

⁺⁺ This month's figure represents a 15% reduction over that for 2007; the average figure for all weekdays in 2009/2010 is 3.29 minutes per mile.

Monitoring completed by: David Beaver

Date: July 2010

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Target 35: Work with bus and train providers and lobby government to improve public transport services in Kent		
Lead Cabinet Members: Nick Chard/Kevin Lynes	Lead Managing Director: Mike Austerberry	Lead Officers: David Joyner/Stephen Gasche

Status: Good Progress

List the partners with whom we are working to deliver this target:

Southeastern Railway, Southern Railway, Eurostar, Network Rail, Arriva, Stagecoach, other bus operators, district councils.

Outcomes delivered:

- KCC continues to lobby Southeastern to improve its performance. Overall 89.7% of Mainline trains arrived within five minutes of their scheduled arrival time in the year ending May 2010, compared with a target of 85.0%. While this performance was lower than in the previous year, the reduction was due to exceptional weather conditions during winter 2009/10. Passenger satisfaction on the railway has recently dropped, with the number of complaints in the 2009/10 second quarter increasing from 8 per 100,000 passenger journeys to 18. This is being monitored closely following the significant timetable changes introduced last December
- Overall, Southeastern is now operating 200 more services which represents a 5% increase in capacity. All major towns in Kent now have more services to and from London with the exception of Maidstone, and although pressure had been put on Southeastern to retain the service to Cannon Street, it was withdrawn when the new timetable was introduced in December 2009
- KCC is pressing Network Rail to improve journey times on the existing rail network. Network Rail has agreed to undertake a study to speed up the line. KCC has contributed £5k to the study which is the first phase in the Rail investment process to make improvements happen
- KCC has consistently supported the CTRL (High Speed 1) scheme mainly because of the regenerative effects it will have in east and north Kent. Full High Speed 1 services started on target in December 2009 following the successful introduction of preview services started between Ashford and St. Pancras via Ebbsfleet in June - six months early
- KCC is particularly keen to improve rail connectivity to Kent International Airport (KIA) at Manston. This requires the journey times to be reduced between Ashford and Thanet via Canterbury West, and ideally a new parkway station to be constructed adjacent to the airport
- We have agreed to set up a strategic Quality Rail Partnership with Network Rail, Southeastern and Southern, to consider the development of station sites and the improvement of station facilities
- KCC has an excellent record of working with bus providers to improve public transport in Kent and this is reflected by year on year increases in the number of people using Kent bus services. There has been a further 6.5% increase in 2009/10 over the figures for the previous year to over 58.8 million journeys. This is down to continuing joint investment in services by bus operators working in partnership with KCC as well as roll out of new initiatives to cut the cost of travel such as the Kent Freedom Pass and improvements to the Concessionary Travel Scheme for over 60s

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- KCC has now seven Quality Bus Partnerships signed up to with local bus operators and district councils in Ashford, Canterbury, Dover, Maidstone, Shepway, Thanet and Tunbridge Wells. These have been instrumental in generating inward investment in the County by bus operators in new buses and higher frequency services to help people access key services and help relieve congestion. Around two thirds of the circa 800 vehicle bus fleet in Kent are now easy access, low floor entry to the benefit of disabled and mobility impaired people
- Real-time electronic displays showing arrival times are being provided at main bus stops to provide bus passengers with better information and certainty over when a bus is due to arrive
- KCC has worked with operators to encourage joint ticketing and a scheme called 'Plus bus' is now available at 26 main railway stations in Kent which enables rail passengers to buy a rail ticket that includes onward travel on local bus services
- The Ashford Station Travel Plan, developed in partnership with Southeastern, Ashford Borough Council and Stagecoach was launched in May 2009. It is aimed at improving integration and enhancing station access by bus, car sharing, cycling and walking. 612 members of the public have signed up as Travel Plan Partners¹. The Ashford Station Travel Plan won the award for Integrated Transport Excellence at the UK Rail Business Awards 2010. It is intended that this will be a model for other stations in Kent
- The Kent Freedom Pass (see Towards 2010 target 30) has proved extremely successful and countywide roll-out was completed in June 2009. Much of the success of Freedom Pass can be attributed to a close working relationship with the Kent bus operators who have increased capacity to ensure a smooth roll out
- KCC provides financial support to around 200 bus services and a network of Kent Karriers across the county. Kent Karriers provide dial-a-ride accessible services to disabled people and those living more than 500m from an existing bus route. A successful re-tendering of around 25% of all bus services supported by KCC has been completed within budget, ensuring services can be sustained during 2010
- KCC is working closely with health authorities to improve public transport services to hospitals and to ensure that information on these services is widely distributed.

What more are we going to do?

- KCC, with partners including local MPs, will continue to press for restoration of the proposed cuts of rail services from Maidstone and West Malling (Kings Hill)
- The changes to passenger rail services introduced in December 2009 were extensive and, although generally positive, the overall effects will continue to be closely monitored to see whether there is a need to lobby for modified timetables and fare levels to suit passengers' needs and achieve the desired regeneration effects in east and north Kent. Pressure will be maintained on Network Rail through the Rail Utilisation Strategy (RUS) process to improve rail journey times and reliability as well as the quality of stations. Lobbying for a new parkway station for Thanet close to Kent International Airport with good road access will be maintained
- KCC is part funding new ticket machines for approximately 800 buses across Kent. These machines will be capable of reading smartcards, similar to the London Oyster card. A pilot is under development to issue young people with smart Freedom passes in

¹ Travel Plan Partners are people who have signed up to try an alternative to using their car to get to the station and we have provided them with a personalised travel plan - a list of all their options for getting from their house to the station.

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Thanet, working with Stagecoach and Eastonways. It is hoped this will be launched in winter 2010. (See also Towards 2010 target 30)

- A Quality Network Partnership is planned for Sevenoaks between the bus and rail operators, the district council and KCC and a multi-operator QBP (using powers under the Local Transport Act 2008) is being developed in Swale
- A new bus stop infrastructure contract was signed in July 2010 with responsibility for maintaining all roadside bus timetable and flags for KCC Services. It is intended that every stop in the County, where appropriate, will be better maintained and provided with an up to date timetable
- Bids were submitted to the Department for Transport in 2009 seeking Kickstart funding for Arriva services 6 and 7 between Maidstone and Tunbridge Wells (via Pembury Hospital) and for the Stagecoach Triangle between Canterbury, Whitstable and Herne Bay. Whilst the bids were successful, Government funding has now been cut and negotiations are being held to see where some improvements can still be secured between KCC and the bus operators
- A new 'invest to save' marketing initiative is being planned on KCC supported services 401/421 in Sevenoaks and 666 between Faversham and Ashford. The County Links brand which includes new liveried buses and improved roadside infrastructure and timetable information is being launched in summer 2010 to increase patronage and potentially lead to these services becoming commercially viable in the short term
- KCC will continue to work with Southeastern and Network Rail to improve access to stations in Kent. We will continue to promote improvements through the Local Transport Plan. We will also work with bus and rail operators to market new services. It is hoped that the launch of the Ashford Station Travel Plan will prove to be a model for other stations in Kent, particularly those benefiting from the new High Speed Rail services
- It is hoped to develop Quality Partnership Schemes (using powers under the Local Transport Act 2008) to support the future expansion of Fastrack in Kent Thameside, for the emerging Smartlink bus network planned for Ashford, and for the Bus Rapid Transit route planned for Dover subject to funding
- Government has announced that the Concessionary Fares scheme for over 60s will become the responsibility of upper tier authorities from April 2011. Work is in hand to prepare for this based on an options paper reported to Cabinet in January
- The Integrated Transport Strategy for Kent sets out proposals to maximise the benefits of rail by building on the high speed services with new stations and reduced journey times on other parts of the network. It also advocates the need for a fully integrated bus system with a network of high quality inter urban coach services, improvements to rural bus networks and further Fastrack and Smartlink type schemes for town centres. Partnership with operators is key to achieving this vision. It is hoped to develop a number of pilot projects over the coming months subject to budgets.

Measurable indicators:

None – This Towards 2010 target has been formally agreed as having an 'aspirational' status and progress is measured via qualitative means.

Monitoring completed by: David Joyner/Stephen Gasche

Date: June 2010

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Target 36: Commission a joint feasibility study with Essex County Council into a third lower Thames Crossing		
Lead Cabinet Member: Nick Chard	Lead Managing Director: Mike Austerberry	Lead Officer: Mick Sutch

Status: Completed

List the partners with whom we are working to deliver this target:

Essex County Council.

Outcomes delivered:

Although the Department for Transport (DfT) announced that it was to commission a study looking at options to increase the capacity of the crossing of the Thames in October 2006, there was no progress until KCC and Essex CC announced that they were going to commission consultants to look at the same issue.

This initiated the Department for Transport (DfT) commissioning their study which started in February 2008 and was completed in April 2009. The study identified three long-term options for crossing the Thames (bridge or tunnel) and to be carried forward for further assessment – at Dartford, between the Swanscombe Peninsula and Tilbury and to the east of Gravesend and Tilbury.

The consultants for KCC and Essex CC have produced a report which identifies the same three options as the Government's.

The Department for Transport, under the previous government, commissioned a DaSTS (Delivering a Sustainable Transport System) study examining further the provision of additional crossing capacity in the Lower Thames. With a new government in place, the timescale for completion of this study is unclear at present.

What more are we going to do?

- Continue to work with Essex CC to make the case for a crossing of the Thames downstream of the Dartford Crossing
- Lobby the Secretary of State for Transport directly at Leader and Cabinet Member Level by way of a 'Kent Transportation Package' summit, which will include case for Lower Thames Crossing
- Pressurise the Secretary of State for Transport to prioritise early implementation of Lower Thames Crossing by offering potential solutions for local delivery.

Measurable indicators:

None – Measurement of this Towards 2010 target has been formally agreed as being via task-based assessment and the action is now done and ongoing.

Monitoring completed by: Mick Sutch

Date: July 2010

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Target 37: Improve the way we repair roads and pavements		
Lead Cabinet Member: Nick Chard	Lead Managing Director: Mike Austerberry	Lead Officer: Kim Hills

Status: Completed

List the partners with whom we are working to deliver this target:

Ringway, Jacobs, KCC Contact Centre.

Outcomes delivered:

The last four years has seen an increase in productivity, but also an increase in service demand. The previous two winters have been the major cause of this increase (winter service, potholes and insurance claims). Despite this challenge, performance and productivity has significantly improved. This has been mainly driven by local teams, operating out of local depots.

Throughout this period we have continued to look at new methods and means of delivery. Small private companies have joined our maintenance contractor in responding to the recent major weather damage.

Wider market testing was introduced for major carriageway resurfacing. Jetpatcher originally provided as a trial in 2008, now forms a major part of our attack on potholes and surface damage.

The main outcomes include the following:

2010:

- Delivery of an external “find & fix” pothole repair contract in response to the severe winter and associated carriageway damage. In the first 2 months of operation over 10,000 potholes and 45,000 m² of patching has been delivered on the minor road network. This has engaged seven Kent based private contractors to deliver this work. Available funding has increased to £6.5m to ensure full completion of this project
- Similar to the above on A & B roads a “find & fix” operation is progressing. This will pick up all relevant defects on this part of the network. It is to be completed by the end of September and is budgeted at £1.5m max.
- In total over 100,000 potholes fixed by KHS in the first 6 months of 2010. That’s nearly 4,000 potholes a week
- Further strides have been made in customer communication. On-line reporting and tracking is now available to all. Between January and June of this year over 12,500 defect reports have been received via the on-line web form
- “My Kent Highways on-line” web site provides Members, Parish and Town Councils with the opportunity to view a range of information relating to their area. Since January 2010 it has been running at approx 800 logins a month.

2009:

- Following success in 2008 a proactive campaign again commenced in January 2009. This peaked at the end of February with 70 crews across the county focused on surface repairs. At the height around 3,000 potholes a week were being fixed
- 2009 saw an increase in major resurfacing which continued through to the end of March 2010. This has been possible due to the availability of both a corporate and directorate

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under spend. Over 1,300,000m2 of resurfacing was completed which was an increase of over 10% on 2008. It should be noted however that the increased coverage has not managed to stop the decline in overall condition.

- Successful Parish Council Seminars were held at the end of November with positive feedback from attendees

2008:

- April 2008 saw a focus campaign on pothole repairs with a “Pothole Blitz” during April /May. A media campaign achieved an increased in reported potholes via the Contact Centre of 500% to a total number in April of 2,669.

Throughout the four years we have been focused on improving our performance against our ‘killer’ PIs. Significant amount of focused work across the KHS partnership has seen major progress in reactive work. The latest figures are as follows:

	Aug 2008	Aug 2009	May 2010	July 2010
Potholes reported by Highways inspectors	897	1,242	1,368	1,010
Potholes reported by members of the public	140	193	1,912	894
Average pothole repair time from call to completion	25 days	17 days	33 days	37.8 days *
Routine faults reported by members of the public	2,426	2,000	6,513	5,223
Routine faults completed in 28 days	56%	76%	57.1%	73%*

* Increased timescale due to ‘Find & Fix’ programme

The Annual Tracker Survey results for 2009 have shown significant improvements across a wide range of services as can be seen from the PI table. This includes customer care and it is clear the public, members and parishes consider that our services have improved. One area which has actually gone down relates to the condition of roads as per the PI table below. This is in contrast to all other aspects. It is considered that this is likely to be due to the considerable damage caused to our roads by the bad weather both at the start and end of the year (snow, frost and heavy rain falls). The data is reviewed and any specific actions required for improvement are taken.

What more are we going to do?

- Continue to drive productivity improvements through market testing and competition
- Focus on performance delivery through local teams and local depots
- Continue the use of ‘Jetpatcher’ to repair minor rural roads in 2010/11
- Revised Winter Service Policy will be introduced for 2010 / 11 winter season
- Build on our customer care interface by continuing close working with Members and parish/town councils through our Community Liaison Officers
- Plan the 3rd annual Parish Seminars in late October 2010.

Measurable Indicator (s)	2006/07 Actual	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Actual
Net satisfaction of residents with condition of roads in Kent	+5%	+19%	+29%*	+30%**	+20%

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* Exceeds 2008/09 target of 20% ** Target was increased from 16% set originally

Monitoring completed by: Kim Hills

Date: July 2010

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Target 38: Maximise the use of previously developed land		
Lead Cabinet Member: Nick Chard	Lead Managing Director: Mike Austerberry	Lead Officer: Richard Feasey

Status: Good Progress

List the partners with whom we are working to deliver this target:

District councils in Kent, Government Office for the South East, Home Builders Federation.

Outcomes delivered:

The proportion of housing development accommodated on previously developed land has risen in recent years from just under 58% in 2002/03 to 82.3% in 2008/09 during a period in which completions were generally rising prior to the onset of the housing market downturn at the end of 2008.

In total, 79% of housing development completed in the five-year period 2004 to 2009 was on previously developed land. In numerical terms this represents 26,082 additional homes out of a total provided over the same period of 33,130. This increase reflects both the sustained pressure to prioritise the use of previously developed land and the character of recent housing development with its strong emphasis on higher density small unit accommodation. Land formerly in business, industrial or institutional use has provided the majority of new housing development on previously developed land.

Housing completion rates and the contribution of previously developed land to this remained high until early 2008 and this Towards 2010 target has been consistently met, and exceeded, throughout the Towards 2010 period. However, the severe downturn in the housing market associated with the recession has affected both the level of new development and its composition in the short term. In particular the significant cut back in higher density housing schemes on more costly and complex brownfield sites, as a result of changing economic viability, will put more pressure on this Towards 2010 target in the short term.

Specific outcomes delivered in relation to this target are as follows:

- KCC continues to review Local Development Framework (LDF) proposals for the priority given to the use of brownfield land and the efficient use of scarce resources of development land. Most recently, this has involved representations on core strategies for Dover, Sevenoaks, Shepway, Thanet and Tunbridge Wells, and site specific allocations in Ashford. Proposals for Dover and Shepway include substantial use of surplus Ministry of Defence land, involving previously developed sites and the Thanet core strategy identifies a number of opportunities for residential development on key regeneration sites in central Margate. Masterplans in the Swale area for Queenborough/Rushenden and Milton Creek, Sittingbourne will take forward strategic allocations involving around 3,000 to 4,000 homes on brownfield sites
- Despite the high level of housing completions on previously developed land the supply of brownfield land to meet development requirements has been continuously 'topped up' through new planning permissions or LDF provisions. Total land supply for housing in 2009 was sufficient to support almost 56,000 homes and previously developed land accounts for two thirds of the supply
- KCC has worked with all districts to determine a common approach to strategic housing land availability assessments required under current national policy guidance and a joint protocol for such studies was agreed in December 2008. This provides for the

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examination of urban and brownfield housing capacity, viability considerations and consideration of different land use claims on brownfield land. KCC has participated in a number of local partnerships to determine the approach to and outcome of Strategic Housing Land Availability Assessments to consider the sources and deliverability of housing land. Strategic Housing Land Assessments were completed or reviewed in all but one Kent district in 2009 although the reflection of their findings in detailed Development Plan documents has yet to take place.

What more are we going to do?

- KCC will continue to build and use evidence on the contribution of previously developed land for housing. This has assumed greater importance in the wake of current national planning policy guidance (PPS3) which downgrades the role of, and allowance for, sites that are granted planning permission (but which have not been previously identified in plans) in assessments of future housing land supply. Such sites overwhelmingly involve brownfield sites. This sits alongside pressures to increase overall housing supply in response to national objectives to increase housing delivery over the medium and longer terms and beyond the current housing market downturn. This approach calls for close examination and identification of prospective brownfield sites for housing to ensure that the current levels of achievement are not diluted. The target for the proportionate contribution of previously developed land to housing development sits within a context of a rising planned rate of housing completions in Kent. The average annual rate of housing provision for Kent has risen from 5,485 per annum (2001-2016) under the former Structure Plan to 6,160 per annum (2006-2026) under the South East Plan approved in 2009
- Through its representations on LDFs and strategically significant planning applications KCC will continue to review local planning proposals for the role expected of brownfield land. During 2010 a number of district LDF core strategies are due for consultation including Canterbury, Dartford, Gravesham, Thanet, Sevenoaks, Shepway and Maidstone
- The needs of commercial development as well as housing will need to be balanced in this and account taken of the nature of significant future public sector land disposals. Land formerly in business/commercial use has accounted for more than a third of all new housing development in recent years. Preparation of any planning advice sought by the South East England Partnership Board testing the impacts of further increases of housing provision in the region and in Kent will pay close regard to these factors
- The volume of new homes provided on brownfield sites may reduce in the short term as a result of:
 - the overall downturn in the housing market experienced since the end of 2008
 - the impact of the market downturn on the viability of certain brownfield sites where there is a commitment in planning terms to development but where abnormal development costs are involved
 - changes to the character of housing schemes – particularly a reduced emphasis on higher density apartment schemes
 - wider objectives to secure a greater element of housing, including family sized housing rather than flats /apartments in the make up of new development
 - safeguarding of land opportunities for important economic development uses

These considerations will need to be balanced in plan making and consideration of individual schemes alongside a continuing emphasis on the role of brownfield land.

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Measurable Indicator (s)	2006/07 Actual	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Actual
Percentage of housing completions on previously developed land	80.7%	78.0%	82.3%	70%	*

* Available late autumn 2010

Monitoring completed by: Richard Feasey

Date: June 2010

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Target 40: Ensure that new housing developments include the right infrastructure and local facilities and cater for a mix of age groups and incomes		
Lead Cabinet Member: Nick Chard/Kevin Lynes	Lead Managing Director: Mike Austerberry/David Cockburn	Lead Officers: Richard Feasey/Nigel Smith

Status: Good progress

List the partners with whom we are working to deliver this target:

District councils in Kent, Medway Council, Kent Economic Board, Kent Housing Group

Outcomes delivered:

KCC is working with key partners including Kent Economic Board Housing Task Group, Medway Council and all Kent districts to develop a 'fit for purpose' Housing Strategy for Kent and Medway that provides strategic direction, innovation and action as a response to the huge diversity of housing need and opportunities across the area. It will in part examine innovative ways of bringing forward housing development of different tenures. The strategy should be completed in autumn 2011. Funding has been secured from the Regeneration Fund to extend the project to facilitate the implementation stage of the Kent and Medway Housing Strategy. As part of the current work, we are working with Thanet District Council to develop an operational model for the acquisition and re-use of empty properties in the Margate Central and Cliftonville West wards of Thanet.

Following a recent invitation by Government, KCC submitted proposals to be included in any pilot of proposed Accelerated Development Zones, by which 'Tax Incremental Financing' of infrastructure to support development would be brought forward. This is a practice used in countries such as the US. Under such a pilot scheme, increased revenues generated once development has been occupied would be ring-fenced and dedicated to paying back infrastructure which had been financed through bonds raised or other similar mechanisms.

The current review of 'What Price Growth?' maintains KCC's commitment to assess the level and scale of infrastructure required to address the housing growth in Kent and the financial and investment implications. In this context an Integrated Infrastructure and Finance model has been commissioned to provide supporting evidence to inform a revised document. The work will also be used to underpin KCC's approach to plan for and manage sustainable housing growth and plan for needs of forecast demographic changes across Kent to 2026 and to feed into district Local Development Frameworks. This work is expected to complete in October 2010. A funding and delivery mechanisms paper is also being developed as part of this commission and a first draft was received in July 2010.

Other specific outcomes are as follows:

- The success of this Towards 2010 target requires appropriate planning policy and adoption of supportive planning policies by local planning authorities, the district councils and therefore we work with district councils to ensure requirements for KCC services are included in Local Development Frameworks (LDFs) giving us the policy base from which to deliver. This is increasingly important given the greater emphasis now given to infrastructure planning as part of the preparation and testing of LDFs and the introduction of local tariffs. In partnership with Tunbridge Wells Borough Council and the Planning Advisory Service we are participating in a national pilot programme to

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apply a systematic approach to infrastructure planning to support the requirements now placed on the preparation of Local Development Frameworks

- A corporate officer group has been established to co-ordinate KCC's input into district LDFs. The infrastructure and KCC service requirements are established by each of the service directorates and a co-ordinated response for KCC is put forward to the district councils on infrastructure and service delivery matters. To date LDF Core Strategies have been adopted in Ashford, Dover, Tonbridge and Malling and Tunbridge Wells. The core strategy for Sevenoaks has been submitted and initial policies and proposals published for Shepway and Thanet. Through representations and, where appropriate, participation in Public Examinations of these plans KCC has pressed the case for clear and robust recognition in policies and Infrastructure Delivery plans of the demands on county services and the type and form of new housing arising from development and other structural changes (for example, demographic change). KCC has continued to assess local planning strategy and proposals for the approach taken to local infrastructure planning and delivery and negotiations on other district LDFs continue. During 2010/11, a number of district LDF core strategies are due for consultation including, Canterbury, Dartford, Gravesham, Shepway, Thanet and Maidstone
- We have been working with service providers to compile overarching and district level service provision statements to underpin policy LDF infrastructure plans. This work was reported to KCC's Cabinet in early 2009. Formal consultation commenced in December 2009, the results of which will be reported to Cabinet in 2010 with a view to adoption of the statements as supplementary planning guidance
- We have contributed to strategic housing market assessments (HMAs) in partnership with districts, Registered Social Landlords (RSLs) and the house building industry. These assessments, required under government guidance, (PPS3), provide comprehensive guidance at district and local market area level on the mix of social and market housing, including the role of shared equity provision, needs associated with the ageing demographic profile and special needs groups. They inform LDFs policy development and the consideration of planning applications. Housing Market Assessments have been completed for West Kent, East Kent and Dartford and a North Kent HMA is well advanced. Under the Kent Housing Strategy, a Kentwide Strategic Housing Management Assessment has been produced reviewing evidence on housing need and mix in terms of type
- With regard to infrastructure provision to support housing growth and mix, the level of development contributions sought is based on guidance contained within our Developers Guide. These assessments include education, communities and adult social services. They are regularly revised to ensure they adequately address demographic change in the longer term and to influence and encourage the provision of necessary infrastructure to support a mix of housing for future communities. Costs rates in the guide are updated annually to provide protection to Kent taxpayers for inflationary trends in construction costs
- Over the period of this Towards 2010 target, infrastructure funding has been agreed to support communities living in areas of new housing development. This includes land for four primary schools with nurseries and multi-agency space, a secondary school, a lifelong learning centre (including youth and community, library and non-clinical adult social service facilities), public transport and highways infrastructure
- Homes also need to be well designed, adaptable and fit for purpose. The Leader of KCC is the design champion for KCC and KCC is the lead for the Kent Design Initiative (KDI), an informal partnership that brings together all the key sectors of the development industry to encourage delivery of high quality design for sustainable communities in Kent including promotion of standards such as Lifetime Homes and Code for Sustainable

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Homes. The Kent Design Guide has been adopted by all but three districts as Supplementary Guidance

- The governance of the KDI has changed and has renewed direction with the establishment of new Chairs for its Project Management Group (decision-making body that reports to the Kent Planning Officers Group), now led by Stephen Gaimster (Assistant Director of Development, Economy & Transport, Medway Council), and Robert Huxford (Director of the Urban Design Group) for the Steering Group, which represents both the public and private sectors
- The KDI is also producing, in collaboration with some of the district councils, through its newly established working groups, new technical appendices and planning policy documents on specific key themes on matters of county-wide significance. Current examples include:
 - formal consultation processes have been carried out to update two existing technical appendices, namely sustainable construction and energy solutions
 - the commission (phase 1) with Jacobs UK Ltd (part funded by KHS) to develop a framework for a maintenance and management protocol/toolkit for the public realm on principal streets within town centres. A number of successful workshops were undertaken to develop the framework for this commission
 - supporting the development of design guidelines for historic farmsteads (with English Heritage and the Kent Downs AONB Unit) – a workshop with key stakeholders will inform the emerging draft
 - developing high level design policy for Inclusive Design, in collaboration with SEEDA's & KAC's *Teamwork* checklist
 - developing evidence based policy to establish Kent wide Residential Space Standards building on the HCA's emerging national policy
 - setting up a team to take forward the approach of the CABE bid (October 2009) to assist with the development of the planning for crime prevention guidance (with Kent Police, the University of Kent and 3 of Kent's Districts)
- We have successfully completed the KDI District Roadshow, with all 13 Districts within Kent, and the 2009/10 Kent Design Awards were presented at a dinner for the industry in March 2010. The standard of design for a range of categories has been outstanding especially for the housing (single dwellings and major residential sites). For the first time an overall prize for project of the year was awarded. The Bruce-Lockhart award, named in memory of the late Lord Sandy Bruce-Lockhart, former Leader of KCC, was given to the superb restoration of the Darnley Mausoleum at Cobham
- The Bridge Learning and Community campus is a KCC freehold building housing under one roof the following services all situated around a central reception - primary school, nursery school, library access point, health consulting room, police/information/voluntary organisation point, Adult Social Services, Children's Social Services, youth centre and a community meeting room. The school includes many innovative environmental and energy conservation features including a central atrium to maximise daylight and rainwater harvesting. The building is fully DDA compliant.

What more are going to do?

- We will complete and publish the Kent Housing Strategy by Autumn 2010. Begin work to implement the "step change" proposals and interventions being identified in the emerging strategy

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- Development of detailed proposals and regulations that will govern developer contributions following the changes to the planning system to be proposed by the Coalition Government will be monitored. The means by which this is formulated, scrutinised and agreed will be important in two tier local authority areas such as Kent
- We will continue to press the case for an appropriate and robust planning policy framework towards infrastructure planning and delivery at regional, sub regional and local levels
- Alongside consideration of and advocacy for other funding streams, we will continue to consider where appropriate, a balanced case for development contributions arising from significant housing developments as they come forward for planning permission. More innovative solutions are to be considered for the KCC development contributions guide which is being revised in light of the Regeneration Framework and 'What Price Growth 2' policies
- The KDI will continue to roll out the guidance and policy notes, to develop further those key themes referred to above, especially Sustainable Construction: a cross-Directorate approach to assess practical and pragmatic approaches to energy efficiency, climate change adaptation and the use of renewables where possible for new housing and retrofit. Other work will include infill development for smaller sites of fewer than 20 houses
- The KDI will develop and launch its new website building on the recently updated KCC and R&E websites, as this will act as a new platform and communication hub for the Kent Design network
- The KDI will continue to promote skills development through bespoke training programmes, capacity raising events, seminars, exhibitions and study tours for key stakeholders including local authority officers, council members and the development industry. These will harness, improve and develop existing and new design capacity and expertise throughout Kent between professional disciplines and sectors
- The KDI will develop and build upon an evidence based approach to inform the development of design policy – 'live' examples with a research element include the KHS post-occupancy surveys and the key themes relating to Residential Space Standards and Crime Prevention & the Built Environment on major housing estates.

Measurable Indicator (s)	2006/07 Actual	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Actual
Section 106 developer contributions achieved as a percentage of those sought for minor applications (up to 500 units)	82%	82%	89%	80%	84.6%

Monitoring completed by: Richard Feasey/Nigel Smith

Date: July 2010

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Target 41: Ensure that new KCC buildings set an example by delivering the best possible standards of construction by applying a pragmatic approach to sustainability using energy-efficient, robust and built to last materials		
Lead Cabinet Member: Nick Chard	Lead Managing Director: Mike Austerberry	Lead Officers: Carolyn McKenzie/ Peter Binnie

Status: Completed

List the partners with whom we are working to deliver this target:

SEEDA, Arts Council, Kent Archive Centre, Improvement and Efficiency South East (IESE), Chartered Institute of Building (CIOB), BREEAM, joint working with districts on projects such as The Beaney and the Marlowe Theatre.

Outcomes delivered:

- New build projects that KCC's Property Group is responsible for managing are now all designed to the BREEAM 'very good' standard as can be seen from the PI table
- To ensure a consistent approach for all new KCC buildings a Sustainable Construction Policy has been developed which outlines the key elements to sustainable construction and the issues that must be considered during the planning, design and construction phases for all KCC projects
- The cross-directorate Sustainable Estates Taskforce (SET) is now in its third year and continues to address the issues of sustainable construction as well as identifying opportunities for further progress. Completion of this Towards 2010 target has been monitored through SET which reports to KCC's Environment Board
- Property Group includes a sustainability section in its tender documents and terms and conditions for contracts. This helps ensure environmental issues are given proper consideration during the procurement process as well as raising awareness among consultants and contractors of KCC's environmental objectives and the part they play in meeting these
- A ground source heat pump has been installed at the site of the new Turner Contemporary Gallery in Margate (see Towards 2010 target 27) and this will produce renewable energy when the building is operational
- Oakwood House has had a ground source heat pump and solar panels retro-fitted to provide heating and hot water to the bedroom accommodation. Additional loft insulation has also been installed to all roof areas
- A case study has been compiled for the ground source heat pump and solar panel installations at Oakwood House and findings have been shared
- Environmental work categories e.g. solar panel installation, have been added to KCC's Select List of Approved Contractors to encourage contractors specialising in these types of work to apply to join the list and make it easier for KCC site managers and schools to commission contractors for environmental projects.

What more are we going to do?

- Continue to ensure that the designs deliver sustainable buildings which are energy and water efficient, incorporate built-to-last materials and minimise waste

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- Continue to follow best practice with regard to site waste management plans in order to prevent, reduce and recycle waste created as a result of construction work
- Regularly review the Kent Design Guide and technical annexes to ensure that opportunities for resource efficiency savings and climate change future proofing are fully integrated
- KCC Property Group and Laser will continue to work together to identify where opportunities exist for renewable and sustainable technologies to be funded for inclusion in new build projects
- Review a selection of completed construction projects to determine the benefits of different environmental elements in practice. This will help build upon existing knowledge and develop best practice
- Hold a bespoke sustainable construction workshop for key staff from all directorates to improve knowledge about sustainable construction techniques, renewable energy technologies and life cycle costing.

Measurable Indicator (s)	2006/07 Actual	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Actual
Percentage of new KCC buildings designed to at least BREEAM 'very good' standard*	60%	80%	90%	100%	100%

*Where BREEAM is applicable

NB: BREEAM standards are available for common building types including schools, homes, offices, retail, courts and prisons. Applying BREEAM standards to other building types (e.g. art galleries) requires a bespoke assessment. This indicator measures the BREEAM standards of common building types for which BREEAM standards are readily available or for which a bespoke assessment has already been made.

Monitoring completed by: Léonie Harrington

Date: July 2010

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Target 42: Reduce the impact of KCC's buildings and vehicles on the environment, including trialling the use of biofuels and other new technologies		
Lead Cabinet Member: Nick Chard	Lead Managing Director: Mike Austerberry	Lead Officers: Carolyn McKenzie

Status: Good progress

List the partners with whom we are working to deliver this target:

LASER energy buying group; Carbon Trust; Creative Environment Networks.

Outcomes delivered so far:

This target is a measure of KCC's own corporate environmental performance and currently focuses on the largest parts of the authority's eco-footprint - carbon dioxide emissions, water use and waste. It links with Target 41 which monitors the environmental impacts of the construction of new buildings. Progress on Targets 41 and 42 is monitored through the Sustainable Estates Taskforce (SET) which is responsible to the KCC Environment Board.

This Towards 2010 target has focused on buildings. We are also monitoring carbon emissions from the production of energy that street lighting and traffic controls consume; business travel and Kent fleet mileage. Targets to reduce carbon emissions from business travel are set annually.

KCC has had a stated target to reduce carbon dioxide emissions by 10% by 2010 but this has not been achieved, as can be seen from the PI table, due to increases in emissions from the estate in certain areas, in particular schools which account for almost 80% of carbon emissions from our buildings. There has been a 50% increase in electricity use in the schools estate. This is as a result of increased use of ICT and extended opening hours, which is also a priority. Therefore, delivery of this target is unfortunately hampered by good progress against another.

However, assessment against the Carbon Trust Standard last year, which takes account of growth in the estate, indicated a 6% like for like reduction compared to the previous two years of data.

Good progress is being made in reducing the energy used for heating as gas and oil use is decreasing. Electricity use has increased and this is now the focus of the majority of energy saving projects and the continued programmes to encourage staff and pupils to reduce wasted energy by switching off lights and equipment.

Specific savings and achievements include:

- All KCC directorates are accredited to the international standard for environmental management, ISO1400, one of only a very few councils to achieve this, and certainly the largest. This includes a comprehensive staff engagement programme targeting office best practice and staff travel behaviours
- KCC was awarded the Carbon Trust Standard in January 2009. This is a recognised accreditation of Energy Management practices and processes based on a detailed assessment of policy, actions and performance
- 64 renewable energy, energy and water efficiency projects have been completed giving estimated lifetime savings of £1.9m and 14,961 tonnes of CO₂ from an investment of £1m. A more than 2:1 return on investment

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- Approximately 20 renewable energy initiatives have been delivered including installation of 10 solar and four biomass boilers, attracting half a million pounds of external grants
- We have invested in Oakwood House refurbishment, including solar water heating, a ground source heat pump, improved heating system and more energy efficient lighting
- We should complete another six renewable energy projects this financial year making 26 projects in total. These six projects should make 19,968 kg of carbon dioxide saving each year
- Kent Highways Services will save £1.8 million by using low-energy light emitting diodes in all of Kent's traffic lights
- SMART electricity meters have been installed in all our monthly billed premises to ensure better energy management and this could lead to further savings (Carbon Trust estimate 5% can be achieved)
- We have delivered a 2% reduction in total business miles for 2008/09. A further 3.5% reduction in 2009/2010 which saved 228 tonnes of carbon dioxide and £277,000
- We launched the BT MeetMe teleconferencing service in October 2009 aimed to reduce meeting related travel with estimated savings to date of £57,000
- We have a 50% recycling rate at County Hall and we have introduced mixed recycling collections. Recycling facilities continue to be extended to more premises across our estate
- New schools waste contracts are being implemented to include mixed recycling and battery recycling. A school food waste trial has been completed, and the feasibility study of extending this service will be completed in 2010
- We have carried out travel surveys and sustainable travel promotions at all our larger office premises
- We have expanded the County Hall Streetcar 'pay-as-you-go' low emission car scheme to 3 cars
- We have promoted the Kent-wide, secure car sharing network, relaunched this year as Kent JourneyShare. This is enabling business and public sector organisations to contribute to reducing congestion on Kent's roads and reduce carbon footprint. The scheme has saved over 3 million car journeys and 1,000 metric tonnes of carbon this year
- Three quarters of Kent schools have a school travel plan and more than 13,000 young people have a Kent Freedom Pass contributing to a 1 per cent rise in the use of more sustainable ways of travel
- Over 300 Green Guardians have been recruited within KCC and the network continues to expand. Their role is to encourage staff make small changes, which contribute to larger savings in energy, waste and travel. They also support campaigns such as 'Switch it off' to reduce wasted energy in council buildings
- We have employed five Green Gap Year students, providing direct experience for the Kent students
- Cross-KCC training programmes including a successful 'Good Deeds Grow' training and networking event in February 2009 involving schools and internal green guardians which attracted over 100 participants. The next event is planned for autumn 2010

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- Of the 400 Kent state schools, 300 have an Eco School award and 50 have achieved Green Flag status – pupils at these schools are working hard to improve their environment and reduce energy, water and waste

As a result of the challenges faced by KCC, carbon management has become an integral part of KCC's renewed corporate environmental performance programme. Ongoing activities include:

- Continuing to utilise the Energy and Water Investment Fund (EWIF) and ensuring it is integrated with both KCC's ongoing asset management programme and the results of the Display Energy Certificate Surveys and action plans for all KCC buildings of 1,000m² or above. The fund focuses on water, energy efficiency and renewable energy through loans and grants. There are many more projects underway including lighting controls and using voltage reduction/optimization to reduce electricity use and many water saving projects. Kent Fund 1 should save 4,800 tonnes of CO₂, and £638,296.57 over the lifetime projects already implemented. Kent Fund 2 should save 13,266 tonnes and £2,069,224.62 over the lifetime of the projects completed and in the pipeline for completion this financial year
- Promoting Kent Journey Share including the new Walk and Cycle BUDI schemes
- Continuing to promote ways to reduce car travel such as flexible working and continuing to promote teleconferencing and web based technology solutions.

Biofuels:

Since the Towards 2010 targets were published four years ago the situation on biofuels has changed. Until the picture is clearer with regard to the negative impacts of these fuels, KCC will continue to only use the 5% fuel mix. The majority of current fleet vehicles meet the EURO4 standard for vehicle emissions, and this is coupled with driver training and improved vehicle routing to increase vehicle efficiency and minimise emissions.

What more are we going to do?

- Develop a new policy framework, linked to Kent Design, to ensure new construction, refurbishment, asset replacement and maintenance of the estate is focused on reducing energy, water and waste and incorporates key design features particularly renewable energy solutions where practicable
- Continue to install SMART electricity meters in KCC buildings and schools, which will allow much closer monitoring of electricity use. Data collected is made available to schools online
- Invest in low carbon technologies and measures in the KCC estate will continue, including a specific focus on schools with resources directed to schools that consume the most energy but have a poor energy efficiency rating
- Investigate a new funding mechanism which will allow a step change approach in the level of funding available for installing invest to save energy efficiency measures and harness the potential of the Feed In Tarriff scheme, enabling the use of more renewables in the estate
- Reduce electricity consumption of our ICT infrastructure through server virtualization, improved printing hardware and provision of mobile working technology
- Introduce more videoconferencing facilities across our strategic office locations
- Introduce eco-driver training in conjunction with the Energy Savings Trust, which could result in 10% savings in fuel for each driver
- Review the feasibility of introducing new locations for siting Streetcar vehicles

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- Establish more travel plans at our larger office locations.

Measurable Indicator (s)	2006/07 Actual	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Actual
Percentage reduction in CO2 from energy use in KCC buildings and schools since 2004	1% reduction	7.2% increase	8.7% increase	10% reduction	7.8% increase*

NB Current progress against the Towards 2010 10% carbon reduction target is not on target. However, assessment against the Carbon Trust Standard in 2008, which accounts for growth in the estate, indicated a 6% reduction on the previous two years of data.

* Based on data from LASER up to December 2009 (latest available data).

Monitoring completed by: Deborah Kapaj

Date: July 2010

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Target 43: Expand the Clean Kent programme to tackle the top 20 fly-tipping hotspots and increase the capacity to prosecute fly-tipping offenders		
Lead Cabinet Member: Nick Chard	Lead Managing Director: Mike Austerberry	Lead Officer: Sue Barton

Status: Completed

List the partners with whom we are working to deliver this target:

All Kent district and borough councils, Medway Council, Kent Police, Kent Fire and Rescue Service, Crown Prosecution Service (CPS), Environment Agency, Highways Agency, Kent Probation Service.

We have also further developed key relationships with the KCC Gypsy and Traveller Unit, Trading Standards, AONB and Public Rights of Way team.

Outcomes delivered:

We have undertaken the following actions to reduce the incidence of fly-tipping in Kent and bring offenders to justice:

- Numbers prosecuted: Since the last report, Clean Kent has secured further criminal convictions against six offenders, making a total of 27 criminal convictions (3 in Kent Crown Court and 24 in various Kent Magistrates' Courts)
- Prosecution fines: Regarding the recent six convictions, additional fines imposed by the courts amounted to £1,700 bringing the total to £14,962. Additional costs awarded for prosecution and clear up amounted to £3,927, bring the total to date as £14,127 including victim surcharge. Encouragingly, £575 compensation was also awarded to a private landowner recently. Additionally, three of the above defendants were each made subject of a 100 hour Community Service Order, reflecting the increasingly serious view the courts are taking on defendants convicted of environmental crime. Clean Kent is supporting national lobbying and campaigns for increased penalties on conviction
- Cases waiting to be heard: Three further cases are within the criminal justice system awaiting trial, including a cross border offender from London committing multiple offences in Kent and another cross border offender from Essex committing multiple offences in New Romney. A number of re-active investigations are currently underway with further potential prosecutions anticipated in the coming months
- Fly-tipping investigations: There is a major investigation at Swale currently being undertaken with partnership assistance, namely numerous incidents of fly tipping being evidenced by covert surveillance, one repeat offender committing 7 offences. Clean Kent has successfully deployed covert surveillance recently at sites in Sevenoaks, Swale and Gravesham, with positive results, converting to further prosecutions
- Regional expertise and centre of excellence: Fly-tipping enforcement activity across the south east region (66 local authorities located within eight counties) is in the order of only 150 cases per year. Based on current and projected performance the Clean Kent/KCC enforcement function is making a major contribution both in Kent and it makes one of the biggest impacts at a regional level. The team's specialist expertise is being sought in respect of fly-tipping cases nationally
- Hot spot resolution: The top 20 fly-tipping hot spots continue to be a dynamic list, with sites being taken off as action is taken to tackle the issues. Once problems at a site are under control, new sites are added from a waiting list, such that the top 20 does not reflect the total workload. Out of the previously reported hot spots, four have been

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resolved and are no longer the subject of fly tipping. They have therefore been removed from the list and replaced as others come to light. The current list is as follows:

	Current Top 20 fly-tipping hot-spots in Kent	Status (Note – current action may be undisclosed / or reporting delayed, to prevent compromise of the investigation)
1	Murston – Three Lakes	Partnership working to resolve. Extensive fly tipping on site. Two investigations pending, with prosecutions to follow.
2	Hartley Bottom Road, Ash cum Ridley	Fly tipping has recurred and this locality is reinstated on list.
3	Springhead Road, Gravesend	Six successful prosecutions to date, fly tipping decreased but site being monitored.
4	Primrose Hill, Canterbury	Previous hot spot again subject of extensive fly tipping.
5	Pilgrims Way, Kemsing	Monitoring, infrequent reports of fly tipping. One completed investigation, with prosecution pending.
6	Chelsfield Lane/Redmans Lane Shoreham	Regular reports of flytipping. This is a focal point for offenders from London. Signage and preventative measures in place. Surveillance deployed and prosecutions pending. Partnership working.
7	Great Buckland Road, Luddesdown Road, Luddesdown	Subject of investigation/pending prosecution re recent multi fly tipping of building waste. Offending dramatically decreased but being monitored.
8	Batts Road, Cobham	Currently fly-tipping ceased. Heavily fly tipped with building waste. Partnership investigation with North Kent Police, prosecution pending. Area being monitored.
9	Commority Road, Vigo	Monitoring, sporadic fly tipping/littering. Working with GBC for resolution.
10	Dering Way, Gravesend	One recent prosecution. Monitoring, sporadic fly tipping/littering. Working with GBC for resolution.
11	Crown Quay Lane, Sittingbourne.	Subject to extensive fly tipping and under investigation. Prosecutions pending
12	Barnfield Park, New Ash Green	Subject to extensive fly tipping on approach road, and is under investigation. Prosecutions pending.
13	Chilham	Working with PROW, two locations, subject of monitoring.
14	Cossington Underpass/Hill Road, Bluebell Hill.	Subject of current action, one successful prosecution. Sporadic reports. Monitoring.
15	St Mary's in the Marsh	Extensive fly tipping of tyres and some asbestos. A prosecution is awaiting trial, others being undertaken.
16	Manor Way, Swanscombe.	Extensive fly tipping, subject of investigation, joint working with DBC.

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	Current Top 20 fly-tipping hot-spots in Kent	Status (Note – current action may be undisclosed / or reporting delayed, to prevent compromise of the investigation)
17	Ifield Road, Shorne	Sporadic reports of fly tipping, one live investigation involving offenders from London.
18	Crabble Lane, Dover	Subject to current action, three prosecutions by Dover DC. Fly tipping ceased- Resolved - Being monitored for repeat offending.
19	Crockenhill, Swanley and Sparepenny Lane, Eynsford	Sporadic fly tipping, subject of recent enforcement by Kent Police based on Clean Kent surveillance. Being monitored.
20	Crete Road East, Folkestone	Subject to current action, three Fixed Penalty Notices plus a warning by Shepway DC. Being monitored for repeat offending.

What more are we going to do?

- Continue to secure increasing numbers of prosecutions as a significant deterrent across the county with widespread publicity of cases, presenting robust evidence to the Courts
- Maximise fines, costs awarded and compensation by providing strong evidence e.g. of clear up costs and environmental damage
- Continue to develop enforcement capacity with additional training delivered to officers of partner authorities. Making linkages with street enforcement officers on issues such as fixed penalty notices for litter offences
- Improve intelligence handling, analytical support and use of GIS to improve effectiveness of targeting resources – new CAMS Fly tipping module data base enables analysis and prioritisation
- Review compliance with the Regulation of Investigatory Powers Act 2000, working with Trading Standards to ensure robust, standardised working practice meeting OSC requirements
- Consolidate existing fly-tipping arrest protocol with the police taking account of the Serious Organised Crime and Police Act 2005
- Develop improved cross-border intelligence sharing with other counties authorities – e.g. Essex/Bucks etc.
- Ensure intelligence flow/joint investigations with Environment Agency on unregulated waste companies/illegal waste sites
- Ensure joint-working/training with KCC wardens/PCSO's to improve data gathering, intelligence and prompt response times
- Integrate Towards 2010 target 43 with the Cabinet decision on the Policy on Household Waste Recycling Centres to prevent fly-tipping by traders at KCC facilities. Integration with the work of two Trade Waste Officers and development of their roles
- Make use of 'Smartwater' technology to support criminal evidence

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- Improve photographic technology to improve quality of images, camera range and remote operation. Working with the photography and surveillance industries to develop leading edge technology. Deployment of high performance surveillance equipment and utilise new technology such as body cameras, to enhance evidence gathering capability
- Undertake ‘target-hardening’ to reduce the scope for off-road tipping by providing bollards and physical obstructions
- Provide evidence to the police of other offences such as drug dealing which have occurred during environmental crime surveillance
- Focus on the risks of recurrent offending, increasing the emphasis on dealing with the proceeds of crime/seizure of vehicles
- Continue to champion DNA recording nationally in respect of criminals convicted of fly-tipping
- Work with the media to raise the profile and unacceptability of environmental crime. Timely press releases to support the deterrent effect.

Measurable indicators:

None – Measurement of this Towards 2010 target has been formally agreed as being via task-based assessment as the action will either be done or not done in the timescale.

Monitoring completed by: Sue Barton

Date: July 2010

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Target 45: Protect and enhance Kent's ancient woodlands and improve access to countryside, coast and heritage		
Lead Cabinet Member: Nick Chard	Lead Managing Director: Mike Austerberry	Lead Officer: Mike Overbeke

Status: Completed

List the partners with whom we are working to deliver this target

Dartford BC, Gravesham BC, Medway Council, Swale BC, GOSE, SEEDA, Thames Gateway Kent Partnership, Kent and Medway Growth Area Delivery Vehicles (KTS, includes KTS Green Grid, Medway Renaissance, Swale Forward), Natural England, Environment Agency, Forestry Commission, Royal Society for the Protection of Birds (RSPB), Kent Wildlife Trust, National Farmers Union, Kent Downs Area of Outstanding Natural Beauty (AONB) unit, private sector developers (e.g. Land Securities), Sport England, Ashford BC, Ashford's Future, Stour Valley Arts, CPRE, Land Restoration Trust (LRT), Kent High Weald AONB, Kent's Countryside Management Partnerships.

Outcomes delivered:

Protect and enhance Kent's ancient woodlands:

- In 2006 the Kent Downs AONB commissioned a study by consultants, Land Use Consultants (LUC), with financial contributions from KCC and other partners, to investigate the extent of wood lotting in Kent, the positive and negative impacts, and to identify best practice in terms of management and controls. The survey stated that of the 47,719 hectares of woodland in Kent, 3.7% (1,774 hectares) had been identified as lotted, being lotted, or potentially lotted. The action plan resulted in a project to provide specialist advice to woodland owners in the Kent Downs Area of Outstanding Natural Beauty to bring woodlands back into management. It also focuses on ancient woodland sites with plantation species on them. The project has already succeeded in getting over 600Ha of woodland in management, with a new management plan or grant put in place, and will continue for a further two years, working with targeted landowners to improve woodland management for general and specific biodiversity and landscape character. Landowners will be helped to develop site management plans and woodland grant applications and to ensure action on the ground. Events will be held on specific woodland management issues for woodland owners and the general public. This project has also provided an enhanced rate of Forestry Commission grant for woodland in the entire Kent Downs AONB
- The Countryside Access Team and Mid Kent Downs project have been very active in helping the Bredhurst Woods Action Group to secure the integrity of Bredhurst Woods, a highly valuable site but which is in multiple ownership, and has suffered abuse. This has included deploying an Experimental Traffic Regulation Order to manage the access by off road vehicles more sensitively
- Government has taken the decision not to pursue the Kent International Gateway (KIG) development on the North Downs near Maidstone. KCC made very vociferous objections to this development going ahead which would have had a huge environmental impact on the countryside
- The partnership-funded Countryside Management projects are working with woodland owners to improve woodland management, develop management plans, taking practical action to improve access and understanding – for example, working with woodland lot owners in Old Park Wood and Combwell Woods, and many other projects

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- The Kent Downs AONB Unit and Kentish Stour Countryside project have been part of a partnership led by Butterfly Conservation which focuses on woodlands in the Denge area of the Kent Downs AONB. The project is hosted with the AONB Unit and has achieved 33 woodlands in management (with an management plan and grant in place) this covers 1,500Ha of woodland and so far £216K of woodland management grant has been achieved
- The High Weald AONB unit has developed the Weald and Downs Ancient Woodland Survey project, which revises the existing ancient woodland inventory and includes woodlands under 2.5ha (not currently included in the previous inventory). To date surveys have been completed for Tunbridge Wells, Ashford and Tonbridge & Malling. Surveys for Sevenoaks, Canterbury and Maidstone commenced in April this year and are due for completion by summer 2012
- The Medway Valley Countryside Partnership has undertaken surveys in ancient woodland owned by Maidstone Borough Council, working with them to review their Local Biodiversity Action Plan. This is currently going through the process of adoption at the council. Part of this process is to establish priority sites for positive conservation management such as ancient woodland sites at Dove Hill and Five Wents
- The Free Trees scheme started as a very local scheme but in 2009 was extended to the whole of Kent (and Bexley) and involved planting over 42,000 trees last year. Residents can order up to 25 native trees, appropriate to their area of Kent to plant in their gardens and in other places. The trees are helping to combat global warming by absorbing carbon dioxide in the atmosphere. By planting 25 trees, up to 7 tonnes of CO₂ could be absorbed during their lifetime – almost a year's worth of emissions from the average household. This scheme will also encourage people to value the trees around them.

Improve access to countryside, coast and heritage:

- The Kent Countryside Access Improvement Plan, published in 2008, set out a clear strategy for protecting, managing, enhancing and promoting access to Kent's countryside and was nationally acclaimed. Many improvements and enhancements to the network have been delivered as a result of this plan
- Around 2,000 stiles have been removed from Public Rights of Way over the last four years to enable better access for users
- New design standards to improve the quality of the furniture on the PROW network (gates, stiles, bridges etc) were introduced in 2009, with the standards recognised as leading the way nationally in improving access to the countryside
- As part of encouraging people to access the countryside for health and recreation, Explore Kent has produced many new guides to trails and footpaths; iPod walks; cycling itineraries; circular walks; and many enhancements to the popular Explore Kent website
- The Countryside Access Service also secured funding from the East Kent and Coast PCT to work with local GPs to develop projects to help reduce obesity levels. They ran a campaign in Thanet to get people walking and many families joined in who would not have considered walking together for health and leisure before. This year Explore Kent are linking with the Change 4 Life campaign, providing ideas for active days out and for living a healthy lifestyle
- Naturally Active is a project to improve access and health in Dartford and Gravesham, particularly targeting ethnic minority groups. It is being delivered with the PCT, the two Local Authorities and a variety of partners on the ground including MIND; Re-Think; Dartford Sikh Temple; Dartford Living Well Centre; Oakfield Surgery; and the Chances for Change programme. The project has been awarded Beacon Status by NHS Social Marketing

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- Welly Walks is a creation of 6 school welly walks, circular walks from the school gate, with local landscape information and using the PROW network, to encourage children to get out into the countryside
- Kent's Coastal Week and Kent Goes Wild events have been running now for four years and each year sees increased numbers of events and participants learning more about the natural environment whilst having fun. In 2009, Kent's Coastal Week saw over 8,000 people visiting the coast based events across the week long programme. Kent Goes Wild event saw further children signing up to become Junior Wildlife Recorders, which encourages children and their families to explore Kent and record the wildlife they see. Both events provide free activities for residents and visitors to Kent's coast and countryside in these difficult economic times
- The Randall Manor community archaeology project started in July 2006, providing an opportunity for schools, young people's groups and the public to learn about their local history whilst being involved in an archaeological dig. It was held initially for one week, but its popularity has grown and last year it was held over 3 weeks in July. A final season of HLF funded excavation took place in July 2010 for the whole month
- Training opportunities in archaeology, geophysics and woodland survey have been provided through the 'Valley of Visions' Heritage Lottery Fund (HLF) project
- By June 2010 ten thousand people had visited the exhibition in Sittingbourne run by Anglo-Saxon Conservation Science Investigations. This gave the public an opportunity to see some of the amazing finds from the previously unknown cemetery uncovered by work on a housing development in the town
- A very successful programme of community talks and a three week long community excavation has been carried out for the archaeological work for East Kent Access. 91 volunteers worked on the community dig.

What more are we going to do?

There is still much work to do to protect and enhance Kent's ancient woodlands. There remains the need to build local demand for woodland products from sustainably managed woodland, including wood fuel, but also may include fencing materials, building materials and paper supply. There is a need to ensure that the landscape of woodland is well managed and the wildlife and heritage in woodland is conserved and enhanced. Many people love to visit woods and managing woodlands for access is as important as ever. As woodland ownership patterns change, there is an increasing need to make sure that all woodland owners manage their woodlands sustainably. New threats are appearing too and careful management of the deer population will be required to ensure the future of our coppice woodlands.

Work to achieve the aims of this target will continue and in addition to projects already outlined above we will:

- Improve the surface and condition of the Rights of Way network to ensure it continues to provide safe access to the countryside
- Continue to remove stiles and other barriers on PROW to enable access for all to the network
- Work closely with Natural England on a study and detailed analysis of the potential new access to the English coast trail around Kent's coast (Marine Act)
- Continue to promote the Free Trees scheme across Kent
- Seek funding to develop an Archaeological Resource Centre for Kent to complement the funding allocated by KCC.

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Measurable indicators:

None – This Towards 2010 target has been formally agreed as having an ‘aspirational’ status and progress is measured via qualitative means.

Monitoring completed by: Mike Overbeke

Date: July 2010

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Target 59: Work with our partners to reduce the number of deaths and serious casualties from road accidents		
Lead Cabinet Member: Nick Chard	Lead Managing Director: Mike Austerberry	Lead Officer: David Beaver

Status: Completed

List the partners with whom we are working to deliver this target:

Kent Police, Kent Fire and Rescue, Medway Council, HM Courts Service, Highways Agency.

Outcomes delivered:

Through our second Public Service Agreement (PSA2) with government, Kent Highways Services (KHS) worked with partner agencies, such as the police and other emergency services, to deliver the government target of reducing the number of people killed and seriously injured (KSI) on Kent's roads (including motorways and trunk roads) by 40% compared with the 1994-1998 average.

The final reported figure for 2009 was 629 KSI casualties on roads in Kent and represents a 47% reduction in casualties compared with the 1994-98 average. This exceeds both the national target reduction of 40% and the 45% local target that KHS has set itself to stretch our performance. The 2008 KSI figure of 627 was exceptionally low; despite this the 2009 figure has remained comparable at 629.

This level of KSI needs to be at least maintained and hopefully further reduced, but indications are that the casualty figures are levelling out, therefore a concentrated focus on means and measures to reduce casualties needs to be continued to maintain our current progress.

Compared with 2008 there is a 3% increase in the 2009 KSI casualties on the road network which Kent is responsible for. However as stated above 2008 was an exceptionally low year and the 2009 figure of 534 is still lower than the 582 figure of 2007, representing an 8% reduction compared with 2007.

Specific work related to delivering this target is as follows:

- Working with Kent Police, Kent Fire and Rescue, the Highways Agency and Medway Council we have identified shared priorities and have worked on joint initiatives. This approach has enabled the consolidation of the work of all the agencies involved in reducing road casualties, culminating in the formal establishment of the CaRe (Casualty Reduction) group in December 2009. The CaRe group provides added value by ensuring that the resources of all the agencies are effectively marshalled through a structured approach that will include strategic, tactical and operational levels
- KCC's approach to reducing KSIs has been to integrate the known benefits of education, enforcement, engineering and evaluation, and a programme of countywide publicity campaigns, proactive press features and public engagement projects using road safety officers which has proved effective. In addition to other casualty reduction activities, The KHS Road Safety team led a programme of high profile campaigns that utilised a range of innovative approaches from the internet through to locally targeted activities. This was in addition to TV and radio advertising, road side posters and press/media editorial. This programme of work raised awareness and improved road user choices in key areas of concern. These included seat belt wearing messages to vehicle occupants, messages on the dangers of using mobile phones whilst driving, how easy it could be for

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young drivers to lose their licence and anti-driver impairment messages dealing with both alcohol and drug use

- Speed awareness courses, that allow motorists detected at up to 39mph in 30mph areas to opt for a training course as an alternative to prosecution, have been provided for over 5,000 drivers during the period. National Driver Improvement Scheme courses provide an alternative to prosecution for drivers reported driving 'without due care and attention', providing courses for around 400 drivers during the year. Both these courses are run through a formal partnership agreement that includes Kent Police, KHS and Medway Council.

What more are we going to do?

- KCC needs to stay focused on reducing the number of KSIs to ensure that we at least maintain performance in meeting the governments targets for 2010. We will continue to strengthen links with key agencies and ensure that the method for identifying appropriate crash remedial measures is improved through more accurate and consistent crash data recording, identifying priorities and implementing and evaluating appropriate strategies and action plans
- Deliver further publicity campaigns and community engagement projects addressing the safety of key sectors of the community identified through analysis of crash and casualty data
- Continue development and delivery of driver training programmes
- Deliver programmes of work aimed at improving the safety of the highway network
- Review the scope for development and opportunities for further reducing casualties to 2020 and beyond.

Future funding of Road Safety Operations:

- Within 2010, government has cut in year capital and revenue grant funding, equal to around £1.1m. This has led to the suspension of the county wide speed limit review and for the Kent and Medway Safety Camera to operate at reduced cost through less marketing and campaigning and reducing the level of safety camera enforcement
- DfT has indicated that the Capital grant will cease entirely after this financial year, this normally funds vehicle activated speed signs and other speed indicator devices. Further to this DfT have informed local authorities that the revenue support will also be reviewed, this grant has been reduced from £2.281m to £1.683m. This funding has been used to operate the Kent and Medway Safety Camera Partnership, Road Safety education, publicity and training, clearly without the future revenue the County Council will need to carefully consider how or whether to fund these activities.

Measurable Indicator (s)	2006 Actual	2007 Actual	2008 Actual	2009 Actual	2010 Target
Number of road accidents casualties - Killed or seriously injured (including Highways Agency roads i.e. Motorways)	747	723	627	629	650*
Number of road accidents casualties - Killed or seriously injured (excluding Highways Agency roads i.e. Motorways)	588	582	519	534	538*

* Agreed KA2 targets

Monitoring completed by: Ian Procter/David Beaver

Date: July 2010

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

To: Environment, Highways & Waste Policy Overview and Scrutiny Committee
14th September 2010

Subject: Draft Annual Performance Report 2009/10

Classification: Unrestricted

SUMMARY: This report provides an overview of the Annual Performance report 2009/10 and attaches a draft of the report for Members' information.

1. Introduction

1.1. The KCC Annual Performance Report (APR) provides highlights of key activities and outcomes of the council.

1.2. This is second year that KCC has chosen to publish an Annual Performance Report. It replaces the annual Best Value Performance Plan, which was a statutory requirement and published on an annual basis.

2. Purpose

2.1. The APR is a relatively short document, built around the themes of Towards 2010. It is intended to provide highlights of key activities and outcomes from 2009/10.

2.2. Detailed performance information is already reported during the year, such as the Towards 2010 Annual Report, Business Plan Outturn Monitoring and, as relevant, the Directorate's own in-year performance review documents. The APR is intended to provide a summary of the information from these more detailed reports in one place for ease of reference.

2.3. The APR is aimed at KCC Members, partners, parish councils, staff and the public. It will be published via the KCC website keeping cost to a minimum.

3. Data Quality and Interpretation

3.1. The draft APR will be provided to all of the September Policy Overview and Scrutiny Committees for information.

3.2. It will be discussed at Cabinet on 11th October prior to being taken to County Council for approval on 14th October.

4. Recommendation

4.1. Members are asked to NOTE the attached draft report.

Contact Officers:

Name: *Richard Fitzgerald (Chief Executive's)*
Telephone Number: *01622 22(1985)*
e-mail address: richard.fitzgerald@kent.gov.uk

Name: *Sue Garton (Chief Executive's)*
Telephone Number: *01622 22(1980)*
e-mail address: sue.garton@kent.gov.uk

KCC ANNUAL PERFORMANCE REPORT

PERFORMANCE HIGHLIGHTS FROM 2009/10

This document is available in alternative formats and can be explained in a range of languages. Please call our Contact Centre on 08458 247247 for details.

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Section 1: Introduction

Kent County Council (KCC) continues to work towards the county's objectives as set out in the county's community strategy document, the *Vision for Kent*. The *Vision* was agreed between Kent's public, private and voluntary sectors, setting out how we will all work together to improve the economic, social and environmental wellbeing of the county over the next 20 years. KCC works closely with health, police, and fire services, district councils and other local and national agencies to improve the quality of life for all of Kent's 1.4 million residents.

The *Towards 2010* programme, designed and developed in 2006, defined KCC's priorities in terms of the *Vision* and gave our business its strategic direction over the last four years.

At the heart of *Towards 2010* were KCC's agreed aims which were designed to achieve:

- 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
- continued improvements in services while keeping council tax down.

We are now at the end of the *Towards 2010* programme and a successor medium term programme of action for the next four years, called *Bold Steps for Kent* is under development.

We, as are all public services funded by tax payers money, are looking at substantial cuts in funding in the years ahead as government reduces the deficit and the scale of public sector spending contracts. Our key priorities, such as supporting business growth and job creation will become even more critical in the new era of austerity which is to come.

This Annual Performance Report provides information on the services we have delivered in the last year and how these have contributed to our key objectives as stated in the *Towards 2010* document.

In the following chapters you will find out what services we have provided, and how we have delivered on some of the commitments we made in the *Towards 2010* document.

We have laid out this document in sections which follow the same themes as used in the county-wide *Vision* and in our own *Towards 2010* document. These headings reflect broad areas of focus for us and our partners, but it should be noted that many of the services we provide contribute to more than one theme and that for some themes the work is primarily a responsibility of a partner organisation.

We welcome your comments on this report and you will find a section at the back of this document to complete should you wish to let us know whether you found this report helpful or how we could improve it.

Section 2 : Economic Success

KCC promotes regeneration and sustainable economic development to secure Kent's long-term future as a vibrant and beautiful place where people want to live, work and visit. We provide support to and promote Kent businesses, particularly small and medium size enterprises and those based in rural areas. We also lead on or support regeneration programmes across the county.

Kent County Council recognises that a vibrant, innovative and forward looking business community is absolutely vital for the future health of the county. This was threatened by the onset of the worst recession for decades, which made it imperative that businesses are given the best possible support through these difficult times. KCC responded with the launch of the 10 commitments of the Backing Kent Business campaign in December 2008.

Backing Kent Business (BKB)

BKB is founded on building a new relationship with business, which is a key tenet of the County Council's Framework for Regeneration. We were already working with the business community through the Kent Economic Board and in other forums, but because of the recession there was a clear opportunity to work more closely with the business representative organisations and other agencies. These include the three accredited Chambers of Commerce, the Institute of Directors and the Federation of Small Businesses, as well as Business Link, the University of Kent and SEEDA.

Some key successes from the campaign over the last year include :

- 82% of Kent businesses supplying KCC were paid within 20 days
- The approved contractors list was re-opened, and more than 600 new applications were received
- A simple guide to KCC procurement has been published
- The Kent Business Support Centre, aimed at making it easier for local businesses to get information, has seen over 40,000 visitors
- An international business event was organised by KCC and the University of Kent supporting Kent businesses in their international aspirations
- The launch of the Business Pledge campaign at the 2020 business conference in April to encourage businesses to use local supply chains
- Launch of the Kent Innovation and Growth Team in October 2009, a £2.6m SEEDA funded initiative with match funding from partners including KCC, to provide intensive assistance over the next three years for the top 250 high-growth potential companies in Kent
- The Kent Investors Club was launched in October 2009, an initiative funded by KCC and managed by Finance South East to develop the Business Angel's network in Kent and open up a route to finance for Kent businesses
- The provision of free business information services in Libraries started in April 2009 resulting in an increase in business enquiries by over 70%.

Framework for Regeneration

In 2009 we published our new framework for regeneration 'Unlocking Kent's Potential'.

As part of this project, we commissioned Sir Terry Farrell to produce a wide-ranging spatial vision for Kent, *"21st Century Kent - Unlocking Kent's Potential"* making clear our ambitions for the future. To turn this vision into action, further detailed work is being developed with District and Borough Councils, Medway Council, and with local businesses and communities, as we know that only in partnership will our shared ambitions be achieved.

"21st Century Kent - Unlocking Kent's Potential" was published in January 2010 and launched at four carefully targeted events, resonating at national and local levels and demonstrating KCC's readiness for new strategic responsibilities. Major issues including rail travel and rural broadband raised at the launch have been pursued directly with action including Kent's first ever Rail Summit in March attended by MPs, councillors and rail user groups.

Connecting Kent

The Connecting Kent programme is gathering and analysing current broadband availability across Kent at post-code level, and providing evidence of coverage issues ("Not Spots" and "Slow Spots") to support the business case for public sector interventions. We are helping rural communities to identify and engage with broadband service providers to address this issue, working with Parish Councils, including providing capital grants to ensure service delivery.

In 2009/10 the rural communities benefiting from this approach included Iwade, Kings Hill, Selling, and Womenswold and Selling & Womenswold. In 2010/11 we are working with Boughton Monchelsea, Crockenhill, Crockham Hill, Stockbury and other rural locations.

Transport Infrastructure

The introduction of the domestic high speed rail services from Kent to London is a major economic generator; an improvement for which we have been arguing strongly for a number of years. Domestic high speed services commenced from Ebbsfleet in December 2009.

The East Kent Access phase 2 and Sittingbourne Northern Relief Road were both started during 2009/10 and will greatly improve access to, and the economic prospects of, the areas where they are being built. The Rushenden Link Road, which will provide essential new access to the new planned development at Queenborough and Rushenden has been part constructed and is due to complete in June 2011.

KCC has long argued the case for a third lower Thames crossing. The Department for Transport (DfT) completed a study in April 2009 which identified three long-term options which are the same as those identified jointly by KCC and Essex CC. These options are to be carried forward for further assessment.

Locate in Kent

Locate in Kent attracts inward investment into the county. In 2009/10 the target for companies investing in Kent was exceeded (82 compared with 70) but the jobs

created/safeguarded fell slightly short of target at 2,611 compared with 2,973. This was due primarily to the prevailing economic climate and the fact that globally, job figures per company assisted reduced substantially.

Kent Film Office

Kent Film Office seeks to encourage the filming industry into Kent to stimulate the creative sector and generate income for the Kent economy. Over the last year, the Kent film Office has handled 373 requests and 459 filming days, generating a further £2.2 million into Kent, offered a further 6 work experience placements, as well as on set experience for 5 Runners and 2 Trainees. It also significantly supported Maeve Films in the creation of the Kent Film Foundation, a film school for disadvantaged young people, currently teaching 15 students, some of them young offenders.

2012 Olympics

The forthcoming London Olympics represents a major opportunity for Kent businesses. We piloted a 2012 bid writing workshop with Kent small and medium sized businesses that will now be rolled out region-wide. Over 50 Kent companies have won contracts with the Olympic Delivery Authority to directly supply the 2012 Games, with many other Kent businesses benefiting within the supply chain. As at March 2010 a total of 1,932 Kent organisations are registered on CompeteFor, the Olympics website which connects potential suppliers with major contractors.

Off-shore wind farms

The 100 turbines for the Thanet Offshore wind farm have been installed and the development will be officially operational in September 2010. The Ramsgate port has benefited from the construction of a new operations and maintenance base which is now complete. The base is expected to generate more than 25 long term jobs

In conjunction with Backing Kent Business, an offshore wind supply chain directory was launched in June in association with Invicta Chamber of Commerce and London Array. A Kent prospectus has also been developed to raise awareness of developments and opportunities in Kent and the potential for inward investment.

Economic indicators

Kent is behind the national average for earning levels and qualifications but enjoys lower unemployment levels.

Indicator		2007	2008	2009
Median full-time gross weekly earnings for employment	Kent	453.6	476.1	479.1
	England	463.6	483.9	495.2
Percentage of working age population with NVQ4+ or equivalent	Kent	26.0	25.1	28.6
	England	28.2	28.2	29.6
		2008	2009	2010
Job Seekers' Allowance claimant rate (at March)	Kent	1.5	3.1	3.3
	England	2.1	3.8	4.0

Section 3: Learning for Everyone

KCC through its Children, Families and Education (CFE) directorate provides strategic leadership and a commissioning role for all public services provided to the children and young people in Kent, working with our colleagues in the Kent Children's Trust to ensure that Kent's 350,000 children and young people are supported to be healthy and safe, enjoying life and achieving at school, making a positive contribution in their community and going on to achieve economic wellbeing.

To achieve this we provide services directly and work with Kent's 592 schools and 2,500 early years settings, providing advice, support, and guidance, including professional development for our 30,000 teachers, ensuring the quality of provision is of the best possible standard.

See sections 5 for details of our work helping young people prepare for employment and section 4 for details of our specialist children's services.

External Inspection

KCC services for children and young people are subject to annual assessment by the government's inspectors, Ofsted. We are also subject to more detailed infrequent inspections by Ofsted with the last one being in early 2009. KCC continues to achieve inspection and annual assessment results of 'performing well' for children's services.

Consultation and participation

We continue to take account of the views of children and young people to ensure that their views and opinions improve education and life in Kent and shape how we deliver our services. In 2009 over 39,000 children participated in the third Children and Young People of Kent survey. Some of the results of the survey are included in the information shown below.

Secondary school results

Kent's students continue to perform well in their GCSE results, ahead of national figures, with 52% of Kent students gaining five A* to C grades (including English and Maths) in 2009, which compares to a national average of 49.8%. In 2008 Kent had 33 schools in the National Challenge programme, which is targeted at schools with lower GCSE results. By 2009 the number of Kent schools performing below the target threshold had reduced to 18.

Indicator	2007	2008	2009	National average
Percentage of pupils achieving 5 or more A* - C grades at GCSE including English and Maths	48.5%	49.7%	52.0%	49.8%

Early years results

KCC investment in the early years is showing results. Kent performance in the Early Years Foundation Stage Profile has significantly improved and the gap between Kent

and national performance continues to reduce, standing at only one percent in 2009. A focused project entitled “Making a Big Difference” has been effectively targeted at 30 schools with the highest level of low achievement in the foundation stage and this has helped ensure that children from poorer backgrounds are also doing well. Ofsted Inspections of early years’ settings are showing improvement with more being judged as good or better.

Indicator	2007	2008	2009	National average
Percentage of children achieving at least 78 points across the Early Years Foundation Stage	43%	46%	51%	52%

Primary schools results

The progress that has been made in Kent primary schools at Key stage 2 has matched improvements achieved nationally but results remain behind the national average. While some children and Primary schools do very well, some are not reaching the standards to which we aspire, particularly those from poorer backgrounds. CFE staff and financial resources are targeted to those schools at risk of not achieving Key Stage 2 floor targets, and we continue to support and challenge them to raise expectations and improve the quality of teaching and learning.

Building Schools for the Future (BSF)

The government announced in July an end to the Building Schools for the Future programme which means proposals to build 40 new secondary schools in Kent will most likely not go ahead. The aim of this government programme was to rebuild or renew every secondary school in England. This is an enormous disappointment for these schools, teachers, pupils and parents which will not see these new schools built.

Kent’s first eleven new schools already built under the BSF programme are about to open. KCC will continue to work with all the people who were involved with the programme to explore other innovative ways of revitalising our secondary schools

Extended schools

Ninety five per cent of schools in the county are offering extended school services, which includes childcare, parenting and family support and community use of facilities all year round. Extended services help raise the achievement of children and young people and broaden their life opportunities while building a positive community spirit.

Bullying

There has been a reduction in the percentage of children and young people’s perception of bullying. The percentage of pupils who have ever been bullied reduced from 50% in November 2008 to 47% in November 2009 and the Children and Young People of Kent Survey 2009 identified that the percentage of 11-19 year olds reporting both physical and verbal bullying during the year had decreased.

Physical activity

The amount of PE and school sport in Kent has increased. 100% of pupils are now participating in two hours of high quality PE and school sport per week compared to 64% three years ago. Improvement has been achieved within the core curriculum, as shown below and also through after-school sports such as inter-school sport competitions. 50% of pupils are involved in inter-school sport competitions, which is well above the national average of 44%. See section 9 for further details of our ground breaking School Games programme.

Indicator	2007	2008	2009	National average
The percentage of 5-16 year olds undertaking at least two hours PE and sport at school during curriculum time	70%	78%	81%	81%

Emotional wellbeing

The perception of children and young people on Kent is that they are physically healthy and generally enjoy their life, 92% of 7-11 year olds report that they usually feel happy. 79% of 11-16 year olds, and 82% of post 16 year olds agreed or strongly agreed that they enjoy their life (Children and Young People of Kent Survey 2009) an increase from 76% and 81% in 2008.

Healthy Schools

All Kent schools are actively engaged with the national Healthy Schools programme with 87% having achieved 'Healthy Schools' status. Obesity in both the Reception year and year six is below the national average and reducing at a similar rate to that of the national average. Parents are receiving information from school nursing services leading to help and support should their children be deemed an unhealthy weight, with for example family learning with a healthy eating focus being made available.

Section 4 : Specialist Children's Services

The Specialist Children's Services Group provides services for vulnerable children and their families in Kent. Our teams work across Kent County Council and with our partners, such as the police and NHS, working through the Kent Children's Trust to provide joined up services relating to family support, education welfare services, Children's social services and services for disabled children and those with special educational needs.

Children's social services

Children's social services continue to be pressured with high numbers of referrals and increasing numbers of children subject to Child Protection plans, as is the case with other local authorities.

Indicator	2007/08	2008/09	2009/10	National average 2008/09
Number of children with a child protection plan per 10,000 children aged under 18	30.9	32.1	39.7	31

Recruitment and retention of social workers remains a critical priority. The activity to recruit to social work posts via a vigorous recruitment campaign has continued with the successful recruitment of 58 newly qualified social workers, 27 American recruits and so far 14 European recruits.

Reducing family risks linked with child abuse and neglect (e.g. domestic abuse, parental mental health, and substance misuse) is key to improving outcomes. It is critical that we maintain strong child protection practice through the Kent Children's Safeguarding Board to reduce risks and safeguard children.

Looked after children

Our number of looked after children (LAC) has been increasing (this is a national situation). However, numbers in Kent remain significantly below national rates.

Kent has been very successful in the past in reducing the numbers of LAC through options outside the care system. As this is better for children's outcomes and better value for money, these options will continue, but we will also explore other contractual models to ensure sufficient cost effective provision for our most vulnerable children.

Indicator	2007/08	2008/09	2009/10	National average 2008/09
Number of looked after children per 10,000 children aged under 18	44	46	47	55

Special educational needs

In July 2009 KCC and the NHS signed up to Every Disabled Child Matters, a formal commitment to make life better for disabled children and their families. This year 77% of young people and carers asked were happy or very happy with the support that they currently receive.

Significant progress has been made on establishing four parent groups within Kent to become charitable trusts by Jan 2011, which will enable them to commission services for disabled children and their families.

The special school funding formula has been reviewed this year, resulting in an agreement to increase the special school delegated budgets by £5m from April 2010

Support for Parents

Kent is leading the way in parenting and carer support with three new 'Your Family Matters' (YFM) co-ordinators to organize the delivery of the 'Your Family Matters' parenting programme. The 12 week evidence based programme empowers parents of children aged 8 – 13 at risk of anti-social behaviour through self awareness, and a better understanding of child development and positive discipline techniques. It has achieved very good results, with both parents and children reporting improvements in family relationships, children's social skills and self discipline.

Family Group Conferencing

Family Group Conferencing (FGC) is a process that is triggered when a child is at risk of coming into the care of the Local Authority. It is a partnership and decision-making process that engages the child's family and family network with Children's Social Services and other service providers in making safe plans for the child's care. Since April 2008 it has been mandatory for all children in Kent at risk of entering care to be given the opportunity of having a Family Group Conference. This places Kent at the leading edge in this field, being the first Local Authority to make referral to the FGC Service mandatory for all children at risk of care.

School exclusions

During the last academic year the number of permanent exclusions of pupils from Kent schools reduced, bringing Kent coming closer to the national rate. Validated national results are not yet available for academic year 2009/10, but local data shows a continued reduction in Kent.

Indicator	2006/07	2007/08	2008/09	National average
Percentage of pupils permanently excluded from Kent schools (including academies)	0.17%	0.17%	0.12%	0.09%

Section 5: Preparing for Employment

Building on our work under the Economic Success theme in Section 3, KCC is committed to helping individuals prepare for employment. This includes a strong focus on helping young people gain the skills they need to enter and sustain employment, as well as helping adults gain essential basic skills to improve their employment prospects.

Our flagship programmes in this area include Vocational Training Centres, Careers guidance and Apprenticeships.

Vocational learning

Over the past 2 years KCC has funded and established over 25 Vocational Skills Centres across Kent. These centres provide high quality vocational and applied learning programmes, and support the implementation of the diplomas and young apprenticeship placements by providing industry standard training facilities and equipment. To date this has enabled over 5,000 14-16 year olds to undertake a vocational course 1 day per week over 2 years leading to a wide range of vocational qualifications.

Skills Centres are either self-contained on school sites or at further education college premises or provided and owned directed by KCC (eg Thanet Skills Studio).

The benefit of the Skills Centres has been widely evidenced through an external evaluation undertaken by Glasgow University and an annual Learner Voice Survey which is a triangulated survey involving learners, staff and parents. This research and survey shows the very positive impact on learners who have engaged in the vocational programme.

Careers guidance

KCC has worked with all school and colleges to pilot a universal Kent Careers and Guidance programme. This includes a new information platform with up to date impartial information on 15 vocational sectors, including information from employers. The development of personal tutors in schools for all learners, to support choices and provide careers advice and guidance has also started. The new information portal is a key resource for these tutors.

The Children and Young People of Kent Survey 2009 identified that 63% of 11-16 year olds and 57% of post-16s strongly agreed or agreed that they would be able to get the type of job they want when they are older. These findings are generally in line with those reported last year, and therefore suggest that the recent changes in the economic market have not had a notable effect on young people's view of the job market in Kent and therefore their future aspirations.

Youth employment

The proportion of young people aged 16 to 18 not in education, employment or training (NEET) in Kent is being pressured from the downturn in the economy. While

performance remains good at 4.9%, economic factors are impacting on young people's ability to find work and may be encouraging more to remain in education.

Indicator	2007	2008	2009	National average
The percentage of 16 to 18 year olds not in education, employment or training	5.2%	4.7%	4.9%	6.4%

KCC successfully bid for £6.5million of Future Jobs Fund money last autumn, offering minimum six month job placements for young people aged 18-24 that have been unemployed for several months. Thirty young people have begun on placements as Community Support Wardens, focusing on Environmental and Youth issues. Kent will provide 1,000 opportunities for young people aged 18-24 via the Future Jobs Fund, with 700 of these being within KCC.

A New Skills, New Lives initiative has been established in partnership with the Learning & Skills Council, designed to increase training and employment opportunities for the high risk element of the youth offending population.

Kent Success

Since 2006/07 301 starts have been achieved on the highly successful Kent Apprenticeship programme, "Kent Success". This compares to an original target of 250.

Indicator	2007/08	2008/09	2009/10	National average
Number of Kent Apprenticeships taken on by KCC (cumulative count)	128	228	310	N/a

For the academic year 2008/09 the Apprenticeship success rate was 78%. 72% of Kent Scheme Apprentices successfully secured meaningful and sustainable employment on cessation or during their programme of learning.

Schemes such as that introduced on the Turner Contemporary construction project, which will provide apprenticeship opportunities for up to 21 young people over the duration of the building contract, will become increasingly important in the coming years.

The ambitious aim across Kent is for 1 in 5 students to be in an apprenticeship with a level 3 qualification or work based learning, compared to 1 in 20 at present.

Skills for Adults

Kent Adult Education Service is now the largest provider of Government funded family learning programmes in England with over 7,000 enrolments achieved across a range of provision.

NextStep Adult Career guidance sessions have been running at seven libraries as part of a pilot project.

Over 5,605 learners engaged in 'Skills for Life' training through Skills Plus and ESOL (English for Speakers of Other Languages) in order to obtain employability skills and qualifications. We have improved our success rates in adult employability and basic skills, with 84% of learners obtaining qualifications against a national rate of 77.6%.

Indicator	2007	2008	2009	National average
Percentage of the working age population (aged 19 upwards) with a level 2 qualification	68.2%	68.9%	71.5%	70.9%

The percentage of adults with a level 2 qualification has improved significantly in Kent during 2009 and this now exceeds the national average.

Section 6: Enjoying Life

Developing places in which people want to live, work and invest involves supporting them in developing a sense of place. Leisure & cultural infrastructure can help this.

KCC provides strategic leadership and co-ordination for the development of the arts, sports and other leisure activities in Kent, to ensure that these activities realise their full potential for community engagement and empowerment, distinctive place-making and as contributors to the wider economy.

KCC provides 101 library buildings, 11 mobile libraries and 3 archive centres which provide community spaces for the public to meet and access our services, and which aim to stimulate lifelong imagination, exploration and discovery.

Turner Contemporary

The Turner Contemporary Gallery in Margate, which is a KCC sponsored development, will be an iconic focus in East Kent for stimulating investment and encouraging tourism and arts employment. Excellent progress has been made over the past year; both in terms of gallery construction, which has led to the distinctive form of the building becoming clear, and the significant work involved in readiness for transfer of operational responsibility to the independent Turner Operating Trust, which took place on 1st April 2010. The building construction will be concluded in 2010, and the opening for the public is scheduled for 2011.

Turner Contemporary continues to offer a lively and varied programme of contemporary art and learning and outreach work. The Turner Contemporary Project Space was programmed until 4th September 2009 and through this space a constantly changing programme of work was showcased. Following the closure of the space, to allow planning for the opening of the new gallery, Turner Contemporary continues to offer an artistic programme and outreach and audience development work within the community.

Libraries

Modernisation of Kent's libraries is continuing, most notably with the creation of a Kent Library and History Centre in Maidstone.

Building work for the new History and Library Centre in Maidstone commenced in March 2010, with the new building due to open in 2012. Having a facility such as this has long been a vision for the county.

Ashford, Canterbury and Gravesend Libraries are all now in temporary accommodation, as work progresses on the new facilities of the Ashford Gateway Plus, The Beaney Museum and the Gravesend Library, all of which will all be opened by 2012. Work is also going ahead for the modernisation of Deal library.

Indicator	2007/08	2008/09	2009/10	National average
Number of libraries modernised (cumulative)	7	12	12	N/a

Cranbrook, Folkestone and Stanhope libraries were all due for modernisation during 2009/10 but due to delays the work started late and was completed early in 2010/11.

The modernisation programme has continued to benefit customers and the library service is now reaching many more users. Our website attracts over 1.1 million visitors (2009/10). Improved footfall in recently refurbished libraries reflects an increase in issues during 2009/10, for example, by 80% at Ramsgate and 13% at East Peckham compared to 2007/08.

Olympic and Paralympic Games

Kent's Campaign for the 2012 Games is making sure that Kent benefits from the London Olympics and Paralympics taking place on its doorstep. To do this the campaign is working with a range of partners across many sectors including, Tourism and businesses. KCC achieved national Beacon Status for its Olympic and Paralympic work in March 2009.

Ukraine and Belarus are signed up to run Judo Pre-Games Training Camps and Slovenia has signed up to run Gymnastics Pre-Games Training Camps in Kent prior to 2012.

Kent County Council is working with a number of organisations to support Kent sportsmen and women to compete at a national level in the run up to the 2012 Olympic and Paralympic Games. Support includes free access at designated off peak times to a number of the County's leisure and sports facilities for personal training and development, discounts on clothing and equipment, physiotherapy and sports massage therapy.

	2007/08	2008/09	2009/10
Number of athletes supported to compete at a national level in the run-up to 2012 Olympics and Paralympics (cumulative since 2006/07)	526	732	907

Hundreds of excited young people from across Dover, Deal and Sandwich took part in a Schools' Olympic Torch Relay as part of 'Pass the Passion' in September 2009. Over 12,500 local children were involved

Sports

KCC continues to support sports activity in the voluntary sector through the community sports coach and Recruit into Coaching programmes. Our support for local sports clubs includes countywide coach and club education programmes and more clubs are now signed up to the Club Connect scheme and accredited with Clubmark.

	2007/08	2008/09	2009/10
Number of sports clubs achieving Clubmark accreditation (cumulative since 2006/07)	90	149	175

Arts Development

This year KCC has leveraged over £6.7m of external investment into the arts in Kent – achieved at a time of one of the most severe economic downturns experienced by the UK in several decades, including levering in a £3.1m Sea Change grant for the Dreamland project in Margate

We monitor the building programme for the New Marlowe Theatre, in which KCC is a major capital investor, and are part of a dialogue with partners on the future programme and business plan.

We run the Kent Arts Investment Fund, an annual open project fund that responds to projects that increase the arts offer: activity, performances, new audiences and visitors. Careful investment of our funds enables us to strengthen arts networks and venues in Kent by working with arts organisations on their programmes. Over 2009/10 our support and financial investment resulted in 2,175 performances, screenings and exhibition days, involving 1,598 professional creative workers, and 1,027 educational events and workshops. Overall 144,976 people in Kent benefited from this activity.

Section 7: Keeping Kent Moving Safely

Kent Highways Services (KHS) is responsible for ensuring the safe condition of the 8,400 km of local roads and 6,000km of pavements in Kent. We maintain roads, pavements, streetlights, drains and other highway structures, and also deliver major improvement projects and road safety programmes. We are not responsible for the motorways or trunk roads in Kent which are looked after by the National Highways Agency.

We also shape and influence the built environment and travel behaviour to facilitate regeneration and improve public access to key services, and provide funding to support socially necessary rural bus routes. In recent years we have also provided significant and increasing funding for concessionary bus transport for children and young people through The Kent Freedom Pass.

We have invested significant additional funds into our Highways and transport systems in recent years as the public have told us that this is a high priority for them, with potholes being a particular issue. Highways nationally have suffered from years of under-investment in the past and there are no quick fixes for what is a significant maintenance backlog - however we believe that in Kent we are making good progress in this area.

Customer Response

Resident call volumes regarding highways to our 24/7 Contact Centre remain at around 12,000 per month with 7,000 of these turning into requests for service. Improving our customer interface and response to feedback has been a key priority for us and in response we have launched 'My Kent Highways on-line' which for the first time gives true transparency to the public on the status of the service requests they have made.

Winter Impact

The past winter was the worst in the UK for over 30 years. KCC and our district council partners responded positively to the enormous demands placed on the service in dealing with the adverse conditions at the time and we will use the lessons learnt from the extensive review of our winter service, including formal consultation with Members and Parishes to improve our response and winter service delivery plan in the future.

The abnormally harsh weather left roads across the entire country in serious need of urgent repairs. In response to this we arranged a major programme of repairs on Kent's minor road network. The 'Find and Fix' initiative was launched using a number of local contractors to ensure a robust and systematic response to the deteriorating road condition. The entire initiative will run into the summer period to ensure a complete programme of repairs across the whole County.

Improving roads

Significant improvements have been made in recent months to tackle the backlog of other routine repairs and whilst there is still more to be done the foundations are now

in place to keep on top of basic maintenance. We have conducted extensive market testing of resurfacing schemes to challenge the competitiveness of our existing contracts and this has helped deliver efficiency savings of around 8%, which has been reinvested into further maintenance work.

Additional funding in 2009/10 enabled an extended road resurfacing programme to be implemented which was well received.

We have also introduced the Kent Permit Scheme, Kent's groundbreaking programme, which ensures tighter controls on permits provided for utility companies and others to conduct roadworks. This along with the Considerate Contractor Scheme is helping to improve the quality, timeliness and safety of roadworks by both KHS and others.

	2007	2008	2009
Net satisfaction of residents with condition of roads in Kent (KHS tracker survey)	19%	29%	20%
Net satisfaction of residents with condition of pavements in Kent	16%	23%	26%

Streetlights and Drains

We have completed the replacement programme of over 7,000 old mercury street lights which has helped improve the quality of lighting, reduced faults and lowered energy consumption. This has led to a continued improvement in public satisfaction as recorded in our annual tracker survey.

	2007	2008	2009
Net satisfaction of residents with streetlights	44%	45%	51%

All traffic lights are also now converted to LED lamps again resulting in cost savings in energy usage and leading to more efficient future maintenance.

The drainage investigation unit has enabled over 1,750 historic and recurring drainage problems caused by damaged pipes to be solved. This has been well received by local communities and has significantly reduced the number of emergency call outs during heavy rain.

Reducing congestion

We have made considerable efforts to reduce congestion on Kent's roads through our traffic management systems. The investment in congestion management in Maidstone is already delivering a good return with average peak morning journey times now consistently lower than before active management of traffic systems in the town. Further investment is planned in Canterbury and Gravesend with baseline data available from May and reporting 'managed journey times' from August.

The successful countywide roll-out of the Freedom Pass has also, along with its many other benefits, had a positive impact on congestion, particularly around those schools where take-up has been substantial, with a total of around 22,000 passes issued.

Freedom Pass

The Freedom Pass entitles 11-16 year olds to free public transport for an annual fee of £50. Entitlement has been expanded to include home-educated children, young people in care aged 16 to 18 and care leavers (young people who have left school, but are still the responsibility of the council) aged 18 to 20. For young people in care, the fee is now funded by KCC directly or through the foster carer.

	2007/08	2008/09	2009/10
Freedom passes issued	5,203	13,689	22,157

The total number of journeys made with Freedom passes is now running at around 600,000 trips per average school month. Roughly 75% of these are peak home to school journeys and 25% are for leisure or other trips. The decision to provide additional capacity on existing bus routes via the incumbent operators has proved successful.

The Freedom scheme has proved very successful. Feedback from users, the general public and other stakeholders has been extremely positive. The scheme can genuinely be described as trailblazing in a national context.

Road safety

The continuing good work in road safety education and training, safety camera partnership and driver diversion scheme (National Driver Improvement Scheme) is helping to deliver a continued reduction in the number of people killed or seriously injured on Kent's roads. Working with our partner organisations, Kent is on target to exceed the challenging national ten year target of a 40% reduction in killed and seriously injured on Kent's roads.

	2007	2008	2009
Number of road accidents casualties - Killed or seriously injured (including Highways Agency roads i.e. Motorways)	723	627	629

Supporting regeneration and improving access to key services

The recent introduction of the domestic high speed rail services from Kent to London is a major economic generator; an improvement for which we have been arguing strongly for a number of years. Similar strategic transport links on which we have worked very closely are two major road schemes, East Kent Access phase 2 and Sittingbourne Northern Relief Road, which were both started during 2009/10 and will greatly improve access to, and the economic prospects of, the areas where they are being built.

Section 8 : Environmental Excellence

KCC is committed to managing economic growth while providing protection of the environment. We work to provide improved access to the Kent's countryside, coast and heritage, and at the same time ensuring our natural resources and man-made heritage are conserved and enhanced.

We manage 19 country parks, maintain the 6,847km of Public Rights of Way network and work to protect and promote the natural beauty and special character of the Kent Downs (an Area of Outstanding Natural Beauty).

KCC also disposes of the county's household waste and works to achieve targets for diversion from landfill, improved recycling and waste reduction. We work in partnerships with districts councils which collect the waste and private contractors who operate household waste recycling centres on our behalf.

Of key importance for the future is our work on Climate Change, helping Kent to achieve reduced carbon emissions for a sustainable future.

Enjoying the countryside

We have worked hard this year in continuing to improve and promote countryside access. This is important for many Kent residents who regularly make use of our services with our countryside access web site "Explore Kent" now receiving 100,000 page views per month.

This year we delivered over £1m worth of capital improvements to the Rights of Way network and capital developments continued at our Country Parks with new play areas opening in several parks in time for the Easter holidays, and the Green Café opening at Manor Park. Work has begun on several new capital projects which will take more than one year to complete, such as work at Lullingstone Country Park to improve the car parking facilities, and work to improve visitor centre services.

Indicator	2008/09	2009/10
Visitor to KCC run country parks	1.4 mill	1.44 mill

In partnership with other agencies and providers we have organised many successful community events in the year. Under the banner "Fit as a Fiddle" the Countryside Management Partnerships delivered practical countryside taster sessions for over 50's across the county who wanted to improve their fitness. More than 2,000 people came to *Kent Goes Wild at Mote* in September in Kent's biggest ever celebration of wildlife recording, over 7,000 people attended Kent Coastal Week and 500 more children signed up as Junior Wildlife Recorders

Our services continue to contribute to the health and education agendas: the Countryside Access Service began an innovative Health Inequalities project with the health services, working with GPs to encourage patients to choose walking to improve their health, and the service launched a Key Stage 2 Education Toolkit to national acclaim.

Some of our work achieves national recognition and for example the Kent Downs was highly commended as global best destination in the Responsible Tourism Awards.

Heritage

This year has seen a number of exciting archaeological works in Kent. September saw the launch of an innovative new project in Sittingbourne: the Anglo-Saxon Conservation Science Investigations provided a public exhibition of the amazing finds from the previously unknown cemetery.

The successful community archaeology project continued at Shorne Woods Country Park with over 400 people volunteering for the excavations. During the year we held open day at Randall Manor, produced a wider survey of the archaeology of the park, and established a permanent display and interpretation at the visitor centre.

Waste Management

This year has again seen the amount of waste produced by Kent residents reduced, down from over 800 thousand tonnes two years ago to just over 750 thousand tonnes this year. This is good news both financially (less cost for the tax payer) and environmentally.

As a result of less waste collected, and also through increased use of the waste to energy plant at Allington, the amount of waste now going to landfill has significantly reduced.

Indicator	2007/08	2008/09	2009/10	National average
Kilograms of household waste collected per resident	539	507	486	463
The percentage of household waste recycling or composting	35.8%	38.7%	38.4%	39.3%
The percentage of municipal waste sent to landfill	53.2%	45.5%	30.2%	47.6%

The level of recycling has shown no increase this year due to the recession affecting recycle markets and more efficient and accurate reporting of data from recycling plants relating to "reject" materials and un-marketable materials. Currently a higher level of rejected/un-marketable recyclables has been reported for 2009/10 than the previous year, therefore reducing the overall amount of waste being recycled.

We have made further improvements to household waste recycling centres this year. Information signage at all sites has been improved to help customers understand who is operating the services and how to sort the waste for ease of recycling. Following customer feedback we also made changes to the height barriers, which were increased to 2 metres, with vehicles taller than 2 metres able to use larger sites on specific days and we will be piloting some longer opening times.

Clean Kent

Working with partner agencies including district councils and the police, the Clean Kent campaign continues to deliver a hard line approach towards fly-tippers. A large number of sites, which have a history of heavy flytipping are monitored and investigations conducted continue to lead to criminal convictions and fining of offenders. The Clean Kent/KCC enforcement function is making a major contribution both in Kent and at a regional level, with the team's specialist expertise now being sought in respect of fly-tipping cases nationally.

Climate change

KCC has had a stated target to reduce carbon dioxide emissions by 10% by 2010 but this has not been achieved, due to increases in emissions from the estate in certain areas, in particular schools which account for almost 80% of carbon emissions from our buildings. This is as a result of increased use of ICT and extended opening hours, which is also a priority. Therefore, delivery of this target is unfortunately hampered by good progress against another.

However, assessment against the Carbon Trust Standard last year, which takes account of growth in the estate, indicated a 6% like for like reduction compared to the previous two years of data.

Section 9 : Maintaining Independence

Kent Adult Social Services (KASS) help the people of Kent to live independent and fulfilled lives safely in their local communities. Our vision for the future of social care in Kent was published in March 2010. "Active Lives Now" sets out our priorities for the next three years and describes how we will turn the national concordat 'Putting People First' and Kent's 'Active Lives' ten year vision into a reality.

We offer support to people with particular needs to maintain their independence:

- older people
- people with a learning disability
- people with a physical impairment
- people with a sensory impairment
- people with a mental health problem

Personalisation

We are delivering more personalised services through Self Directed Support (SDS), giving more people choice and control over the support they receive.

Personal Budgets for all new service users were introduced from April 2009 and since December 2009 have also been allocated to existing service users when they have their review. At the end of March 2010 1,019 people had received an approved Personal Budget.

We want people to feel part of their community and we are working with the private and voluntary social care market in Kent to ensure there is a wide range of local services offering people a choice about what support they have and when. 85% of all social care services are now provided by private and voluntary organisations and not directly from the Council.

Indicator	2007/08	2008/09	2009/10	National average 2008/09
Percentage of clients provided with community based service during the year with Personal Budget and/or Direct Payment	4.3%	6.3%	9.1%	5.6%

Providing good information, advice and guidance is important to help people find out what is available and decide on the right care and support. The Kent Contact and Assessment Service (KCAS) is the main access point for people wanting to contact Social Services. KCAS will signpost people to other appropriate agencies or will provide relevant information and advice. KCAS handles up to 90,000 contacts and referrals each year from the public and from our main partner agencies.

Indicator	2007/08	2008/09	2009/10
Number of new clients assessed	27,920	29,575	33,785

We have also developed our use of Gateways and made sure voluntary organisations, such as Hi Kent have a presence there. A 24 hour Dementia Helpline and the Mental Health Matters out of hours helpline have been launched. We have introduced specialist community posts to help guide people through the social care system and give them advice about services available specifically in the district where they live. The Live it Well website was launched in December 2009 to promote physical health and mental wellbeing for all.

Over the last 18 months we have been moving away from traditional day services through our Good Day programme, to give people with a learning disability choice and control over how they spend their time. This year we also worked with 440 people with a learning disability to support their move from residential settings provided by the NHS to community based living. This transfer from NHS care means that we now have the responsibility for all social care services in Kent for people with a learning disability.

Maintaining independence through prevention

Most people want to remain independent for as long as possible. We have developed services that help people stay at home and prevent them going into hospital or long term care. We are currently reviewing our older people's services to ensure that they will meet the changing needs and demography of our communities.

In 2009/10 the number of people supported during the year by Kent Adult Social Services' community based services to live independently rose to 43,110, an increase of 5,640 from the year before.

People supported to live independently	2008/09	2009/10
Adults with physical disability	4,760	6,060
Adults with learning disability	2,640	2,555
Older People (aged 65 and over)	26,235	30,650
Adults with mental health	3,640	3,635
Other adults	195	210
Total	37,470	43,110

Kent has taken part in a national pilot to test the use of assistive technology in people's homes. Assistive Technologies (e.g. Telehealth, Telecare) are monitoring systems that can alert professionals remotely about someone's health or wellbeing. The pilot has shown that the use of Telehealth technology resulted in fewer hospital admissions and delivered savings compared to traditional service options. Most importantly the general and physical health of patients increased during the trial period. As at January 2010 there were 1,134 people on Telecare and 783 on TeleHealth. We are working to mainstream these services now the pilot has concluded with such encouraging results.

We have introduced Enablement, a free intensive short term service of three to six weeks designed to help people maintain independent living skills at home. This is being offered to new clients when appropriate and is proving successful. 58% of

people receiving enablement services had their needs met with no further on-going support from social services.

KCAS can now provide fast access to community equipment and minor adaptations following first point of contact, speeding up the process and enabling people to stay at home for longer.

We have also been developing suitable housing through Public Finance Initiatives in partnership with District Councils so that people with particular needs can be supported to live independently if they wish and long term residential care is not their only option.

Support for Carers

Supporting carers so that they are able to manage their caring role and still have fulfilled lives themselves has been one of our priorities. We provide a range of 'short breaks' which benefit carers and the people they support. One-off direct payments are available to carers for relaxation away from caring and can be used as they wish.

The Kent Carers' Emergency Card has proved popular with carers – there are currently over 1140 Carers signed up to the scheme and the number is growing steadily.

In the latest carers' survey 68% of carers reported being satisfied with the help they received from Kent Adult Social Services.

Access to work

We continue to invest in supported employment for people with learning disabilities, mental health conditions and physical disabilities. KASS is committed to ensuring people who want to work are supported in doing so and are developing a range of employment opportunities with the voluntary and community sector, social firms, co-operatives and other enterprises.

Safeguarding

Protecting vulnerable adults from harm or abuse continues to be at the centre of everything we do. In partnership with other agencies we have worked to improve our safeguarding arrangements. We ran a programme of events to help raise awareness and to support people to report incidents that have caused them concern.

Section 10 : Staying Healthy

KCC works in partnerships with district councils, the private and voluntary sectors and the NHS to promote healthier lifestyles and address health inequalities.

KCC hosts the county's Public Health team which reports jointly to the Primary Care Trusts (PCTs) and KCC. The Kent Public Health Department's main objective is to provide the leadership and strategic framework to enable effective action to be implemented to address the priorities identified in the Kent Public Health Strategy.

The priorities identified in the Kent Public Health Strategy are reducing health inequalities, improving children's mental health and wellbeing; improving sexual health and reducing teenage pregnancies, increasing the number of adults living healthier lives; enabling more people with chronic disease to live at home; reducing substance misuse and excessive alcohol drinking.

Many of the services provided by KCC, from libraries to country parks contribute to help people live healthier lifestyles. Two key and innovative programmes we have delivered are the Kent School Games and HOUSE.

Kent School Games

The Kent School Games for 2009/10 were launched by Dame Kelly Holmes in October 2009. Hundreds of local heats took place across the county, leading up to a series of finals events in July.

The Kent School Games, largest school sports event in Europe, gives more than 30,000 young people, aged 4 to 16 the opportunity to compete in 38 different sports, including disability sports. The event has been nationally recognised as a unique opportunity for young people to engage in competitive sport, with the possibility of the Kent "model" being advocated across the whole country, leading to a National Schools Olympics.

This is the second time the Kent School Games have been held and for the first time this now includes 4-6 year-olds and the additional sports of multi skills, gymnastics and speed stacking.

The previous Kent School Games held in 2008 helped increase pupil participation levels in competitive school sport from 36% in academic year 2006/07 to 50% in 2008/09. This compared to a national increase from 35% to 44%. Data from the national survey for 2009/10 not will be available later until later in the year.

Indicator	2006/07	2007/08	2008/09	National average
Percentage of pupils (years 1-11) involved in inter-school sport competitions	36%	44%	50%	44%

HOUSE

The Kent Youth Service working with the Public Health team and other partners have continued to develop the successful and innovative HOUSE model which went live in December 2008.

HOUSE is a space aimed at young people aged 13 to 19 years old, giving them somewhere to 'chill out', where they can get informal lifestyle information to suit them in a relaxed and unthreatening environment. Its objective is to increase awareness of the damaging effects of smoking, alcohol, drugs and early or unprotected sex.

'House' has not been advertised conventionally and relies on viral marketing (using pre-existing social networks) and word of mouth only. 'House' soon became a brand name among young people and has been successful because it is not immediately associated with agencies and services and the information and messages provided are discrete and offered on young people's terms.

The results have been phenomenal. By January 2010, HOUSE had visited all districts across Kent and had been very well received by young people. By the end of February 2010 the project had made contact with more than 11,000 young people, including many young people who are currently unknown to and do not access existing services. Up to 150 young people visited the Maidstone 'House' per day with queues of young people to see the sexual health nurse for Chlamydia tests.

'House' is now continuing and engagement with young people produced the design brief for a mobile facility that is able to reach into local communities themselves, rather than town centres. 'House' activities can therefore be taken directly into the estates and communities that can most benefit. The new facility launched in March 2010.

Keeping Fit

The health of the Kent population continues to improve and generally the county enjoys better health and longer life than the national average, although there is significant variation (health inequality) across the county.

	2007	2008	2009 Estimate	National average 2008
All age all cause mortality rates per 100,000 population - males	660.9	631.3	627.9	679.9
All age all cause mortality rates per 100,000 population - females	477.1	467.6	446.6	486.7

Contributions from other KCC services and partnerships to the health agenda this year include the following :

- The Countryside Access Service began an innovative Health Inequalities project with the NHS, working with GPs to encourage individual patients to choose walking to improve their health.

- Under the banner “Fit as a Fiddle” the Countryside Management Partnerships delivered practical countryside taster sessions for over 50's across the county who wanted to improve their fitness
- The “activekent” website was launched and developed with Eastern and Coastal Kent PCT and West Kent PCT to promote healthy activity
- Kent’s Libraries have significantly increased their contribution to the public health agenda, either holding or being involved with nearly 800 health events or activities ranging from walks, sessions about nutrition, support for stopping smoking and health trainer surgeries - an 82% increase on the previous year.

Dealing with drug and alcohol problems

The National Treatment Agency (NTA) mid-year review of the Kent Adult Treatment Plan highlighted the excellent work that had been made to rectify underperformance in previous years. The review also pointed to the substantial increases in the number of drug users in effective treatment, above average rates of successful discharge from treatment and consistently excellent waiting time’s figures as indicators of consistently strong performance.

Indicator	2007/08	2008/09	2009/10
Number of problem drug users in Kent in effective treatment	2,186	2,343	2,397

The Drug Action partnership has also delivered improved outcomes for people with substance misuse problems who are involved in the criminal justice system. The new Drug Intervention Programme (DIP) service continued to perform well with increasing numbers of clients with drug problems being engaged through cell interventions and arrest referrals. Roll-out of the Integrated Drug Treatment System (IDTS) also continued in 2009/10 leading to more consistently high quality drug treatment in the Sheppey Cluster prisons in Kent.

The Kent Action on Alcohol Steering Group in developing the Kent Alcohol Strategy, which is being finalised following a consultation and will be launched in 2010.

Section 11 : Stronger & Safer Communities

Kent is a safe county to live in. KCC works with the police, district councils and other partners to help reduce crime and the fear of crime. We make key contributions to community safety through our Community Wardens, the HandyVan service, Trading Standards and Youth Offending Services. We also work to promote volunteering, helping to build stronger communities.

KCC Community Wardens

The 101 KCC Community Wardens provide a comprehensive, uniformed presence across the County, building community confidence and reassurance by reducing crime, the fear of crime and deterring anti-social behaviour.

The Community Wardens are now embedded within Neighbourhood Policing teams including police community support officers (PCSOs,) using problem identification and solving techniques and a shared tasking and co-ordination process to identify issues and target activity

In 2009/10, KCC Community Wardens spent over 75% of their time on visible presence activities within their communities which included more than 34,000 interactions with the public and approximately 17,000 incidents relating to the environment (i.e. highways. Litter/dog fouling, fly-tipping, etc).

A successful bid was made under the government funded Future Jobs scheme for the recruitment of 30 young unemployed persons to join the Kent Community Wardens Service on a 6 month basis as Support Wardens. The Support Wardens were deployed to work with experienced Wardens focusing in particular on environmental and youth issues. Two groups of young people have already completed the 6 month programme with the remainder due to finish in August 2010. With new skills and a new found confidence, some of the young people have been able to find employment, whilst others are keen to become full-time wardens if the opportunity arose.

HandyVans

The HandyVan scheme provides improved home security for vulnerable people to help protect them against burglary and reduce the fear. This has been a tremendous success with 89% of clients feeling very safe after receiving the HandyVan service compared to just 11% beforehand (based on a sample size of 1,252 clients between April 2006 and June 2009):

	2007/08	2008/09	2009/10
Number of safety checks completed by the HandyVan service	2,368	2,996	3,055

Reducing crime and fear of crime

In Kent during 2009/10 recorded crime decreased by nearly 11,000 crimes, a 10.9% fall compared to 2008/09. Two areas where KCC has maintained a focus working with

partners over the last four years are domestic burglary and car crime, both of which continue to show reductions.

Indicator	2007/08	2008/09	2009/10	National average
Domestic burglary per 1,000 households	8.5	7.8	7.8	11.8
Car crime per 1,000 population	8.6	7.8	6.2	8.3

Under the umbrella of the Safer Kent Delivery Group, KCC has been working for some years with partner organisations to manage the night time economy and help make people feel safe. Feelings of safety walking alone at night are at their highest for the last four years rising from 55% in 2006/07 to 67% at the end of 2009/10.

Indicator	2006/07	2007/08	2008/09	2009/10
Percentage of people who feel safe walking alone at night	55%	58%	64%	67%

Trading Standards

Kent Trading Standards operates an early warning email messaging system which alerts local communities to bogus trading practices. Our partners and message recipients now number over 290, including 161 parish and town councils. More than 100 messages are sent each year containing warnings of scams and doorstep criminals. Alert messages are also published in a range of local media including parish magazines, public notice boards and local newspapers. This all helps to reinforce the messages we give about doorstep traders and scams.

Trading Standards continued to rapidly respond to residents in need who were victims to doorstep criminals. 105 consumers were supported up to the end of January 2010, saving residents an estimated £118,000.

Where intelligence has shown that there has been a problem with doorstep callers Trading Standards Officers have worked with partners to establish local Cold Calling Control Zones. The scheme is proving to be popular at a local level and once a zone has been set up the neighbouring community often wants one as well. The first No Cold Calling Control Zone was set up in Cranbrook and now there are 18 in Kent with proposals for a further 8.

Tackling youth offending

Local data shows a continuing reduction in the number of new entrants to the youth justice system.

We have doubled the number of Victim Liaison Officers, significantly increasing the frequency of contact with victims of youth crime and the opportunities to engage them in restorative processes with those who have offended against them.

Indicator	2007/08	2008/09	2009/10	National average 2008/09
Number of new entrants to the youth justice system (per 100,000 10-17 population)	1,710	1,620	1,112 ¹	1,472

We have also seen sustained good progress with respect to the prevention of re-offending. The overall re-offending rate has fallen incrementally from 40.2% for the 2005 cohort to 34.6% for the 2008 cohort. This progress has continued, with the rate falling to 27.2% for the 2009 cohort tracked for 12 months.

Alcohol

In November 2008, the multi-agency Kent Community Alcohol Partnership (KCAP) which includes Kent Trading Standards and Kent Police was officially launched, aimed at changing the attitudes to drinking among young people and supporting retailers to reduce sales of alcohol to underage drinkers. In November 2009 KCAP was extended to include Herne Bay, Whitstable, Cliftonville, Margate, Maidstone and Swanley and results are already being seen.

Volunteering

Over 1,000 volunteers have signed up to the 2012 Kent eVent team to support sporting, leisure & cultural events and organisations.

Kent Volunteers ran a targeted campaign, 'Volunteer Your Skills', in late summer 2009, highlighting the need for people with specialist and professional skills to volunteer. They also worked with voluntary organisations helping to ensure the opportunities they need are 'volunteer ready' and more likely to be taken up.

The Community Safety Annual Conference was entitled 'Community Safety and the Voluntary Sector', and highlighted the worthwhile and sometimes overlooked role that the voluntary sector plays in the community safety agenda, as well as the opportunities this sector can provide for volunteering.

¹ Provisional figure based on local data – not suitable for comparison with previous years. Official figure available Nov 2010

Section 12 : Towards 2010 Targets

The following table provides a summary of the progress we have made in the last four years against the targets we set in the Towards 2010 document.

Full details of progress against these targets can be found in the Towards 2010 Annual Report on our web-site.

Target	Progress Made
Target 1: Substantially increase the number of new jobs by increasing the number of companies investing in Kent and the number of businesses starting up or expanding	Good progress
Target 2: Concentrate on the regeneration of Kent's deprived areas and support business growth in these areas, seeking maximum funding from Government and the EU to support the necessary infrastructure, including roads, utilities, telecoms and other services	Completed
Target 3: Support a programme of town centre regeneration	Completed
Target 4: Support rural businesses and communities to build a strong entrepreneurial culture	Completed
Target 5: Ensure Kent County Council uses its significant purchasing power to allow fair and open competition	Good progress
Target 6: Increase opportunities for graduates to work and live in Kent	Completed
Target 7: Fulfil Kent's potential as a premier tourist destination	Good progress
Target 8: Develop Kent as a major venue and location for film, television and creative industries to benefit the Kent economy	Completed
Target 9: Through our Kent Supporting Independence Programme, work towards reducing the number of people dependent on welfare benefits	Good progress
Target 10: Improve the quality of early years education by strengthening the links between pre-schools/nurseries and primary schools, thereby improving children's ability to learn when they enter primary school	Completed
Target 11: Help and inspire all our children to do well, with a particular focus on ensuring that the results our seven and 11 year-olds achieve at Key Stage 1 and Key Stage 2 improve faster than the national rate	Good progress
Target 12: Work with headteachers to encourage a zero tolerance approach towards disruptive behaviour, bullying and vandalism in our schools	Good progress
Target 13: Continue to offer and develop further multi-agency support to parents by helping them with the problems they and their children face in everyday life	Completed
Target 14: Listen to young people's views and opinions and develop their ideas to improve education and life in Kent	Completed
Target 15: Raise the expectations and aspirations of our young people by giving all 13-19 year-olds the very best careers guidance and by providing master classes presented by businessmen, entrepreneurs and professionals	Completed

Target	Progress Made
Target 16: Expand our pioneering vocational 14–16 programme to more than 4,000 students, offering real choice in a diverse and stimulating curriculum tailored to the needs of students and relevant to the real world	Completed
Target 17: Double the number of participants on Skills Force -type programmes	Completed
Target 18: Introduce a Kent Apprenticeship scheme, offering at least 1,000 apprenticeship opportunities across the private and public sectors	Completed
Target 19: Introduce the Kent Community Programme, building teams of apprentices to participate in community projects	Completed
Target 20: Build strong business-education partnerships that benefit both employers and schools	Completed
Target 21: Launch and market a new website, “ <i>What’s on in Kent?</i> ”, that will list sports and leisure activities and local organisations for all age ranges in the county	Completed
Target 22: Establish a biennial Kent Youth Games and support Kent sports men and women to compete in the 2012 London Olympics and Paralympics	Completed
Target 23: Facilitate and enhance the development of Kent Youth Theatre activities	Completed
Target 24: Find new and innovative ways of communicating with the public, including trialling webcast TV	Completed
Target 25: Promote Kent as a centre for the arts, encouraging the development of a network of music and cultural venues across the county	Completed
Target 26: Modernise the library service so it also acts as a focal point for KCC services and widens access to Kent’s rich culture	Completed
Target 27: Open the Turner Contemporary gallery, Margate, in 2010	Completed
Target 28: Support and encourage the large number of local and voluntary groups and sports clubs in Kent	Completed
Target 29: Continue to develop ‘gateway’ one stop shops that give easy access to services provided by county and district councils and other public service bodies	Completed
Target 30: Work towards introducing a Kent youth travel card entitling all 11-16 year olds to free public transport in the county, subject to the outcome of two district pilots	Completed
Target 31: Pilot staggered school hours to relieve rush-hour congestion	Completed
Target 32: Provide more car parking places in Kent and remove unnecessary yellow lines and bus lanes	Completed
Target 33: Penalise contractors for unnecessary delays caused by road works and synchronise works to minimise disruption	Completed
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	Completed
Target 35: Work with bus and train providers and lobby government to improve public transport services in Kent	Good progress

Target	Progress Made
Target 36: Commission a joint feasibility study with Essex County Council into a third lower Thames Crossing	Completed
Target 37: Improve the way we repair roads and pavements	Completed
Target 38: Maximise the use of previously developed land	Good progress
Target 39: Bring back into use the large number of empty homes in Kent	Completed
Target 40: Ensure that new housing developments include the right infrastructure and local facilities and cater for a mix of age groups and incomes	Good progress
Target 41: Ensure that new KCC buildings set an example by delivering the best possible standards of construction by applying a pragmatic approach to sustainability using energy-efficient, robust and built to last materials	Completed
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	Good progress
Target 43: Expand the Clean Kent programme to tackle the top 20 fly-tipping hotspots and increase the capacity to prosecute fly-tipping offenders	Completed
Target 44: Establish a Global Centre in Kent that will lead the world in developing crops to provide energy, medicines and other products	Not achieved
Target 45: Protect and enhance Kent's ancient woodlands and improve access to countryside, coast and heritage	Completed
Target 46: Lobby Government, the water companies and developers to ensure that house building programmes do not threaten Kent's water supplies	Good progress
Target 47: Create and launch initiatives that facilitate more competitive sport in schools, support after-school sports clubs and sponsor more inter-school competitions and holiday sports programmes	Completed
Target 48: Increase opportunities for everyone to take regular physical exercise	Completed
Target 49: Enter into practical partnerships with the NHS, sharing resources to combat obesity and encourage people of all ages to take responsibility for their health and wellbeing	Completed
Target 50: Introduce a hard-hitting public health campaign targeted at young people to increase their awareness and so reduce the damaging effects of smoking, alcohol, drugs and early or unprotected sex	Completed
Target 51: Encourage healthy eating by providing nutritious lunches through the "Healthy Schools" programme and launch a range of community-based healthy eating pilots	Completed

Target	Progress Made
Target 52: Increase the number of people (by 3,000) supported to live independently in their own homes. This will include: • encouraging the development of more housing for older people, disabled people and those with special needs • encouraging more people to take control of their care/support through Direct payments • taking advantage of new technologies, such as expanding our Telehealth and Telecare programmes	Completed
Target 53: Strengthen the support provided to people caring for relatives and friends	Good progress
Target 54: Work with our colleagues in the health service to reduce the number of avoidable admissions to hospital and combine resources, where appropriate, to improve the health and well-being of the people of Kent	Good progress
Target 55: Ensure better planning to ease the transition between childhood and adulthood for young people with disabilities and to promote their independence	Good progress
Target 56: Improve older people's economic well-being by encouraging the take-up of benefits	Completed
Target 57: 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 the police presence in problem areas	Completed
Target 58: Help maintain Kent's low levels of burglary and car theft and work with off-licence, pub and club owners to reduce alcohol-fuelled crime and disorder, anti-social behaviour and domestic abuse	Completed
Target 59: Work with our partners to reduce the number of deaths and serious casualties from road accidents	Completed
Target 60: Support young people to reduce the risk of them offending	Completed
Target 61: 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	Completed
Target 62: Expand the Kent Handyvan scheme, making the homes of older and vulnerable people more secure	Completed
Target 63: Promote the Kent Volunteers Programme and work with other partners to attract more volunteers	Completed

Section 13 : Your comments

We are always trying to ensure that we improve the services that we provide for the people of Kent. We would be glad of your views on any part of this document and will use them in preparing future reports and developing our services.

Please complete this feedback form and return it to Richard Fitzgerald, Kent County Council, Room 1.63, Sessions House, County Hall, Maidstone, Kent, ME14 1XQ.

If you would rather give your views by telephone, you can call 01622 221985.
Alternatively email: performance@kent.gov.uk .

1. Your name/address:

2. How useful did you find this document? Did you find anything particularly helpful?

3. Was there anything missing? If so, what?

4. Did you find it easy to read and understand? If not, why?

5. Any other comments?

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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 and Scrutiny Committee
14th September 2010

Subject: Core Monitoring Report

Classification: Unrestricted

SUMMARY: This report presents, for the first time, core monitoring information that identifies performance and trends in a number of key areas of the Directorate's activity.

1. Introduction

1.1. The Environment, Highways & Waste elements of the first Core Monitoring Report that was reported to Cabinet on 13th September 2010 is appended to this report. This report covered the period up to June 2010.

1.2. The Core Monitoring report includes a number of graphs and data on a range of measures and indicators that relate to some of the core services delivered by the Directorate. The Core Monitoring does not include, or comment on, every component of the performance management frameworks that are in place within the Directorate but picks out a number of key activity areas.

2. Core Monitoring

2.1. The indicators within the Core Monitoring report are presented with historic trends shown graphically, a Red/Amber/Green (RAG) rating, a Direction of Travel (DoT) rating and a brief comments section that provides some relevant background information. A summary of RAG ratings is provided in the initial pages of the Core Monitoring report, together with a section setting out how the Rag and DoT ratings are arrived at.

2.2. The RAG and DoT ratings are always based on quarterly data except where the indicator is one which uses only annually collected data. In the case of this Directorate the ratings all use quarterly comparisons. The most recent quarter's data is for the period April to June 2010 and in order to show how the position has changed compared to what the previous quarter's (March 2010) report would have shown both RAG and DoT ratings for that period, which compare January to March 2010 with October to December 2009, are included.

2.3. Where the data is available on a monthly basis it is presented in this form, but it is important to recognise that the RAG and DoT ratings are based on quarterly assessments. An example of this can be seen in the graph showing the *percentage of routine highway repairs completed within 28 days*. While the data is on a monthly basis

the RAG and DoT ratings are based on a comparison of the average for the months of January, February and March 2010 with the average for the months of April, May and June 2010.

2.4. In some cases a rolling 12 month analysis of the data is used in presentation in order to take account of external effects such as seasonality which would make quarterly comparisons inappropriate or misleading. An example of this can be seen in the graph showing *tonnage of municipal waste collected*, in which the figure shown for June 2010 is the total for the period July 2009 to June 2010, while the figure shown for March 2010 is the total for the period April 2009 to March 2010.

2.5. There are also areas where we recognise further refinement of the analysis would be beneficial in order to improve reporting. An example is *average AM peak travel time per mile in minutes - Maidstone* where whilst the RAG and DoT ratings currently use the quarterly approach there are other facts (in this case seasonality) that should be taken into account.

2.6. For most indicators the data presented in the Core Monitoring shows two graphs, these being:

2.6.1. performance trends on a quarterly basis, with up to three year's historic data being included

2.6.2. annual performance, with a comparison to national benchmarks and up to five year's historic data being shown.

3. Data Quality and Interpretation

3.1. The bulk of the data included in the Core Monitoring forms part of the management information that is used, in a variety of forms, by managers and leadership teams within the Directorate. While this information has been used within the Directorate previously this is the first time it has been presented in this format in the public domain.

3.2. In some cases the data used is provisional and it may be subject to revision at a future date. While the desire would always be to present information in which we have complete confidence in many cases this is not possible if there is also a need to use reasonable, up-to-date intelligence in managing services. The most recent data is therefore used which has sufficient quality, coverage and accuracy in order to give a reliable indication of the current level of, and trends in, performance.

3.3. Where annual data is shown alongside a benchmark, for example *percentage of household waste recycled*, the national level information is extracted from published information that is already in the public domain. Sources of this information include government departments, national indicators and the Office for National Statistics (ONS).

3.4. Information produced or assured by the ONS meet high professional standards as set out in the Code of Practice for Official Statistics. They are subject to regular quality assurance and review in order to ensure that they meet customer needs and are not influenced by political considerations.

4. Future Reporting

4.1. It is intended that further Core Monitoring reports will be produced on a quarterly basis. The presentation of this information is part of our overall transparency agenda and it is important that it is clear and comprehensible. We would therefore welcome any suggestions that would make it more useful and informative.

4.2. In future reports it is our intention to develop more meaningful comparative information where appropriate, for example other SE counties. We will also include more of the base data from which the graphs are derived where this aids understanding and clarity without turning the report into a collection of extensive data tables.

4.3. The information set out in the Core Monitoring will change over time – for example the priorities that will flow from the ‘Bold Steps for Kent’ consultation which will commence later this month will need to be incorporated into future iterations of the report.

5. Recommendation

5.1. Members are asked to NOTE and DISCUSS the first Core Monitoring report for Environment, Highways & Waste and make any suggestions, amendments or recommendations they feel appropriate.

Contact Officers:

Name: Richard Fitzgerald (Chief Executive's)
Telephone Number: 01622 22(1985)
e-mail address: richard.fitzgerald@kent.gov.uk

Name: Niel Caddick (Environment, Highways & Waste)
Telephone Number: 01622 69(4254)
e-mail address: niel.caddick@kent.gov.uk

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Kent County Council

Core Monitoring Report

**Presented to Cabinet
13 September 2010**

**Including Information up to the end of
June 2010**



Contents and Summary

Description	Page	Current Status	Previous Status
Key to RAG (Red/Amber/Green) status and DoT (Direction of Travel) ratings	4		
Council-wide			
Group Managing Director's Commentary	5 - 6		
Contact Kent	7	Green	Amber
Gateways	8	Green	Green
Complaints	9	N/a	N/a
Staffing numbers and age profile	10	Amber	Amber
Staffing equalities - disability	11	Amber	Red
Staffing equalities - ethnicity	11	Amber	Amber
Staff turnover	12	Amber	Amber
Staff sickness absence	12	Amber	Amber
CO2 emissions from KCC estate	13	Red	Red
Children, Families and Education (CFE)			
Managing Director's Commentary	14 – 16		
Foundation Stage	17	N/a	Amber
Key stage 2	18	Amber	Amber
GCSE	19	N/a	Amber
Looked after children key stage 2	20	N/a	Red
NEETS 16-18	21	Amber	Amber
Schools in special measures	22	Amber	Amber
SEN assessments	23	Green	Amber
Pupil exclusions	24	Amber	Red
Pupil absence – primary schools	25	Amber	Amber
Pupil absence – secondary schools	25	Amber	Amber
Children's social services - referrals	26	Red	Red
Children's social services - initial assessments	27	Green	Amber
Children with child protection plan	28	Red	Red
Number of looked after children (LAC)	29	Green	Green
Asylum seekers	30	Amber	Amber
LAC placed by other local authorities	31	Red	Red
Social worker vacancies – team leaders	32	Green	Green
Social worker vacancies – qualified case workers	32	Red	Red
Kent Adult Social Service (KASS)			
Managing Director's Commentary	33 – 35		
Older people in residential care	36	Amber	Amber
Older people in nursing care	37	Amber	Red
Delayed transfers of care from hospital	38	Amber	Green
Domiciliary care for older people	39	Amber	Amber
Learning disability residential care	40	Amber	Red
Rehabilitation/intermediate care	41	Amber	Amber
Direct payments/Individual budgets	42	Green	Amber

Description	Page	Current Status	Previous Status
Environment, Highways and Waste			
Managing Director's Commentary	43 – 44		
Household waste tonnage	45	Green	Green
Recycling/composting	46	Amber	Amber
Waste taken to landfill	47	Green	Green
Congestion - Maidstone	48	Green	Amber
Freedom pass	49	Green	Green
Routine highways repairs	50	Red	Amber
Pothole repairs	51	Amber	Green
Streetlight faults repaired - KCC	52	Green	Green
Streetlight faults repaired - EDF	52	Amber	Red
Road traffic casualties	53	Green	Green
Communities			
Managing Director's Commentary	54 – 55		
Libraries	56	Amber	Amber
Kent apprenticeships - KCC	57	Green	Green
Kent apprenticeships - other organisations	57	Amber	Amber
New entrants to the youth justice system	58	Green	Green
Young offenders in education, employment and training	59	Amber	Amber
Adult education enrolments	58	Green	Amber
Sports participation - adults	61	Amber	Amber
Sports participation - children	61	Amber	Amber
Problem drug users in treatment	62	Green	Green
Supporting People – people achieving independent living	63	Green	Green
The Kent Economy			
Executive Director's Commentary	64		
Backing Kent Business	65	Green	Green
Claimant counts (Job seekers allowance)	66	Amber	Amber
Claimant count age 18 – 24	67	Amber	Amber
Out of work benefit claimants of working age	68	Amber	Amber

Key to RAG (Red/Amber/Green) and DoT (Direction of Travel) ratings

These are based on quarterly data and movements except where annual data only available.

Where local targets have been set these are illustrated in the graphs with pink lines. For some services the targets represent affordable levels (e.g. adult social services) and RAG assessments are therefore indications of significant budget pressures.

For pupil attainment targets have been in many cases set for us by the Department of Education but in a number of cases these are considered to be unrealistic. RAG assessments are therefore based on comparison to national average for pupil attainment.

Children social services indicators (e.g. referrals and child protection plans) and some other child related indicators (e.g. exclusions) represent a number of difficulties when providing RAG assessments. For these indicators we are tracking local data on a quarterly basis and these indicators are showing significant trends both locally and nationally (upwards for social services indicators and downwards for exclusions). RAG assessment is based on comparison to national average but we only have the national benchmarks available on an annual basis. For these indicators the RAG assessment is therefore based on our current quarterly level compared to the most recently published national benchmark, which is the year 2008/09. New national data for 2009/10 will be available in late September for social services related indicators which may result in a revision to RAG assessments for these indicators.

		RAG Ratings
Green	★	Performance exceeding local targets where set or significantly better than most recently published national average
Amber	●	Performance not significantly different most recently published national average or close to but not exceeding local targets
Red	▲	Performance significantly behind local targets where set or significantly worse than most recently published national average
N/a		Data not available in order to assess performance (e.g. no specific target set and/or awaiting national comparative data)
		DoT Ratings
	↑	Improvement in performance or change in activity levels with a positive impact on budgets and resources
	↓	Fall in performance or change in activity levels with a negative impact on budget and resources
	↔	No change in performance or activity levels

KCC Core Monitoring

Group Managing Director's Commentary

This is our first Core Monitoring report for 2010/11, including information for the first financial quarter, up to the end of June 2010.

The publication of this report is part of our transparency agenda, making the information and data we use as an organisation more open to public scrutiny. We are interested to hear what residents think of this information and how we could improve it, to make it easy to understand and relevant.

Some key highlights from this quarter's report are:

Services for all residents

- Residents are making good use of our new Gateway facilities, based in central retail locations, and transaction levels at our 7 outlets have been over 100,000 for both of the last two quarters
- As part of our 'find and fix' programme, response times for Highway repairs has worsened in the quarter, and we ask residents to be patient as our comprehensive programme systematically works its way to every road in the county that needs attention
- The amount of household waste in Kent continues to reduce
- Recycling levels in Kent have fallen back after years of increase, but diversion of waste from landfill continues to improve
- The level of serious injury due to road traffic accidents continues to reduce ahead of the challenging targets we have set
- The level of library visits has held up well despite a number of temporary closures to various libraries due to refurbishment as part of our modernising libraries programme

Children and young people

- Kent children are now performing well at Foundation stage and for GCSE their performance continues to exceed the national average
- We need to do more to help improve exam results for children from poorer backgrounds who receive free schools meals
- We continue to experience increasing rates of referrals to children social services
- We have exceeded our target for take up of Apprenticeship offers
- Less young people are becoming involved in crime and being referred to the youth justice system

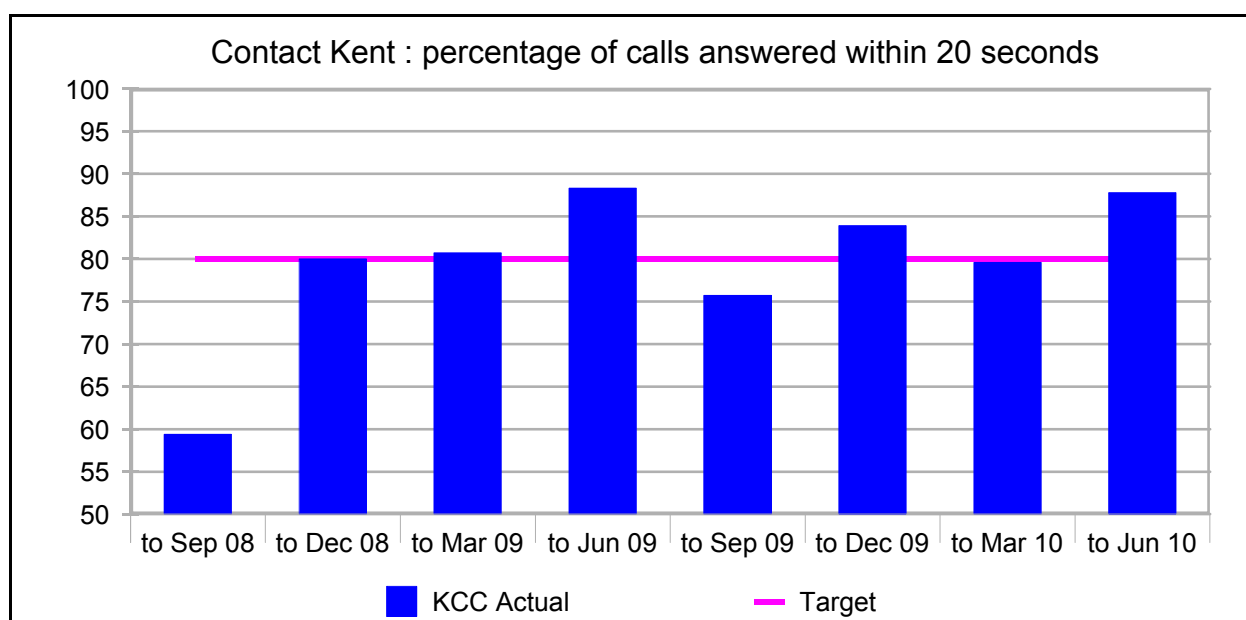
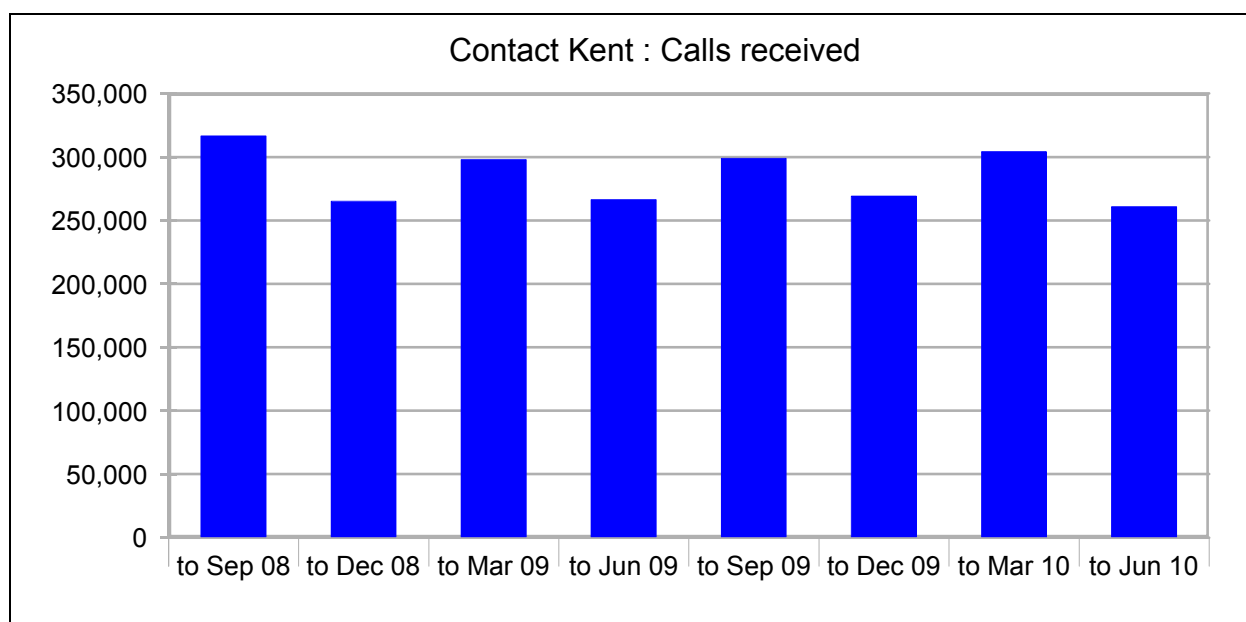
Services for adults and older people

- Adult education enrolments are exceeding target
- We continue to deliver more personalised adult social services with the successful roll-out of Self Directed Support, giving people control and choice over the support we provide, through the allocation of Personal Budgets
- We are experiencing upward demand to support older people who require nursing care but this is within affordable budgeted levels, and expected due to demographic changes
- Similar pressures are being experienced for clients with learning disability who require residential care

Businesses and the economy

- We continue to work hard on our Backing Kent Business campaign to help support local businesses through the worst recession seen in decades
- Unemployment levels are finally starting to show signs of reducing, both nationally and in Kent, with the UK economy in the last quarter experiencing its strongest level of growth in nine years.

**Katherine Kerswell
Group Managing Director
Kent County Council**



	Current RAG	Previous RAG	Current DoT	Previous DoT
Calls answered within 20 seconds	★	●	↑	↓

Comments :

Contact Kent performed well in the quarter ended June 2010 with 87.8% of calls answered within 20 seconds. A total of 260,794 calls were received. The services with the highest volumes of calls received were Libraries, Highways and Registrations.

In the previous quarters to September the call answering target has not been met and this has been combined with higher call levels. However, performance over the last year has shown an improvement over the previous year and we are optimistic of achieving the call answering target for the quarter to September 2010.

Gateways

Transactions	Apr – Jun 09	Jul - Sep 09	Oct – Dec 09	Jan – Mar 10	Apr – Jun 10
Ashford	6,875	8,893	8,461	8,829	11,126
Dover	*	5,944	8,239	11,514	11,780
Maidstone	10,938	12,035	10,576	13,244	12,652
Tenterden	4,670	5,291	4,534	4,633	6,030
Thanet	27,958	25,152	21,835	29,807	33,586
Tonbridge	*	10,381	9,246	15,991	17,640
Tunbridge Wells	14,799	14,720	11,927	17,516	13,409
TOTAL	65,240	82,416	74,818	101,534	106,223

* Dover and Tonbridge Gateways opened in July 2009.

Variations between quarters reflect seasonal variations and other changes to services offered/advertised at any given time.

Footfall	Apr – Jun 09	Jul – Sep 09	Oct – Dec 09	Jan – Mar 10	Apr – Jun 10
Ashford	14,605	16,341	16,607	17,495	22,103
Tenterden		47,883	59,653	61,209	56,940
Thanet	107,570	116,483	99,386	109,813	104,764
Tunbridge Wells			27,840	34,018	30,952
TOTAL	122,175	180,707	203,486	222,535	214,759

The Tunbridge Wells footfall counter was installed in September. Counters are not currently installed at Maidstone, Dover or Tonbridge. Thanet and Tenterden Gateway footfall includes library visitors but library transactions are not counted under Gateways.

	Current RAG	Previous RAG	Current DoT	Previous DoT
Roll out of the Gateway programme	★	★	↑	↑

Comments :

Gateways have had a busy quarter with transaction levels showing their highest level to date. Many transactions are processed through the Meet and Greet function (26%) or as routine transactions (27%). The benefits section takes the most specific enquires (36%). In the last quarter areas showing increased transaction levels include working and learning (up to 9.5% from 6.4%) and self-help (up to 10.6% from 8.6%).

Gateway is working with Gravesham Borough Council to develop the Gravesend Gateway at the Civic Centre, which is expected to open in autumn 2010.

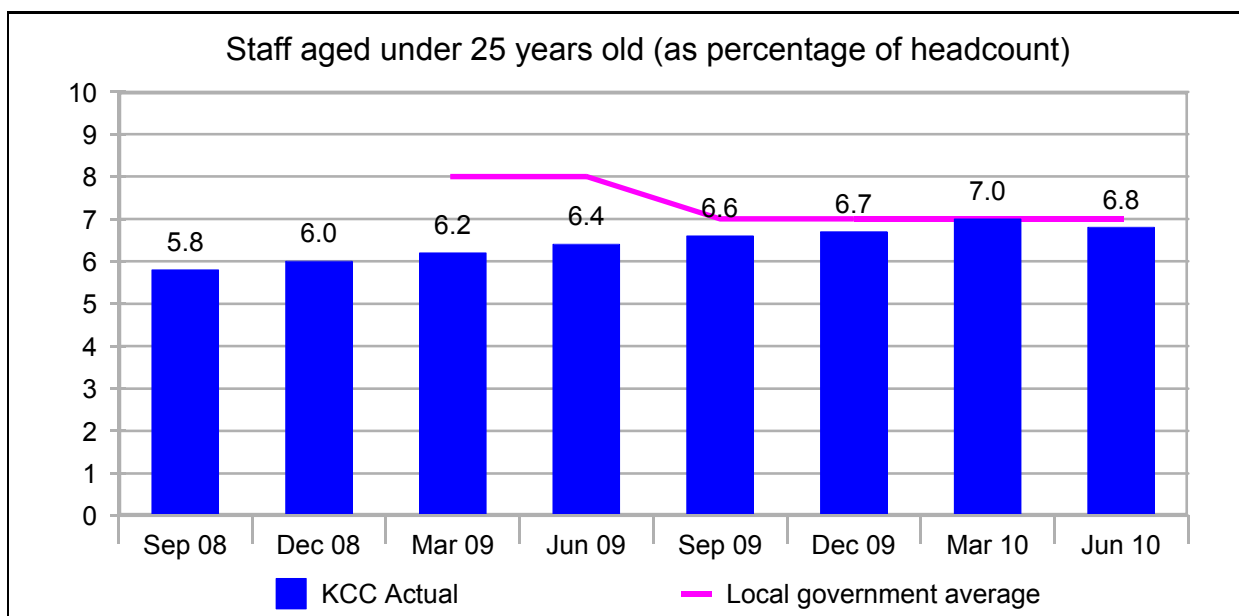
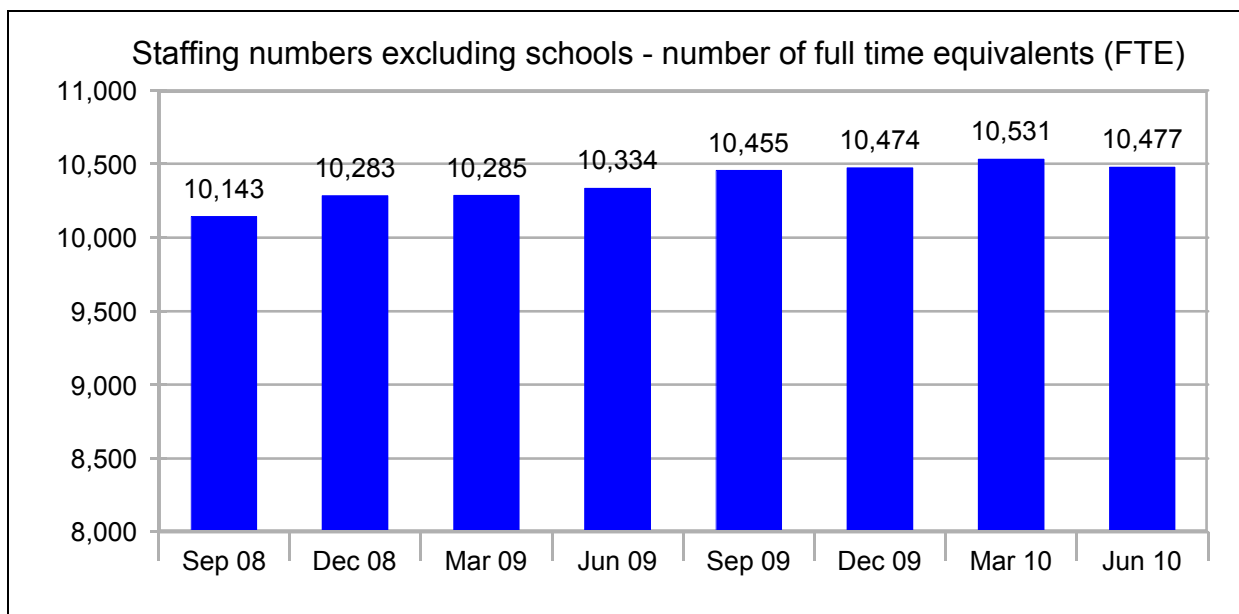
Compliments/Complaints

Data for April to June 2010

Service area	Compliments	Complaints
Kent Highway Services	124	534
Environment & Waste	494	103
Adult Social Services	26	139
Children, Families & Education	14	131
Arts Development	17	0
Community Learning & Skills	14	32
Community Safety	25	2
Emergency planning	4	0
Drug & Alcohol Action Team	0	1
Kent Volunteers	0	0
Kent Scientific Services	3	4
Libraries & Archives	85	45
Registration & Coroners	26	0
Sport, Leisure & Olympics	6	0
Supporting Independence Programme	5	1
Supporting People	4	8
Trading Standards	6	5
Youth Offending Service	0	2
Youth Service	500+	5
Commercial Services	13	0
Media Centre	12	1
Finance	0	1
Legal and Democratic	34	0
Risk Management & Insurance	2	96
Personnel	2	4
Property	1	5
Public Health	0	0
Regeneration & Economy	1	2
Strategic Development & Public Access	0	0
Strategic, Economic Development & ICT & Policy	8	3
Strategic procurement	0	0

A quarterly report on Compliments and Complaints is being prepared and will reported seperately. This will include:

- What we are doing well
- Trends in complaints
- Action we are taking to resolve complaints
- Performance against our acknowledgement and response standards
- Compensation paid
- Ombudsman complaints.



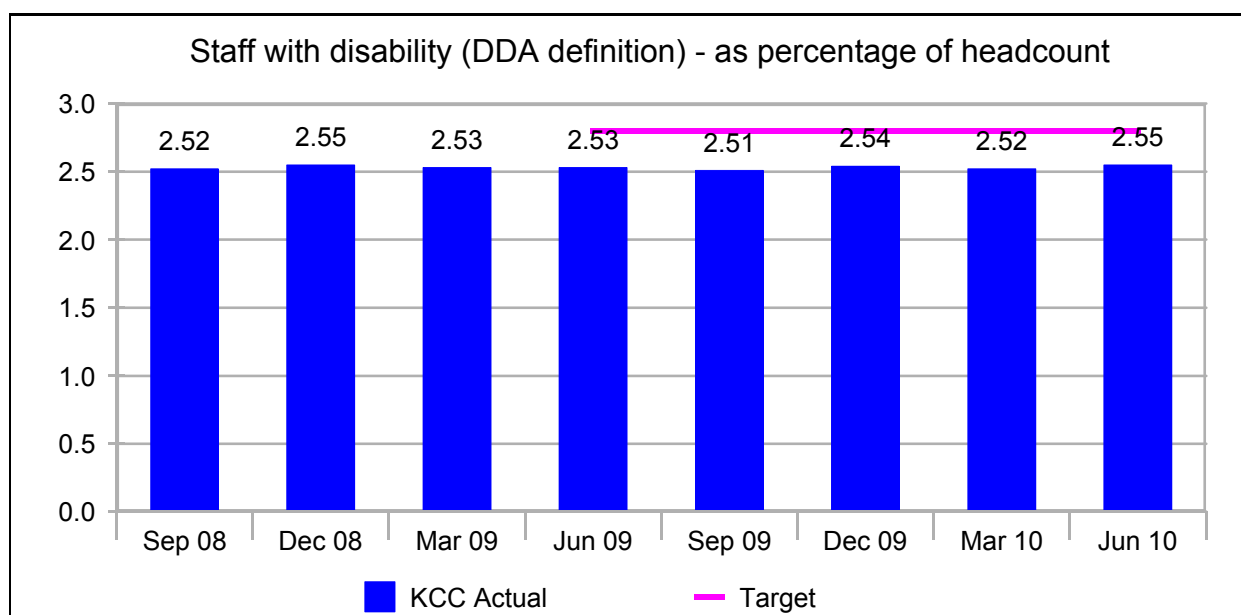
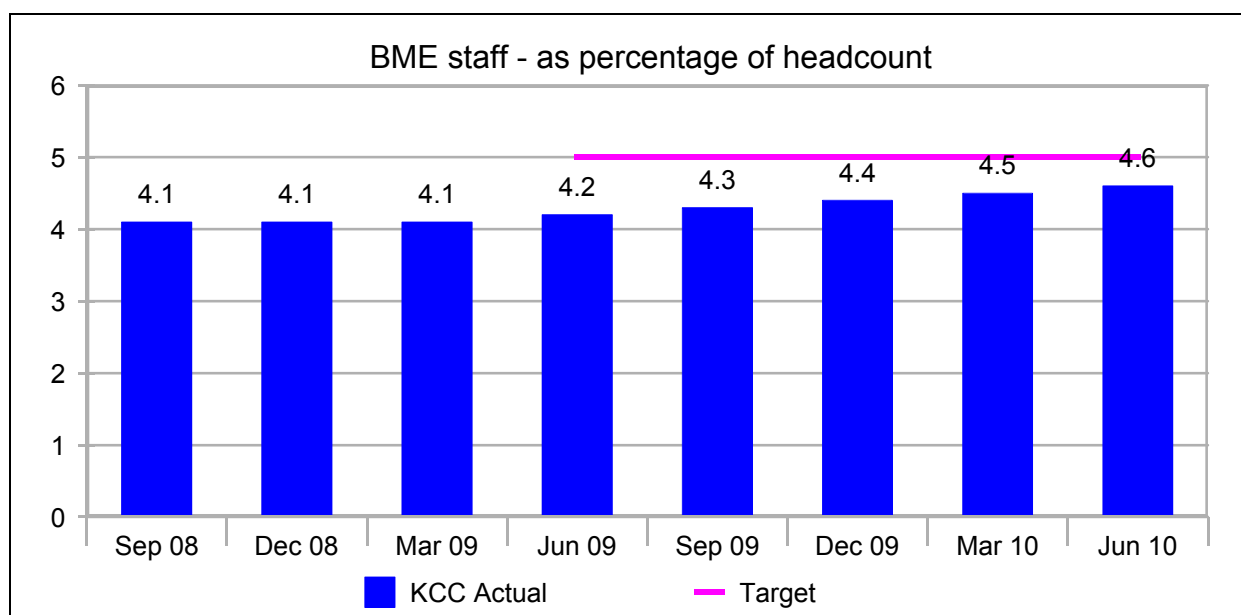
	Current RAG	Previous RAG	Current DoT	Previous DoT
Staff aged under 25	●	●	↓	↑

Comments :

Staffing levels have been slowly increasing in the past due to posts being funded by additional external funding, with core staff levels reducing over time.

The most recent quarter shows a drop in staffing levels as funding becomes reduced and the council prepares for further funding reductions in the years to come.

The council has performed well in attracting more younger people into the workforce, including young apprenticeships. Kent now performs close to the local government average of 7% of staff aged under 25 years old, but still has some way to go if we wish to match the rate in the general economy, which is 15%.

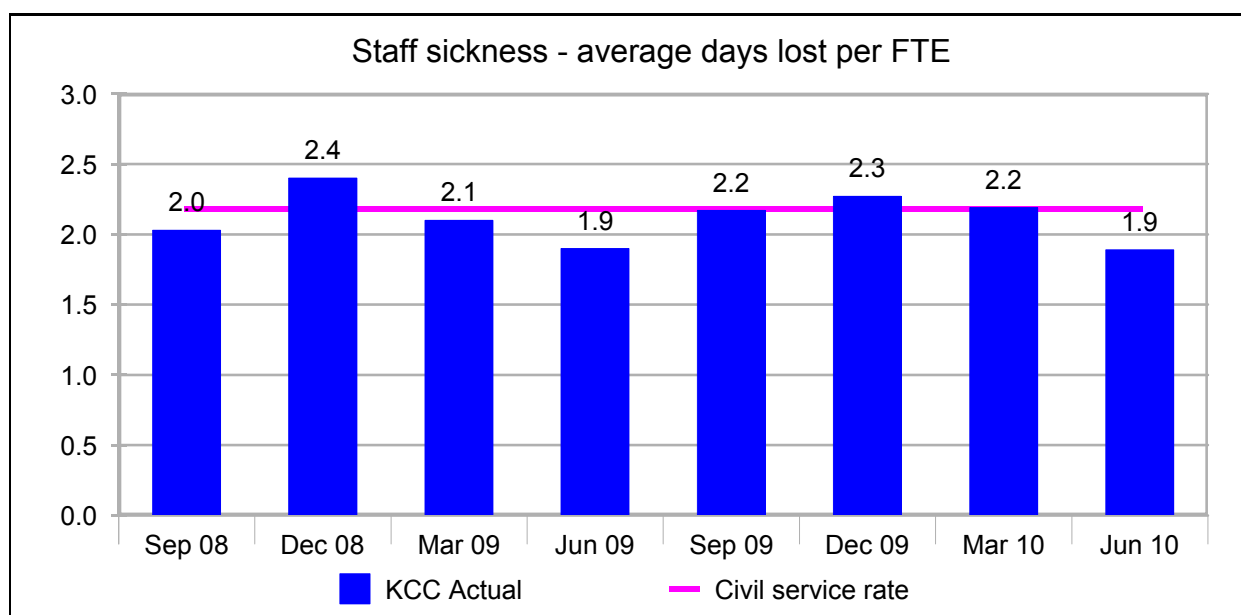
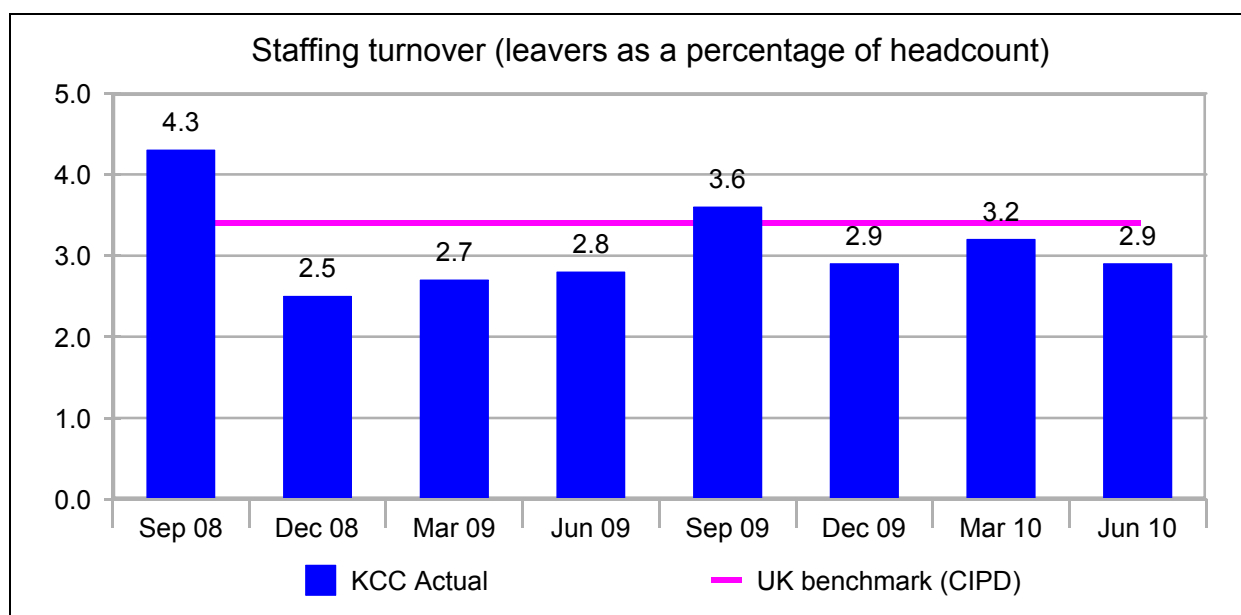


	Current RAG	Previous RAG	Current DoT	Previous DoT
Staff from BME groups	●	●	↑	↑
Staff with disability	●	▲	↑	↓

Comments :

Good progress is being made on attracting and retaining staff from black and minority ethnic groups with numbers continuing to increase.

Less progress is being made in relation to staff with disability with numbers not changing significantly in the last two years. Performance has however improved marginally in the last quarter and is within tolerance levels of the challenging target that we have set.

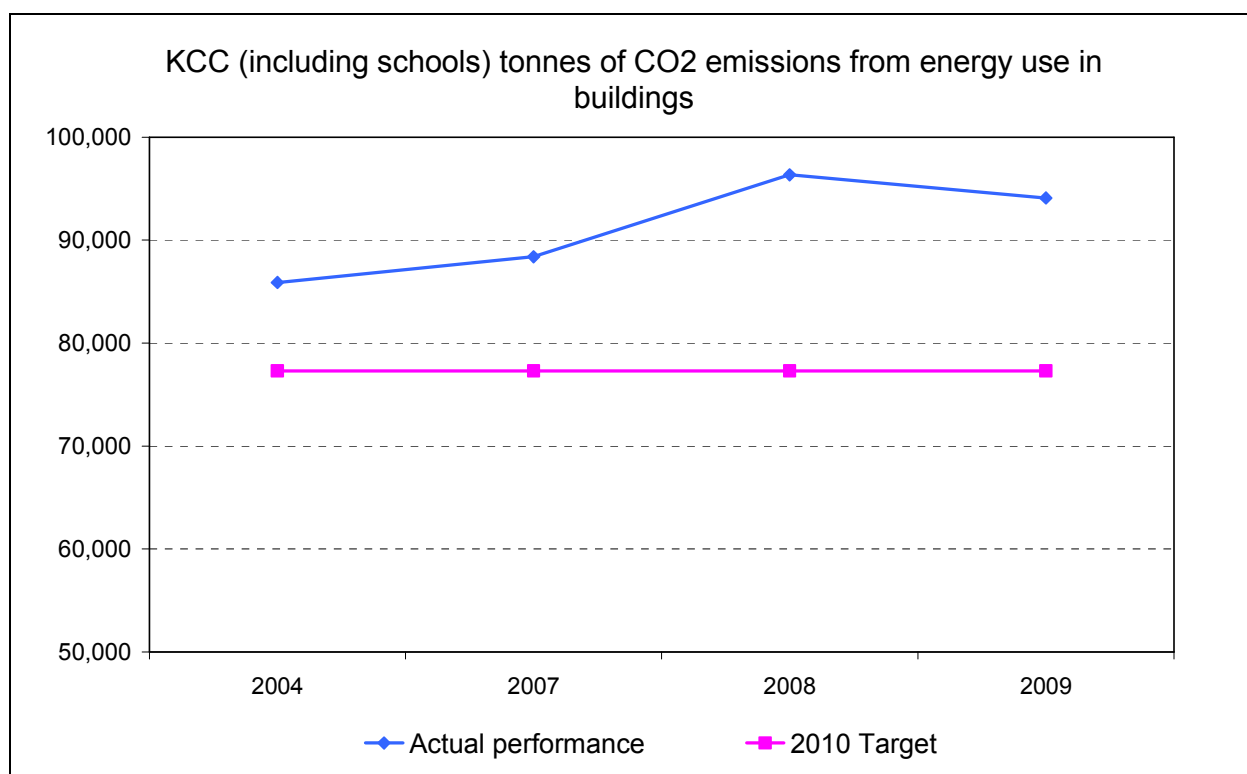


	Current RAG	Previous RAG	Current DoT	Previous DoT
Staff turnover - leavers	●	●	↓	↑
Staff sickness	●	●	↑	↑

Comments :

Staff turnover was 12.4% in financial year 2009/10, down from 12.6% the year before. This compares to a UK rate of 13.5% (Source: Chartered Institute of Personnel and Development). Staff turnover is an indicator where a value neither too high nor too low is preferred. The DoT rating shows whether the rate has increased or decreased and this does not imply these movements are either good or bad.

Sickness days in the last 12 months have averaged 8.6 per full time employee which is slightly up from the position a year ago. This compares to an average of 8.7 for the national civil service.



	Current RAG	Previous RAG	Current DoT	Previous DoT
CO ₂ Emissions	▲	▲	↑	↓

Comments :

KCC has a Towards 2010 target for a 10% reduction in emissions from 2004 levels by 2010. This target has not been met, and in fact a growth in emissions has been seen, primarily due to a 50% increase in electricity use in the schools estate.

The increase in emissions is due to several reasons which include:

- Increase in physical estate (additional school buildings) e.g. Children's Centre Programme
- Significant increase in use of ICT in schools (ongoing)
- Longer 'hours of business' across KCC e.g. Extended Schools Programme
- New schools with higher energy use than those they replace

More than ever, a step change approach is now needed in energy and carbon management if the upward trend in energy demand and carbon emissions is to be reversed or even stabilised. Further options to take renewed action for the future are currently being explored.

Environment, Highways and Waste

Managing Director's Commentary

This report sets out how the EHW directorate has performed in a number of key service areas covering waste disposal (recycling levels and diversion from landfill), highway and streetlight repairs, traffic congestion management and road accident casualties.

This is only a snapshot of the diverse range of services and initiatives for which the directorate is responsible. Among these other areas of responsibility is the promotion of strategic transport improvements, where we are pressing the new government hard for decisions on a new lower Thames road crossing to relieve the chronic congestion at Dartford, and to act as a catalyst for much needed economic growth. We are lobbying the new government to help bring closure to the long-running problems of Operation Stack, and have met with ministers to press for improvements to rail services, especially retention of longstanding rail services which have suffered following the introduction of High Speed 1. In the area of planning and environment, we celebrated the government's rejection of a rail freight depot near Maidstone, which this directorate also strongly opposed with evidence to last year's public enquiry.

Commenting specifically on the core monitoring performance charts for EHW, overall tonnage of **household waste** managed in Kent continues to fall. Predicting how long this beneficial trend will continue is inherently difficult due to the range of variables involved. There is some evidence the downward trend is levelling out, and we actively monitor tonnage monthly and constantly test the accuracy of our forecasting.

While recycling and composting levels for household waste have fallen back very slightly after years of increase, we continue to make dramatic progress in reducing the amount of waste sent to landfill sites. This has approximately halved in six years, benefitting both the environment and the costs of waste disposal to the Kent taxpayer. In East Kent we have been pursuing a ground-breaking venture with the four districts of Thanet, Shepway, Dover and Canterbury City Council to bring together all the waste collection, processing and disposal activities into a single set of arrangements. This joint working delivers savings for all parties and will contribute to a significantly improved level of recycling in East Kent over the coming years. We believe this joint KCC/district approach to waste management is the way forward elsewhere in the county.

The handling of waste has in recent years become a complex and sophisticated business, unrecognisable from years ago and heavily influenced by government regulation, targets and incentives. On the horizon is a requirement for the UK to bring into domestic legislation, by the end of 2010, a revised EU Waste Framework Directive. This will have a number of impacts on KCC and district collection authorities, including increased rigour around separate collections of certain waste streams and the requirement to reach a 50% recycling level by 2020.

Kent Highway Services has undergone significant organisational change in recent years, and the focus is now heavily on cultural change which places customer satisfaction and value for money outcomes at the centre of everything it does.

Major efforts are being made to tackle the widespread damage to the highway network caused by last year's prolonged severe weather, especially by the freeze/thaw effect which causes potholes. The backlog of repair work built up over this period is being

comprehensively addressed through the **'find and fix'** initiative of systematically working through every road in the county in need of attention. We anticipate completing 'find and fix' around the end of September. The county council's commitment to this work, and the additional funding provided, appears to have been gone down well with the public and improved the perception of the services provided by KHS. It is expected that average highway repair times will return to normal levels once this peak of repairing winter defects is passed.

Performance by KHS in repairing **streetlights** is now consistently beating the target of 90% within 28 days, which is an impressive turnaround. EDF's performance with streetlights within their area of responsibility has also improved significantly but remains below target. Work is ongoing to further reduce our reliance on EDF.

The performance measure for **average journey times** remains within target. We are expanding the traffic centre management infrastructure to Canterbury and Gravesend. Congestion management is assisted by efforts at more 'sensitive' road works programming and control. Kent is one of the first authorities to implement new government powers to control roadworks carried out by utility companies, aimed at minimising the congestion they cause and improving their timeliness and safety.

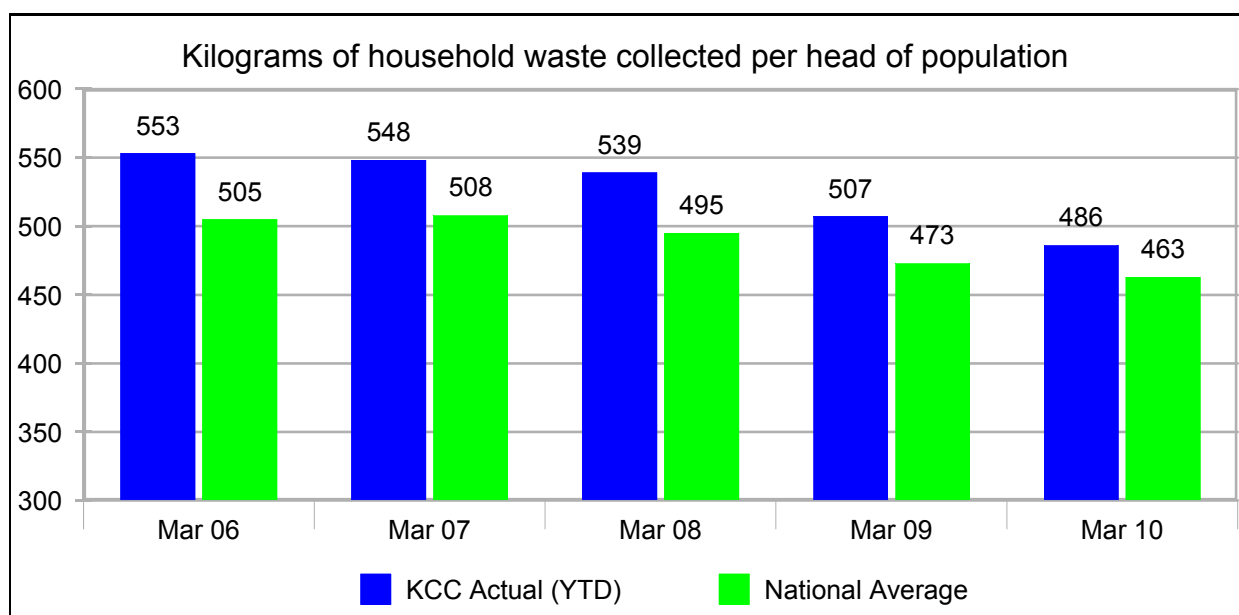
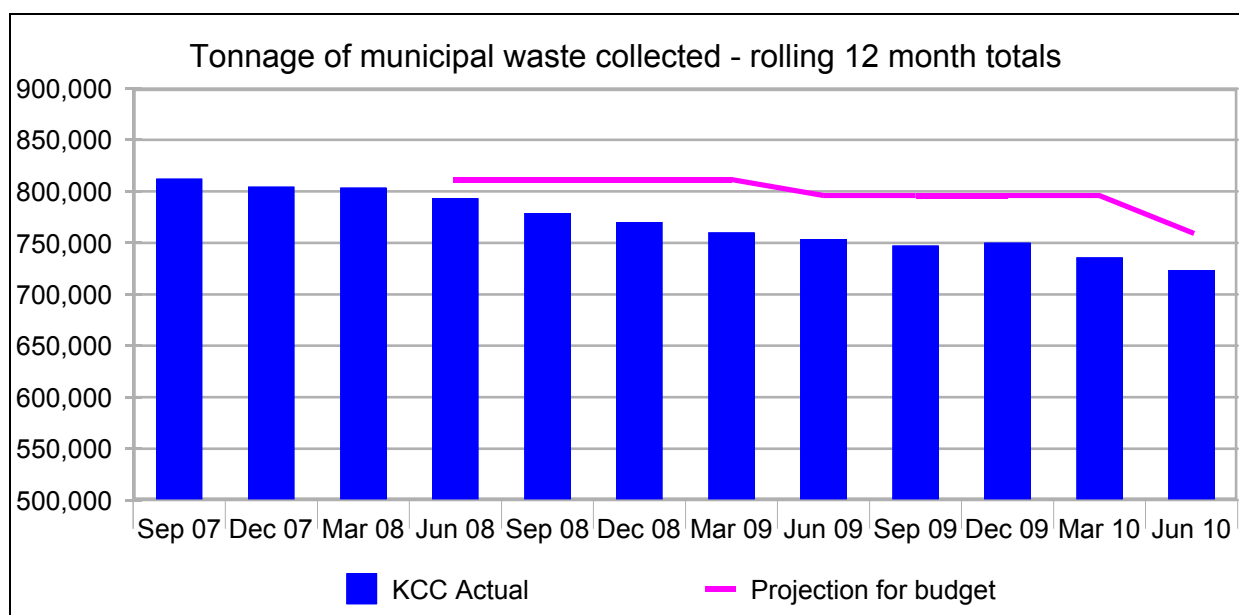
A further contributor to reduced congestion is the popularity of the **Freedom Pass** for young people, allowing unlimited bus travel in return for a £50 initial purchase. Take up and usage has exceeded expectations. This success contributes to the council's objectives but does create an in year budget pressure.

Delivery is well underway, and on programme, with one of KHS's largest ever programmes of **new road infrastructure**, with major schemes under construction in East Kent, Sittingbourne, Queensborough/Rushenden and Ashford. The number of people killed or seriously injured on Kent's roads continues to be better than target and than the national average.

Looking ahead, we are on target to procure a new **highways maintenance contractor** in 2011. The current provider, Ringway, is not on the list of contractors with whom we are in 'competitive dialogue', meaning that Kent will be working with a new maintenance contractor for the first time since 1999 when the in-house contracting arm was outsourced. There has been much interest from the market for one of the largest highway maintenance contracts in the country.

Following the worst winter in recent times, a fundamental review has been carried out of the **winter service** operational arrangements and policies. Consultations took place with KCC members, district and parish councils and community groups. A number of important changes are planned in readiness for the forthcoming winter, including a better, more community based approach to clearing snow from footways and how residents and businesses are supported with salt bins and supplies of salt in winter emergency situations.

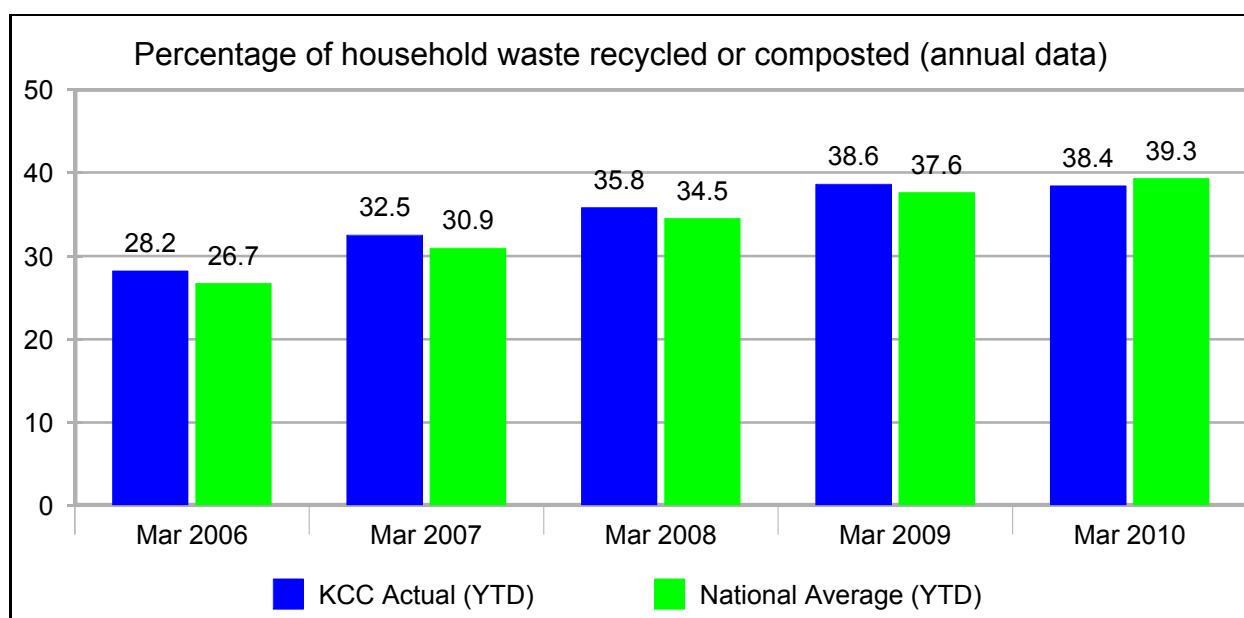
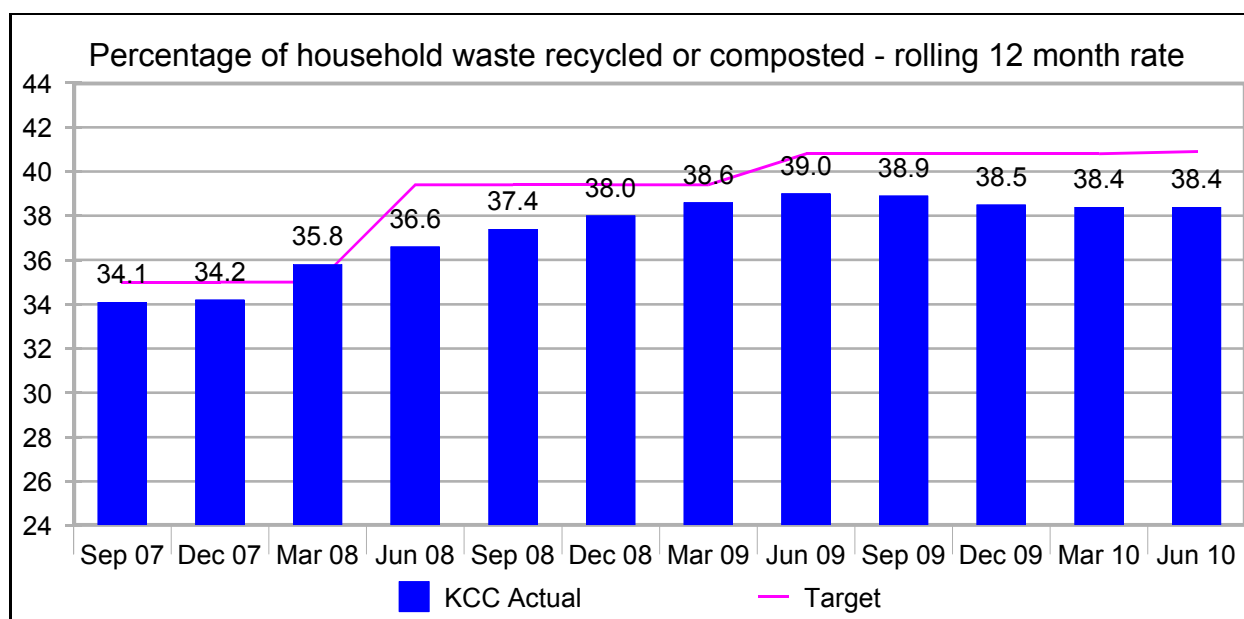
Mike Austerberry
Managing Director
Environment, Highways and Waste



	Current RAG	Previous RAG	Current DoT	Previous DoT
Municipal waste collected	★	★	↑	↑

Comments :

Overall tonnage of municipal waste managed in Kent continues to fall. The amount of household waste collected, which accounts for over 90% of municipal waste, measured on a per capita basis is moving closer to the national average.

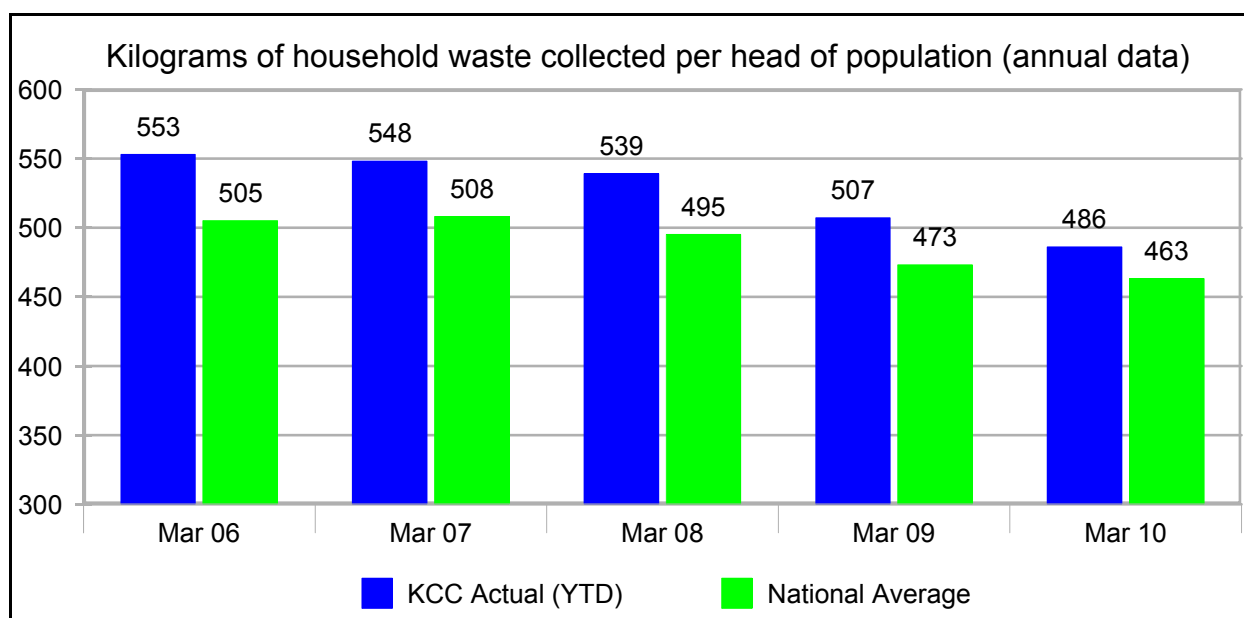
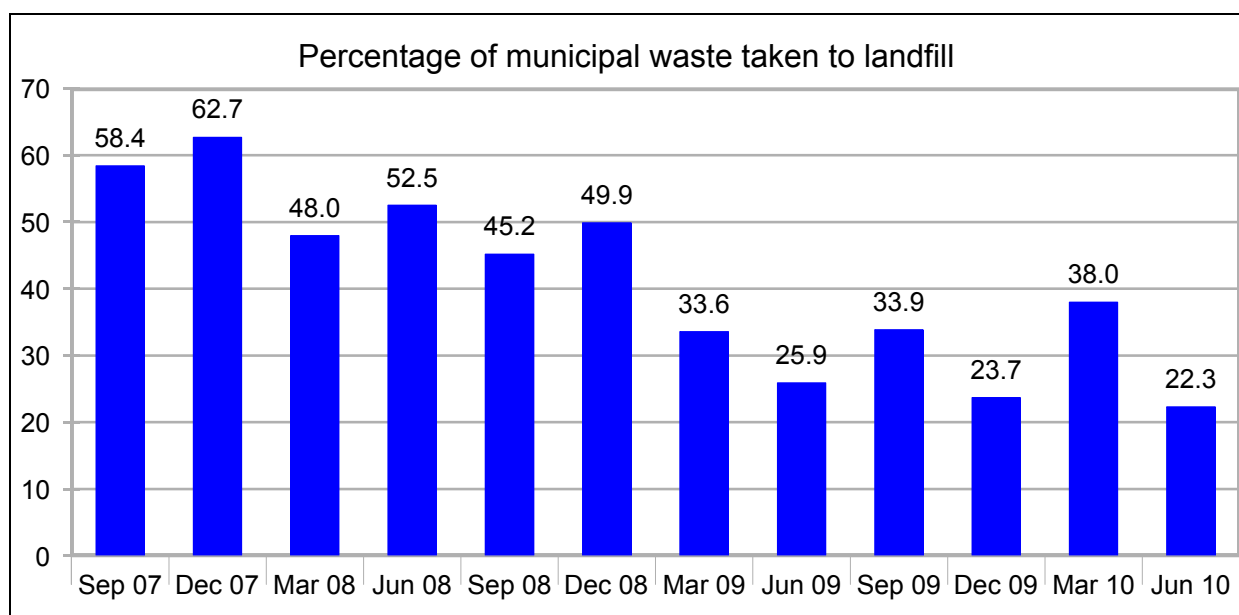


	Current RAG	Previous RAG	Current DoT	Previous DoT
Waste recycling	●	●	↔	↓

Comments :

The percentage of recycling in Kent has levelled in the last year. Various factors have contributed to this including: a reduction in the amount of waste produced including the amount available for recycling; limited additional recycling services provided by the Districts; the impact of the recession on recycle markets; and the increased level of reporting by recycling plants relating to un-marketable materials and materials collected by the public that are not fit for recycling.

However, overall recycling performance will improve in the future through the planned roll-out of new recycling services for the four East Kent Districts (generating an expected increase in overall performance from around 39% to 42% by 2013). In addition, Maidstone, Ashford and Swale BC's waste collection contracts are to be re-let in 2013, providing additional potential for an increase in recycling.

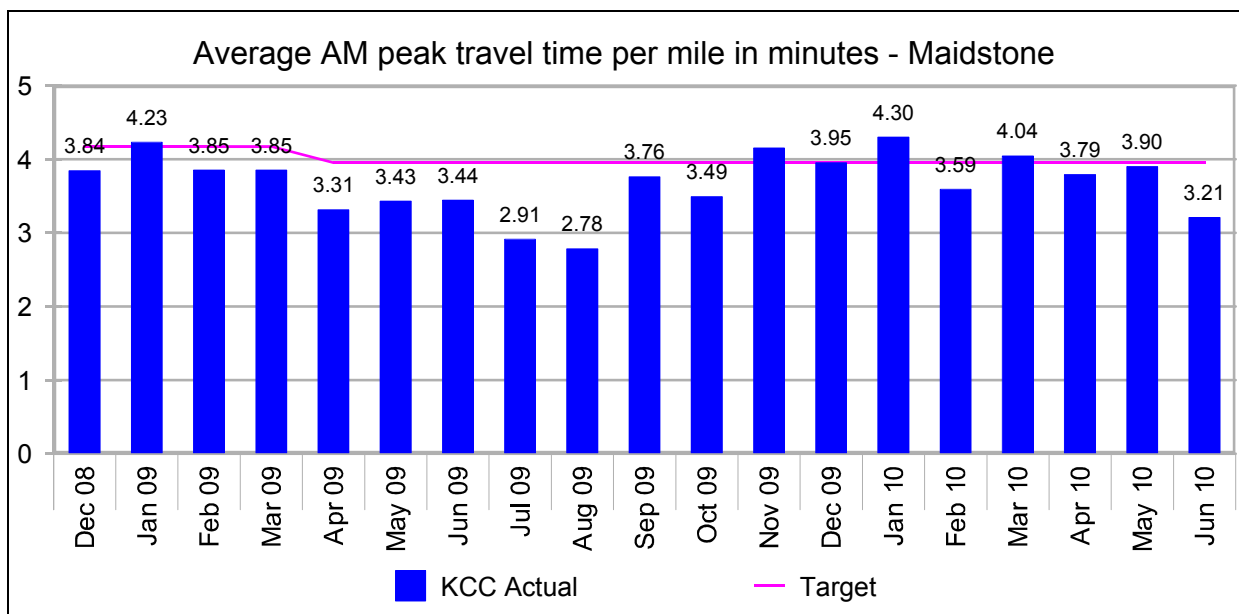


	Current RAG	Previous RAG	Current DoT	Previous DoT
Municipal waste taken to landfill	★	★	↑	↓

Comments :

Diversion from landfill, a key performance measure given the impact of the landfill tax, is showing a significant improvement in 2009/10 compared to 2008/09 (percentage of municipal waste taken to landfill down from 46% to 30%), placing Kent well ahead of the national average. This improvement is largely due to diversion of waste from landfill to the Allington Waste to Energy Plant. A reduction in the amount of municipal waste taken to landfill reduces waste management costs for the Kent taxpayer.

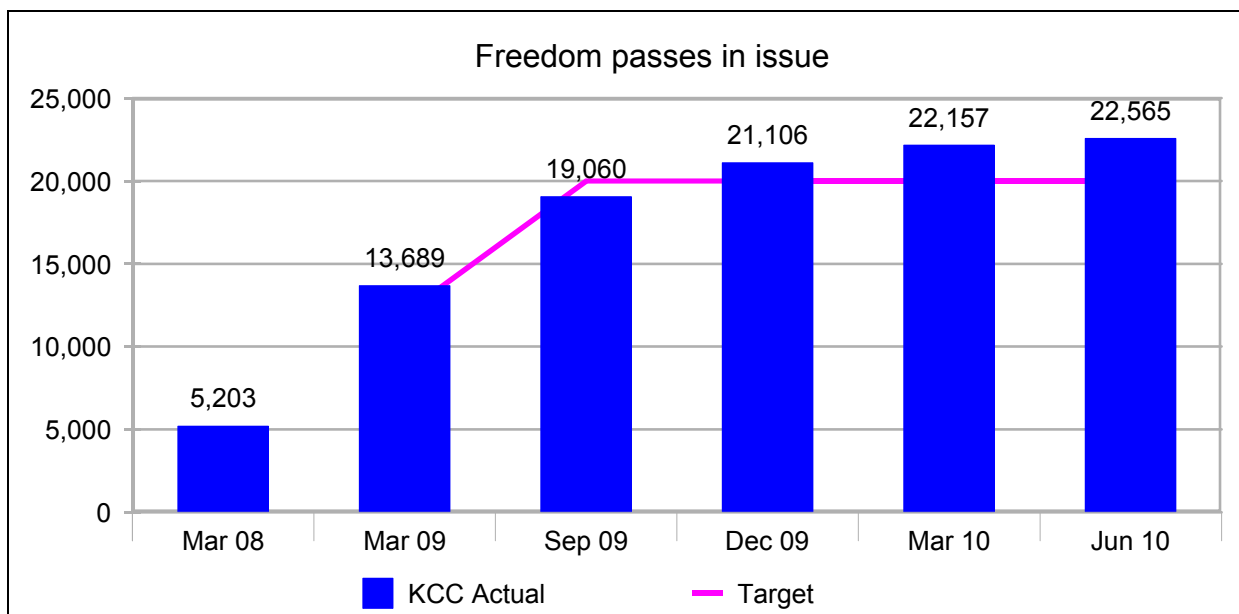
A further 10% reduction in waste going to landfill is forecast during 2010/11, and plans are in place to reduce it to 15% by 2013/14. The aspiration is to reach a target of not more than 10% of municipal waste being landfilled by 2015/16.



	Current RAG	Previous RAG	Current DoT	Previous DoT
Congestion - Maidstone	★	●	↑	↓

Comments :

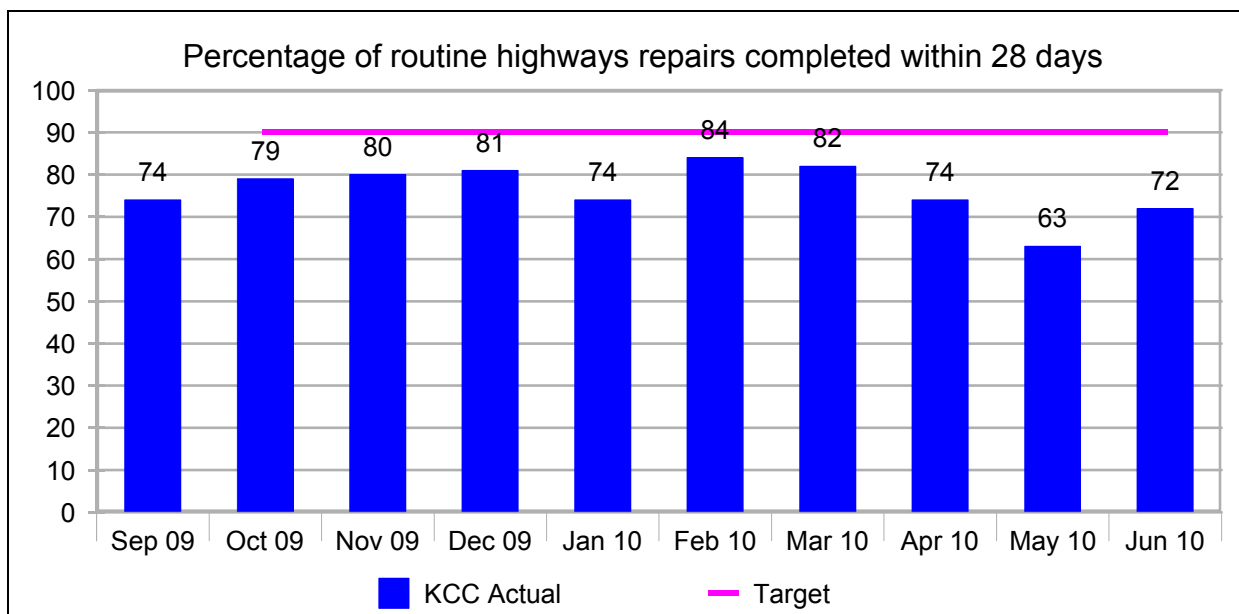
Congestion levels fluctuated around the target line during the winter months caused by the poor weather and significant road works in the Town. This target line is based on a 10% reduction on the baseline prior to investment in the Traffic Management Centre and the infrastructure that enables active intervention to ease congestion. It is critical that KHS continue to demonstrate a rate of return on this investment as these tools are rolled out to Canterbury and Gravesend. There may however be months where roadworks or abnormal peak demand cause a rise above the pre-investment target.



	Current RAG	Previous RAG	Current DoT	Previous DoT
Freedom pass	★	★	↑	↑

Comments :

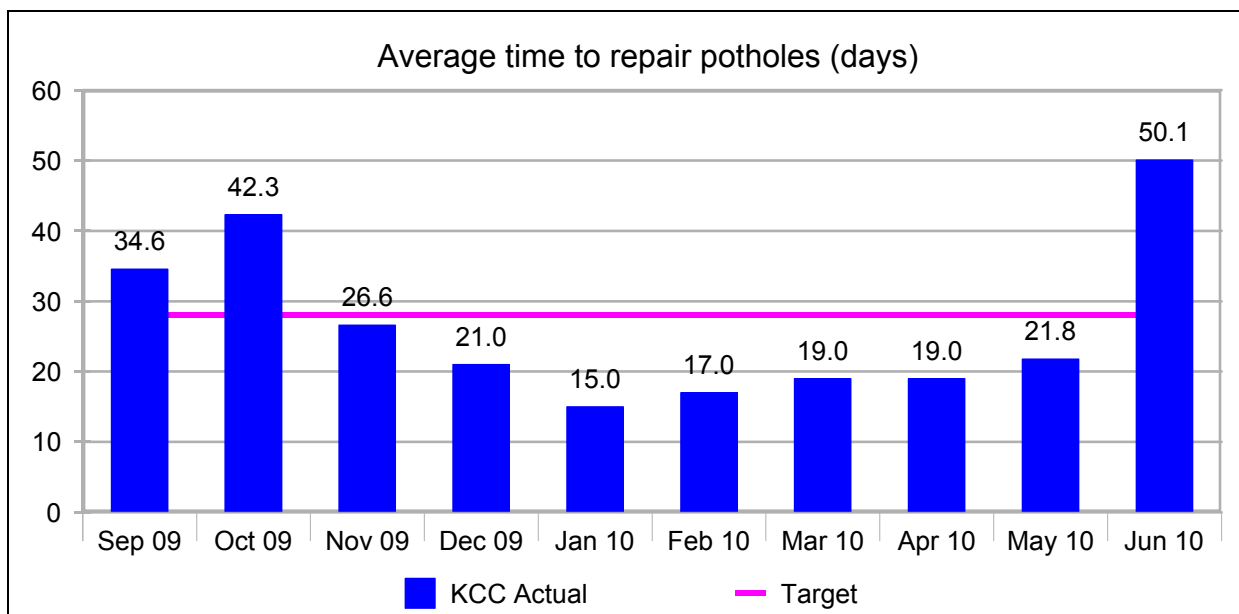
The Freedom Pass continues to be a success with take up rates exceeding targets. Surveys at schools with a high take up of the pass have shown a 2-6% reduction in journey times and a 30% reduction in the usage of the car as the primary mode of travel to and from schools. This success contributes to the county council's objectives but creates an in-year budget pressure.



	Current RAG	Previous RAG	Current DoT	Previous DoT
Routine repairs	▲	●	↓	↑

Comments :

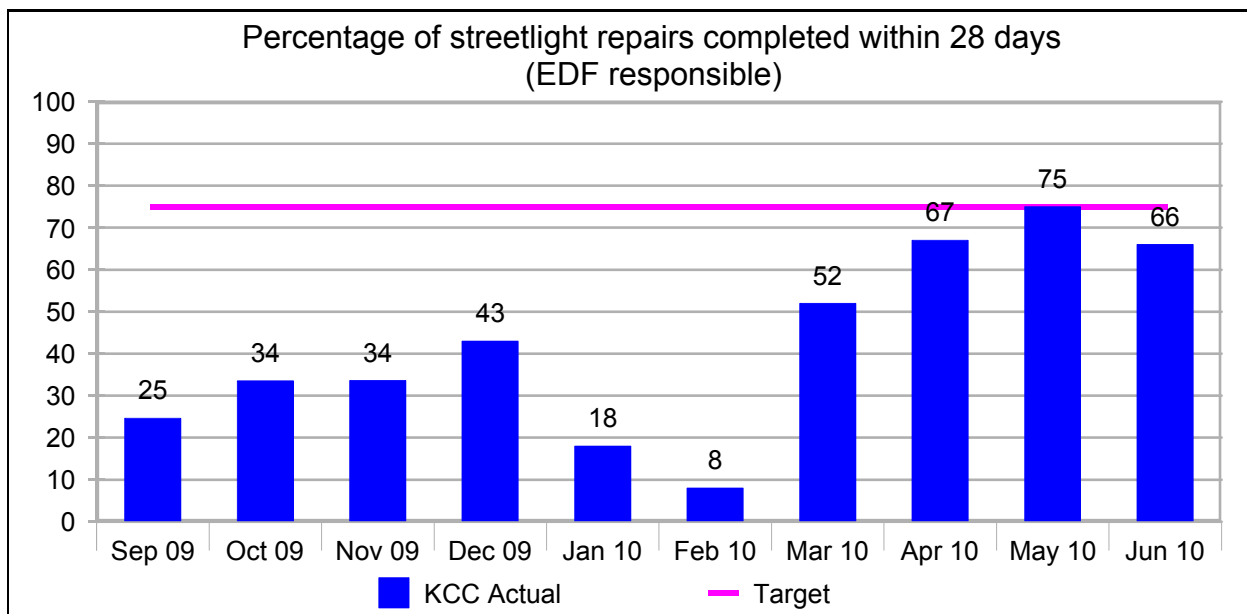
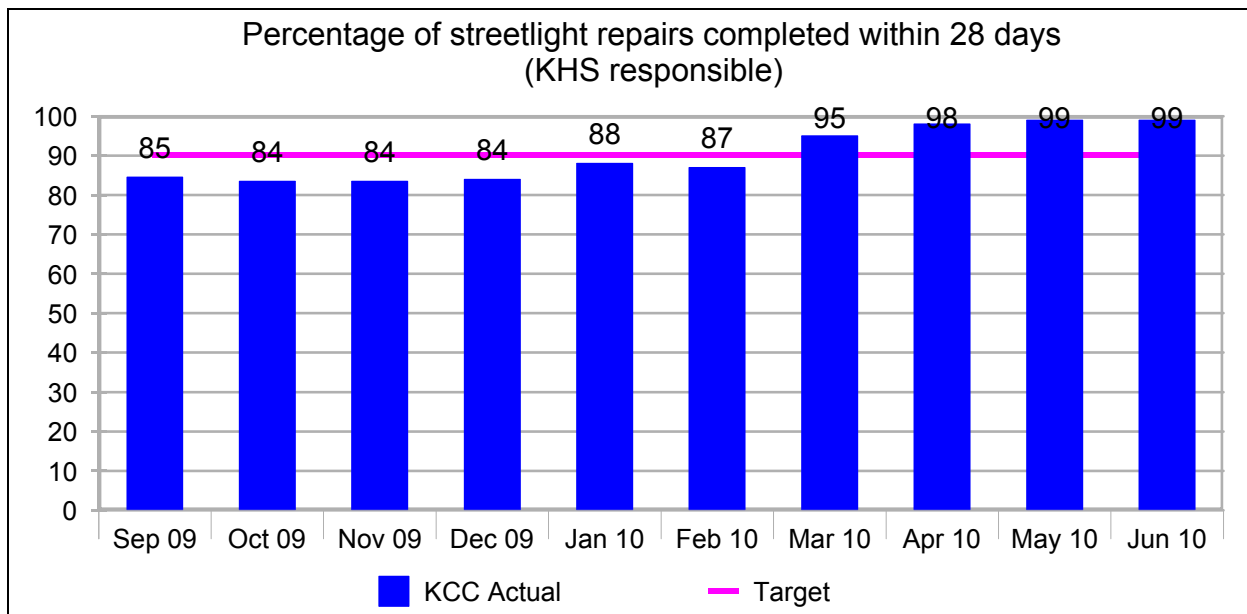
This indicator measures response times for routine highways repairs including potholes (which are also shown separately below). Although performance in this area is shown as below target, this in part reflects an anomalous statistical effect of the recent sustained effort to tackle the large backlog of defects which accumulated over the winter months. Defects are now being fixed which have been known about for some time, thus increasing the overall average time to repair. Over the summer months, as the backlog is eliminated and fewer defects reported, the average repair times are expected to return to previous better performance.



	Current RAG	Previous RAG	Current DoT	Previous DoT
Pothole repairs	●	★	↓	↑

Comments :

The recent find and fix process for highway maintenance repairs has delivered significant improvements to the network. However the approach of undertaking all repairs in a road in one visit on a systematic basis has slowed the overall reaction time. As explained in the commentary above, there is an anomalous statistical effect of a concerted effort to clear the potholes backlog, which pushes KHS above target by bringing into the statistics jobs which were reported a while ago. This is likely to be the case for the next couple of months while the find and fix initiative completes its task.

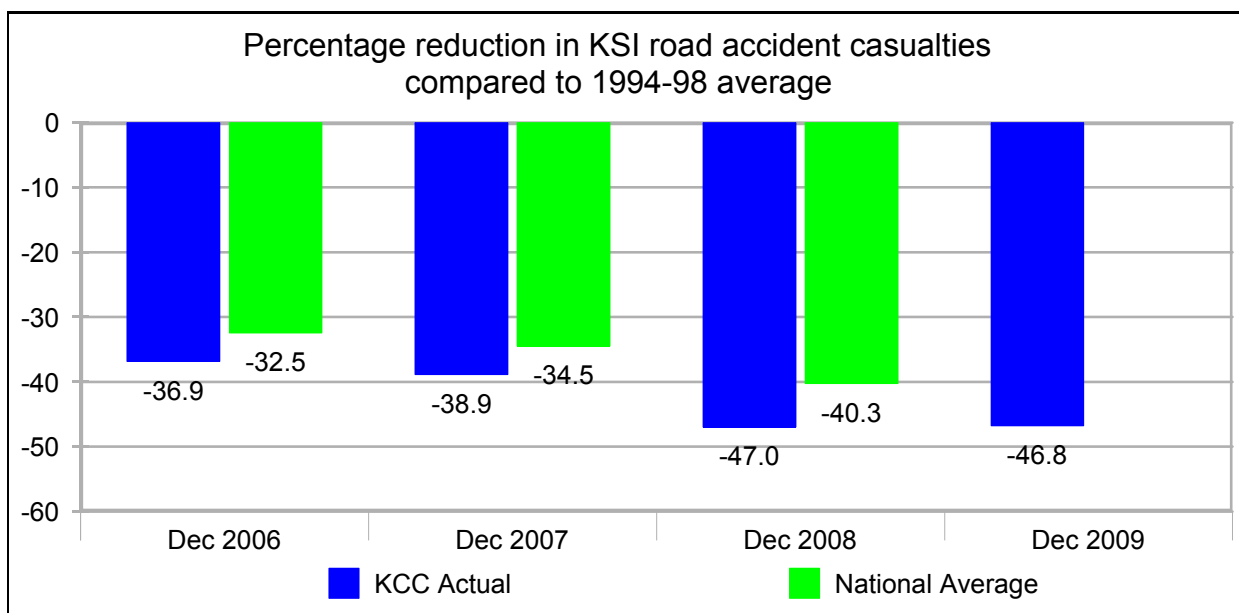
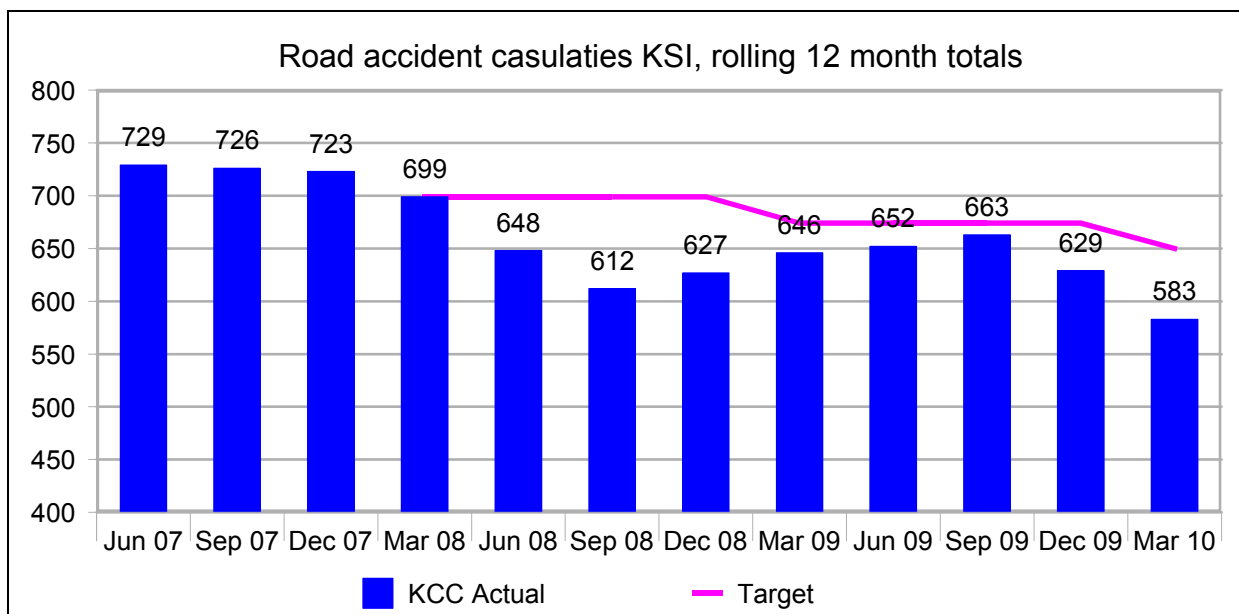


	Current RAG	Previous RAG	Current DoT	Previous DoT
Streetlight repairs - KHS	★	★	↑	↑
Streetlight repairs - EDF	●	▲	↑	↑

Comments :

Streetlight repair times continue to improve. The great majority of streetlight repairs fall with the responsibility of KHS, who exceeded the target every month this quarter.

Where the responsibility falls to EDF, the target was met in May and performance is significantly improved compared to the last quarter. The key improvement from a customer perspective is KHS identify quickly which faults require EDF input and placing orders quickly and ensuring EDF meet their service level agreement.



	Current RAG	Previous RAG	Current DoT	Previous DoT
Road accident casualties - KSI	★	★	↑	↑

Comments :

Road accident casualty rates (number of people killed or seriously injured) continue to reduce, remaining both better than target and the national rate of reduction.

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

To: EHW Policy Overview & Scrutiny Committee – 14th September 2010

Subject: EHW Annual Complaints, Comments & Compliments Report 2010

Classification: Unrestricted

Summary: This report informs this Committee of the operation of the complaints, comments and compliments procedure by the Environment, Highways and Waste Directorate between 1 April 2009 and 31 March 2010.

1. Introduction

- 1.1 As the expectations of customers increase and they begin to demand the same levels of service from KCC that they expect and receive from the private sector, Environment, Highways and Waste (EHW) need to actively seek ways to enhance customer service delivery and raise levels of customer satisfaction when they interact with the Directorate.
- 1.2 One mechanism used to review feedback from customers is through complaints, compliments and comments monitoring. This is an important source of 'unsolicited' customer feedback that we have used to demonstrate that we actually listen to and learn from our customers and are striving to continuously improve our customer service delivery whilst maintaining a focus on achieving 'value for money' for our citizens through local government expenditure.
- 1.3 This report provides information on complaints and compliments received during 2009/10 and gives examples of where analysis of the feedback has led to service change across the Directorate. The report also outlines complaint trends, the source of complaints, overall performance on handling complaints, diversity data and an update on Local Government Ombudsman complaints.

2. The number of Complaints received

- 2.1 Across EHW, we received 1641 complaints from April 2009 to March 2010 compared to the same time period in the previous year when we received 429 complaints.
- 2.2 As our two frontline services, Kent Highway Services (KHS) and Environment & Waste (E&W) received the majority of the complaints with KHS receiving 1259 complaints (77%) in 2009/10 and E&W receiving 380 complaints (23%). 2 complaints were received within Integrated Strategy & Planning (ISP).
- 2.3 A number of factors have contributed to the increase in complaint volumes, some of which were outside of our control (the severe weather conditions in December 2009/January 2010 followed by flooding which had a detrimental effect on the quality

of the road surfaces across Kent and led to a significant increase in pothole and flooding related complaints).

- 2.4 We also implemented changes to our complaints process and this coupled with increasing customer expectations as our customers have become more aware of what information they are entitled to access also contributed to an increasing trend in our recorded complaints data.
- 2.5 In April 2009, a revised corporate complaints policy was implemented across KCC with the aim of providing a fair, consistent and simple complaints procedure that our customers could access easily. This was subsequently rolled out across the Directorate and we are now very consistent in the way we capture complaints from our customers.
- 2.6 Although these factors have been largely outside of our control, we have also seen an increase in complaint volumes due to the standard of work completed or where staff have been perceived by our customers as being rude or unhelpful and this is something that we have looked to address in our aim to put our customers at the centre of everything that we do. This is summarised under sections 6 – 7 of this report.
- 2.7 Comments from complaint snippets are outlined in Appendix A.

3. KHS Complaints

- 3.1 During 2009/10, KHS received 1259 complaints compared to the same time period in the previous year when 195 complaints were received.
- 3.2 908 of the 2009/10 complaints (72%) were received at the end of Q3 and into Q4 and were as a direct result of the extremely harsh winter which Kent suffered. The extraordinary weather conditions (which lasted from December 2009 to February 2010) caused severe damage to the Kent road network and KHS, like many other local authorities struggled to manage the subsequent increased weather related faults being reported. These included queries on the winter maintenance policy, pothole related complaints and flooding/drainage issues.
- 3.3 The Contact Centre answered 142,758 Highways calls in 2009/10 of which less than 1% were complaint related. (0.9%)
- 3.4 From December 2009 to March 2010, 6118 of the calls received by the Contact Centre concerned winter maintenance, 8511 related to potholes and 3273 were about drainage/flooding issues. In the same time period, KHS received 908 complaints which equates to only 5% of the winter related calls received.

4. E&W Complaints

- 4.1 During 2009/10, E&W received 380 complaints compared to the same time period in the previous year when 231 complaints were received.

- 4.2 Of the 380 complaints received in E&W, the majority came from two main service areas – Country Parks which received 109 complaints and the Household Waste Recycling Centres (HWRCs) which received 260 complaints.
- 4.3 There were three key issues highlighted through the HWRC complaints received. 152 complaints (40%) related to height barriers, walking waste onto the sites and changes to the twin axle policy. The remaining two issues concerned rude/unhelpful staff (43 complainants mentioned this as an issue) and the Wyecycle recycling/incinerator fees (42 complaints).
- 4.4 Across the Country Parks, the key issues highlighted by customers through complaints related to café queues/prices, car parking charges and litter (including dog fouling).

5. Complaint Handling Performance

- 5.1 Across EHW, we received 1641 complaints from April 2009 to March 2010 compared to the same time period in the previous year when we received 429 complaints.
- 5.2 1559 complaints (95%) were acknowledged within the corporate standard of 3 working days and 1601 complainants (98%) received a full response within 20 working days.)
- 5.3 Complaint response times were as follows:

Complaint Response Times	2008/09	2009/10
Complaints acknowledged within 3 working days	411 (96%)	1559 (95%)
Full response to complaints within 20 working days	416 (97%)	1601 (98%)

- 5.4 Complaints were received as follows:

Method of Contact	2008/09	2009/10
Comment Cards	72 (17%)	65 (4%)
Email (including systems)	129 (30%)	239 (14%)
Letter (including fax)	113 (26%)	126 (8%)
Telephone	115 (27%)	1211 (74%)
Total	429	1641

- 5.5 The reasons for these complaints were as follows:

Reason for Complaint	2008/09	2009/10
Personal Decision	36 (8%)	162 (10%)
Policy Matter	0	232 (16%)
Standard of Work	393 (92%)	1247 (74%)
Total	429	1641

6. Customer Service Improvements implemented across KHS following complaints

- 6.1 The complaints received across KHS throughout 2009/10 have provided valuable customer feedback and coupled with other sources of feedback obtained through monthly customer satisfaction surveys and the annual tracker survey have enabled KHS to implement several service improvements. These have resulted in an improved focus on meeting customer expectations.
- 6.2 To help the Contact Centre provide the caller with some expectation of when a fault will be actioned, each enquiry is automatically given a 28 day target (for routine repairs or drain cleansing etc) or a programmed target (for more complex work that requires planning such as requests for traffic calming). Where KHS meet the 28 day target but further work is required (for example a gully is cleaned but still does not work due to a broken pipe) then KHS let the customer know the timescales for this programmed work. The Contact Centre has also strengthened relationships with all KHS departments to ensure that the advisors have the latest information available to pass onto the general public.
- 6.3 KHS continue to promote the web form for logging faults on line via the KCC website and currently around 1500 are logged each month. This reduces the demand on the Contact Centre and allows customers to track the progress of their fault on line in real time. KHS are continually improving this feature and are currently planning for easier login to the system and improved maps to enable customer to easily locate a fault.
- 6.4 Following the extremely harsh winter and subsequent damage to the KHS network, a huge volume of complaints were received about potholes and how quickly KHS were repairing them. A major programme of work called 'Find & Fix' was introduced which saw KHS using private contractors to repair rural roads with the main term contractor (Ringway) being used to fix problems on major A & B Roads. For potholes, the recent find and fix process has delivered some significant improvements to the network. KHS is reviewing the balance between reactive pothole repair hoping to meet customer demands and the overall improved customer perception of the programmed approach.
- 6.5 Over the first six months of the year, Kent Highway Services and the specialist tarmac teams have fixed over 130,000 potholes – double the total number repaired in the first half of last year.
- 6.6 In the KHS drainage team, recent improvements have included the use of specialist crews to fix drainage problems where the initial gully clean has fixed the blockage. By linking the cleansing crews with the specialised repair crews, KHS have speeded up the end to end time from customer call to fix. In addition, crews have been targeting whole parish or village areas with known drainage hot spots and meeting up with parish councillors working with them to ensure their local knowledge is used to review and fix the whole drainage system and not just localised drains.
- 6.7 To ensure that performance is being measured on a regular basis, KHS have introduced monthly Balanced Scorecard meetings, where all team managers now report on team performance directly to the KHS Director. These meetings are used to review current workloads, customer satisfaction levels (as measured through the Contact Centre 100 call back survey), complaints received and any required improvements to the business.

- 6.8 Twenty one customer service innovations and improvements have been identified through monthly Contact Centre performance review meetings and have included introducing a seamless service for customers who report fly tipping, raising awareness at police HQ of the information that the Contact Centre need from the police to improve our response to customers, implementing new ways to manage speed awareness calls, arranging first point resolution meetings with the top 10 Contact Centre agents to identify best practice/tips to share across the Contact Centre and implementing system based enhancements to CSM - the KHS work management system.

7. Customer Service Improvements implemented across E&W following complaints

- 7.1 As a result of feedback from customers and contractors, Household Waste Recycling Centre (HWRC) policy changes were introduced in July 2009. Customers were made aware of these improvements through leaflets, signs, newspaper articles and the kent.gov.uk website. As a result of additional complaints regarding these policy changes:
- The trailer policy was reviewed and subsequently amended in line with customer comments to allow twin axle trailers within sites.
 - HWRC site opening times were extended during the summer months to allow late night opening every Thursday from April 2010 to help alleviate customer queues at the weekend.
 - An allowance has been made for disabled customers regarding the introduction of a 2m height barrier at sites. If a disabled customer has a vehicle over 2m in height and a Blue Badge, that customer can make contact with Waste Management staff who will arrange for the customer to deliver waste to a site of their choice where the height barrier will be raised for them to enter.
- 7.2 A customer complaint was recently received regarding a sign informing the public that waste could not be walked into the Faversham HWRC. The complainant highlighted that the sign was incorrectly situated and not immediately obvious to the public. Subsequently, work is currently underway to relocate this sign to a more appropriate position.
- 7.3 As a result of recent customer comments regarding unhelpful staff, HWRC site staff will be issued with high visibility jackets bearing the statement (or similar to) *'please ask me for assistance'* on the reverse. This will initially be introduced at the Church Marshes site and will hopefully be rolled out to all HWRCs in the future.
- 7.4 Waste Management provided bespoke customer service training to HWRC site staff and contractors in November 2009 to ensure customer standards were clarified and enhanced. Follow up customer care training is planned for winter 2010, including a refresher around the latest complaints received and conflict resolution. Furthermore in all new HWRC contracts, contractors are obliged to provide some training to their site staff.
- 7.5 Waste Management staff received bespoke training in March 2010 on customer service clarifying the KCC complaints procedure, timescales for responding to customers and the standards of customer care expected.

- 7.6 The impact of a planned nine week closure of the Shorncliffe HWRC on 31st August 2010 for essential maintenance and structural repairs is being mitigated by alternative arrangements - additional household waste will be accepted at the Ashford and Dover sites 7 days per week and the Hawkinge site at weekends.
- 7.7 A customer satisfaction survey will be appearing on www.kent.gov.uk in late August 2010 to ask customers for feedback regarding the HWRCs. The Waste Operations Team is currently establishing a new Performance Management toolkit to assist with HWRC monitoring and customer satisfaction.
- 7.8 A number of visitors at the Country Parks complained via the comment cards that the queues were too long at the café and prices were too expensive. This was also picked up in a 2009 customer survey at Shorne Woods Country Park. To help alleviate these issues, the following initiatives have been implemented:
- The menu in the café at Shorne Wood Country Park has been reviewed to ensure prices remain affordable to customers and in doing so a number of the regular suppliers have been changed.
 - To start to address queue times within the café, some of the items that take longest to prepare have been removed from the menu.
 - The café has very recently been refurbished with a self service counter in order to serve customers quicker during peak times.
 - Children's lunch boxes have been included on the menu at Shorne Wood Country Park.
 - Comments were made about the baguettes in the cafes being too hard to eat and soft bread options have been included at Shorne Wood and Lullingstone Country Parks.
 - The exit survey carried out at Trosley Country Park in 2009, revealed that the public wanted a refreshment facility and a refreshment van now operates on site.
- 7.9 The Kent Country Park exit survey 2009 and the survey into young people's opinions highlighted events that people would be interested in attending and evaluations are being carried out into the potential of hosting these events at the parks.
- 7.10 At Teston Bridge Country Park, there are two wardens who patrol in the morning and at the end of the day to collect litter. They also patrol more frequently on busy days to help reduce the amount of litter left in the park.
- 7.11 Car parking charges are made to help towards the cost of running the parks and all the money from the parking machines goes straight back into the country parks budget. However a season ticket is now available for regular visitors which is then valid for use at all of the country parks.
- 7.12 To help alleviate the problem of dogs fouling at the Country Parks, several notices have been put up around the car park and immediate infrastructure leading away from the area asking dog owners to clear up after their dogs. Gloves have also been made available for picking up faeces located in the park and there are several dog waste bins located in many places that are emptied regularly. Local dog wardens from Sevenoaks district Council have also been encouraged to make patrols in the problem areas of the park.
- 7.13 Green Flags have now been awarded to Shorne Woods, Manor, Trosley and Brockhill Country Parks - the Green Flag scheme sets national standards for green spaces and

cover aspects such as safety, access for all, good signage, good management of litter and fouling, involvement of community as well as sustainability and conservation issues.

- 7.14 In April 2010, E&W successfully passed a Charter Mark health check review of progress which demonstrates their strong customer focus. The review was carried out by an independent external assessor who was very complimentary of the high standards of customer service and progress made by E&W since the last review.

8. The number of compliments received

- 8.1 Across EHW, we received 1655 compliments from April 2009 to March 2010 compared to the same time period in the previous year when we received 941 compliments. This represents a 176% increase in the number of compliments received.
- 8.2 479 compliments were received in KHS with 275 of them (57%) being received at the end of Q3 and in Q4. Several of the compliments mentioned the excellent service provided by KHS staff during the severe weather conditions.
- 8.3 Of the 1163 compliments received in E&W, the majority came from two main service areas – Country Parks which received 414 compliments and Countryside Access which received 636 compliments.
- 8.4 Compliments have provided a valuable source of learning and can be a good indicator of best practice or areas where we are getting things right across the Directorate. An example of this is the increased use of trampers at the Country Parks which supports our equalities and diversity agenda by recognising the need of KCC to consider the aging population in Kent.
- 8.5 As customer expect more from us, they are less likely to compliment us on what they will perceive as expected service delivery so achieving such a high increase in compliment volumes is a significant achievement.
- 8.6 Compliments were received across EHW as follows:

Service Area	2008/09	2009/10
Kent Highway Services	359	479
Environment & Waste	576	1163
Integrated Strategy & Planning	6	13
Total	941	1655

- 8.7 Comments from compliment snippets are outlined in Appendix B

9. Valuing Diversity

- 9.1 From April 2009, an Equalities Monitoring Form has been issued to every complainant with the acknowledgement letter to ensure that our complaints procedures are open and accessible to everyone and going forward equalities monitoring information will be used to inform best practice.
- 9.2 In 2009/10, only 32 forms were returned and it has therefore not been feasible to set specific objectives from the feedback received. However the following observations have been made:
- Of the 32 forms returned, 23 were received from people from a white British ethnic origin and 14 forms were completed by people in the age category 46 - 55.
 - The gender of the complainant noted on the equalities forms were fairly evenly split with 18 being received from males and 14 from females.
 - 27 people identified their religion as Christian on the forms and 27 people recorded their sexual orientation as heterosexual.

10. Compensation

- 10.1 No compensation was paid to complainants across EHW during 2009/10 under the complaints procedure. However for one complaint, compensation was paid as part of a settlement agreement with the Local Government Ombudsman.

11. Local Government Ombudsman Complaints

- 11.1 In 2009/10 the Local Government Ombudsman handled 161 enquiries and complaints about KCC overall and made decisions on 120 complaints against the Council. There were 52 complaints where the Ombudsman found no or insufficient evidence of fault by KCC, 21 complaints which the Ombudsman chose not to pursue investigations and 17 complaints which were outside of his jurisdiction.
- 11.2 In 2009/10 the Ombudsman agreed 29 local settlements with KCC. (A 'local settlement' is a complaint where, during the course of the investigation, KCC have taken or agreed to take some action that the Ombudsman considers to be a satisfactory response to the complainant.)
- 11.3 Of the 29 local settlements, only 2 concerned highways matters. In the first of these, we had not implemented a previous agreement to adopt a highway and we subsequently clarified the timescale for carrying out this work. In the second, we failed to give advance notice of a road closure and agreed to pay £1000 compensation for the negative impact on the complainant's business.

12. Conclusion

- 12.1 In 2009/10, EHW continued to adopt a robust and effective approach to the ongoing management of complaints. All complaints have been reviewed across the service areas and customer feedback has been used to improve our customer service delivery.
- 12.2 Several customer focused improvements have been implemented across EHW in 2009/10 and these are making a difference to the customer experience when they interact with the Directorate and KCC overall.

13. Recommendations

- 13.1 Members of the EHW POSC are asked to:
- Note the content of this report.

Contact detail

Contact: Toni Easdown, Customer Standards Officer
Telephone: 01622 221169
Email: toni.easdown@kent.gov.uk

Background documents: Annual letter from the Local Government Ombudsman

EHW complaint snippets from 2009/10 complaints

Café was over priced and the service was very poor. (Received by one of the Country Parks)

Car parking fees are absolutely extortionate and unjustified. (Received by one of the Country Parks)

The café was too expensive and had to wait too long for food. (Received by one of the Country Parks)

I do not agree with the banning of walking waste into the sites and do not agree that the 2mtr height restriction being sufficient for most household vehicles. (Received by one of the HWRCs)

Customer has recently bought twin axle 7'0" trailer and now can't take it to Tovil re new policies. He wanted to know what public consultation had taken place. He is not happy there was not a full public consultation and feels he has been inconvenienced. (Received by one of the HWRCs)

This gentleman works away from home and regularly takes his waste to the Faversham centre for recycling. However, he uses his van and was not aware that he could no longer walk the waste in. He stated when he visited the site he felt the member of staff was very rude to him when explaining the new policy. (Received by one of the HWRCs)

I would like to make a complaint about the lack of signage which is put out when roadworks are going on. Whether they are emergency or planned the signage always seems to be appalling. (Received by KHS)

The road was meant to be totally resurfaced but the contractors have only done the central part of the road leaving potholes and craters down the side of the road where cars park. (Received by KHS)

Instead of repairing pot holes every year, year after year, why don't you just re-surface the roads properly in the first place? It stands to reason that if there weren't any seams and cracks for the ice to get into, the pot holes wouldn't appear. (Received by KHS)

I've noticed that once again the roads and paths in Deal are not being salted or cleared after a fall of snow. I have heard the usual excuses, lack of staff, lack of money, lack of staff. What happened to the excellent customer service? (Received by KHS)

I have read with interest your winter salting routes as displayed on your web page. As an Orthopaedic Consultant I have seen the effects of the winter weather but much more importantly I am frankly shocked by the poor road clearance carried out around Maidstone. (Received by KHS)

The Isle of Sheppey is a wonderful example of Kent Highway Services salting and winter services. But does this include assistance to those unable to go about their essential business, like collecting prescriptions, shopping and going to the post office. (Received by KHS)

Can you please tell me why one of the steepest hills in Walmer or Deal used by many Driving Schools to test pupils on hill starts, which is also a bus route (82) and has several residences elderly persons has not seen a salting lorry? (Received by KHS)

Caller would like a call back to continue her complaint that her road has not been gritted. Her main issue is that she has paid for a parking permit, but is unable to park on the road due to the ice. (Received by KHS)

I want to make a complaint about the gritters in the town centre in Folkestone. They are just going round and round doing the same roads which have already been gritted a good few times. They need to be start moving onto the side roads

**Data collated from copies of monthly complaints received by EHW*

EHW compliment snippets from 2009/10 compliments

I am disabled and without the motorised trampers my life would be very different. A big 'thank you' from my husband and I for giving us a lifeline. We cannot begin to even tell you how much it means to us. With sincere gratitude. (Received by one of the Country Parks)

I visited the site last Saturday in a group of 12, including my family. Thanks to the use of a 'tramper', I was able to keep up with everyone – even the grandchildren! Enjoyed the walks that I would never have been able to do. Usually I stay behind and mind the bags. (Received by one of the Country Parks)

I want to thank you so much for the kissing gate. When I walked across the footpath this morning I couldn't believe my eyes. The gate is so much better to use and we don't get jostled up on to the road. I have two partially disabled friends who feel as free as a spirit as I am when they were actually able to cross the footpath and go on through the gates and across the road at last. Up until then they have only been able to reach the stile and then return the way they came. Thank you once again for your help and may I say Very Well Done. (Received by Countryside Access)

The Deal Household recycling centre is very clean and tidy. It is nice to see people taking pride in their job and doing what may be considered more than expected. Well done. (Received by one the HWRCs)

One of my constituents had a fall at the Sheerness Waste Centre very recently. His own fault as he was trying to lift something which was too heavy he tells me. However, he says that the help and attention shown to him by the operatives was brilliant. He cannot speak to highly of them. He is not the first person to say how helpful the men 'down the dump' are, so I would appreciate it if you would pass this on for me please. (Received by one the HWRCs)

I would like to express my thanks to the gentlemen who came to my assistance when I tripped and fell at the Ashford Waste site. One helped me up and took me to the site office, where the gentleman there helped me mop up the blood flowing from my nose and cheek. The one who helped me up then went to my car and emptied all six of the bags of garden waste that I intended to dump. He then offered to drive me home, which, fortunately, was not necessary. I was eventually cleaned up and some plaster patches applied by the gentleman in the office so that I could get home. We hear so much about how insensitive are careless of others people in this country have become that I think my experience shows there are many good people about who are quite willing to give help when it is needed. (Received by one the HWRCs)

Two weeks ago, I broke down at the refuse tip in Herne Bay. I was helped by the staff there, first by trying to fix the problem, then they pushed me to one side and helped me ring for assistance. The staff could not have been any more helpful and they all deserve a pat on the back. This could have been a very stressful situation without their help. Thanks to your staff I could not have wished for a nicer place to break down. (Received by one the HWRCs)

I see your trucks pass my living room window and as I drive 50 miles into London every day, it is very reassuring to benefit from such professionalism and dedication. Please pass my thanks onto the drivers and loaders. (Received by KHS)

Thanks for doing such an excellent job with helping to clear the town centre of all the snow and ice that we have had over the last couple of days. I feel so safe walking into town on the pavements that I won't be turning to driving in like I did last time. Keep up the good work. (Received by KHS)

A special thank you for sending out a gritting team to clear the way for a young Kent girl to get out of her house and go for medical treatment. (Received by KHS)

*Data collated from copies of monthly compliments received by EHW

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

To: EHW Policy Overview and Scrutiny Committee

Date: 14 September 2010

Subject: Connecting with Communities – Annual report on EHW engagement activities

Classification: Unrestricted

Summary: The purpose of this report is to update Members with developments regarding consultation, engagement and involvement within Environment Highways and Waste directorate from 1st April 2009 – 31 March 2010.

1. Introduction

1.1 The purpose of this report is to provide information on the main aspects of consultation, engagement and involvement within Environment, Highways and Waste directorate from 1st April 2009 to 31st March 2010, and highlights how we are further embedding engagement activities within our services.

1.2 Additional information on EHW engagement activities is summarised below, which draws together the various involvement activities, and how they have been utilised to improve services.

1.3 The term ‘consultation, engagement and involvement’ covers a wide range of activities that are undertaken within the directorate to ensure that our services are effective, properly targeted and good value for money. It also covers aspects of our statutory work such as managing the public rights of way network and planning functions. Data and feedback obtained enable us to monitor contracts, to improve services, to understand the impact on communities of developments or changes of use, and to gather input from partners about key strategic work that Kent County Council is responsible for leading.

1.4 Environment Highways and Waste has provided a number of opportunities during 2009/2010 for residents, service users and other interested groups to influence decision-making and service delivery. The main ones and examples of activities during the year include:

- Formal consultations on strategies or policies (e.g. The Integrated Transport Strategy)
- Surveys and questionnaires (e.g. The Highways Tracker Survey and the Country Parks Visitor survey)
- Workshops and Focus Groups (e.g. The Coastal Action Network workshop event)
- Complaints, Compliments and Comments (e.g. via the quarterly and annual reports on complaints, compliments and comments)
- Engagement activity in carrying out full Customer Impact Assessments
- Feedback cards (e.g. Comment cards available at Country Parks)
- Special interest networks, groups and forums (e.g. The Kent Reference Panel and the Kent Countryside Access Forum)
- The use of online social media (e.g. Explore Kent’s use of Twitter and Facebook)
- Stakeholder engagement & events (e.g. KHS Community Liaison teams’ engagement activities and events with parishes)
- Consultation with residents or communities on planning and planning policy issues (e.g. The Statement of Community Involvement (SCI) in planning policy)

- Partnership working which involves elements of engagement activity (eg Countryside Access in partnership with East Kent NHS Trust working with a group of East Kent GPs to improve health outcomes in deprived wards by encouraging patients to walk and exercise more)

2. Public involvement in Environment Highways and Waste

2.1 Most engagement activity in EHW takes place as an integral part of project planning and delivery, as it is an essential part of ensuring effective and responsive services. The annual business planning cycle is used to highlight planned activity, and to provide visibility for other services and directorates to see where it is possible to share information, groups and networks.

2.2 Existing sources of customer insight such as MOSAIC or reports on calls to the Contact Centre are used in project planning to assist the focus of effort on particular communities or geographical locations. This supports effective evidence-based policy or service development and helps target attention on areas of greatest need. A good example of using customer insight in the Countryside Access Service is a project currently in progress using MOSAIC analysis of local communities to target the recruitment of volunteer Countryside Access Wardens who work to help maintain our 4,200 miles of footpaths, bridleways and byways.

2.3 To enable them to carry out this work effectively, and to assist with joining up with other KCC services, staff are supported with 'bridging sessions' and briefings at team meetings on KCC's engagement policy and strategy, on the 'Duty to Involve', on good practice in public involvement, and sources and the use of customer insight. Officers are encouraged to use the most cost-effective and appropriate ways to engage with target groups, and to share information where feasible.

2.4 A significant part of the directorate's engagement activity is governed by statutory functions. These include the maintenance of the Definitive Map of all public rights of way in Kent, the development of county-wide policies and strategies on waste, minerals and transport planning, and the development control processes associated with large-scale planning applications such as those for schools, waste management facilities and quarrying sites.

2.5 Some involvement activity is carried out by staff attending routine meetings of groups such as Parish Councils, or community groups. Members of the Sustainable Transport team routinely attend meetings to listen to and engage with the issues raised so that services can be improved where budgets allow. For example, timetable changes can be made to ensure better connectivity between modes of transport and improve accessibility. The teams of Community Liaison Officers in KHS play an important role in ensuring good communication with parish councils who have responsibility for raising awareness of local transport issues at county level.

2.6 It is important to ensure that our services are accessible to all, and in order to do this we take advice from groups with particular service needs. One example of this is the Kent Reference Panel, which is chaired by Cabinet Member Nick Chard. The KRP is set up to focus on accessibility issues and Highways. This group has provided input to help with the prioritisation of drop-kerbs, and has also advised on ways to improve on-street furniture. The group also acts as a critical friend when policies and procedures are updated or can be called on when a Customer Impact Assessment is carried out on a policy, strategy, project or service.

2.7 With the introduction of the improved consultation directory on the KCC website, engagement and involvement activity will increasingly become more joined up and enable members of the public to be better able to have their say on the way we provide services.

3. Work in 2009/2010

A summary of EHW consultation, engagement and involvement activity is provided here.

3.1 Environment and Waste

Teams in Environment and Waste have used engagement and consultation activities in a range of ways to support business improvement.

3.1.1 The Country Parks service organised focus group meetings with young people to find out more information about how much young people use country parks, the reasons for non-use and to understand ways of encouraging them to use our country parks more. The exercise cost around nine hours of staff time, and provided invaluable insight to help improve the Country Parks service.

Most of the young people who attended had not heard of the country parks, and could not easily access them because of the lack of good transport links. Improved methods of communication were discussed and also the types of activities that young people might prefer. The information was used to inform the Country Parks' communication Plan and the Parks' Activity programmes. As a result:

- The Country Parks' web pages have been updated and improved
- Social media training has been undertaken by the Country Parks Communication Officer
- Geocaching¹ has been rolled out at all the country parks
- Outdoor theatre productions have been staged at Shorne Woods CP
- Food and ice-cream are now available at Teston Bridge and Manor Park CPs
- Bush-craft activities have been piloted at Parkwood Wildlife Site
- A Halloween event is scheduled at Manor Park CP

The Country Parks Service commissioned a survey of the park users to find out who their customers are, what activities they like to see at the Parks and what their views of the country parks are. Visitors were interviewed to find out their demographic profile, where they lived, what they thought of the service including management, catering, retail offer and events. An external organisation was commissioned to develop a small research project interviewing visitors at three different parks on different days of the week, and analysing and reporting on the results. The cost of the survey, research staff, analysis and reporting was £3,635.

The information has been used to inform the Country Parks Plan and also marketing activities to increase visitor numbers. A review of events is currently under way and a range of options is being costed. Comments on catering at Shorne Woods have resulted in a review of the café layout and a new system for service is in place. Comments on retail have resulted in a review of retail policy.

Visitors were asked if they would like to receive feedback, and this has been provided where they agreed. An e-newsletter is being developed to provide news online, with the first edition scheduled for September 2010. The Country Parks Annual Report now includes a section on how information gathered from visitor feedback has been used to improve the service.

3.1.2 Countryside Access Service The Countryside Access Improvement Plan includes a series of key objectives to improve the rights of way network, with linked priorities concerned with improved quality of life in Kent.

¹ **Geocaching** was identified as one of the activities that would encourage young people to visit Country Parks. It is a countryside treasure hunt involving the use of hand-held GPS receivers. There is a global network of 'caches' with coordinates publicised via the internet.

3.1.3 The Sheppey Cycle Routes project is highlighted by the Countryside Access Improvement Plan, and is linked to the health and wellbeing of Sheppey residents and also to increased tourism opportunities. A consultation took place in February and March 2010, with the objective of obtaining views on the proposed routes. Responses were returned via a questionnaire on the KCC website, and through meetings in the Gateway at Sheerness and at the parish hall in Leysdown, facilitated with partners. An update of the project and responses to the consultation have been included within local newsletters and made available on the Explore Kent website.

3.1.4 Explore Kent undertook a customer survey to obtain feedback from their readers about the magazine. The feedback has provided a better understanding of what distribution methods are effective, what information is useful, and what improvements the readers want to see. Questionnaires were included in issues 17 & 18 of the magazine, and 230 responses were received. Findings are reported back to readers in subsequent editions of the magazine, and information received is used to improve the website. There were no additional costs to undertake this survey, as the questionnaire was printed with the magazine.

3.1.5 Household Waste Recycling Centres (HWRCs) are establishing a mechanism during 2009/2010 for monitoring customer satisfaction of contractor performance in relation to set criteria. Feedback obtained will provide data for Key Performance Indicators in relation to contracts management. The system being established will allow Waste Services Officers to obtain data directly from site users whilst they are undertaking their routine inspections of the sites in relation to other contractual obligations. An online survey on customer satisfaction with Household Waste Recycling Centres is being made available on the KCC website, to give users additional means of telling us how well the HWRCs are serving their needs.

The results of the customer satisfaction surveys feed into an existing contract report detailing overall performance on a site-by-site basis, which is shared with the contractors at high level meetings.

3.1.6 Changing Public Attitudes and Behaviours on Waste/Recycling Issues

In the three years from 2007/08 through to 2009/10 inclusive, it is estimated that KCC has received a £1.2 million benefit in avoiding waste disposal costs owing to the Waste Management Service's public engagement programmes. In 2009/10, the benefit is estimated as £500K of that overall financial benefit. The two principal programmes were around supporting the sale of subsidised compost bins to residents, and delivery of the 'Love Food Hate Waste' (LFHW) programme. In addition to the avoided disposal costs of £1.2million, KCC also benefitted from securing approximately £1.5million of external support from the national Waste & Resources Action Programme (WRAP) over the three years in order to deliver the compost bin and LFHW programmes. Whilst that Government support ceased at the end of 2009/10 owing to the national financial deficit, the benefits of the programmes are continuing as residents go on using compost bins in the home and/or reduce the food waste that is put out for collection/disposal by councils.

In addition to the key programmes above, the Waste Management Service has been proactive in encouraging residents to recycle more items and to do it more often. KCC's work on this issue has been done in partnership with the twelve district councils. It has contributed to the overall Kent recycling/composting rate reaching almost 40% in 2009/10.

3.1.7 The Kent Coastal Network was established by KCC in 2004 to improve communication between Kent's coastal stakeholders and raise awareness of the many activities taking place around the coast. A proposal to develop an Integrated Coastal Action Plan (ICAP) was considered by stakeholders through a consultation exercise and workshop with network members during 2009/2010, but a decision was taken not to develop the ICAP at this stage, but to review it at a later date. In the meanwhile, very valuable partnership working has been

established in the form of the Integrated Coastal Action Working Group (see [terms of reference](#)) and the Coastal Project Register developed. This resource will aid integration and is free for everyone to use. The only cost associated with the workshop was for catering for the 50 attendees. Stakeholders are informed and updated through the [Kent Coastal Network website](#).

3.2 Kent Highway Services

3.2.1 The Highway Tracker Survey is an annual satisfaction survey to gauge perception of the highway service. Carried out in November and December 2009, it sought views from residents, County Members, Parish/Town Councils and for the second time, District Members.

The survey is conducted by an independent market research company called BMG. A [summary of results](#) is available on KCC's website. This information is being used by the Director and Senior Management Team to identify actions to help improve service delivery.

A total of 1,209 face-to-face interviews were carried out with a representative sample of Kent residents with approximately 100 interviews in each of the twelve districts, reflecting the age, gender and economic status of the county's demographic. This sample size gives a +/- 2.78% accuracy rate at county level and +/- 10% accuracy at district level.

In addition to residents' views, the same survey questions were asked of all County and District Members and Parish/Town Councils. A total of 60 County Members responded (a response rate of 71%), 178 District Members replied (a response rate of 30%) whilst for Parish/Town Councils, a total of 147 completed the survey (a response rate of 48%).

A significant issue highlighted in the 2009 survey has been the reduction in satisfaction of residents with minor roads (rural and residential) and as a result, an additional £6.4 million has been invested in the 'Find and Fix' campaign for minor roads where the extreme winter weather caused a great deal of damage. The Tracker Survey links to the regular key performance monitoring for the average time to repair a pothole. It also confirms the internal reporting mechanisms that demonstrate improved performance on street-lighting issues.

3.2.2 The Kent Highway Services Call-back survey is a monthly 'temperature-check' to obtain customer feedback on requests for service from the highway-using public. Contact Centre agents call back 100 customers from those who have logged requests for service in proportion to the volume of calls received. Therefore, if 25% of calls relate to street-lighting, 25% of the calls are made to customers who have logged street-lighting requests. The caller is asked if they were happy or not with the overall level of service they received and this is reported in the core monitoring report to Cabinet. It is discussed at the monthly balanced scorecard meeting with the Director and reported each month to Team-leaders. Customers are also encouraged to provide qualitative feedback on the level of service received.

The information is used to inform month by month service improvements as well as longer-term strategy via the business plan process. This work forms an integral part of the service level agreement between KHS and the Contact Centre, and analysis, review and action are essential elements of KHS management activity.

3.2.3 Parish Council Liaison: Kent Highway Services engages systematically with communities via the Parish Council network. The Head of Community Operations meets bi-monthly with representatives of Kent Association of Local Councils (KALC), where highways issues of particular interest or concern can be addressed. The Director of Kent Highway Services, John Burr, has been invited to speak to the AGM of KALC in November 2010.

Community Liaison Officers (CLOs) are linked to specific parishes and County Members. Their remit is to build and maintain close working relationships, and be the first point of contact on any highway-related issue. Parishes have a responsibility for reporting routine fault matters

direct either by phone to the Contact Centre single number or via the online fault reporting process.

Community Liaison Officers systematically report to their County Members on a monthly basis, and provide a daily contact facility for parishes. Twice a year (or by agreement with individual parishes) CLOs visit each parish in their area. They also handle correspondence, complaints and compliments, governed by KCC guidelines.

Annual seminars are held for parish representatives, with the county being split east/west. The agenda includes local updates and workshops, and an opportunity to ask questions and network with officers and with other parishes. The events for 2010 are scheduled for late October.

My Kent Highways Online is a dedicated website for parish councils and Members. It has password access to highways information and data. Users are able to report faults, track progress and look at programmes / schedules of work etc. Work is currently under way to upgrade this facility and extend it to District Council members.

The engagement approach is consistently appreciated by parishes, and feedback is typically provided in the form of compliments such as the following from Goudhurst Parish Council:

“I think Cllrs John Ward and Mrs Nicky Glendinning would want me say on behalf of the Parish Council that we thought the meeting here last Friday went very well. You gave us a lot of your time, and we appreciate that. You gave us some straight answers to most of our outstanding points. We made some good progress with clearing outstanding issues. So thank you to Steven, you and Sue for your support. With good communication we can get so much more done and lower the level of frustration.”

3.2.4 Maintenance scheme consultation and after scheme surveys: Positive engagement with residents is essential to ensure that local maintenance schemes are carried out effectively, and with the minimum impact on local communities. Kent Highway Services notifies affected residents, businesses and also local County Members of the purpose, nature, timing and potential impact of road maintenance schemes that are planned for their locality. This is done via letter, which is delivered two weeks in advance of the start date for the works.

In addition to informing the local community in respect of the project, the letter also seeks to identify residents who may have special requirements in term of access so that arrangements can be made to mitigate the effect of the works. Details of such measures are communicated to those affected.

To assess customer satisfaction with works once completed, a system was set up in 09/10 based on survey cards to stakeholders:

Questions asked were:

- How satisfied were you with the information provided with the scheme?
- How satisfied were you that the roadworks were carried out as quickly as possible?
- How satisfied are you with the completed works?

Questions were graded as either ‘Very Satisfied’, ‘Satisfied’, ‘No Opinion’, ‘Fairly Dissatisfied’ or ‘Very Dissatisfied’. Comments could also be added at the bottom of the card.

A total of 15 schemes received feedback for resurfacing. The average satisfaction rate was high at 89%. Where residents were dissatisfied with an element of scheme it was more often due to the quality of information that was provided, although there were also examples of residents unhappy with the timescales and quality of work.

Scheme comments and major points of feedback both positive and negative, are returned to the engineers in charge and managers were made aware of any issues that arose, or negative comments relating to schemes (e.g. night work).

The value of this feedback was recognised and from April 2010, this data is now captured electronically via 'My Kent Highways Online', and, using the 'Balanced Scorecard', is systematically fed into KHS' monthly reporting process to assess customer satisfaction levels and improve the way things are done.

3.2.5 Major Scheme consultation: When major road projects are carried out, an essential part of managing the contract is engagement with local communities. This activity enables project managers to integrate local needs and also equality considerations into project plans, to minimise adverse impact. In 2009-10, the major schemes have included 'East Kent Access', the Sittingbourne Northern Relief Road, Victoria Way, Ashford and the A2 Slips, Canterbury.

Engineers involve a range of stakeholders in consultation activities connected with the schemes, starting with the local county Member. They also attend regular meetings of parish councils and residents' groups to discuss traffic management and to provide updates on the progress of the scheme. They discuss land-take and mitigation works. In some cases, engineers visit local schools to raise awareness about site-dangers.

Archaeology and community engagement: The East Kent Access scheme is being developed across an area of Kent which is very rich in archaeology, and as part of the works package, the entire length of the site is being excavated at a cost of £6m. This is the largest excavation in Britain in 2010, covering approximately 40 hectares. This package provided great opportunities for community engagement, with community digs and group visits to the site from schools and community groups. Many local volunteers worked on the site under supervision of KCC's Heritage team, and their activities have been fully documented on the site blog. When the scale of volunteering activity was analysed following the community digs, 91 individual volunteers had taken part, many of whom spent two or more days working on the excavations. Eighteen school and community groups made visits, a total of just under 400 people. Comments from the volunteers included the following:

"Its great when you get the chance to handle and record something that's not been seen or touched for thousands of years"

"Learnt so much. Have become very interested in joining local groups and taking experiences back to school to encourage children (teacher-volunteer)"

"To be part of a dig team was incredible, not knowing when something will be unearthed. Very exciting experience"

3.2.6 Section 38 – quality of residential developments:

KHS systematically surveys housing sites following completion and road adoption based on four basic criteria: attractiveness and friendliness, safety and satisfaction with parking. Sites that have been surveyed to date for this Key Performance Indicator were designed as much as 10 years ago. As such, they are a form of benchmark for developments that are currently in the design phase and that are not likely to be surveyed for at least two years. In addition to these KPI sites, which relate to the street adoption process, over 200 other streets or entire sites have been surveyed.

Attractiveness and friendliness achieve high to moderate levels of satisfaction in almost all of the KPI sites. Feedback from customers provides valuable qualitative data for homebuilders, planning authorities and design professionals.

In general, safety is not so well rated, but safety concerns often relate to perceptions of speeding and parking problems. Parking is the only issue of any significant concern, with nearly half of the sites being negatively rated.

The impact of adopted guidance on quality audits and residential parking will be assessed as sites designed from mid 2009 onwards reach substantial completion and are surveyed as part of this KPI or within the wider survey regime.

		VISION FOR KENT (V4K)					
DISTRICT Development	PARKING (P)		SAFETY	ATTRACT- IVENESS	FRIEND- LINESS	V4K	V4K +P
ASHFORD							
Whitfeld Villas	+33%		+56%	+89%	+56%	+67%	+58%
CANTERBURY							
Wye Green	-31%		+54%	+46%	+46%	+49%	+29%
MAIDSTONE							
Baldwin's Place	-18%		+55%	+100%	+91%	+82%	+57%
Hanson Drive	-40%		+20%	+30%	+80%	+43%	+23%
Orchard Place	+50%		+25%	+38%	+25%	+29%	+34%
Palmers Yard	+50%		+75%	+75%	+63%	+71%	+66%
SWALE							
Iwade 5	-85%		+4%	+25%	+40%	+23%	-4%
Poppy Cres/Charlock Dr	-48%		+6%	+35%	+58%	+33%	+13%
THANET							
St. Christopher's Mews	+20%		+60%	+90%	+10%	+53%	+45%
St. Lawrence Chase	+70%		+65%	+85%	+25%	+58%	+61%
TONBRIDGE & MALLING							
Catlyn Close extension	+80%		+80%	+60%	+80%	+73%	+75%
Hegarty Court	+36%		+45%	+18%	+64%	+42%	+41%
Ruby Walk	-29%		+43%	+71%	+71%	+62%	+39%

Colour Key:

Less than 0%	
0% to +24%	
+25% to +49%	
More than 49%	

3.2.7 Kent Reference Panel and Access Group liaison

The Sustainable Transport Group in KHS routinely attend stakeholder group meetings to listen and take action to adjust scheduling to improve connectivity, where this is possible, and subject to budget availability, For example:

When Chalkwell bus company took over the operation of the commercial London-bound commuter coaches from New Enterprise, they opted to revise the route and timetable. The changes Chalkwell made adversely affected passengers travelling from Maidstone, specifically those from the Loose area where the coach would no longer serve. KHS was able to revise the times of the early morning 89 bus service funded by KCC between Coxheath, Loose and Maidstone, to enable passengers to make connections with London-bound commuter coaches;

The Kent Reference Panel is set up to enable systematic communication between KHS and disabled groups in Kent with the objective of improving accessibility for all to our transport network. Chaired by Nick Chard, the Cabinet Member for Environment, Highways and Waste.

3.3 Integrated Strategy and Planning

3.3.1 Integrated Transport Strategy Consultation: ‘Growth without Gridlock’.

This consultation was carried out on behalf of the Kent Partnership to find out stakeholders’ views of the draft Integrated Transport Strategy and identify any major concerns with the vision, objectives and measures outlined.

Stakeholders were contacted in one of two ways: The draft consultation document with a questionnaire was uploaded to the KCC website, and stakeholders were contacted by email with a link to the consultation page. In addition to this, a series of meetings was held with the 12 district and borough councils, with Medway Council, and also via presentations to various bodies (Kent Economic Board, CPRE, Kent Association of Local Councils (KALC).

150 responses were received and the main comments received were:

- the pursuit of growth is overriding all other considerations
- the focus is still on more road building
- the ITS gives little indication of how measures are to be prioritised

The consultation draft is now being revised and the launch is planned for autumn 2010. In the meantime, more information is available on the KCC website on the [‘Growth without Gridlock’](#) page. The cost for this work was officer time only.

3.3.2 Kent Minerals and Waste Development Framework and Statement of Community Involvement Consultations: KCC has statutory responsibility for leading the development of the county’s Minerals and Waste Development Framework (MWDF), and the associated Statement of Community Involvement (SCI). This work is carried out in phases over 2009/10 and 2010/11, and the methodology used is guided by legislation.

An initial scoping consultation for the SCI (*Development Planning with Kent County Council: Getting Involved*) took place in June & July 2009, inviting participation from members of the public and key stakeholders from public, private and voluntary sectors, including land-owners, minerals and waste industry operators, local authorities within Kent and neighbouring areas, parish and town councils, transport authorities and environmental and community interest groups.

The [draft Statement of Community Involvement](#) was available for consultation from May to July 2010 via the planning policy consultation portal. A similar wide range of consultees was contacted, along with people who had registered their interest via the consultation portal. The final statement is expected to be launched in autumn 2010. Information about the process is available on KCC’s website, with further details on the [planning policy consultation portal](#).

Costs associated with this process included the cost of printing documents (£2,400), plus officer time.

Currently under way is the formal [‘call for sites’](#), which is the process for the selection of sites for inclusion in the MWDF Development Plan Document. Site operators have the opportunity to

discuss their proposals for existing and potential sites during this period which runs until 29/10/2010.

The Minerals and Waste Development Framework will be consulting on the Core Strategy 'Issues' (Regulation 25) document in mid Sept 2010 for a period of 8 weeks. A series of meetings with stakeholders about the Core Strategy Issues consultation is being arranged for the 28th and 29th September and 5th October 2010. These meetings will be advertised in newspapers and on the KCC website and all consultees on the portal database will be informed about the commencement of the consultation process.

4. Conclusion

This report highlights the ways teams and units in EHW are listening to the public and involving them in the development and improvement of services. As a directorate, we are committed to KCC's corporate priority of understanding and engaging more effectively with our public, and ensuring we are involving them fully in policy and service development as part of business as usual. It is important that we continually seek opportunities to improve what we do, whilst ensuring value for money from all our projects and services.

5. Recommendations

POSC Members are asked to note the content of this report.

Further information regarding engagement and consultation activity in Environment, Highways and Waste can be obtained from the contact officer of this report. Copies of this information will also be on display for Members at the POSC meeting and posted onto the committee section of kent.gov.

Contact Officer

Name: Denise Eden-Green, Public Involvement & Equalities Manager

Telephone Number: 01622 221934

Email address: denise.eden-green@kent.gov.uk

APPENDIX

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

To: EHW Policy Overview and Scrutiny Committee

Date: 14 September 2010

Subject: Connecting with Communities – Appendices to annual report on EHW engagement activities

Classification: Unrestricted

Summary: This set of appendices provides further information about engagement and consultation activities in within Environment Highways and Waste directorate from 1st April 2009 – 31 March 2010.

Appendices pack.

KENT COUNTY COUNCIL ENVIRONMENT & WASTE KENT COUNTRY PARKS Young People Focus Group Report April 2009

Judith Roberts Project Officer

Environment & Waste

Contents:

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Main Conclusions	Pages 3
Recommendations and Actions	Page 4
Project Background	Page 5
Findings	Pages 6 & 7

Kent Country Parks
Young People Focus Groups Report
April 2009

Main conclusions:

- Discussion Point 1: The majority of participants did not visit country parks.
- Discussion Point 1 and 2: All participants had not heard about KCC country parks.
- Discussion Point 3: When asked “What would encourage you to visit country parks?” participants suggested a broad range of activities, some of which currently take place such as Geocaching, Halloween events and food and drink being available etc.. This suggests that:
 - KCC country parks are offering some of the things young people want
 - if participants are made aware of what is available at country parks it may encourage them to visit.
- Discussion Point 4: The majority of participants preferred to receive communication/messages via text messaging
- ‘Post It’ exercise: 63% of participants said that, they would consider/might now visit a country park (now that they have been made aware of them). This suggests that:
 - more young people would visit country parks if they knew about them
 - improved marketing of the KCC country parks’ service to young people would result in more young visitors.

Recommendations and Actions:

- Target/communicate with young people via their preferred methods – **A: Janet Denne to attend KCC course on the use of social networking sites, September 2009**
- Use Mosaic to segment lifestyle groups so that communication can be based on preferred communication channels for each group – **A: presentation on MOSAIC to be given to Country Parks Management Team**
- Include young people in the development of the events programme – **A: Manor Park Junior Rangers feedback to include a question asking ‘Is there anything you would like to see included in next year’s programme?’**

- Include young people in the development of the country park service – **A: This focus group have said they would like to see Geocaching at the parks. Geocaching is currently being rolled out across some parks.**
- Target and include young people in the country park surveys to measure and analyse ongoing visit satisfaction and dissatisfaction levels, and the reasons for these – **A: The results of this year's (2009) customer surveys to be looked at to determine how many young people were included.**
- These Recommendations be incorporated in Kent Country Parks' Marketing and Communication Plan – **A: Recommendations to be included in 2009 Marketing and Communication Plan**

Other related Actions:

Discussion Point 3, 'What would encourage you to visit country parks?' (Page 6):

- Have explored the development of climbing walls, ice skating, bungee trampoline and Disc Golf
- Developed outside theatre productions at Shorne Woods
- Currently exploring canoeing at Grove Ferry
- Food and ice creams are now available at Teston Bridge and Manor Park Country Parks
- Have piloted Bush Craft at Parkwood Wildlife Site
- Introducing Halloween event at Manor Park Country Park

Discussion Point 4, 'How do you prefer to receive messages and find out about things to do?' (Page 6):

- Twitter is now used as a communication tool
- Improved Kent Country Park's website

KCC Country Parks Young People Focus Groups Report

April 2009

Objective:

to find out:

- if young people visit country parks;
- if they don't, why not?
- What would encourage them to do so?

Focus Group:

The focus group took place at the Riverside Youth Centre 21 April 2009 at 7pm for one hour.

The focus group attendees were members of the Riverside Youth Centre at Canterbury. They took time out of their youth club activities to participate in this discussion.

At the end of the session there was a 'Post It' exercise where, on leaving, the group posted their responses to a set of questions (see below).

The group was (up to) 8 young people, three male and 5 female, between the ages of 14 years to 17 years; all were from East Kent.

Topic Guide:

The group was given a ten minute presentation on KCC country parks. This presentation included an explanation on the difference between an urban and a country park.

The session was then very interactive asking group members:

1. Have you heard of/have you been to a park?
2. Why haven't you visited a park?
3. What would encourage you to visit country parks?
4. How do you prefer to receive messages and find out about things to do?
5. Post it exercise

Findings:

Discussion point 1: Have you heard of/have you been to a country park?
Two have visited Canterbury Environmental Education Centre

"I've been out and about and visited something, but I didn't know it was a park"
"I'd go to a park if I knew where they were and there was travel facilities"
Discussion point 2: Why haven't you visited a country park?
All 6 participants did not know about KCC Country Parks
"I didn't know they were there"
"People think of them as schools – like CEEC"
"I didn't know about events at parks. I haven't seen any advertised"
Discussion point 3: What would encourage you to visit country parks?
"Petting zoo"
"Horse rides"
"Basic camping being available"
"Wireless tape tours with history of the area and habitats"
"Boat rides and punting"
"Cycle hire"
"Music festivals with local bands (battle of the bands)"
"Ice creams and food being available"
"Zip wires"
"Natural spa"
"Huge tyre swings"
"Outside theatre"
"Sensory garden – we could do one as a project"
"Canoeing/kayaking"
"Geocaching"
"A water maze"

“Disc golf”
“I’d pay to go on some of these things”
“Courses such as photography, painting, sculpting, weaving fences and bush craft. It would be good if they could have an accredited outcome or record of achievement”
“Link ups with other youth clubs like ‘Street Runner’”
“Events like Ghost Walks and Halloween Fright Nights”
Discussion point 4:How do you prefer to receive messages and find out about things to do?
“Social networking sites”
“Invicta FM – young people do the voice over”
“We don’t read leaflets”
“I’d look at a country park website if there was one – it would be good if it had information especially for young people and interactive games where you could find out about the parks”
“Why don’t you advertise on cups like McDonalds?”
“Email (x3)”
“Texts (x5)”
Post It exercise
Yes, I would consider going to a country park in the next 12 months – 2 responses
No way would I go to a country park – 1 response
I might go – 5 responses

Kent County Council
Country Parks Exit Survey 2009
Summary

234 interviews were carried out at Brockhill, Teston and Shorne Woods Country Parks during August and early September 2009

Profile of Visitors

The majority of the visitors to the Parks are female and a large proportion is aged 60+.

Most visitors are in full-time employment and are accompanied by a partner and/or children.

Most visitors describe themselves as 'White' with 4% belonging to an ethnic minority.

10% of visitors have a disability that limits their daily activities and facilities for those that are disabled are generally described as good.

The majority of visitors the Parks (84%) are from Kent and approximately one in six are from other parts of the country. Consequently, three quarters of visitors live within 30 minutes distance from the Park. However, virtually all visitors use a car to travel to the Parks.

Characteristics of Visit

Four out of five visitors have been to the Park on a previous occasion and around one in six visit the Parks at least once a week.

The highest proportion of visitors spends between one and two hours at the Parks. Around one in six spend more than four hours at the Parks and in contrast, only one in ten stays for less than an hour.

The most popular activities for visitors are walking, relaxing, taking the children and/or family on an outing and getting some fresh air.

Visitor Satisfaction

98% of visitors are satisfied with their visit and the majority state that nothing would improve their visit. It is therefore not surprising that 94% would recommend the Parks to a friend.

The Parks are rated very highly for being easy to find and for cleanliness. Of those visitors who expressed an opinion, all agreed that the friendliness of staff, management of the Parks for nature and wildlife and the play areas were fair or good. The majority of people thought that catering facilities, where applicable, were fair or good, 15% of visitors to Shorne Woods described these as being poor.

Kent Country Parks

Four out of five people had been to a Kent Country Park within the previous 12 months only 15 % had never visited a Country Park at some point in the past. Excluding the Parks within the study, the most popular alternative Country Parks are Trosley, Lullingstone and Manor Park.

Events

Over half of all visitors are aware of an events and activities programme, although only one in three of these have actually participated in one of these. However, of those that have participated, virtually all were in agreement that they were satisfied with the experience.

When asked what activities might be of interest, there was most interest in organised children's craft or activity days, children's holiday clubs and evening events. Interestingly, there was more interest in these activities being charged for than if they were free of charge.

The highest proportion of visitors would use the internet to find out more information about Kent Country Parks with newspapers and posters also being important sources of information. The websites that people would use to find out more would be Google as well as the Kent Country Parks and Kent County Council sites.

Gender of Respondents

70% of respondents to the Kent Country Parks survey were female. This rose to 75% at Brockhill.

	Total		Teston Country Park		Shorne Woods Country Park		Brockhill Country Park	
	No.	%	No.	%	No.	%	No.	%
Male	70	30	29	35	24	29	17	25
Female	161	70	53	65	58	71	50	75
Base	231	100	82	100	82	100	67	100

Age of Respondents

More than one in four respondents was aged 60+

11% were under 30 years

	Total		Teston Country Park		Shorne Woods Country Park		Brockhill Country Park	
	No.	%	No.	%	No.	%	No.	%
17-19	2	1	0	0	1	1	1	1

20-29	24	10	4	5	13	16	7	10
30-39	58	25	18	22	16	19	24	35
40-49	56	24	18	22	22	27	16	24
50-59	35	15	15	18	15	18	5	7
60-74	46	20	21	25	10	12	15	22
75+	13	6	7	8	6	7	0	0
Base	234	100	83	100	83	100	68	100

NB: numbers may not sum due to rounding

Work Status

48% are employed full time

41% are employed part-time

1% permanent disabled

20% retired

13% looking after home

Group/Party Profile

Half of all respondents overall were accompanied by their partner. 44 % of respondents were visiting the Parks with children (54 % at Brockhill) and almost a third stated that they were with 'other family members'. Male respondents were more likely to be accompanied by their partner (71 %) compared with only 42 % of females. Females were more likely to be accompanied by children, other family or friends.

Overall, 29% of visitors were visiting the Parks with friends, although at Shorne Woods this rose to 43%.

Few visitors were unaccompanied - only 6% overall.

74% of those aged under 40 were with children. 56% of those aged 60+ were accompanied by their partners.

Ethnicity

3% of the population of Kent are from non-white groups (2001 census)

The figure for the parks is 2%, whilst at Shorne Woods, it is 5%

100% of visitors to Brockhill are White British

Residence

The main source of visitors is from Kent (84%) with a further 14% coming from other parts of the UK, particularly London, Surrey and West Sussex. Overseas visitors accounted for only 2 % of the total.

Only Shorne Woods had overseas visitors, 6% of total

Only 5% of visitors to Brockhill came from outside Kent.

Disability

Almost 10% of visitors overall stated that they have a disability that limits their daily activities. This is fewer than the 16% of Kent residents that consider themselves to have a limiting long-term illness.

Of those respondents who stated that they did have a disability, almost 70% stated that they consider the facilities at Kent Country Parks to be good or very good.

How would you rate provision of facilities (those with disabilities)?

	Total		Teston Country Park		Shorne Woods Country Park		Brockhill Country Park	
	No	%	No.	%	No	%	No	%
	.				.		.	
Very good	7	30.4	-	-	4	66.7	3	42.9
Good	9	39.1	5	50.0	2	33.3	2	28.6
Fair	6	26.1	4	40.0	-	-	2	28.6
Poor	1	4.3	1	10.0	-	-	-	-
Base	23	100	10	100	6	100	7	100

Only one respondent described the facilities as being poor (at Teston Country Park) and the reason given for this was that there was not enough seating for people to rest.

No-one described facilities as being “very poor”.

Social Class

The highest proportion of visitors to Kent Country Parks belongs to the C1 social classification (53.8%). There is an equal share of 18.8 % each among the C2 and DE groups.

Social Class by Park (%)

	Teston Country Park	Shorne Woods Country Park	Brockhill Country Park

AB	3.6	12.0	10.3
C1	66.3	42.2	52.9
C2	18.1	15.7	23.5
DE	12.0	30.1	13.2
Base: all	83	83	68

62.4% of visitors to Kent Country Parks were from the ABC1 social classification with almost 70% of visitors to Teston Country Park belonging to this group.

Shorne Woods had the highest percentage of DE category visitors

Method of Transport

The highest proportion of visitors to the Parks had arrived by car (94%) and a further 3% had arrived by bus/minibus. Only 2% were visiting the Parks on foot (a total of four respondents, two at Teston Country Park and two at Brockhill Country Park.

Two respondents had arrived at Shorne Woods Country Park by bicycle.

Time taken for journey to Parks (%)

	Total	Teston Country Park	Shorne Woods Country Park	Brockhill Country Park
Less than 5 minutes	2	1	2	3
5 - 15 minutes	32	34	18	49
16 - 30 minutes	41	31	57	34
31 - 45 minutes	15	12	18	13
46 - 60 minutes	4	6	4	1
More than 60 minutes	6	16	1	0
Base: all	234	83	83	68

The average time taken to travel to Parks overall is 26 minutes.

For Teston the average journey time is 32 minutes, Shorne Woods is 25 minutes and Brockhill is 18 minutes.

Characteristics of Visit

- One in five people are first-time visitors
- 15% visit the Parks at least once a week
- One in four of those aged 60+ visit at least weekly
- 41% spend 1-2 hours at the Parks
- Walking, relaxing, taking the children and/or family on an outing and getting some fresh air are the main reasons people visit
- Most people would prefer to find out more information about the Park from a site map

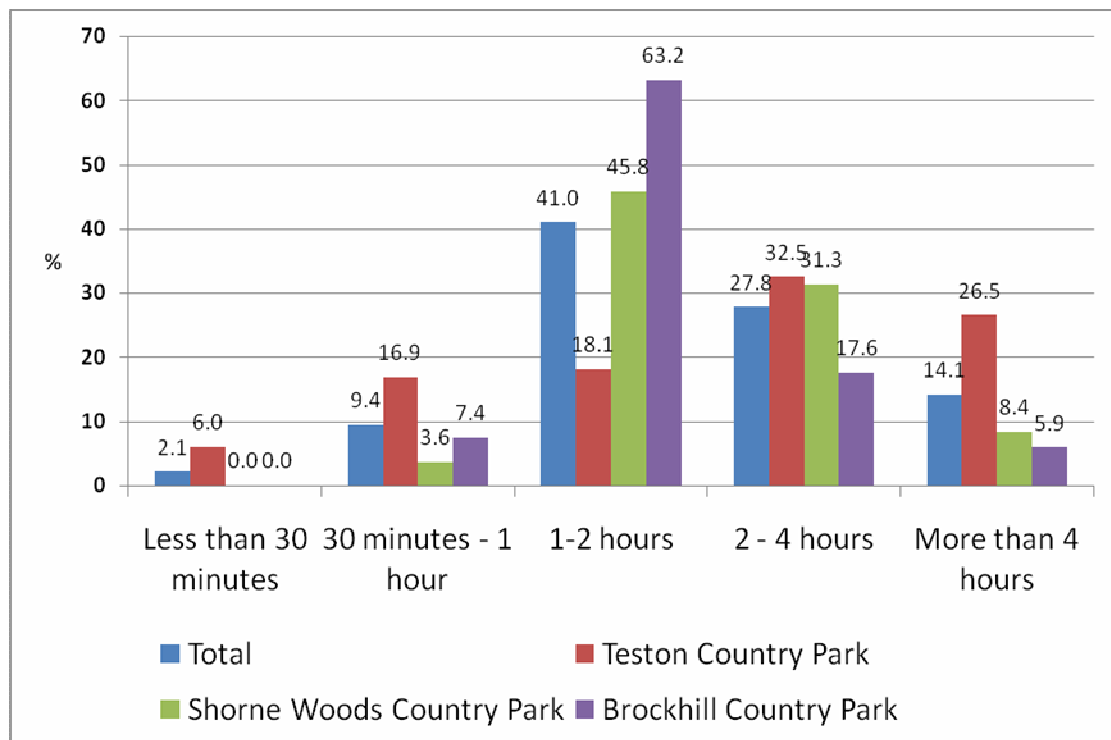
Frequency of Visit

For more than one in five visitors (21%), this was their first visit to that particular Park. A further 11% visited less than once a year and 14% visited once a year. However, 54% are more frequent visitors with 15% visiting at least once a week.

The mean number of visits overall was 18 per year; this was highest at Shorne Woods (28) and lowest at Teston Country Park (11). 5% of respondents at Shorne Woods visited daily in comparison to Teston (1%) and none at Brockhill.

Only 13% of respondents at Brockhill claimed that this was their first visit compared with approximately one in four at both Teston and Shorne Woods.

Time spent at parks



Base: all

Activities undertaken during visit (%)

	Total	Teston Country Park	Shorne Woods Country Park	Brockhill Country Park
Go for a walk	50.0	56.6	42.2	51.5
Relax or think	33.8	38.6	26.5	36.8
Children / family outing	31.2	27.7	32.5	33.8
Get some fresh air	30.8	36.1	32.5	22.1
To eat / drink	27.4	8.4	36.1	39.7
Meet friends	23.5	21.7	36.1	10.3
Picnic/ barbecue	20.9	36.1	19.3	4.4
Enjoy peace and quiet	20.5	14.5	31.3	14.7
Visit the play area	18.4	20.5	20.5	13.2
Walk the dog	17.5	12.0	31.3	7.4
Enjoy the beauty of the surroundings	17.1	13.3	26.5	10.3
Enjoy flowers / trees	12.8	-	24.1	14.7
Use toilets	11.5	4.8	27.7	-
See birds and wildlife	10.3	8.4	14.5	7.4
Attend events	10.3	27.7	1.2	-
To keep fit	8.5	2.4	16.9	5.9
Ride a bike	5.6	4.8	10.8	-
Feed the birds / ducks	4.7	6.0	3.6	4.4
To improve my health	4.3	1.2	7.2	4.4
Play sports / games	3.8	8.4	1.2	1.5
Watch sports / games	1.7	4.8	-	-
Take a shortcut	1.3	1.2	2.4	-
Go fishing	1.3	3.6	-	-

Look at the river/be by the river	0.9	2.4	-	-
Base; multiple response allowed	234	83	83	68

Information about Park

For the majority of visitors (54%), the preferred method of finding out more information about the Park whilst visiting was from a site map. Almost a third (32%) would use a site leaflet, whilst notice boards (22%) and information panels throughout the site (17%) were also popular options.

Visitor Satisfaction

- 98% of visitors are satisfied with their visit
- More than half say that nothing would have improved their visit
- 94% of visitors would recommend the Parks
- 93% of visitors say that it is easy to find the Parks
- 93% rate cleanliness as good
- 4 in 5 visitors find that signage is good
- All visitors who expressed an opinion say that the friendliness of staff, management of the Parks and play areas are either fair or good
- 94% of visitors to Brockhill and 75% of visitors to Shorne Woods describe the catering facilities as fair or good

Satisfaction with Visits by Park (%)

	Teston Country Park	Shorne Woods Country Park	Brockhill Country Park	Overall Country Parks
Very satisfied	71.1	65.9	77.6	71.1
Satisfied	26.5	30.5	22.4	26.7
Neither satisfied nor dissatisfied	2.4	3.7	-	2.2
Dissatisfied	-	-	-	-
Very dissatisfied	-	-	-	-
Don't know	-	-	-	-
Base	83	82	67	232

Of those who were neither satisfied nor dissatisfied, comments for improvements included the following:

Teston

- better access to the water for paddling; and
- catering facilities

Shorne Woods

- a cleaner dog pond; and
- it's becoming too commercialised

Areas for Improvement

Respondents were asked what would have improved their experience. 51% said don't know/nothing and a further 9.8% were happy with the parks as they are. The responses below are from the remaining 39%.

What would have improved visit (main responses by Park)

Teston Country Park	Shorne Woods Country Park	Brockhill Country Park
Better toilet facilities	Quicker service in cafe/Less queuing	Short term parking/Charge for 2 hours rather than all day
Catering facilities/A tea shop or café	Cheaper food/drink	Cheaper parking
Bigger toilets/More space in toilets	Cleaner tables/Clear tables more often	More seating near children's play areas
More play equipment/facilities for small children/toddlers	More facilities for disposing of dog mess	Cleaner toilets
More toilet facilities	More seating in the cafe	More activities for children
Free parking	More tables/picnic tables	More parking/More spaces
Need more seats/more places to rest	Bigger toilets/More space in toilets	Should not charge more for weekend parking
Other comments on general facilities	More toilet facilities	Better toilet facilities
Dogs should stay on leads	Less litter	More bins/litter bins

Whilst caution should be exercised in view of the small numbers involved, there are some potential themes arising such as more play equipment and catering facilities at Teston, the cost of parking at Brockhill, and cleanliness and catering issues at Shorne Woods.

What would encourage more frequent or longer visits (main responses by Park)?

Respondents were also asked what would encourage them to visit more often or to stay longer. The responses are summarised below.

The majority of respondents (62%) stated that they didn't know what would encourage them to visit more and 7% said that they like the Parks as they are.

Teston Country Park	Shorne Woods Country Park	Brockhill Country Park
Catering facilities/A tea shop or café	Cheaper food/drink	More for younger children (7-9 years)
Free parking	More evening activities/events	Clean the lake/pond/water
Cheaper parking	Longer opening hours for cafe/cafe should be open later	Need more seats/more places to rest
Need more seats/more places to rest	Cheaper parking	More for older children (10-12 years)
More tables/picnic tables		
More events		
More kite festivals		

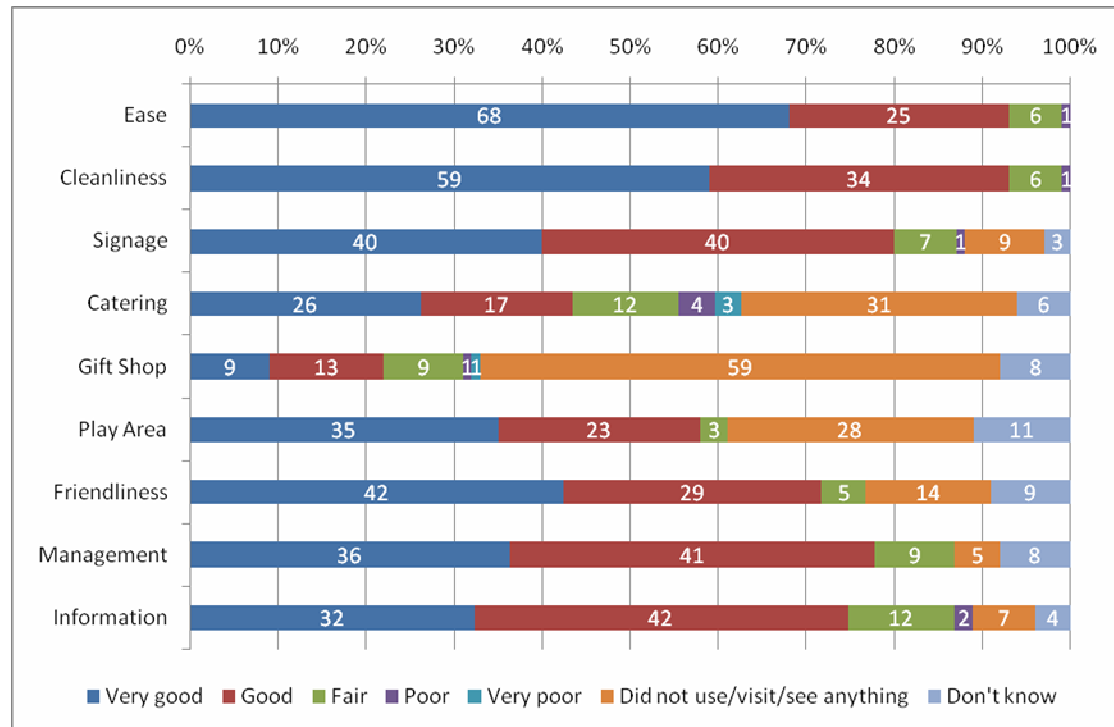
At Teston Country Park, the issue of seating and picnic facilities was raised by a number of people as well as more kite festivals and more events in general. However, almost one in ten (8%) said that they would be encouraged to visit by the presence of a teashop or cafe. The issue of free or cheaper parking was also raised a number of times.

At Shorne Woods, cheaper food and drink and longer opening hours were mentioned in relation to catering, and again parking and more events were also raised.

At Brockhill, a very small number of respondents mentioned facilities for children, seating and cleanliness of the water.

[Views on the facilities](#)

Figure 1: Summary of Respondent Views (%)



In total, 93% of visitors found that the ease of finding the Parks was either good or very good, with only 1% (2 respondents) rating it as poor.

Cleanliness and maintenance of the Park also scored equally well with 93% rating this as good or very good. Again, only 1% (2 respondents) thought that this was not the case.

31% of visitors did not use catering and 59% did not use a Gift Shop and these features are explored in more detail below by Park as they are not relevant to all of the Parks.

Of those who expressed a view, no-one found the play areas to be poor and there was a similar response to the issues of friendliness and management of the Parks.

76% of visitors found that information provided in the Parks about features of interest was good or very good with only 2% stating that this was poor.

Recommendations

Overall, 94% of visitors would recommend the Parks, and in particular Teston Country Park where 99% would recommend it.

Events and Visits to Kent Country Parks

Key Points

- Four out of five visitors had been to a Kent Country Park within the previous 12 months
- 85% have visited a Kent Country Park at some point in the past
- 68% of those who had never visited a Kent Country Park were from within the County.
- Other than the three Parks in the study, Trosley, Lullingstone and Manor Park are the most popular alternative destinations
- 58% are aware that there is an events and activities programme
- Of those that know there is an events and activities programme, 31% have taken part and virtually all were satisfied with the experience
- Of the potential activities that might be arranged, most interest is for children's craft or activity days, children's holiday clubs and evening events
- Most people would use the internet, newspapers and posters if they needed to find out information about Kent Country Parks
- The most popular websites for obtaining information are Google, Kent Country Parks and Kent County Council.

Events

Of those that had taken part in an event or activity, 98% were either satisfied or very satisfied. At Shorne Woods and Brockhill, the equivalent figure was 100 % although this is based on 7 respondents each. At Teston, where there were 28 respondents, 98 % were satisfied/very satisfied and only one respondent was neutral

Events that would interest respondents if charged by Park (%)

	Teston Country Park	Shorne Woods Country Park	Brockhill Country Park
Survival skills	8.4	1.2	11.8
Guided walks	14.5	8.4	17.6
Talks	3.6	2.4	5.9
Climbing walls	2.4	9.6	19.1
Carousel	1.2	2.4	11.8
Geocaching	4.8	15.7	20.6
Childrens' holiday clubs	25.3	8.4	25.0
Evening events	16.9	30.1	10.3
Halloween events	13.3	15.7	19.1
Childrens' craft/activity days	28.9	15.7	32.4
Trails	8.4	6.0	23.5

Archaeology	8.4	18.1	13.2
Ice-skating	7.2	18.1	13.2
DK/None of these	47.0	39.8	44.1
Base	83	83	68
Multiple responses allowed			

Interestingly, there is less interest in free children's club and craft/activity days than if there was a charge.

Where Visitors look for Information about Kent Country Parks by Park (%)

	Teston Country Park	Shorne Woods Country Park	Brockhill Country Park	All Kent Country Parks
Internet	62.7	65.1	30.9	54.3
Newspapers	26.5	13.3	38.2	25.2
Word of mouth	16.9	34.9	19.1	23.9
Leaflets	22.9	16.9	26.5	21.8
Posters	12.0	9.6	20.6	13.7
Tourist Information Centre	4.8	15.7	-	7.3
Library	3.6	9.6	5.9	6.4
Don't look/Would not need information	-	2.4	8.8	3.4
Telephone the Council	-	-	1.5	0.4
Age concern notices	-	1.2	-	0.4
Base:	83	83	68	234
Multiple responses allowed				

Conclusion

Teston Bridge, Shorne Woods and Brockhill Country Parks appear to be clean, well-run, well-managed and popular Parks that deliver an extremely satisfying experience to their visitors. The Parks are popular destinations for couples and families although there appear to be fewer visitors aged under 30. The majority of visitors clearly enjoy the natural surroundings for walking, relaxing and enjoying outings.

The survey findings show that it is difficult to generalise across the Parks - each has its own unique profile of visitors, assets and challenges. Consequently, the recommendations below have been separated into overall recommendations and then by Park in order to ensure that any areas for improvement and adjustments to delivery of services can be targeted.

Recommendations

Overall Recommendations

No.	Recommendation
1.	There are few visitors from black and minority ethnic backgrounds and more efforts should be made to engage with these sections of the community.
2.	Further research should be undertaken amongst residents to investigate the awareness of Kent Country Parks and to understand the reasons why people may not visit the Parks.
3.	Although facilities for people with disabilities appear to be good, research should be undertaken among Kent residents with disabilities and with disability groups to ensure that facilities at the Parks meet their needs.
4.	More work needs to be done to attract visitors on foot or who travel by bike.
5.	Site maps should be used to provide information about the Parks
6.	The desirability of cheaper and/or free parking should be reviewed.
7.	Participation in the events and activities programme needs to be increased, particularly at Shorne Woods and Brockhill.
8.	Consideration needs to be given to the provision of children's craft/activity days, holiday clubs, evening events and Halloween events. The pricing of these and other attractions needs to be considered carefully given that some visitors, particularly at Teston and Brockhill, prefer to pay for specific events.

Recommendations for Teston Country Park

No.	Recommendation
1.	More efforts should be made to attract younger visitors (those aged under 30).
2.	Consideration should be given to the provision of catering facilities.
3.	Better/more toilet facilities should be provided.
4.	Consideration should be given to the provision of guided walks.

Recommendations for Shorne Woods Country Park

No.	Recommendation
1.	Site leaflets, notice boards and information panels should be considered for the provision of information.
2.	The pricing of food and speed of service needs to be reviewed to ensure it is meeting customer needs.
3.	Further work needs to be undertaken to understand the reasons why visitors to the Park have not visited other Kent Country Parks.
4.	Consideration should be given to the provision of archaeology, ice-skating and geocaching.

Recommendations for Brockhill Country Park

No.	Recommendation
1.	Efforts should be made to promote the Park to black and minority ethnic groups.
2.	Site leaflets should be considered for the provision of information.
3.	Consideration needs to be given to improving the signposting to the Park.
4.	Other Kent Country Parks should be promoted to visitors to this Park.
5.	Consideration should be given to the provision of trails, climbing walls, guided walks and geocaching.

Sheppey Cycle Routes Project Consultation Summary

In total **39** consultation returns were received during the consultation period held during February and March 2010. Overall **83%** supported the Sheerness route with **88%** supporting the Leysdown route. A clear demand for further improvements for development of a route between Minster and Leysdown was also demonstrated.

The following results were received for the two routes;

The following results were received for the two routes; Q1 Sheerness Route		
I support the proposal	I do not support the proposal	No opinion
34	1	4
Q3 Leysdown Route		
I support the proposal	I do not support the proposal	No opinion
36	1	2

Question 5 invited the respondents to make comments on other improvements to cycle routes that they would like to see.

The top three requested routes were, in order of requests;

1. Leysdown to Minster
2. Minster, Halfway Road to Queenborough, using the old railway line
3. Lowstead Corner roundabout to Leysdown

Other responses

41 other responses were received including 2 supporting the routes and 2 objections. A large element (33) of these "other" responses came from Richmond Primary School requesting improved safety to their routes to schools. The pupil and teachers requests were as follows;

- Improved lighting on the alley between Richmond St & Jefferson Road
- Improved lighting between Richmond Primary School and Nursery Close
- Parking restrictions by the entrance to alleys in Richmond St and Jefferson Road
- Safer crossing facilities from Richmond St to Coronation Road

By: Caroline Bruce, Interim Director, Kent Highway Services.

To: Environment, Highways & Waste Policy Overview & Scrutiny Committee

Subject: **Results from the Highway Tracker Survey 2009**

Classification: Unrestricted

Summary: Inform Members of the key results of the 2009 Resident, County Member, District Member and Parish/Town Council Highway Tracker Survey. The full survey report is over 200 pages long and available on the KCC website

Introduction

1. Satisfaction surveys, to gauge perception of the highway service have been carried out since 1987. The 2009 survey was carried out in November and December and included seeking views from residents, County Members, Parish/Town Councils and for the second time, District Members.
2. The survey is conducted by an independent market research company called BMG and a summary of the results are presented in this report. This information will be used by the Director and Senior Management team to identify actions to help improve service delivery.
3. A total of 1,209 face to face interviews were carried out on a representative sample of Kent residents with approximately 100 interviews in each of the twelve Districts, reflecting the age, gender and economic status,. This sample size gives a +/- 2.78% accuracy for results at a County level and +/- 10% accuracy at a District level.
4. In addition to residents views the same survey questions were asked of all County and District Members and Parish/Town Councils. A total of 60 County Members responded (a response rate of 71%), 178 District Members replied (a response rate of 30%) whilst for Parish/Town Councils a total of 147 completed the survey (a response rate of 48%)
5. The questionnaire comprised over 40 questions, ranging from satisfaction with the condition of roads, pavements, streetlights and local bus and train service, the most important and most in need of improvement to the services KHS provides, through to views on congestion, accessibility to local services and vulnerability when using the highway
6. Results are reported by 'Net-Satisfaction'. This is a figure calculated by taking the % of people who are dis-satisfied with the service from the % who are satisfied. This gives a true reflection of the service and a balance between those happy, those unhappy and those who are not sure.

The 2009 survey results

7. The key headline from the survey is the continuing improvement in the public's perception of pavements and streetlights with a slight dip in roads caused primarily by dissatisfaction with the condition of country lanes and residential roads. However for the fourth successive year there are more residents satisfied than dissatisfied and the last two years results are shown in Table 1 below (see all years results in Appendix 1)

Table 1

	% of residents who are . . .							
	Satisfied		Neither satisfied or dissatisfied		Dissatisfied		Net satisfaction	
	2008	2009	2008	2009	2008	2009	2008	2009
Condition of roads	54%	53%	21%	16%	25%	32%	+29%	+21%
Condition of pavements	51%	53%	21%	18%	28%	27%	+23%	+26%
Streetlights	63%	67%	19%	15%	18%	16%	+45%	+51%

8. The other key headline is the difference in perception between residents and County Members, District Members and Parish/Town Councils. There are still more elected members dissatisfied with the condition of roads and pavements but there has been a very significant and positive improvement in County Member and Parish/Town Council satisfaction (over 20% improvement in net satisfaction) and in particular with streetlights, where for the first time, both groups are more satisfied than dissatisfied with this service. District Members appear the least satisfied with little change in last years results again with the exception of streetlights. These results are set out in Tables 2, 3 and 4 in Appendix 2.
9. There has been some very positive improvements in County Member and Parish/Town Council perception of the service provided to them by the Community Liaison teams with 8 in 10 Members registering satisfaction and 6 in 10 Parish/Town Councils.
10. Overall 79% of residents were aware of Kent Highway Services prior to the interview. Whilst 26% were aware of the single 08458 247 800 number to call KHS only 7% have contacted KHS to report a problem or seek information (down from 14% last year).
11. Of those who had contacted KHS 67% were satisfied with the response with 28% dissatisfied.

12. Residents rate road repairs and reducing congestion as the top most important KHS services whilst County Members, Parish/Town Councils and District Members all rate road repairs and cleaning drains/stopping flooding as the most important.
13. Residents state that the KHS services that most need improving are repairing roads and pavements whilst County Members Parish/Town Councils and District Members all feel it is repairing roads, pavements and cleaning drains.
14. In terms of congestion 31% of residents feel they are affected by peak time congestion on a daily basis which is slightly lower than the 2008 survey.
15. Responses to ways of alleviating congestion, as in previous surveys, centred around greater restrictions on roadworks and staggering school opening times.
16. In all 60% of residents use a car to travel to work with 48% using one on a daily basis. It was recognised by 46% of respondents that KHS encourages residents and businesses to adopt green forms of travel. Cheaper fares and more accessible public transport fares were the two strategies most likely to change people's use of the car to travel to work.
17. In all, 53% of the public have used local bus services in the past with 80% of users satisfied with the service overall. Cost, cleanliness and comfort were reasons for dissatisfaction.
18. There were 59% of residents who have used the train with 79% satisfied with the overall service provided. Cost, cleanliness, punctuality and frequency were the main reasons for dissatisfaction

Further Information

19. The tracker survey report is very large and contains much more detailed information along with an executive summary of key issues by BMG. A full copy of the report is available on the KCC website.

Conclusion

20. The annual tracker survey provides a wide range of information to help shape and improve highway service delivery. Members are asked to:
 - Note the progress being made in public perception of the highway service.

- Work closely with officers to continue to improve the service as seen through the eyes of Members and Parish/Town Councils

Background Documents: None

Other Useful Information: None.

Author Contact Details

David Thomas, Business Improvement Manager, Kent Highway Services



david.thomas@kent.gov.uk



01622 696863

Results from the Highway Tracker Survey 2009

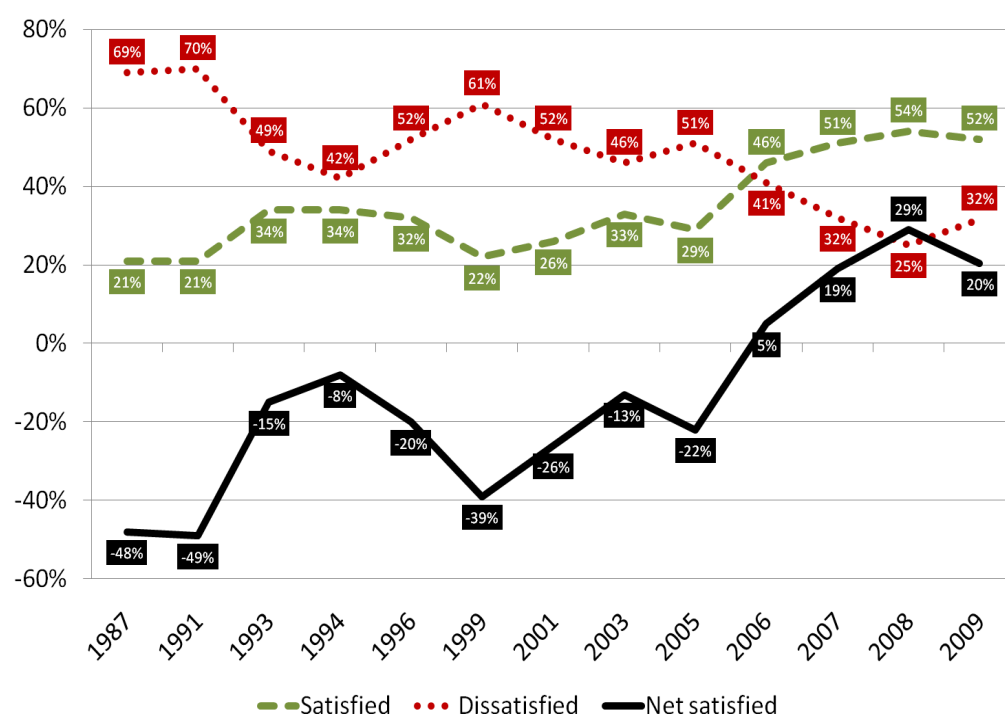
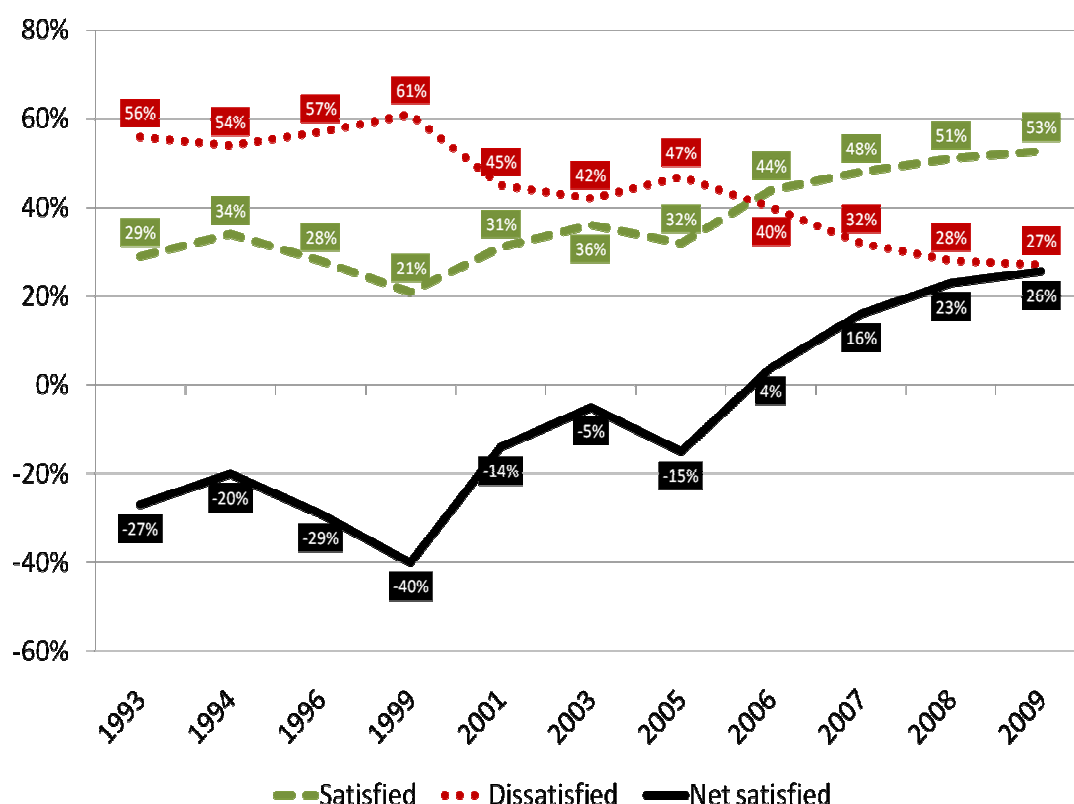
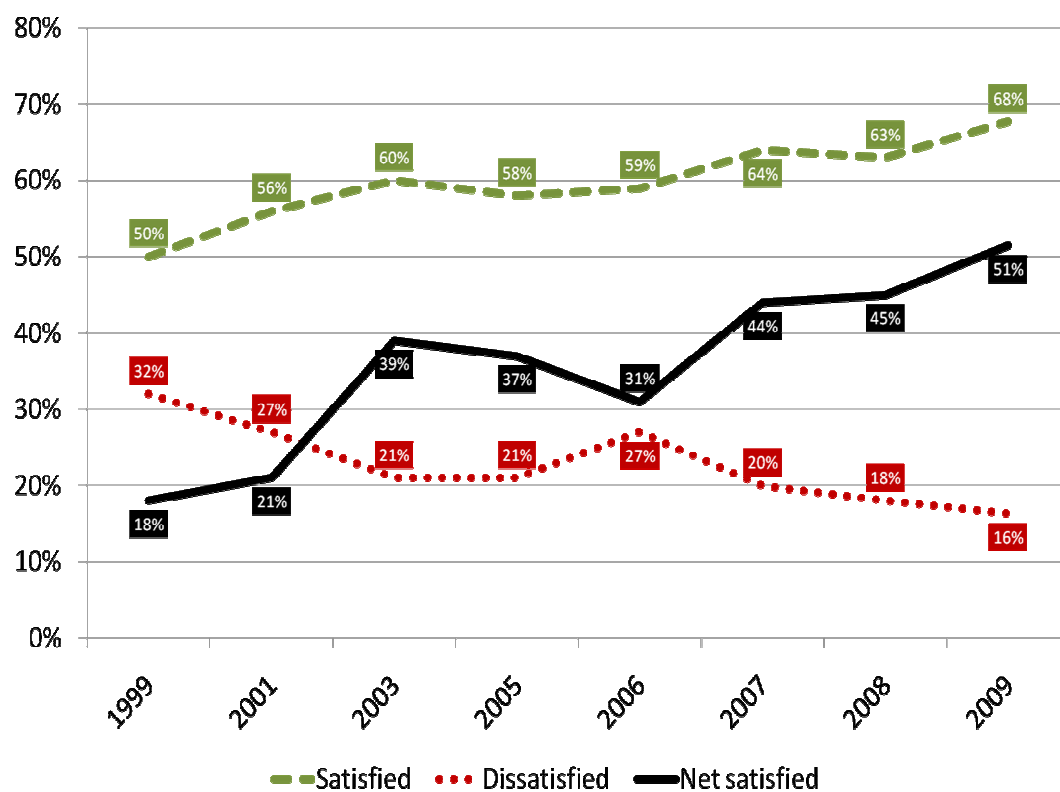
Table 1 - Residents - Satisfaction with the condition of roads in Kent – year-on-year comparison**Table 2 - Residents - Satisfaction with the condition of pavements in Kent – year-on-year comparison**

Table 3 - Residents - overall satisfaction with the condition of street lighting in Kent – year-on-year comparison



Results from the Highway Tracker Survey 2009

County Member satisfaction with roads, pavement and streetlights

	% of County Members who are . . .							
	Satisfied		Neither satisfied or dissatisfied		Dissatisfied		Net satisfaction	
	2008	2009	2008	2009	2008	2009	2008	2009
Condition of roads	13%	22%	19%	23%	68%	55%	-55%	-33%
Condition of pavements	16%	28%	21%	24%	63%	48%	-47%	-29%
Streetlights	33%	73%	29%	12%	38%	15%	-5%	+58%

Table 2

Parish/Town Councils satisfaction with roads, pavement and streetlights

	% of Parish/Town Councils who are . . .							
	Satisfied		Neither satisfied or dissatisfied		Dissatisfied		Net satisfaction	
	2008	2009	2008	2009	2008	2009	2008	2009
Condition of roads	8%	28%	12%	1%	80%	71%	-72%	-43%
Condition of pavements	11%	20%	37%	38%	52%	42%	-41%	-22%
Streetlights	27%	46%	55%	42%	18%	12%	+9%	+34%

Table 3

District Members satisfaction with roads, pavement and streetlights

	% of District Council Members who are . . .							
	Satisfied		Neither satisfied or dissatisfied		Dissatisfied		Net satisfaction	
	2008	2009	2008	2009	2008	2009	2008	2009
Condition of roads	11%	12%	16%	18%	73%	70%	-62%	-58%
Condition of pavements	8%	8%	19%	23%	73%	69%	-65%	-61%
Streetlights	27%	36%	34%	40%	39%	24%	-12%	+12%

Table 4

KENT HIGHWAY SERVICES

COUNTYWIDE IMPROVEMENTS

09-10 Resurfacing

1.0 Introduction

Countywide Improvements Resurfacing Team is responsible for the delivery of approximately £15m of planned structural maintenance projects to both carriageway and footway. These projects include resurfacing and reconstruction works as well as preventative maintenance such as surface dressing.

The schemes that form the annual programme are identified either by being proposed by operational maintenance teams or as part of routine condition surveys.

2.0 Maintenance Scheme Consultation

Prior consultation in respect of maintenance schemes is currently primarily limited to the advance notification of works. This is undertaken through a standard letter advising affected residents and businesses as well as council members of the purpose, nature, timing and potential impact of the works.

Standard practice is to deliver the standard letters 2 weeks in advance of the start date for the works.

In addition to informing the local community in respect of the project, the letter also seeks to identify residents who may have special requirements in term of access so that arrangements can be made to mitigate the effect of the works. Details of such measures are communicated to those affected.

Costs of this notification/consultation include staff time and copying costs.

Consultation with the community in respect of the composition of the annual programme for the period under consideration has been managed through operational maintenance teams via their routine contact with members of the public and parish councils. Requests have been assessed and promoted for planned maintenance works within the annual schedule of sites for consideration provided to Countywide Improvements during April.

The annual programme is communicated to the operational maintenance teams who then provide feedback to community groups.

There are no costs associated with this consultation over and above that incurred through normal operations.

3.0 Completed Highway Projects

What we want to find out

The data was collected as a requirement in the Countywide Service Plan and Business Unit Level Plan. A mechanism to record this information from residents, Members and Parishes was developed and during 09/10 the results were passed to the Business Improvement Team on a monthly basis.

This data was used 'not only to determine client satisfaction levels but to provide an important source of feedback in the development and improvements of the services provided'. (Service Plan, page 17; Business Plan page 10)

The requirement to obtain resident (customer) feedback on completed schemes was driven by the 09-10 KPI CI01 – Resident and Member Satisfaction, this KPI has been carried over into 10-11. Data was provided to the Business Improvement Team on a monthly basis.

▪ **Methodology of Data Collection**

All three elements of after scheme surveys (resident, member, parish) used single sided A5 Survey Cards sent direct to the stakeholders. The format of the cards contained minor variations depending on the stakeholder it was intended for, but all survey cards asked the same 3 questions and the same 5 grading items. The scheme name was manually entered on the cards.

Questions asked were

- How satisfied were you with the information provided with the scheme?
- How satisfied were you that the roadwork's were carried out as quickly as possible?
- How satisfied are you with the completed works?

Questions were graded as either 'Very Satisfied', 'Satisfied', 'No Opinion', 'Fairly Dissatisfied' or 'Very Dissatisfied'. Comments could also be added at the bottom of the card.

The number of resident cards sent out was left to the discretion of the engineer. This information was not recorded.

Improvements for 10-11

For members and parishes, this system of survey cards is no longer used. Data is now collected electronically using My Kent Highways Online. Members and Parishes are able to provide data in the same format above using the 'Rate My Scheme' webpage. This webpage is updated with new completed schemes once per month.

Survey cards are still sent direct to residents and the numbers sent out are recorded as well as returns.

▪ **Summary of Results**

A total of 15 schemes received feedback for resurfacing with 6 in East Kent and 9 in West Kent. The total list of schemes to have been surveyed for 09-10 was 19 (9 in East, 10 in West). This was in part due to some cards not being returned on schemes with very small population centres.

A total of 589 survey cards were returned by residents across all resurfacing schemes.

The average satisfaction rate was high at 89%. Where residents were dissatisfied with an element of scheme it was more often due to the quality of information that went out to them, although there were also examples of residents unhappy with the timescales and quality of work.

From 10/11, records of individual comments will also be collected and shared with teams.

▪ **How was the data used?**

The numerical data and % of stakeholders satisfied with our schemes was provided to the Business Improvement Team on a monthly basis as required.

Countywide Improvements made some use of this data, particularly the commentary returned. Scheme comments were emailed back to the engineers in charge and managers were made aware of any issues that arose, or negative comments relating to schemes (e.g. night work). It was intended that engineers, and Ringway, would be made aware of major points returned in the feedback, both positive and negative.

Improvements for 10-11

The Balanced Scorecard now provides a framework for this data to be used more effectively. All Balance Scorecard meetings are held with the Director on a monthly basis. The format of the scorecard shows the Resurfacing Team score for all stakeholders for that month and YTD. The comments sent back with the survey cards are collated and the issues displayed in categories of positive, negative and suggested improvements. An Operational & Balanced Scorecard pre-meet is held monthly for the Resurfacing manager and team leaders to be made aware of the results and to justify performance and suggest improvements to the Head of Service before doing the same with the Director. All Resurfacing team members are made aware of the results and issues when the presentation is distributed immediately after the Balanced Scorecard meeting.

Feedback was not made directly to the stakeholders who took part, however, the half year results were published in KHS News.

The cost of preparing the cards for post and the collection and evaluation of data for returned resident's cards was done by KHS staff with no direct cost involved. The cards were distributed by Ringway however this was done on an existing service order for the distribution of notifications and no separate order was required.

Material costs for the cards were just short of £400

From March 2010, Member and Parish cards are no longer used and feedback is provided electronically. This represents a minor cost saving.

East Kent Access

Groups who visited the Community Archaeology Excavation Site

The following groups visited the Community Excavation Site which ran from the 17th May until 4th June. Activity - Introduction to the road scheme, (IN), Induction (I), Tour of site (T), Looking at artefacts from the excavations (A), Finds Processing (FP), Excavating (E).

Date	Group Name	Numbers	Activity
17th May	Great Oaks Small School, Minster	18 pupils and 2 adults	I, T, A, FP
18th May	St Saviour's CofE Junior School,	14 pupils and 2 adults	I, T, A, FP
19th May	Minster Primary School, Minster	40 pupils with 8 adults	I, T, A
20th May	St Anthony's School (special), Margate	8 pupils and 2 adults	I, T, A
20th May	Ursuline College, Westgate-on sea	15 pupils with 2 adults	I, T, A, FP
21st May	East Kent Mencap, Margate	12 adults with 2 support staff	I, T, A
21st May	Eastry Local Interest Group, Eastry	16 adults	I, T, A, FP
22nd May	Rotary Club of Ramsgate	12 adults	I, T, A
22nd May	Town Mayor and Mayoress of Margate	3 in the group	I, T, A
22nd May	Young Archaeology Club (Canterbury), Canterbury	37 in the group	I, T, A, E
24th May	Rotary Club of Thanet	25 adults	I, T, A
25th May	Bromstone Primary School, Broadstairs	15 pupils with 3 adults	I, T, A, FP
25th May	Rotary Club of Sandwich	35 adults	I, T, A
26th May	St Lawrences College, Junior School, Broadstairs	30 pupils with 4 adults	I, T, A, FP
27th May	VIP group	48 adults approx.	IN, I, T, A

27th May	Birchington CofE Primary School, Brichington	22 pupils with 3 adults	I, T, A, FP
1st June	Stepahead Support Community Impact, Margate	8 in the group	I, T, A
3rd June	Marlowe Academy, Connexions group, Broadstairs	9 pupils and 2 adults	I, T, A
	18 groups visited the site	Approximate total of 397	

In addition to the above there were also a number of tours given to casual visitors by Oxford-Wessex Archaeology staff.

The Community Excavation

Project Officer: Vix Hughes

Venue: Zone 22/23 - Adjacent to the Minster Service Station

Total number of applications received was 112. Of this total 91 actually worked at least one day as a volunteer.

Female: 49 (53%) Male 44 (47%)

How did you hear about the Community Excavation?

The number of places where people heard about the Community Excavation includes all the places indicated on their form.

Table 1 - To show how the volunteers heard about the Community Excavation

How did people hear?	Comments	Number	%
Exhibition	*See below	19	16%
Personal contact	-	18	15%

Local paper	-	47	39%
Web site	-	28	23%
Not disclosed	-	5	4%
Posters	-	3	2%
Total		120	100%

*** Exhibition**

Venue	Number	%
Holiday Inn	5	26%
Margate Library	2	10%
Not known	4	21%
Ramsgate Library	3	16%
Westwood Cross Shopping Centre	5	26%
	19	100%

What past archaeological experience do you have?

On the application form we asked if volunteers had any past archaeological experience. 91 (82%) said that they had not but 17 (18%) said they that had. One person was a member of three archaeological groups (CAT, IOTAS .. plus Dover Archaeological Group.

Table 2 - To show the membership of other archaeological groups of volunteers

Group name	Number of volunteers	Group name	Number of volunteers
Canterbury Archaeological Trust	5	Canterbury Young Archaeology Club	3
Dover Archaeological Group	1	Experience in Israel	1

Experience in USA	1	Ex-professional archaeologist	1
IOTAS	6	Kent underground and research group	1
Lenham Archaeological Society	1	OU course in archaeology	1
Unspecified	1		

How many volunteers worked each day?

The working day for volunteers was from 9.30 - 3.30 with two 30 minute breaks at 11am and 1pm. The total number of person days was 282 days

At 5 hours per day this totalled 1,410hours of volunteering. At the Community Excavation volunteers had the choice of excavating or finds processing.

Table 3 - To show the number of volunteers who worked each day

Date	10	11	12	13	14	15	16	17	18	19	20	21	22
Female	6	5	6	4	4	x	x	4	2	5	5	6	3
Male	5	3	3	3	4	x	x	12	9	11	13	7	8
Total	11	7	9	7	8	x	x	16	11	16	18	13	11

Date	23	24	25	26	27	28	29	30	31	1	2	3	4
Female	4	4	8	7	7	8	x	x	x	8	6	10	11
Male	4	9	7	9	7	8	x	x	x	12	9	9	9
Total	8	13	15	16	14	16	x	x	x	20	15	19	20

2. What was the gender and age range?

The Community Excavation lasted one month. Three of those weeks were from Monday to Friday. There was one weekend community excavation opportunity and one week (1st - 4th June) during the school half-term. Both these opportunities proved access for families

to get involved. The weekend also allowed those that worked to take part without giving up their holiday.

The youngest volunteers were one male and two females all aged 8 years and the oldest volunteers were one male aged 72 years and one female aged 80 years.

Table 4 - To show the ages of the volunteers

Gender		Ages						
		Under 16	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 +
Female	Numbers	6	0	2	9	12	15	5
Male	Numbers	10	0	3	4	9	10	6
Total		26	0	5	13	21	25	11
%		26%	0%	5%	13%	21%	25%	11%

4. Where did the volunteers come from?

Using the Post Office post code system volunteers came from form a range of postal areas as seen in **Table 5** below. The **BOLD** figures are of the Isle of Thanet and make up 91% of all volunteers.

Table 5 - To show where the volunteers lived

Postal district	Post code	Number of volunteers	% of total
Chestfield	CT5	1	1%
Herne Bay	CT6	1	1%
Birchington	CT7	4	4%
Westgate-on-sea	CT8	8	9%
Margate	CT9	12	13%

Broadstairs	CT10	16	18%
Ramsgate	CT11	21	24%
Manston - Minster	CT12	18	20%
Sandwich	CT13	3	3%
Deal - Northbourne	CT14	2	2%
Ospringe	ME8	1	1%
Ashford	TN23	2	2%
St Neots, Cambs	PE19	2	2%
	Total	91	100%

5. How long did they attend the Community Excavation?

Most of the volunteers came for just one or two days (64%) with 5% staying 10 or more days.

Table 6 - To show how many days volunteers worked on the Community Excavation

Number of days worked by volunteers													
1	2	3	4	5	6	7	8	9	10	13	15	17	18
37	22	12	3	5	2	1	2	2	1	1	1	1	1
40%	24%	13%	3%	5%	2%	1%	2%	2%	1%	1%	1%	1%	1%

Appendices - The following information is recorded as a series of Appendices

6 What did the volunteers say on their review sheet?

After the Community Excavation, volunteers were sent a letter of thanks, and review sheet with SAE. The following data gives (correct at 24th June 2010) an idea of what the volunteers thought about the whole volunteering experience. This excludes the various blogs that some volunteers have sent in and which have already been posted on the project website.

So far of the 91 reviews sheets sent out 40 have been returned and processed.

Table 7 - To show what the volunteer thought about the Community Excavation

Activities	Please tick the appropriate box - thank you					
	1 (Great)	2	3	4	5	6 (Poor)
Organisation up to the day you started	29	9				
Induction talk	34	4				
Excavation & training	32	1				
Finds processing and training	16	2				
Other teaching sessions	21	1				
Overall experience	37	1				

Would you like to be involved in another archaeology project like this in future?		Yes	39	No	0
If 'Yes' why?	1. It is good 'hands on' learning. 10 - it was good to be involved in local archaeology. 11 - Because I learnt a lot and would like to learn more and help 18 - Interest. 19 - Fantastic experience. Learnt so much. Great to be around people who were passionate about their work; preserve our history for future generations. 20 - Because I have learnt a lot from the team of archaeologists. 22/23 - Enjoyed the learning experience. 25 - Enjoyed the whole experience. 27 - We did the lot! Fantastic experience. You find it. You dig it! 28 - Because I love it. I have always been interested in history so archaeology was for me a great chance to explore further the way the dig was run, suited myself. It was structured and methodical. I'm a laid back				

person so had no problem with this concept.

29 - I enjoyed it very much.

34 - I have more time now and am still active and a lot was learnt in the period with you.

35 - Am interested in history, especially local stuff and archaeology allows a hands on, great.

47 - Really enjoyed the day and wish I had volunteered for more days.

51 - 1st opportunity to get involved. The professionals were so friendly & knowledgeable and instructive. The other volunteers were a great group of people.

53 - Because it was so interesting and involving.

56 - Really enjoyed doing something different finding things an added bonus.

63 - My first try at archaeology, something I have always wanted to do and at last an opportunity.

66 - Learnt so much. Have become very interested in joining local groups and taking experiences back to school to encourage children (a teacher)

67 - Great overall experience, all aspects were very well organised. learnt a great deal while having fun.

70 - I like the work. I have all the skills now.

71 - Fascinating work.

72 - Want to work in archaeology.

73 - I watch most /all Time Team programmes and find it most exciting when something is found. To be part of a dig team was incredible, not knowing when something will be unearthed. Very exciting experience.

74 - I like to watch 'Time Team' and any other programme about archaeology. To be part of a team and making new friends with the same interest. Having found something on the 'dig' was great and everyone else is so pleased for you.

76 - It was a great experience and very enjoyable.

77 - As it was fun and very interesting.

83 - I just loved looking for things that were so old and want to see them preserved.

84 This was an amazing chance to do something I have always had an interest in and be part of history.

	85 - Really enjoyed the experience. 86 - Realised an ambition, fascination of handling finds and talking to experts. 96 - I had an interesting and enjoyable day. 98 - Fab! Exhausting! Hot! Like to keep my hand in, as have a bit of excavation experience behind me. 102 - The chance to learn more about local history and to be some help to somebody! 107 - Continuing interest and fascination with archaeology (have history degree - medieval / early modern) 112 - I found it very fun to do.
If 'No' why?	No comments received

Can we pass your address details to two local groups. The Trust for Thanet Archaeology and the Isle of Thanet Archaeological Society	Yes	36	No	3

Two of the three 'No' replies are from volunteers who live in Cambridgeshire.

Any other comments/observations that you would like to make about the time you spent with us? Please continue on the back of this sheet if need be. Thank you for your time.
10 - Staff were great at involving all and teaching us as well. 11 - Vix Hughes and her team were excellent and was helpful. 19. I was expecting to just labour, it was a very pleasant surprise to be taught so much. I would have liked to have carried on and done more. 20 It was great to meeting all the team and volunteering. Better than being at home as it was just like being with the Time Team on the TV. 22 & 23 - Very professional organisation. Friendly, inclusive - keen to share knowledge with volunteers. Site facilities were excellent. 25 - It was really great how professionals got so involved with us - teaching, answering hundreds of our questions and remaining so patient!

It was lovely meeting so many nice people along the way, both professional and from the local community. Have a much clearer understanding of what's involved. Had no idea before this opportunity - its not like just digging a hole! had a marvellous time and would like to thank you for allowing me to have the experience. I will always remember it and feel lucky to have been a part of it.

27 - Just wish I could have done it for longer.

28 - I found all the guys on site had a lot of time for the trainees and were always willing to discuss anything. On the whole a cracking week. I actually found the whole experience very uplifting. I thought the team of archaeologists at the dig was brilliant, always willing to chat and not talk at us .. would recommend any person to do it.

29 - Never done it before, but it was good. Better if I had done it 20 years ago.

35 - I would like to say how professional and helpful all concerned were. An enjoyable time. Thank you.

47 - Very interesting and enjoyable day. I found the team really friendly and helpful. A great opportunity to get involved in a local excavation only wish I had done more days. Thanks to all involved.

51 - I was impressed by the organisation and level of involvement for the volunteers. great to see school children visiting the site and being 'hands on'. Also heard David talking to 10 year olds in a Primary school - he was excellent - the children became so involved. For me it was really a 'first in a lifetime' as I celebrated my 80th birthday this year - Vix said I was the oldest volunteer!

53 - The 'team' were so welcoming and trained and supported us all without making one feel uneasy or silly. The information they gave was always suited to the audience. Thanks.

63 - It was a wonderful experience and all the team were very friendly and helpful. Thank you

66 - Very grateful for the whole experience. Staff were more than friendly and considerate to our limitations whilst at the same time treating us as one of them whenever they felt we were able.

67 - Thank you for this great opportunity. I enjoyed working alongside the professional archaeologists, Vix and her team were always welcoming, friendly, enthusiastic and willing to involve us in the excavations, etc.. With their help and guidance I feel that I have learnt a great deal about archaeology in general while increasing my local historical knowledge.

It was great to meet like-minded people and to share in the excitement of local residents new to the exciting archaeological experience.

I have been a member of Thanet Archaeological Society fore three years, being involved in the EKAR excavation has expanded my knowledge and practical skills which I intend to put to good use in the future. I am sure the numbers of our society will expand following this hands on experience. It was dirty and hard work but great fun and like most volunteers involved I would be only too happy to do it all over again.

70 - All the archaeologists on site worked hard to teach /show and made a great effort to treat us as part of the team.

71 - Very friendly team! Excellent organisation from all areas. The team were encouraging, informative and I would have liked to have continued.

72 - Too short.

74 - We were made to feel very welcome and part of the team. The staff were great and very helpful and (took) time to answer our questions.

77 - This was a unique and great experience. The archaeologists on site were very friendly and were more than happy to pass on their knowledge to you. It was just sad that I could not give more time.

83 - The team were so helpful in explaining what I found and why finds processing needed to be so thorough. Loved it.

84 - I had a really fantastic time. It was well put together and I met loads of interesting people and was looked after very well by your staff. It was wonderful. Thank you.

85 - Had a great time. Everyone really nice and friendly

86 - A wonderful idea to involve the community including children. Brings the past alive.

98 - Enthusiastic, organised, friendly folk (typical archaeologists in other words) not so keen on the mattock.

107 - Wonderful opportunity to have hands on experience and would like to volunteer for any other opportunities for further experience.

112 - Very interesting and I learnt a lot from this and will be continuing to participate in other digs around Thanet.

KENT REFERENCE PANEL

TERMS OF REFERENCE

Purpose

The purpose of the group is to provide strategic consultation and expertise to Kent Highway Services (KHS) to enable the creation of a highway network that is accessible for all. In addition, the group will ensure that there is consultation between the County's Access Groups and KHS.

The Role of the Panel

To show due regard to the Disability Discrimination Act (1995/2005) and Disability Equality Duty (2006) and the need to:

- Assist in eliminating discrimination that is unlawful under the DDA
- Assist in the elimination of harassment of disabled people that is related to their disabilities
- Promote equality of opportunity between disabled persons and other persons
- Take steps to take account of disabled persons' disabilities, even when that involves treating disabled persons more favourably than other persons
- Promote positive attitudes toward disabled people.
- Encourage equal participation by disabled persons in public life

In addition:

- Develop a system of consultation that allows Kent County Council (KCC) to comply with its obligations under the DDA and DED's. Specifically the goal of Equality of Opportunity for disabled persons with regard to matters relating to the public realm.
- Work with key stakeholders to develop a transportation network that is accessible to all.

Membership and Structure

The Reference Panel is a pan-disability group whose members are experts by experience, who represent a Kent Access Group and are members of RADAR. In addition, members who provide professional advice, such as access audit work, are also required to have an appropriate professional qualification and indemnity cover.

Membership of the group will be:

Nick Chard – KCC, Cabinet Member for Environment, Highways and Waste (EHW) – (Chair)

Linda Bell – Mobility Management Project Officer (Secretary)

David Joyner – KCC, Sustainable Transport Manager

Simon Allum – KCC, Mobility Management Team Leader

Michael Coggles – Tunbridge Wells Access Group

Francois Montford – Independence and Access Matters

Allan Jones – Wheelchair Users Group/CiLK

Vicci Chittenden – MS Society/CiLK

Phil Shoebridge – Tonbridge & Malling Access Group

Ann Dawson – Sevenoaks Access Group

Meeting Schedule

The Panel will meet four times per year.

Quorum:

As a minimum the panel will consist of the following: Chair, Secretary, a representative from KHS and a minimum of four Access representatives.

Members Roles and Responsibilities

The members of the Kent Reference Panel (KRP) agree to:

- Work strategically and co-operatively to help achieve the objectives of the Panel, as outlined above.
- Support the work of the KRP, raising any concerns firstly through the Panel itself.
- Provide expertise and advice on highway issues to support the objectives of the Panel.

KHS, as the host agency agrees to provide and/or carry out:

- Appropriate human resource/personnel to support KRP
- Appropriate facilities and equipment to support KRP meetings.
- Ensure that all information is in a suitable format to enable equal participation by all members.
- Act on the recommendations of the Panel.
- Collate appropriate monitoring and evaluation information to support the objectives and reporting requirements of the Panel.
- KHS statutory responsibilities

Reporting

A set of minutes will be produced and distributed within 3 weeks of each Kent Reference Panel Meeting and will be circulated to Access Groups and key organisations.

The Panel will collate an annual report to be presented to KHS, Policy and Overview Committee. The report will be published on the Kent County Council website and will be circulated to key stakeholders.

Review

These terms of reference will be reviewed on an annual basis.

Contact Officer

Name: Denise Eden-Green, Public Involvement & Equalities Manager

Telephone Number: 01622 221934

Email address: denise.eden-green@kent.gov.uk

By: Paul Wickenden, Overview, Scrutiny and Localism Manager

To: Environment, Highways and Waste Policy Overview and Scrutiny Committee
14 September 2010

Subject: **SELECT COMMITTEE - UPDATE**

Classification: Unrestricted

Summary: This report advises Members on the progress of the Select Committee on Renewable Energy and invites suggestions for future Select Committee Topic Reviews.

Select Committee: Renewable Energy

1. (1) The Select Committee on Renewable Energy, under the Chairmanship of Mr Ferrin, has now completed its evidence gathering. It has received written and oral evidence from a wide range of stakeholders including the Environment Agency, Energy Saving Trust, Forestry Commission, National Farmers' Union, energy and engineering companies, environmental protection organisations, community groups and individual residents. In addition, a questionnaire has been distributed to Kent schools.

(2) Members of the Committee have also visited the headquarters of a renewable energy company, a national conference (Ecobuild), a regional conference on Combined Heat and Power and Distributed Generation (held at Sessions House) a local conference (Protect Kent's 'Keeping the Lights on') and a Kent primary school which aims to be the first carbon-negative school in Europe.

(3) The draft report is in the process of being agreed by the Select Committee and will be shared with the Cabinet Member(s) and Directorates before it is finalised and submitted to County Council, via Cabinet. In accordance with the agreed timetable this report is due to be submitted to County Council on 14 October 2010. However, due to the large number of stakeholders that need to be consulted on the draft report, in order to get wide engagement with the recommendations, it is not possible to do this effectively and submit the report to the meeting of the County Council in October. The Scrutiny Board at its meeting on 8 September 2010 will be asked to extend the timescale for this review to enable this consultation to take place and the report to be submitted to the Cabinet on 29 November 2010 and the County Council on 16 December 2010.

Suggestions for Select Committee Topic Reviews

2 At the meeting of the Scrutiny Board on 24 February 2010 Members received an update on the current Select Committee topic review programme. Although resources to support reviews are all currently allocated, there would

be the potential to start new reviews in November 2010 and January 2011. It was agreed that Members would be asked to consider whether there are any topics that they would like to put forward for consideration for inclusion in the future topic review programme. If Members do have any suggestions could they contact the Democratic Services Officer for this POSC.

Recommendation

3. Members are asked to note the progress on the Select Committee for Renewable Energy and to advise the Democratic Services Officer of any items that they would like to suggest for inclusion in the Select Committee topic review programme.

Denise Fitch
Tel No: 01622 694269
e-mail: denise.fitch@kent.gov.uk

Background Information: *Nil*