

ENVIRONMENT & TRANSPORT CABINET COMMITTEE

Tuesday, 21st July, 2015

10.00 am

**Darent Room, Sessions House, County Hall,
Maidstone**



AGENDA

ENVIRONMENT & TRANSPORT CABINET COMMITTEE

Tuesday, 21 July 2015 at 10.00 am
Darent Room, Sessions House, County Hall,
Maidstone

Ask for: **Alexander Saul**
Telephone: **03000 419890**

Tea/Coffee will be available 15 minutes before the start of the meeting

Membership (14)

Conservative (8): Mrs P A V Stockell (Chairman), Mr C R Pearman (Vice-Chairman),
Mr A H T Bowles, Mr P J Homewood, Mr J M Ozog, Mr C Simkins,
Mrs C J Waters and Mr M A Wickham

UKIP (2) Mr M Baldock and Mr B E MacDowall

Labour (2) Mr C W Caller and Dr M R Eddy

Liberal Democrat (1): Mr I S Chittenden

Independents (1) Mr M E Whybrow

Webcasting Notice

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UNRESTRICTED ITEMS

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

A - Committee Business

A1 Membership

To receive an update in regards to the recent changes in membership of the Environment and Transport Cabinet Committee

A2 Apologies and Substitutes

To receive apologies for absence and notification of any substitutes present

A3 Declarations of Interest by Members in items on the Agenda

To receive any declarations of interest made by Members in relation to any matter on the agenda. Members are reminded to specify the agenda item number to which it refers and the nature of the interest being declared

A4 Minutes of the meeting held on 9 April 2015 (Pages 7 - 20)

To consider and approve the minutes as a correct record

A5 Verbal updates

To receive a verbal update from the Cabinet Member for Environment & Transport, the Cabinet Member for Community Services and the Corporate Director for Growth, Environment & Transport on the following:

- Waste strategy
- Operation Stack
- Littering
- Socially necessary bus services
- Stop the Scammers project

B - Key or Significant Cabinet/Cabinet Member Decision(s) for Recommendation or Endorsement

B1 Criteria for determining community requests for changes to neighbourhood lighting (Pages 21 - 30)

To receive a report of the Cabinet Member for Environment and Transport and the Corporate Director of Growth, Environment and Transport and to consider and endorse, or make recommendations to the Cabinet Member on the criteria for determining community requests for changes to current neighbourhood lighting

B2 Extension to the Contract for Waste Treatment and Final Disposal to Landfill, of the following Suppliers; Viridor, Biffa, Veolia (Pages 31 - 38)

To receive a report from the Cabinet Member for Environment and Transport and the Head of Waste and Commercial Management and to consider and endorse, or make recommendations to the Cabinet Member on a proposed decision to extend these contracts

B3 Kent Connected - Delivering improved 'door to door' travel options (Pages 39 - 44)

To receive a report from the Cabinet Member for Environment and Transport and the Interim Director – Highways, Transportation and Waste and to consider and endorse, or make recommendations to the Cabinet Member on a proposed decision to accept the Department for Transport's (DfT) funding to enable the Kent Connected initiative to be delivered

B4 Highways and Transportation schemes funded through Local Growth Fund Round Two (Pages 45 - 52)

To receive a report from the Cabinet Member for Environment and Transport, the Corporate Director for Growth, Environment and Transport and the Interim Director –

Environment, Planning and Enforcement and to consider and endorse, or make recommendations to the Cabinet Member on the proposed decision seeking approval to develop agreements for the transfer of funding and conditions of spend to Network Rail in respect of the Ashford Spurs scheme and Dover Harbour Board in respect of Dover A20 Improvements Scheme

- B5 Proposed consultation on the revised policy on street lighting post-LED conversion (Pages 53 - 60)

To receive a report of the Cabinet Member for Environment and Transport and the Corporate Director of Growth, Environment and Transport and to consider and endorse, or make recommendations to the Cabinet Member on the proposed consultation on Street Lighting post-LED conversion

C - Other items for comment/recommendation to the Leader/Cabinet Member/Cabinet or officers

- C1 Kent and Medway Growth and Infrastructure Framework (Pages 61 - 64)

To receive a report by the Cabinet Member for Environment and Transport and Corporate Director for Growth, Environment and Transport that gives details of the work that has been carried out to develop a Growth and Infrastructure Framework for Kent and Medway and comment on the accompanying presentation

- C2 Consultation for the Kent Environment Strategy 2015 (Pages 65 - 88)

To receive a report from the Cabinet Member for Environment and Transport and the Corporate Director for Growth, Environment and Transport and to consider and comment on the refreshed Kent Environment Strategy and agree to the consultation

- C3 Highway Drainage (Pages 89 - 102)

To receive a report from the Cabinet Member for Environment and Transport and the Corporate Director of Growth, Environment and Transport the response provided to reports of flooding and drainage issues on the highway

- C4 Environment and Transport Cabinet Committee Draft Programme of Work (Pages 103 - 106)

To receive a report by the Head of Democratic Services that gives details of the proposed work programme for the Environment and Transport Cabinet Committee

D - Monitoring of Performance

- D1 Performance Dashboard (Pages 107 - 118)

To receive a report from the Cabinet Member for Environment & Transport, the Cabinet Member for Commercial and Traded Services, the Cabinet Member for Community Services and the Corporate Director for Growth, Environment and Transport that shows progress against targets set for Key Performance Indicators

- D2 Results from the Highways, Transportation & Waste Annual Satisfaction Survey 2014 (Pages 119 - 128)

To receive a report from the Cabinet Member for Environment and Transport and the Interim Director – Highways, Transportation and Waste to consider and comment on the results from the Highways, Transportation and Waste Annual Satisfaction Survey for 2014

E - FOR INFORMATION ONLY - Key or significant Cabinet Member Decisions taken outside the Committee meeting cycle

E1 Extension to the Contract for Waste Treatment and Final Disposal to Landfill, of the following Suppliers; Viridor, Biffa, Veolia (Pages 129 - 130)

To receive exempt information from Item B2

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
03000 416647

Monday, 13 July 2015

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.

KENT COUNTY COUNCIL**ENVIRONMENT & TRANSPORT CABINET COMMITTEE**

MINUTES of a meeting of the Environment & Transport Cabinet Committee held in the Darent Room, Sessions House, County Hall, Maidstone on Thursday, 9 April 2015.

PRESENT: Mrs P A V Stockell (Chairman), Mr M Baldock, Mr A H T Bowles, Mr C W Caller, Mr I S Chittenden, Dr M R Eddy, Mr M J Harrison, Mrs S V Hohler, Mr B E MacDowall, Mr J M Ozog, Mr C R Pearman, Mr C Simkins, Mr M E Whybrow and Mr M A Wickham

UNRESTRICTED ITEMS**71. Apologies and Substitutes**
(Item A1)

The Chairman welcomed those present including those registered to speak as part of the meeting and reported that item B5 would be moved up the agenda to B1 in order to accommodate those in attendance for that item.

Apologies for lateness were reported on behalf of Mr Caller, who would join the meeting later.

There were no further apologies received or substitutes reported.

72. Declarations of Interest by Members in items on the Agenda
(Item A2)

No declarations of interest were received.

73. Election of Vice-Chairman
(Item A3)

It was proposed by Mr Harrison and seconded by Mr Simpkin that Mr Pearman be appointed to the role of Vice Chairman.

There were no further nominations and following a vote Mr Pearman was duly elected.

74. Minutes of the meeting held on 14 January 2015
(Item A4)

The minutes of the previous meeting held on 14 January 2015 were agreed as a correct record, subject to an amendment proposed by Mr Baldock to include details of the vote recorded in minute 13.

Although, the webcast was not clear as to a request received at the time; for the sake of clarity the details of the vote on Mr King's suggestion that the report be noted and not further discussed for reasons set out in the debate were as follows:

For: Stockell, Balfour, Simpkin, Harrison, Pearman and King
Against: Macdowell, Baldock, Caller, Eddy, Whybrow and Chittenden

The Chairman used her casting vote and the motion was carried.

75. Verbal updates

(Item A5)

1. The Cabinet Member for Environment and Transport, Mr Balfour, thanked Mr Brazier, his predecessor as Cabinet Member for his hard work and diligence and looked forward to the work ahead in his new role as portfolio holder, he went on to make the following comments and announcements:

- a. That John Burr had stepped down for six months from his duties as Director of Highways Transportation and Waste to focus on other areas of work and that Roger Wilkin, supported by three others, would be acting up as interim director.
- b. That David Hall had recently retired following many years of loyal service and that the gratitude of Members for his hard work should be expressed.
- c. Members were invited to visit Allington Waste Management Facility in the week commencing 25th May 2015. A date would be arranged following the meeting.
- d. The Kent Minerals and Waste Local Plan would come to examination in public from the 14th April. Sharon Thompson and her team were thanked for the hard work over many years that had led to this document being produced. He also thanked Mr Brazier who would continue to oversee work on this important document.
- e. Statistics had been requested in relation to the Young persons Travel Pass and the current figures for passes issued was as follows:
 - i. 13,457 full year, full cost passes
 - ii. 1,267 full year, half price passes
 - iii. 7,765 second half year, full cost passes
 - iv. 209 second half year, half price passes
 - v. 1,349 young carer / local authority child in care full year, no cost passes
 - vi. 465 carers, full year no cost passes
 - vii. 24,512 passes in circulation as at 10 march.

It was agreed that a note would be circulated following the meeting to members containing the details reported.

- f. That, as reported at County Council, there were several distinct issues ongoing regarding street lighting:
 - i. How the council came to introduce part night lighting and other changes to policy which would be considered by a special meeting of the Scrutiny Committee for that purpose.
 - ii. The need to establish criteria for requests received to turn lights on again which had been turned off as part of the part night lighting exercise and this would be considered at the July meeting of the Cabinet Committee. Mr Balfour requested that any member with ideas for relevant criteria put them forward for consideration.

- iii. Finally the issue of lighting requirements and criteria in the future should LED lighting be in place would need to be fully considered and agreed and it was likely that a report would be brought before the committee in November.
 - g. That issues related to Border controls had recently been publicised in the media and following work with the tunnel operators and the Dover Port Authority, a mini 'operation stack' arrangement had been agreed should it be required. Any further issues would result in full 'operation stack' procedures. He assured members that work continued toward Lorry Park solutions across the county
- 2. The Cabinet Member for Communities, Mr Hill provided updates on the following:
 - a. Community wardens: Following a meeting with KALC a pilot scheme for volunteer wardens was to be established. These volunteers would be known as Local Warden Support Officers and it was hoped that the pilot would be in place by mid-September 2015. Should the scheme be successful, full implementation was planned for September 2016.
 - b. That a new Chief Coroner for England and Wales had been appointed and he and Barbara Cooper had held a positive meeting with him in February. He hoped that work could now begin to slowly move Kent toward a single full time Coroner for the county.

The following comments were made by members of the Committee and Cabinet Members:

1. That should members of the public be confused as to the status of the decision regarding night lighting and any potential 'switching on' then members should be clear that a full debate and further consideration would be undertaken before any decision was made.
2. That the new arrangements for traffic management at Dover should be monitored to assess their effectiveness.
3. That LED lighting had been implemented in some areas with great success and should be welcomed by members.
4. That figures on the Young Persons Travel Pass were welcomed and additionally Bus Pass information would be useful to members.
5. That the precise duties of those officers undertaking different elements of John Burr's previous workload under the Interim Director be circulated to members in order that they may direct queries appropriately.

The following comments were made by Cabinet Members and officers in response to questions raised by members of the Committee:

1. That further consideration would be given to a suggestion that 'Joint Communities Boards' might help to facilitate greater District and County Council communication, particularly over issues such as the success or otherwise of the Local Warden Support Officer scheme. A member of the Committee urged that should this type of Committee be introduced, the officers in attendance should be senior officers. In addition staffing and resources for any new Board should be made available without impact on existing mechanisms.

On this matter Barbara Cooper, Director of Growth, Environment and Transport reminded members of the District Deal process that would facilitate closer joint working and priority setting. Currently signed up to that process were Swale, Ashford, Tunbridge Wells and Tonbridge and Malling.

76. Extension of wood Waste Recycling Contract

(Item B1)

The Committee received a report seeking endorsement of, or recommendations to the Cabinet Member for Environment and Transport on, the proposed decision to extend the contract for Wood Waste recycling with Kent based company Countrystyle Recycling Ltd.

Roger Wilkin, Interim Director of Highways, Transportation and Waste was in attendance to speak to the item. He introduced the report and in particular referred to the following:

- i. That the contract provided for wood discarded at Kent County Council Household Waste sites to be collected and recycled, mainly as chipboard. This was considered to be better than the service offered by many other companies which often shredded wood for incineration to create power.
- ii. That the contract to date had performed well and had provided a good service whilst maintaining value for money, in a manner that was in line with Kent County Council's strategic vision being, as it was, procured in partnership with another authority.
- iii. That in order to demonstrate the benefit of an extension to the existing contract work had been done to ascertain whether other authorities had better provision of the same or equivalent service and this had not been the case.

Following comments made and questions raised by members, officers provided the following further information:

- i. That Countrystyle were required to provide shipment notices to show that wood collected had been sent to a suitable board making company and would therefore be recycled.
- ii. That although there was a cost to the contract, as was the case for most of the materials recycled by Kent County Council, the method in general, and the contract in particular, provided better value than other types of disposal costing approximately half that of other methods.
- iii. That although the wood would be suitable for use as biomass it was preferred that it be recycled as chipboard or other material in order to promote a circular economy in Kent, where materials are used and reused multiple times. This was not the case when wood was utilised as biomass as it could not be used again after that.

Members welcomed the report and news that the contract delivered well. Some debate was had regarding the level of detail contained within the report, but the sentiment was positive about its purpose and it was suggested that the service be advertised more widely in order to encourage further deposits.

Mr Bowles, seconded by Mr Chittenden proposed that the extension of the contract by Cabinet Member decision be endorsed. The motion was put to the vote and carried.

It was RESOLVED that the proposed cabinet member decision be endorsed.

77. Highways and Transportation Schemes Funded through the South East Local Enterprise Partnership
(Item B2)

The Committee received a report seeking endorsement of, or recommendations to the Cabinet Member for Environment and Transport on, a proposed decision to give approval to the necessary actions for progression and completion of highway and transportation improvement schemes funded following successful bids to central government via the South East Local Enterprise Partnership (SELEP).

The schemes in question were:

- Tonbridge Town Centre Regeneration Scheme, in drg. No. 4300127/000/11
- North Deal Transport Improvements, in drg. No. NDTI-1
- Maidstone Sustainable access to Employment areas, in drg. No. MSAEA-1
- Sittingbourne Town Centre Regeneration, in drg. No. STCR-1
- A26 London Rd/Speldhurst Rd/Yew Tree Rd, Tunbridge Wells, in drg. No. KCC/LTP/YTR/001
- West Kent Local Sustainable Transport Fund and
- Kent Thameside Local Sustainable Transport Fund.

The Cabinet Member for Environment and Transport introduced the report for members; he welcomed the report and the opportunity for some of these projects to finally be fulfilled after being aspired to for many years.

Ann Carruthers, Head of Strategic Planning and Policy was in attendance to speak to the item. She reminded members that KCC had secured £100million for 21 transport projects through successful bids to the Local Growth Fund, applied for and administered by the LEP. The report before members, she explained, sought endorsement of the processes needed to take forward seven of the schemes to be undertaken with these funds, three of which had had business plans approved by the LEP already.

Ms Carruthers briefly expanded on each scheme for the benefit of those members not familiar with them.

Ms Carruthers also reported that although the report stated that monies would be paid to KCC **quarterly** in advance, since the report had been written agreement had been secured from government that funding would come **annually** in advance.

In response to comments made and questions raised by members, Ms Carruthers provided the following further information:

- i. That it was acknowledged that the 'North Deal' scheme was actually in 'Middle Deal' ward but it was felt that for the sake of consistency that the name not be changed from that which was originally submitted via the LEP when communicating with the LEP. KCC however could refer to the scheme by the "Middle Deal" title for its own purposes.
- ii. That KCC had new responsibilities in relation to drainage from 1 April 2015 and as a result would be a statutory consultee on all new developments, in the

case of the North Deal project, and others, it would be an issue that would be investigated carefully and recommendations made as appropriate.

- iii. That promotion of safe cycling was one of many issues that would be discussed with developers and which they would be encouraged to promote where appropriate, including on the North Deal project should this be the case in those circumstances.

Other comments from members were as follows:

- i. Surprise was expressed from one member that the Sittingbourne Town Centre project continued to be pursued in the face of public concern. In particular the drop off point at the station was referenced and the intended new space for buses as areas of concern. The scheme, he argued, had not considered properly the needs of the western end of the town by building housing on space currently utilised for parking. Finally the same member argued that the scheme did not provide answers to the issues faced by those travelling east to west across Sittingbourne; proposed new roundabouts and traffic signals would only serve to make the journey more complicated.
- ii. Those views were countered by another member, who felt that the scheme was a good one, properly supported by the democratic process which it had been subject to.
- iii. That the Maidstone schemes were welcomed by Maidstone members and regular updates on each would be requested to the JTB meetings.
- iv. Some debate was undertaken as to whether the issues were properly considered at District, County or LEP level but a general consensus was reached that all parties had separate, but overlapping, interest in the schemes.

It was proposed by Mr Bowles and seconded by Mr Chittenden that the decision as set out by the Cabinet Member for approval, be endorsed

It was RESOLVED that the proposed decision be endorsed.

78. Street Lighting Conversion to LED *(Item B3)*

The Committee received a report seeking endorsement of the proposed decision to convert Kent's stock of street lighting to LED and recommendations to the Cabinet Member for Environment and Transport on the same. Details of the indicative costs and contractual arrangements were set out within the report. The full details of the decision were set out at Appendix A and included:

- Approval for the procurement of the services to supply and fit LED lanterns to the County Council's stock of street lights,
- Award of a 15 year maintenance contract to the preferred bidder with potential extension.

Behdad Haratbar, Head of Programmed Works and Rob Clark, LED Project Manager, were in attendance to speak to the item and on introducing the report to members referred to the following:

- i. That Kent County Council was one of the largest street lighting authorities in the country with responsibility for approximately 118,000 street lights and

- 25,000 LED signs and bollards. The running cost to the council was currently approximately £9.5million per annum.
- ii. That the conversion to LED was expected to cost around £40million and save around £5.2million annually.
 - iii. That a two day non-binding market engagement exercise had been undertaken and from this three options had emerged. These were as follows:
 - Option 1 – KCC to procure the supply and implementation of LED lighting with responsibility for the stock reverting to KCC on completion and after the 12 – 24 month guarantee period.
 - Option 2 – KCC to procure supply and implementation of the conversion and the long term management of the converted stock.
 - Option 3 – Ask the market to fund the conversion and undertake long term maintenance which would be akin to PFI
 - iv. The three options had been considered by the CAB in March 2015 and option 2 recommended for endorsement by the Cabinet Committee and ultimately approval by the Cabinet Member

The following further information was provided by officers in response to questions from members:

- i. That all District and Parish Councils would be contacted in order that a full list of lighting controlled by other authorities could be compiled. Following that exercise the preferred bidder would, by inclusion in the contractual terms and conditions, offer District and Parish Councils access to the contract rates.
- ii. That the Scrutiny Committee was scheduled to consider the adoption and implementation of the safe and sensible street lighting policy in 2010 but that this was a separate issue from the proposed decision before the Committee.. A further decision would be required should changes be made to lighting policy, in particular, the illumination levels. The policy in this regards will be the subject of a report to a future meeting of the Committee.
- iii. The conversion programme as a whole would not require lights to be reconnected to the mains. This was due to the LED connection being connected above the sub fuse, owned by the Council.
- iv. That implementation would be phased, starting in the residential areas with main routes and town centres to follow.
- v. The £18million funding gap was being funded through the County Council's Capital Programme
- vi. LED would provide improved lighting as shown by the experience of other authorities and trials in Kent.

Mr Bowles put forward an amendment, seconded by Mr Baldock to the proposed decision for endorsement that liaison take place with KALC in order to formalise the engagement with Parish and District Councils referred to by officers. The amendment was carried by a majority and included with in the substantive motion.

It was RESOLVED that the substantive motion to endorse the proposed decision as amended be AGREED.

79. Commons Act 2006 - Introduction of fees for specified applications
(Item B4)

The Committee received a report seeking endorsement of, or recommendations to the Cabinet Member for Environment and Transport on, a proposed decision to introduce fees in accordance with the detail set out in Appendix A of the report in respect of applications under the Commons Act 2006 following changes to legislation introduced in December 2014.

Mr Paul Crick, Director of Environment, Planning and Enforcement, was in attendance to speak to the item and introduced the report for members; in particular he referred to the following:

- i. That changes to legislation in December 2014 now allowed Council's to cover the costs of applications made under the Commons Act 2006 such as registering village greens etc.
- ii. The proposals before the committee were to recover costs where applications were for the benefit of the landowner.

The issue was opened for debate and following questions from members officers clarified the following matters:

- i. That the missing words in the report should read 'village greens'
- ii. The creation of a 'right of common' was a technical term which was not related to the right of access it referred to very old rights such as the right to graze cattle and so were for the benefit of the applicant and not the wider community as may be first assumed.
- iii. That the £50 per hour fee for officer time to process application was the standard fee currently charged by the Public Rights of Way Team on other paid for applications, and was deemed to be appropriate in this case also. It was reviewed on an annual basis.
- iv. No charges had been made for this service in the past.
- v. That it was possible to de-register a village green in limited circumstances but should the land be of a size over 250sqm the landowner would be required to provide alternative land in exchange.

It was proposed by Mr Pearman and seconded by Mr Ozog that the cabinet member decision as set out in the report for approval be endorsed.

80. Canterbury District Transport Plan
(Item B5)

80. Canterbury District Transport Plan
(Item B5)

The Committee received a report setting out the proposed decision of the Cabinet Member to endorse the principles of the Canterbury local Transport Strategy. The Chairman explained that the report was returned to the Committee despite having been discussed previously owing to a number of administrative errors that, whilst not substantive, could have called in to question the proper consideration of the matter by the Committee.

The Chairman had agreed that three members of the public may speak to the item, Ms Barwick, Mr Hirst and Mr Baker, as well as local member for Canterbury City South West, Mr Vye.

Ms Barwick addressed the committee. She referred to the Car parking strategy to gradually reduce car by the means of parking tariffs to encourage park and ride and sustainable transport, at paragraph 462 of the strategy. As Chairman of the Canterbury Independent Traders Alliance, and representing their views at that time, she held the following:

- i. That the City Council policy of reducing car parking spaces, by 18% as identified in the strategy, would have a detrimental effect on small business and shops in Canterbury city centre.
- ii. That figures showed that businesses had already suffered as a result of the policy to date. Referring to papers handed out at the beginning of the meeting showing a reduction of car visits and a reduction in park and ride use to the city centre, each, it was claimed, costing businesses £35 per trip not taken.
- iii. That the letter from the Chief Executive and Leader of Canterbury City Council containing assurances for KCC in relation to this element of the strategy and included in the papers for the meeting, had not been adhered to to date and as such should not be relied upon by Kent County Council.

Finally Ms Barwick urged the Committee to only endorse the transport strategy with a recommendation that reference to city centre parking closures be removed.

Mr Baker addressed the Committee; he particularly referred to the issue of parking at Canterbury West Railway Station. He argued that, since the introduction of high speed rail at that location, patronage had increased dramatically placing additional and unsustainable pressure on car parking spaces. He maintained that all 120 available spaces were taken by 10am each day, with approximately 15 regular commuters already parking in the nearby city council car park intended for casual rail users and shoppers. A copy of a petition signed by 49 taxi drivers who also supported an increase in spaces in order that they had a designated waiting area had been distributed before the meeting.

Mr Baker also referred to the findings of an independent consultant who had recommended that 120 parking spaces were needed at that location. He argued that not only was that figure not met, being only 99 currently, but that the City Council intended to reduce that number, citing as evidence the Local Plan which identified both the overflow car park and the city council car park for development. He urged the committee to seek further assurance that there would be no reduction in car parking in that location without alternative arrangements in place and that he and the taxi drivers referred to previously asked the committee to also encourage Canterbury City Council to utilise the unused railway depot on Railway Road for additional parking.

Mr Hirst, a Canterbury City Councillor, addressed the Committee. He referred again to the letter that had been sought and received from the Chief Executive and Leader of Canterbury County Council containing assurances regarding the parking strategy and argued that it did not satisfy the concerns that had led to it being requested. He was concerned that it did not mention railway station parking nor did it require evidence of public support for any future disposal of car parking space. He maintained that this would allow the sale of car parking spaces even where consultation showed that it was unpopular and cited the recent agreement of the Canterbury City Council Executive to sell spaces at Ivy Lane as evidence of this.

Furthermore he urged the committee not to rely on the letter as it had not been democratically agreed by Canterbury City Council elected members and the signatories would not be in place for the life of the Local Plan. He claimed that it was not good practice that the Transport Strategy, a public document, was not in line with views expressed in a private letter which would not be considered as part of the inspection in public of the Local Plan.

For all of those reasons, he urged the Committee to disregard the letter and only endorse the proposed Cabinet Member decision to endorse the strategy if the strategy itself was in line with the views of the County Council, without the need for any additional assurance and also asked the Committee to recommend that further assurances be sought from Canterbury City Council that any spare land be bought forward for additional parking spaces.

Mr Vye, local member for Canterbury City South West addressed the Committee, he believed that the strategy was undeliverable for three reasons:

- i. The 4000 houses identified for building in South Canterbury;
and the concomitant
- ii. Off-slip at The Bridge interchange
- iii. The off-slip from the A2 at Wincheap

He continued in order to explain his concerns and in particular referred to the following:

- i. That the complicated nature of people's movements across and around the city centre had not been properly considered.
- ii. That he did not believe it would be possible to create an off-slip at Wincheap based on developer contributions from the Wincheap Industrial Estate and that without them and the intended off-slip, congestion in the area would become unmanageable, particularly along the A28
- iii. That there were no sensible mitigation proposals for the proposed development of 4000 houses in South Canterbury and congestion on both the old and new Dover Roads was likely to be increased, particularly if lanes were squeezed to create an additional bus lane.

He concluded by welcoming the most part of the strategy, particularly the emphasis on cycling and urged the Committee and Cabinet Member to consider the endorsement of the strategy with the three projects to which his concerns were addressed included, very carefully.

The Chairman requested that the members of the public now left the table and brought Ruth Goudie, Strategic Transportation and development Planner, KCC to address the Committee.

Ms Goudie brought the following information to the attention of the Committee:

- i. That a report had been considered, and the principles endorsed, by the Committee in December 2014. However, the draft strategy presented at that time had not been the most up to date and therefore had not included some of the changes made by the Executive at Canterbury City Council nor the JTB as it should have. The report was therefore returned with the current version of

the strategy appended and the amendments detailed within the report. The two major amendments were:

- The removal of a reference to a site identified for a fourth park and ride at Harbledown
- Additional clarity that city centre parking would only be reduced if evidence that there would continue to be an adequate overall supply and following a public consultation.

Finally Ms Goudie apologised for the inconvenience caused by the administrative error at the last meeting and asked the committee to endorse the principles of the updated strategy and the proposed Cabinet Member decision once more.

The Chairman opened the floor to members and the following comments were made:

- i. That the wishes of the members of the public appeared to be satisfied within the report.
- ii. That the strategy referred to the reduction in car parking as having been promoted as part of the 'Park Plan' but that for the consent of the public to a direction of travel in 2015 should not be assumed from a document adopted in 1989.
- iii. That the letter from the Leader and Chief Executive of Canterbury City Council, referred to by speakers, suggested that the plans and proposals being considered would, if adopted, have status beyond the current administration and would be binding on future administrations. If that were the case it would be contrary to the fundamental principles of democracy inherent in the British system of governance.
- iv. That neither the strategy nor the principles inherent within it should be endorsed before an open and honest investigation in to what is proposed had taken place.
- v. That the principles for which the committee and ultimately the Cabinet Members endorsement were sought were undermined by some of the detail and conversely, lack of detail within the draft strategy.
- vi. That the welcoming of assurances from Canterbury City Council, a reference to the letter, should be deleted as it could not be relied upon.
- vii. That it was difficult to identify where the principles of the strategy were contrary to the aims and objectives of Kent County Council and its plans as a highway authority and therefore endorsement should follow.
- viii. That the detail of the strategy was a matter for Canterbury City Council and should not be considered by the County Council.
- ix. That if the County Council did not support the City Council in its adoption of an appropriate and democratically determined Local Plan it would leave the area vulnerable to inappropriate and unwanted development, often on green field sites.
- x. That the JTB had requested that the Roper Road site should be considered by the City Council as overflow, or new parking, for the Railway station but that this did not appear to have happened.

The Corporate Director and Cabinet Member made the following comments in response to parts of the debate:

- i. That the heavy emphasis on developer contributions to meet infrastructure needs was appropriate for Canterbury but it was recognised that it would not be possible in some other areas of Kent and the Growth and Infrastructure Framework was intended to identify such funding gaps and potential funding solutions, such as LEP funding.
- ii. That insertion of the word 'generally' into the recommendation regarding developer contributions was not considered necessary as it already included the word 'largely' as opposed to exclusively.
- iii. That the Canterbury Local Plan had already been placed 'on deposit' and would in the near future be subject to an 'examination in public'. It was for this examination that the support of Kent County Council to the Transport element of the local plan was important to its successful passage to adoption. It was recognised that best practice would be to work alongside districts in order to place on deposit a document already supported by both the District and the County.
- iv. That the wording in recommendation 2. Be amended to include the words "Canterbury City Council and" after "Where this is the case".

It was RESOLVED by a vote of 12 in favour to 2 against that the recommendations within the report be agreed with a minor amendment to the wording of recommendation 2. as noted above.

Mr Baldock and Mr MacDowell requested that their votes against the proposed recommendations be recorded.

81. Work Programme 2015

(Item C1)

Cabinet Committee received the work programme report, presented by Mr Balfour. He reported that the entry relating to Allington Waste Management Facility would not be a key decision as listed but instead a report for consideration. The additional meeting to be held in November, in order to consider LED lighting, had not been agreed at the time of writing and would be included in the next work programme.

It was resolved that, subject to the amendments reported by the Cabinet Member, the Work Programme be AGREED.

82. Growth, Environment and Transport Directorate Business Plan (2015-2016)

(Item D1)

Cabinet Committee received a report outlining the draft Growth, Environment & Transport Directorate Business Plan (2015-16) for consideration and comment, prior to publication online in May 2015.

The Cabinet Members present both welcomed the document and commended the way in which it had been written.

The Business Plan set out how the Directorate would deliver against the Strategic Outcomes agreed at County Council.

Barbara Cooper, Director of Growth, Environment and Transport introduced the Plan for the committee and described its key elements, including significant upcoming projects and transformation work.

She also highlighted information on commissioning and procurement timetables which would enable members to manage committee agendas according to important future contracts.

Mrs Cooper welcomed comments on the draft.

The following comments were made:

1. That the document was of very high quality and would be a useful tool for members.
2. That as the future of libraries was considered it was of concern that targets missed in the 2014/15 budget had been further reduced for 2015/16. In response Mrs Cooper reported that the failure to meet the 2014/15 target was as a result of IT issues restricting public access to the service via the website and that this had now been resolved.
3. That descriptions, in the form of a glossary, of terms used and of the current providers listed within the document would be welcomed. In addition it was suggested that as contracts were awarded, information for members about the company would be welcomed including contact information for officers responsible.

It was agreed that, with the comments of the committee duly noted by the Director and Cabinet Member, the draft business plan be NOTED.

83. Risk Management - Strategic Risk Register (Item D2)

Cabinet Committee received a report presenting the strategic risks relating to the Environment & Transport Committee remit. The paper also explained the management process for review of key risks.

Mark Scrivener, Corporate Risk Manager, was in attendance to present the report to the Committee who reported that the risk register complimented the Business Plan already considered by the Committee and set out any risks to the achievement of targets within it.

He explained that the register was a 'living' document and continued to be managed and maintained as appropriate.

It was agreed that the report be NOTED.

84. Performance Dashboard (Item D3)

The Cabinet Committee received a report setting out the Environment and Transport Performance Dashboard, which showed progress made against targets set for Key Performance Indicators.

Richard Fitzgerald, Performance Manager was in attendance to introduce the report and take questions from members.

He highlighted a performance issues of interest to the members present including:

- Street lighting repairs related to the contractor and for which actions were in now place
- An increase in recycling that saw total figures at close to 50%.
- An improvement in income in performance for Kent Scientific Services that meant that income generation had now improved and was on target.

The following comments were received from members:

- That target HT03 related to connection of street lights and not to repair and that HT03d could be more usefully reported by providing details of repairs conducted. Mr Wilkin agreed that greater detail could be provided for members wherever they would like to see it and in a form that was most useful
- That actual numbers should be included alongside percentages in all cases
- That targets should be stretched as appropriate to encourage high achievement. Officers and the Cabinet Member assured Committee members that targets were continually reviewed in order that they were set at an appropriate level.

It was agreed that the report be NOTED.

85. Development of a Growth and Infrastructure Framework for Kent and Medway - Presentation
(Item E1)

Cabinet Committee was due to receive a presentation from Paul Crick, Director of Environment, Planning and Enforcement detailing progress on the development of a Growth and Infrastructure Framework for Kent and Medway but owing to technical issues it was not possible to screen the presentation and the Committee agreed to receive information on the Framework at a future meeting.

Cabinet would receive the presentation at its next meeting, scheduled for 27 April and members could attend that meeting, in addition it would continue to be discussed by the Committee and would be circulated to members.

86. Process for Reviewing the Kent Environment Strategy
(Item E2)

Cabinet Committee received a report setting out for information the process, timescale and subsequent consultation for the review of the Kent Environment Strategy, including opportunities for Members to engage and provide feedback.

It was agreed that the process be ENDORSED.

From: Matthew Balfour, Cabinet Member – Environment and Transport
 Barbara Cooper, Corporate Director – Growth, Environment and Transport

To: **Environment and Transport Cabinet Committee – 21 July 2015**

Decision No: **15/00066**

Subject: **Criteria for determining community requests for changes to current neighbourhood lighting**

Classification: **Unrestricted**

Past Pathway of Paper: **This is the first meeting this paper has come to**

Future Pathway of Paper: **N/A**

Electoral Division: Countywide

Summary:

In November 2010, the County Council agreed the adoption of an amended street lighting policy to allow for the reduction in energy. Phase 1 of the Safe and Sensible Street Lighting project commenced in August 2013, and the County Council started to switch off identified surplus street lights at 68 sites. In December 2013, the County Council began converting approximately 60,000 street lights to Part-Night (PN) operation. Since implementing these measures the County Council has received a number of requests to return some street lights that are currently operating for part of the night, to all night lighting. This paper seeks to establish a transparent process for dealing with such requests in the future.

Recommendation(s):

The Cabinet Committee is asked to consider and endorse, or make recommendations to the Cabinet Member for the criteria for determining community requests for changes to current neighbourhood lighting as detailed within this paper.

1. Background

- 1.1 Kent County Council is one of the largest lighting authorities in the UK and has 118,000 street lights and some 25,000 lit signs and bollards. The current annual cost of illuminating and maintaining the stock is over £9.5m, a cost that keeps rising.
- 1.2 Measures were implemented to reduce the County Council's energy consumption through the Safe and Sensible Street Lighting (SSSL) project which introduced Trial Switch Off of Surplus Street Lights (Phase 1) and conversion of a significant number of street lights to Part Night Lighting (Phase

2). A report outlining these proposals was submitted to all Joint Transportation Boards during spring 2013.

- 1.3 In August 2013, the County Council began to implement Phase 1 of the project and started to switch off identified surplus street lights at 68 sites. In December 2013, the County Council began converting approximately 60,000 street lights to Part-night (PN) operation under Phase 2.
- 1.4 These measures were completed by autumn 2014 and have reduced annual energy costs by around £1m and carbon emissions by 5,000 tonnes.
- 1.5 Since implementing these measures the County Council has received a number of requests to return some street lights that are currently operating for part of the night, to all night lighting. This paper seeks to establish a transparent process for dealing with such requests in the future.

2 Streetlight Criteria

2.1 The approach implemented in Kent is similar to other local authorities. All street lights were considered suitable for conversion to PN operation unless they met one or more of the exclusion criteria listed below:

- Main routes with a significant night-time traffic record between midnight and 05.30am.
- Town centres.
- Areas identified by the Police as having an existing record of crime or having the potential for increased crime levels if the street lighting is changed.
- Areas with sheltered housing and other residences accommodating vulnerable people.
- Areas with operational emergency services site including hospitals and nursing homes.
- Formal pedestrian crossings, subways and enclosed footpaths and alleyways where one end links to a road that is lit all night.
- Where road safety measures are in place in the highway, such as roundabouts, central carriageways islands, chicanes, speed humps, etc.
- Roads that have local authority CCTV or Police surveillance equipment.
- Sites with existing or with potential road safety concerns.

2.2 Those street lights that met the criteria were excluded from the proposals. A wide variety of groups were consulted on these criteria in 2013 which included all County Councillors, Joint Transportation Boards (JTB), Kent Association of Local Councils (KALC) and the public. The final criteria were also endorsed by the JTB's.

3 Review of Phases

Phase 1 – Trial switch offs

3.1 1,307 street lights had been identified within the County where lighting was considered as being surplus. If lighting of these locations was being considered

today, these lights would not have been installed. These are in excess of the current lighting standards and have a disproportionate maintenance cost due to their locations.

- 3.2 The identified street lights were proposed to be switched off for a period of 15 months. Crime levels and road safety are being monitored at each site throughout the trial period and street lights at sites being adversely affected will be switched back on. To date 278 street lights across 15 sites have been reverted back to either AN or PN operation as part of the County Council's continuous review. Street lights on unaffected sites will be reviewed at the end of the trial period to determine whether they will be permanently removed.
- 3.3 The review process for the affected sites is underway with the timetable included in appendix A. Each district's proposal will be presented at the appropriate Joint Transportation Board (JTB) for information only prior to being signed off by the Cabinet Member.

Phase 2 – Part-night (PN) lighting

- 3.4 Street lights identified for PN had a light sensor with a built in timer installed within it. This means that the street light would turn on automatically at dusk, turn off at approximately 12.00 midnight, turn back on at approximately 5.30a.m and stay on until first light (GMT). During British Summer Time hours the PN operation would start and finish an hour later as compared to the stated hours.
- 3.5 The review process for each district is due to start this summer with the timetable included in Appendix B. In the meantime, the County Council continues to monitor areas of PN operation and should criteria have been incorrectly applied, the converted assets may have AN lighting restored. Kent Police has made the County Council aware of only two sites where it was advised to revert back to AN operation and both have been restored.
- 3.6 Eight requests from County Councillors to revert streetlights back to AN operation have been actioned.

4 The Review process

- 4.1 The review process for both phases will involve consideration of the following:
 - Crime and anti-social behaviour issues
 - Road safety issues
 - Enquiries received following implementation
 - Other relevant issues (environmental, condition of columns, etc.)
- 4.2 The review process will analyse a range of data to determine a proposal which will include liaising with the following stakeholders:
 - Kent Police – it is worth reminding members that at the County Council Scrutiny Committee dated 19 May 2015, Assistant Chief Constable (ACC) Price explained that research conducted by the Kent Police had

shown that there was no direct correlation between crime and street lighting, with varying outcomes observed in different districts.

- Traffic Schemes and Member fund team
- Transport Intelligence team

As part of this process, the County Council has reviewed the current criteria relating to safety concerns.

- 4.3 Within Phase 2, the current criteria ensure that sites with existing or with potential road safety concerns are to operate under AN lighting. It is proposed that this is extended to include County Council owned footpaths where there may be safety concerns to Kent residents without AN operation. For example this could be due to a change of gradient (e.g. steps).
- 4.4 The County Council acknowledges that some alleyways are enclosed and may appear pitch black when operating under PN. While the current criteria under Phase 2 state that alleyways that link to a road under AN operation would remain lit, it is proposed to extend this beyond those identified locations should there be a potential safety concern
- 4.5 Areas requested as having potential safety concerns through PN operation will need to be assessed by a suitably nominated Highway Officer to determine the risk. Should a requested area be assessed to pose potential safety concerns, then the street lights should return to AN lighting. Request for lighting provision in locations that do not currently have street lights will not be considered under this criteria.
- 4.6 Should the Police advise that street lights should return to AN, they would contact the County Council. This is in accordance with the street light criteria, and any request would return to AN operation.

5 Process for requesting AN operation

- 5.1 Should an individual or group request a street light to be returned to AN operation, they will be asked to contact the street lighting team through the enquiries procedure. The request would have to include information as to why the criteria may have been incorrectly applied or the reasons to why the streetlight should return to AN operation.
- 5.2 The County Council will investigate the request to determine its validity and this may include the following:
 - Highway Officer to assess safety concerns
 - Request advice from the Police
- 5.3 If a request has been made by Kent Police, the County Council in line with the criteria will reverse the relevant street light to AN operation.
- 5.4 All requests will be assessed and subsequently signed off by the street lighting manager/relevant head of service.

5.5 It should be noted that the average cost of installing a PN cell within an individual street light was approximately £50 under the SSSL project. To reverse this process will involve the same procedure, however an AN cell would be installed. Whilst this is a small sum in isolation, this can quickly escalate if safe access to a lighting column is difficult or should there be a large number of requests.

6 Conclusions

6.1 Unless there is a request from Kent Police or a site is found to be unsafe without AN operation, approved changes should not be implemented until the installation of the new LED's with the accompanying Central Management System (CMS) has been completed. This would negate the cost of visiting each identified location under the current contract compared to using the CMS to make the changes instantly.

6.2 Any further changes to the criteria that are not detailed within this paper could be investigated prior to the agreement of the new street lighting policy that is to be drafted later this year.

6 Recommendation(s):

The Cabinet Committee is asked to consider and endorse, or make recommendations to the Cabinet Member for the criteria for determining community requests for changes to neighbourhood lighting as detailed within this paper.

7 Appendix

Appendix A – Phase 1 key dates
Appendix B – Phase 2 key dates
Appendix C – Proposed Record of Decision

8 Contact details

Report Author:
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Lead Director:
Roger Wilkin – Interim Director of Highways, Transportation and Waste
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Appendix A

Phase 1 Key Dates

District	Work largely complete	Review to begin	JTB
Ashford	Mar 2014	June 2015	Sept 2015
Canterbury	No trial switch off sites		
Dartford	Mar 2014	June 2015	Sept 2015
Dover	Aug 2013	Nov 2014	Sept 2015
Gravesham	Feb 2014	May 2015	Sept 2015
Maidstone	June 2014	Sept 2015	TBC
Sevenoaks	Sept 2014	Dec 2015	Sept 2015
Shepway	Mar 2014	June 2015	TBC
Swale	Sept 2014	Dec 2015	Mar 2016
Thanet	July 2014	Oct 2015	Dec 2015
Tonbridge and Malling	No trial switch off sites		
Tunbridge Wells	June 2014	Sept 2015	Jan 2015

Appendix B

Phase 2 Key Dates

District	Work largely complete	Review to begin
Ashford	May 2014	August 2015
Canterbury	June 2014	September 2015
Dartford	June 2014	September 2015
Dover	May 2014	August 2015
Gravesham	June 2014	September 2015
Maidstone	June 2014	September 2015
Sevenoaks	March 2014	June 2015
Shepway	May 2014	August 2015
Swale	June 2014	September 2015
Thanet	June 2014	September 2015
Tonbridge and Malling	April 2014	July 2015
Tunbridge Wells	February 2014	May 2015

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KENT COUNTY COUNCIL – PROPOSED RECORD OF DECISION

DECISION TAKEN BY:

Matthew Balfour, Cabinet Member – Environment and Transport

DECISION NO:

15/00066

For publication

Subject:

Criteria for determining community requests for changes to current neighbourhood lighting

Decision:

As Cabinet Member for Environment & Transport, I agree to the criteria for determining community requests for changes to neighbourhood lighting, in accordance with the expectations set out in the report.

Reason(s) for decision:

Kent County Council is one of the largest lighting authorities in the UK and has 118,000 street lights and some 25,000 lit signs and bollards. The current annual cost of illuminating and maintaining the stock is over £9.5m, a cost that keeps rising.

Measures were implemented to reduce the County Council's energy consumption through the Safe and Sensible Street Lighting (SSSL) project which introduced Trial Switch Off of Surplus Street Lights (Phase 1) and conversion of a significant number of street lights to Part Night Lighting (Phase 2). A report outlining these proposals was submitted to all Joint Transportation Boards during spring 2013.

In August 2013, the County Council began to implement Phase 1 of the project and started to switch off identified surplus street lights at 68 sites. In December 2013, the County Council began converting approximately 60,000 street lights to Part-night (PN) operation under Phase 2.

These measures were completed by autumn 2014 and have reduced annual energy costs by around £1m and carbon emissions by 5,000 tonnes.

Since implementing these measures the County Council has received a number of requests to return some street lights that are currently operating for part of the night, to all night lighting. This decision establishes a transparent process for dealing with such requests in the future.

Cabinet Committee recommendations and other consultation:

This proposal was the subject of a report to the meeting of the Environment and Transport Cabinet Committee on 21 July 2015 and Members endorsed the decision.

Any alternatives considered:

None

Any interest declared when the decision was taken and any dispensation granted by the Proper Officer:

None

.....
signed

.....
date

From: Matthew Balfour, Cabinet Member – Environment and Transport
David Beaver – Head of Waste and Commercial Management

To: Environment and Transport Cabinet Committee – 21 July

Decision No: 15/00049

Subject: **Extension to the Contract for Waste Treatment and Final Disposal to Landfill, of the following Suppliers;**

- **Viridor. Ref WTFD 10/23**
- **Biffa. Ref WTFD 10/23**
- **Veolia. Ref WTFD 10/23**

Key decision – Affects the whole of Kent, with expenditure greater than £1m

Classification: **Unrestricted**

Past Pathway: **N/A**

Future Pathway of Paper: **For Cabinet Member Decision**

Electoral Division: Countywide

Summary: It is proposed by Waste Management to extend the current Landfill Contracts up to 31 March 2016:

- Waste Treatment and Final Disposal (Landfill) - Viridor. Ref WTFD 10/23.
- Waste Treatment and Final Disposal (Landfill) - Biffa. Ref WTFD 10/23.
- Waste Treatment and Final Disposal (Landfill) - Veolia. Ref WTFD 10/23.

This is to allow a full commissioning process to be concluded for a new Waste treatment and/or final disposal contract.

KCC has a statutory duty to arrange for the disposal of the controlled waste collected in its area by Waste Collection Authorities and to provide facilities at which residents in its area may deposit their household waste under the Environmental Protection Act, section 51 and has a Duty of Care under Section 34.

Typical examples of materials that are taken to landfill are items that cannot be recycled or taken to Allington waste to energy plant such as large bulky items, hard plastics and mattresses

Recommendation(s):

The Environment and Transportation Cabinet Committee is asked to consider and endorse, or make recommendations to the Cabinet Member for Environment and Transport to agree the extension of the existing Landfill Contracts for an interim period up to 31 March 2016. This is to allow officers to commission appropriately to deliver reduced final disposal to landfill targets.

1. Introduction

- 1.1 Waste Management is recommending extending the existing landfill contracts for the interim period up to 31 March 2016, this is to enable Waste Management to commission a new Waste treatment and/or final disposal contract.
- 1.2 The commissioning process has commenced for the replacement contract, however, Waste Management needs time to understand the changing market and emerging technologies. A Market Engagement Day was held in February 2015 and, as a result, waste management is confident that it can procure a new contract that will be innovative with the focus on diverting waste from landfill and using waste as a resource.
- 1.3 This commissioning process is of strategic importance as an EU Directive has been issued that places a statutory responsibility upon Waste Disposal Authorities to reduce final landfill to less than 5% by 2020. KCC will plan to beat this target and is currently sending 8% of total waste to landfill.
- 1.4 There are three Waste Treatment and Final Disposal (landfill) contracts, in three Lots, North Kent, West Kent and East Kent; however these Contracts have now expired. The Suppliers are Viridor, Biffa and Veolia.
 - The Viridor contract commenced January 2013 for 2 years. The contract was extended to 31 December 2014, it has now expired.
 - The Biffa contract commenced 6 February 2012. The contract expired on the 5 February 2015.
 - The Veolia Contract commenced 6 February 2012. The contract expired on 5 February 2015.

The three Suppliers have agreed to operate under contract for a further extension until March 2016.

- 1.5 The risk associated with not granting these extensions, would place KCC in breach of statute, for failure to provide disposal facilities and as such the Waste Collection Authorities, could undertake disposal themselves at KCC's cost and liability.
- 1.6 Contract renewal has been delayed due to the recent intensive procurement programme within Waste Management. Officers prioritised the delivery of new, higher value contracts and extensions, this included the HWRC / Transfer contract let to Biffa which mobilised at the time of Landfill contracts expired.

2. Financial Implications

- 2.1 The decision to extend these existing contracts does not negatively impact upon the Council's capital and revenue budgets or spending plans as all expenditure is within the existing revenue budget.

- 2.2 The total expenditure across the three existing contracts is forecast to be £1.77m – Landfill tax paid to HM Treasury for the period is £6.43m - costs from January 2015 to March 2016. The forecast for each supplier has been set out in the exempt report.

3. Policy Framework

- 3.1 The proposed decision directly supports KCC's Policy Framework, Increasing Opportunities, Improving Outcomes as the commissioning approach being undertaken will maximise value for money by using waste as a resource and diverting waste from landfill thereby also protecting the physical environment.

4. The Report

- 4.1 This proposed contract extension does not accord with KCC procurement policy, Spending the Councils Money. As such, the procedure is to seek legal opinion and Cabinet Member approval for this extension.
- 4.2 Legal have stated that as a result of the market research undertaken, several capable suppliers might decide to challenge KCC's decision. However, as the new commissioning process is currently underway, the risk is relatively low.
- 4.3 Currently there are three Providers delivering landfill services for KCC which ended in December 2014 and February 2015.
- 4.4 The requested extensions satisfy the same legal conditions and pricing strategy as the original procurement.
- 4.5 KCC wants to move away from the historic landfill solution to alternative methods of disposal which have not been considered before but are emerging in the industry.
- 4.6 Due to the significant effect this contract has on waste disposal, it is considered necessary to ensure adequate time is spent researching and considering fully KCC's requirements and any future development of alternative waste disposal methods, including the brokerage considerations which focus on more favourable commercial outcomes for KCC.
- 4.7 Inability to extend these contracts will have a severe business service impact as the Authority will be unable to fulfil its statutory obligation and where Districts and other waste collectors will need to find alternative disposal methods. In this unlikely event all costs and liabilities incurred would be charged to KCC at a significantly greater cost

5. Conclusions

- 5.1 This proposal enables KCC to continue to fulfil its statutory obligations as Waste Disposal Authority.

- 5.2 It allows Officers sufficient time to continue to the strategic commissioning process of Waste Treatment and/or Final Disposal, for implementation on 1st April 2016.
- 5.3 KCC's contractual and commercial positioned is protected by the decision to extend these contracts.
- 5.4 KCC will be able to commission and take advantage of alternative emerging technologies and processing to reduce waste taken to landfill.
- 5.5 This single tender action does not accord with policy, but is judged as low risk of challenge as the service has embarked upon the commissioning process for the alternative contractual arrangements.

6. Recommendation(s):

The Environment and Transportation Cabinet Committee is asked to consider and endorse, or make recommendations to the Cabinet Member for Environment and Transport to agree the extension of the existing Landfill Contracts for an interim period up to 31 March 2016. This is to allow officers to commission appropriately to deliver reduced final disposal to landfill targets.

7. Background Documents

None.

8. Appendices

Appendix 1 - Proposed Record of Decision

Appendix 2 - Executive Summary, Waste Treatment and / or Final Disposal Contract Extension

9. Contact details

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Relevant Director:	Roger Wilkin
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KENT COUNTY COUNCIL – PROPOSED RECORD OF DECISION

DECISION TO BE TAKEN BY:

Matthew Balfour, Cabinet Member - Environment and
Transport

DECISION NO:

15/00049

For publication or exempt – please state

Subject: Extension to the 2011-2013 contracts for

- Waste Treatment and Final Disposal (Landfill) - Viridor. Ref WTFD 10/23.
- Waste Treatment and Final Disposal (Landfill) - Biffa. Ref WTFD 10/23.
- Waste Treatment and Final Disposal (Landfill) - Veolia. Ref WTFD 10/23.

Decision:

As Cabinet Member for Environment and Transport I agree to the extension of the existing Landfill Contracts for an interim period up to 31 March 2016. This is to allow officers to commission appropriately to deliver reduced final disposal to landfill targets.

Reason(s) for decision:

KCC has statutory responsibility to dispose of all types of waste. Without this approval, KCC cannot fully discharge its statutory function of Waste disposal Authority.

Cabinet Committee recommendations and other consultation:

Any alternatives considered:

The decision is based on consideration and understanding of how the service currently operates. Waste Services evaluated past performance and considered other similar service contracts to establish if it was viable to use a current framework or other viable contract mechanism but nothing suitable was found.

Any interest declared when the decision was taken and any dispensation granted by the Proper Officer:

None

.....
signed

.....
date

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Executive Summary

Introduction

The requirement to procure a solution for treating waste which would normally be sent to Landfill is linked to concerns about the production of large quantities of municipal and residual waste having a negative impact on the environment through the continued use of landfill as a final disposal method.

The arguments for change are compelling from an environmental and sustainability perspective; there are also potentially significant economic benefits with landfill disposal costing approximately £100 per tonne, (tax and gate fee as at April 2015) and with an annual disposal rate of 100,000 tonnes per annum, there are significant associated costs.

Kent County Council has committed to ensuring that no more than 5 % of waste is sent to landfill and that it is treated as a 'last resort' option for service providers and as such is at the bottom of the hierarchy of waste solutions.

Waste Management are seeking new provider/s to process unsuitable waste from the Energy from Waste (EfW) facility, as well as waste which is diverted during contingency arrangements and derived from HWRCs (Household Waste Recycling Centres) and from District Councils.

Kent County Council has been clear that future strategic direction and resources will be directed towards a service provision which is based on high levels of recycling and reusing; during the Market Engagement day, enquiries were made to gauge the appetite within the market for this type of contract; it transpired that the providers who attended understood KCC's aspiration to meet the landfill directive target and as such recover, reuse and recycle as much material as possible.

Procurement

The challenge that providers will face, is to deliver a solution for many different material streams – from mattresses to plastic strapping, from animal disposal to car parts, from tyres to trade waste and hazardous products to carpets, etc.

The providers will deliver their own solutions to achieve the processing, recycling and reusing of this waste, with a focus on meeting the circular economy agenda where possible.

To deliver the processing arrangements for the many material streams, Providers will most likely need to make 'brokerage' arrangements or partnering agreements/contracts for the controlled waste to be handled, transported, processed or disposed of.

Appendix 2

To allow sufficient time for this commissioning activity to take place, adequate mobilisation time has been built in to the procurement timetable.

Failure to allow sufficient time to undertake these arrangements could result in withdrawal of tenderers, a challenge of 'unreasonable' expectations or lack of appetite from the market, from the outset.

Extensions

Currently there are three providers who supply landfill services for KCC. Their contracts ended in December and February 2015.

As KCC wanted to move from the historic landfill solution to an alternative method of disposal which had not been considered before, the newly formed Contract and Compliance team were assigned Waste's procurement activities and as such required commissioning training before they could undertake a substantial procurement such as this.

Due to the significant effect that this contract will have on waste disposal, it was also felt that it was necessary to ensure adequate time was spent researching and considering the council's requirements and any future development of alternative waste disposal methods, including the brokerage considerations. It is also hoped that this procurement may alleviate the less palatable method to meet the MTFP in 16/17 & 17/18.

As a result it was agreed that the current contracts would be extended, (with the agreement of the current incumbents) to March 2016, taking into account a three month mobilisation period to enable future providers to conduct appropriate commissioning activities.

Costings

The approximate cost of the extensions is £8.2m up to the 31 March 2016, of which approximately £6.42m is Landfill Tax and £1.77m is the Gate Fee payable to the Supplier by KCC.

Recommendation

It is recommended to continue the service as per KCC's statutory duty under the Environmental Protection Act 1990, until the procurement is complete and a new provider/s commences the Waste Treatment and or Final Disposal contract.

Failure to extend the contracts will have a severe business impact as the authority will be unable to fulfil its statutory obligation and where districts and other waste collectors will need to find alternative disposal methods, all costs and liabilities incurred would be charged to KCC at a significantly greater cost.

From: Matthew Balfour, Cabinet Member – Environment & Transport
Roger Wilkin, Interim Director – Highways, Transportation & Waste

To: Environment & Transport Cabinet Committee – 21 July 2015

Decision No: **15/00060**

Subject: **Kent Connected – Delivering improved ‘door to door’ travel options**

Key decision – Affects 2 or more electoral divisions

Classification: **Unrestricted**

Past Pathway of Paper: N/A

Future Pathway of Paper: For Cabinet Member Decision

Electoral Division: Countywide

Summary: Following a successful bid to the Department for Transport’s (DfT) Sustainable Transport Fund, Kent County Council has been awarded £893k to deliver “Kent Connected”. “Kent Connected” comprises a website bringing together journey planning, real time travel information and smart travel card options, the roll out of a multi bus operator e-purse smart card, support for businesses & schools to develop and promote sustainable travel, audits of transport interchanges, promotional activities including Skyride and the Active Travel Challenge as well as extending existing driver and cyclist training offers. Members are asked to acknowledge this successful bid for external funding and approve its delivery to enhance the provision of travel information and sustainable travel options across Kent.

Recommendation(s):

The Cabinet Committee is asked to consider and endorse, or make recommendations to the Cabinet Member for Environment and Transport to accept the DfT funding to enable the Kent Connected initiative to be delivered. Specifically this comprises approval to spend this grant in order to:

- i) pay staffing costs associated with delivering the initiative;
- ii) enter into and amend procured contracts as necessary and subject to the council’s approval process;
- iii) make grants to transport operators, business and schools, in accordance with our agreement procedures; and
- iv) promote the initiative to partner organisations and to the public.

1. Introduction & Background

- 1.1 In 2014, DfT invited local authorities to put forward proposals for funding for innovative Local Sustainable Transport schemes. The funding on offer was for revenue schemes to be delivered in 2015/16. Subsequently, Kent County Council put a bid in for “Kent Connected,” a £893k package of measures based around implementation of Government’s ‘Door to Door’ Transport Strategy (2013). The measures comprised provision of information, awareness raising, enhanced access to sustainable travel options and training opportunities. Our bid was successful.
- 1.2 This report provides an overview of “Kent Connected.” As an important high profile project, to be delivered using a significant amount of external funding, Kent Connected is being presented as a key decision for Cabinet Member approval. Whilst the overall amount represents a significant level of funding, the project is very much about enhancing and extending a wide range of existing initiatives. To illustrate this, the highest cost element is the Kent Connected website which is anticipated at £150k, subject to procurement.
- 1.3 Importantly, Kent Connected will be used to compliment the Local Enterprise Partnership funded Local Sustainable Transport Fund capital schemes in West Kent and Kent Thameside (reported to this committee on 9 April 2015) as well as to extend the benefits countywide.

2.0 Kent Connected

- 2.1 The Kent Connected initiative is made up of a package of measures across 6 principal areas:

An innovative website, bringing together journey planning, travel information and smart travel card options: A procurement process is in hand to appoint a provider to set up a ‘smart phone accessible’ web site for Kent Connected. This will bring together in one place: journey planning, lift sharing, updates to journey options based on real time travel information and smart card options including multi operator e-purse ticketing on buses and access to car club and bike hire schemes. Subject to procurement, the cost of this, to be funded through Kent Connected, is anticipated at £150k, including set up and maintenance for 3 years.

The roll out of a multi bus operator e-purse smart card: As part of the countywide Kent Card initiative, the County Council has been working in partnership with Arriva Southern Counties to trial an e-purse smart card on buses in Maidstone. Using the Kent Connected funding, it is planned to extend the trial to other bus operators and then, subject to agreement with the operators, to move to a public roll out on services across the town. In the longer term it is planned to extend the scheme to Medway, as well as to other areas of the county, to include operator and local authority specific products and to enable the pass holder to always pay the lowest price available.

Support for businesses & schools to develop and promote sustainable travel: The County Council has a successful grant programme for schools to enable them to implement measures such as

improved drop off points, pedestrian accesses and bike/scooter shelters to encourage car sharing, walking and cycling and to tackle school run congestion. The Kent Connected funding will enable more grants to be awarded to schools and to pilot a similar scheme to support businesses and other organisations. Stagecoach and Arriva are contributing match funding of £55k in total for discounted travel for employees.

Audits of key transport interchanges across Kent: Working with district councils, these audits are to be undertaken with a view to making improvements as funding opportunities arise such as the LEP funded Kent Thameside and West Kent Local Sustainable Transport schemes (reported to this committee on 9 April 2015) which include funding for enhancements to walking, cycling and bus routes to town centres and at transport interchanges between 2015/16 and 2020/21.

Promotional activities including Skyride and extending the Active Travel Challenge: Agreement has been reached with British Cycling, who are including £20k match funding, and KCC Public Health to double the number of Skyrides on offer this year to 65 which represents 1,700 places. The Kent wide Active Travel Challenge is being run in partnership with the Sustrans Charity.

Extending existing driver and cyclist training offers: Kent Connected funding will enable the County Council to roll out low cost safe and sustainable driver training to businesses and individuals. Cycle training is also being expanded including 750 free adult cycle training places and 3,000 Bikeability cycle training places for schools.

3. Financial Implications

3.1 There are no additional financial implications for the County Council. The DfT funding is being used to both improve and extend existing initiatives for the current financial year, as well as to leave a legacy of enhanced schemes where ever possible. The payments to the County Council will be released in 2 segments: 75% in August 2015 and 25% in May 2016. The match funding has been secured from other government programmes, and public transport providers as set out above, and it will be secured through a legal agreement to be signed by the contributors and the County Council as necessary.

4. The Strategic Statement and Corporate Objectives

4.1 Improving transport is identified in the KCC Strategic Statement 2015-2020 under outcome 2: Kent Communities feel the benefits of economic growth by being in-work, healthy and enjoying a good quality of life.

4.2 Kent Connected relates to priorities 1, 2, 4, 6 and 7 within the Growth Environment and Transport Business Plan 2015 - 2016:

- Contribute to the delivery of the Growth & Infrastructure outcomes
- Create successful bids to secure funding
- Facilitate partnerships between transport providers
- Deliver the Kent Environment Strategy, reducing the impact of traffic
- Contribute to Public Health by facilitating and promoting active travel

5. Conclusions

5.1 Kent Connected is an important scheme which aligns well with County Council policies to keep Kent moving, to improve accessibility, reduce congestion and pollution and encourage active travel to benefit the economy, the environment and public health. At a time of ongoing budget pressures on the County Council this is a welcome injection of revenue funding to enable the Council to remain at the forefront of delivering transport innovations to support Kent residents and Kent business travel needs.

6. Recommendation(s)

Recommendation(s):

The Cabinet Committee is asked to consider and endorse, or make recommendations to the Cabinet Member for Environment and Transport to accept the DfT funding to enable the Kent Connected initiative to be delivered. Specifically this comprises approval to spend this grant in order to:

- i) pay staffing costs associated with delivering the initiative;
- ii) enter into and amend procured contracts as necessary and subject to the council's approval process;
- iii) make grants to transport operators, business and schools, in accordance with our agreement procedures; and
- iv) promote the initiative to partner organisations and to the public.

7. Background documents

None.

8. Appendices

Appendix A – Proposed Record of Decision

9. Contact details

Report Author:

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Relevant Director:

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KENT COUNTY COUNCIL – PROPOSED RECORD OF DECISION

DECISION TO BE TAKEN BY:

Matthew Balfour, Cabinet Member - Environment & Transport

DECISION NO:

15/00060

For publication

This is a Key decision which affects more than two Electoral Divisions

Subject: “Kent Connected” - – Delivering improved ‘door to door’ travel options

Decision:

As Cabinet Member for Environment and Transport I agree to accept the DfT funding to enable the Kent Connected initiative to be delivered. Specifically this comprises approval to spend this grant in order to:

- i) pay staffing costs associated with delivering the initiative;
- ii) enter into and amend procured contracts as necessary and subject to the council’s approval process;
- iii) make grants to transport operators, business and schools, in accordance with our agreement procedures; and
- iv) promote the initiative to partner organisations and to the public.

Reason(s) for decision:

Improving transport is identified in the KCC Strategic Statement 2015-2020 under outcome 2: Kent Communities feel the benefits of economic growth by being in-work, healthy and enjoying a good quality of life.

Kent Connected relates to the following priorities within the Growth Environment and Transport Business Plan 2015-2016:

1. Contribute to the delivery of the Growth & Infrastructure outcomes
2. Create successful bids to secure funding
4. Facilitate the development of partnerships (between transport providers)
6. Deliver the Kent Environment Strategy by reducing the impact of traffic
7. Contribute to Public Health by facilitating and promoting active travel.

Cabinet Committee recommendations and other consultation:
Any alternatives considered: N/A
Any interest declared when the decision was taken and any dispensation granted by the Proper Officer:

None

 signed

 Date

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From: Matthew Balfour, Cabinet Member for Environment and Transport
 Barbara Cooper, Corporate Director for Growth, Environment and Transport
 Stephanie Holt, Interim Director for Environment, Planning and Enforcement

To: Environment and Transport Cabinet Committee – 21 July 2015

Decision No: **15/00064**

Subject: **Highways and Transportation schemes funded through Local Growth Fund Round Two**

Key decision: **Affects 2 or more electoral divisions**

Classification: **Unrestricted**

Past Pathway of Paper: N/A

Future Pathway of Paper: For Cabinet Member Decision

Electoral Division: Ashford South and Dover Town

Summary: In January 2015 the Government announced a Growth Deal Extension, increasing Kent County Council’s Local Growth Fund allocation for Highways and Transportation projects to £109 million. Of the 24 transport projects allocated Local Growth Fund, four will be delivered by third party organisations. This includes the delivery of Ashford Spurs Rail Project by Network Rail and A20 Improvements in Dover as part of Dover Western Docks Revival to be managed by Dover Harbour Board.

Approval is sought to develop agreements for the transfer of funding and conditions of spend to Network Rail in respect of the Ashford Spurs scheme and Dover Harbour Board in respect of Dover A20 Improvements Scheme. This will enable the delivery of these two projects by the respective delivery organisation in accordance with Kent County Council requirements and the LEP Assurance Framework.

Recommendation(s):

The Cabinet Committee is asked to **consider and endorse**, or make recommendations to the Cabinet Member for Environment and Transport on the proposed decision, as follows and as indicated on the proposed decision sheet attached in Appendix 1 to:

Authorise the Council entering into agreement for the transfer of Local Growth Fund to the respective delivery organisation for;

a) the Ashford Spurs Rail Project and;

b) the Dover A20 Improvement Scheme (as part of Dover Western Docks Revival)

1. Introduction

- 1.1 In the Growth Deal announced in July 2014, the Government allocated £442 million from the Local Growth Fund to capital projects across the South East Local Enterprise Partnership (SELEP) area.
- 1.2 In January 2015 a Growth Deal Extension was announced by Government, following SELEP Local Growth Fund Round Two submission.
- 1.3 In total, through Rounds One and Two, £109m Local Growth Fund has been allocated towards the delivery of 24 Highways and Transportation projects in Kent.
- 1.4 The Growth Deal extension included the allocation of funding for Ashford Spurs Rail Project and Dover A20 Improvements scheme.
- 1.5 Through the Service Level Agreement with Essex County Council as the Accountable Body for SELEP, Kent County Council is responsible for the programme management of all Local Growth Fund projects in Kent. There are, however, specific projects for which third party organisations are responsible for delivering.
- 1.6 The project management and delivery of the Ashford Spurs scheme will be undertaken by Network Rail, and the Dover A20 Improvements Scheme by Dover Harbour Board.
- 1.7 Given that KCC is ultimately accountable to the LEP Accountability Board for Local Growth Fund spend within Kent, we are seeking formal agreements to be signed by the third party delivery agent to ensure that the Local Growth Fund conditions of spend and project delivery are transferred to each delivery organisation.
- 1.8 The report provides i) an overview of Ashford Spurs and Dover A20 Improvements and ii) seeks support for entering into formal agreements with the third parties delivering each of these schemes to ensure they are progressed according to the requirements of the LEP Assurance Framework.

2. Ashford Spurs

- 2.1 The Ashford Spurs scheme is a £4.52m project initiated by Kent County Council. Through the Growth Deal Extension, £2 million Local Growth Fund has been provisionally allocated to the project, subject to approval of the project by the SELEP Accountability Board.
- 2.2 The project is being managed jointly by Kent County Council, Ashford Borough Council, Network Rail, Eurostar and High Speed 1 through a Performance

Management and Governance Group (PMGG). The project aims to ensure train protection is in place to allow existing and future international trains to call at Ashford International Station. Ashford International Railway Station is currently connected to the High Speed 1(HS1) using an ex-British Rail signalling system (AWS/TPWS) on the Ashford Spurs.

- 2.3 Originally the use of this signalling infrastructure was workable as Eurostar Class 373 trains were compliant with this system. The need for this project has arisen in anticipation of the introduction by Eurostar of the new Class 374 trains, which are not compliant with AWS/TPWS. Without the project to upgrade Ashford Spurs signalling system, international trains will be unable to serve Ashford International Railway Station.
- 2.4 The investment of Local Growth Fund, along with TEN-T CEF match-funding currently sought from the European Union, is required to ensure the continuation of international rail connectivity to Ashford International Station. A bid has been submitted for £2m European Union Connecting European Facility funding in 2016/17. An announcement on TEN-T CEF match funding is expected mid July 2015.

3. Dover A20 Improvements Scheme

- 3.1 Dover A20 Improvements Scheme is a £5m transport project as part of the Dover Western Docks Revival scheme, to be delivered by Dover Harbour Board. The £5m Local Growth Fund contribution to the project will fund improvements to two roundabouts (Prince of Wales and York Street) located on the A20 adjacent to Western docks in Dover. These improvements will improve traffic flow along the A20, reducing delays and supporting development of Dover Marina, town centre and Dover Western Dock.

4. Financial Implications

- 4.1 It has been agreed with Government that SELEP and therefore Kent County Council will receive Local Growth Fund in annual instalments in advance, subject to completion of a Transport Business Case for each project and the approval of the project by SELEP Accountability Board.
- 4.2 The LGF allocated to these two projects in 2016/17 will be transferred from the Council to Dover Harbour Board and Network Rail in instalments.
- 4.3 The Service Level Agreement between the SELEP Accountable Body (Essex County Council) and Kent County Council transfers responsibility for the delivery of the LGF projects in Kent to the Council.
- 4.4 An agreement will be developed to transfer the conditions of LGF spend and project management responsibility to Dover Harbour Board for the Dover A20 Improvements scheme and to Network Rail for the Ashford Spurs scheme. Project management responsibilities for Network Rail and Dover Harbour Board will include scheme delivery and regular reporting to the Council on project progress and spend.

5. Policy Framework

- 5.1 The delivery of Ashford Spurs and A20 Improvements Scheme will support the Council in meeting its Strategic Outcome for “Kent Communities to feel the benefits of economic growth by being in work, healthy and enjoying a good quality of life”. This will be achieved through the projects supporting continued operation of key transport infrastructure which is vital to the Kent and national economies as well as helping support growth by enabling new residential and commercial development.
- 5.2 The objective of ensuring international rail connectivity from Ashford, reducing congestion and supporting economic growth, as set out in “Growth without Gridlock”, Kent’s transport delivery plan, will be supported through the delivery of these projects.

6. Conclusions

- 6.1 The Ashford Spurs and Dover A20 Improvements schemes are important projects in supporting economic growth and ensuring Kent retains its reputation as the gateway to mainland Europe. The allocation of Round Two Local Growth Fund to these projects is welcomed in supporting the continued international rail connectivity of Ashford International Rail Station and the Dover Western Docks Revival Project.

7. Recommendation(s):

The Cabinet Committee is asked to **consider and endorse**, or make recommendations to the Cabinet Member for Environment & Transport on the proposed decisions, as follows and as indicated on the proposed decision sheet attached in Appendix 1 to:

Authorise the Council entering into agreement for the transfer of Local Growth Fund on the respective delivery organisation for;

- a) the Ashford Spurs Rail Project and
- b) the Dover A20 Improvements Scheme (as part of Dover Western Docks Revival.)

8. Background documents

None.

9. Contact details

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Appendix A – Proposed Decision Sheet

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KENT COUNTY COUNCIL – PROPOSED RECORD OF DECISION

DECISION TO BE TAKEN BY:

Matthew Balfour, Cabinet Member – Environment and Transport

DECISION NO:

15/00064

For publication or exempt – please state

Subject:

Highways and Transportation schemes funded through Local Growth Fund Round Two

Decision:

As Cabinet Member for Environment & Transport, I give authorisation for the Council to enter into agreement for the transfer of Local Growth Fund to the respective delivery organisation for;

- a) The Ashford Spurs Rail Project and;
- b) The Dover A20 Improvements Scheme (as part of Dover Western Docks Revival.)

Reason(s) for decision:

In January 2015 the Government announced a Growth Deal Extension, increasing Kent County Council's Local Growth Fund allocation for Highways and Transportation projects to £109 million. Of the 24 transport projects allocated Local Growth Fund, four will be delivered by third party organisations. This includes the delivery of Ashford Spurs Rail Project by Network Rail and A20 Improvements in Dover as part of Dover Western Docks Revival to be managed by Dover Harbour Board.

Agreements are required to enable the transfer the allocation of Local Growth Fund between Kent County Council and the respective delivery organisations for these two projects.

Cabinet Committee recommendations and other consultation:
Any alternatives considered:

In December 2014 Kent County Council and Medway Council put forward a Local Growth Fund 2 submission to Government which included Ashford Spurs and Dover A20 Improvements Projects. These projects were selected as projects of national importance and due to their impact in supporting economic growth.

Ashford Spurs and Dover A20 Improvements Project Business Cases are currently being developed. The Project Business Case documents will identify all options considered to achieve the project objectives. The Business Case will be scrutinised by the SELEP Independent Technical Evaluator (ITE), to ensure the project will deliver Value for Money.

Any interest declared when the decision was taken and any dispensation granted by the Proper Officer:

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signed

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date

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From: Matthew Balfour, Cabinet Member – Environment and Transport
 Barbara Cooper, Corporate Director – Growth, Environment and Transport

To: **Environment and Transport Cabinet Committee – 21 July 2015**

Decision No: **15/00065**

Subject: **Proposed consultation on the revised policy on Street Lighting post-LED conversion**

Key decision: Affects 2 or more electoral divisions

Classification: **Unrestricted**

Past Pathway of Paper: **N/A**

Future Pathway of Paper: **Cabinet Member Decision**

Electoral Division: **Countywide**

Summary:

Due to innovations in street lighting technology the County Council is proposing to convert to LED lighting which coupled with a Central Management System will enable it to manage its street light asset with a flexible approach that can deliver savings and provide suitable lighting provision to Kent residents. Prior to the commencement of conversion works, it is proposed to review the current Street Lighting policy. This paper outlines our proposed consultation process prior to this review.

Recommendation(s):

The Cabinet Committee is asked to consider and endorse, or make recommendations to the Cabinet Member on the proposed consultation approach as detailed within this paper.

1. Background

1.1 Kent County Council is one of the largest lighting authorities in the UK and has 118,000 street lights and some 25,000 lit signs and bollards. The current annual cost of illuminating and maintaining the stock is over £9m, a cost that keeps rising.

1.2 Innovations in street lighting technology mean that Light Emitting Diode (LED) products and controls deliver ultra-efficient street lighting at affordable prices. Manufacturers now guarantee their LED products for up to twenty years. LED coupled with a Central Management System (CMS) enables complete

management of street lighting including dimming, switch on/off, fault reporting, metering, etc. It will also provide complete flexibility with regard to future policy change.

- 1.3 Further work showed that converting Kent's street lights to LED with CMS would reduce the energy and Carbon Reduction Commitment (CRC) costs by a further 60% and significantly reduce maintenance costs. The conversion works would cost around £40m and deliver significant annual savings. The estimated cost is the result of extensive research and engagement with the market and manufacturers of LED and CMS products and will be confirmed once tender process is completed, which is expected in October.
- 1.4 Due to the benefits of CMS, the County Council has an opportunity to manage its street light asset with a flexible approach that can deliver savings and provide suitable lighting provision to the Kent resident. Prior to the commencement of these conversion works it is proposed that it is timely to review the Street Lighting policy.
- 1.5 This paper outlines the consultation process that will be undertaken.

2 Scope of the Consultation

- 2.1 The County Council proposes to consult the residents of Kent on the following options for the LED Street Lighting Policy:
 - Option 1: Part night lighting - current level of service (12am to 5:30am). This will include the revised eligibility criteria for all night lighting.
 - Option 2: All night lighting but 50% dimmed
 - Option 3: Return to all night lighting.
- 2.2 The contents of the consultation document will be developed with the Consultation and Street Lighting teams. Details and costs/savings for each of the options proposed will be included. At this stage, the County Council's view is that the current policy works, but notes that it should be updated to reflect improved flexibility as a result of new technology through the CMS.

3 Consultation Approach

- 3.1 The County Council's aim is to attract a wide range of responses from different stakeholders that includes the residents of Kent, local businesses and parish/district Councils. Outlined below are the methods within this mixed approach.

Consultation document

- 3.2 The document will provide residents with information about each of the options being put forward, including the costs or savings associated with each of these. The Consultation Document will be available online via KCC's Consultation Directory (www.kent.gov.uk/consultations) and available in hard copy from main Libraries, Gateways and also by post upon request.

- 3.3 The consultation draft Equality Impact Assessment (EqIA) will be published (in line with KCC best practice) to test the assumptions made and ensure that any potentially negative impacts have been identified and inform the final EqIA.

Online and hard copy questionnaire

- 3.4 The questionnaire is the main method of response, both online (preferred method) and also in hard copy for accessibility purposes, which can be returned via a freepost address.

Deliberative workshops (Optional)

- 3.5 Workshops can test the options with a statistically representative sample of Kent residents. It is proposed that three events are held in the East, Mid and West of Kent. This approach will both help establish if there are differences in views throughout the County and increases accessibility for all residents to attend.
- 3.6 This method allows a comparison of responses from a representative sample to those received from other methods. It also allows further exploration of the context behind the options.

Focus groups / meetings (Optional)

- 3.7 Focus groups/meetings will undertake targeted work with specific stakeholder groups, as identified in the EqIA and responses from previous engagement activity (e.g. elderly people, shift workers, religious groups).

Alternative Formats

- 3.8 Alternative format and Easy Read versions of all documents will be produced.

4 Timeline

- 4.1 It is planned that the consultation will run from mid to late August for eight to ten weeks until October.
- 4.2 A detailed consultation plan will be developed with the Consultation and Street Lighting teams to ensure maximum promotion to Kent Residents is achieved. Additionally a communication plan will be developed with Internal Communications to ensure all stakeholders are informed of the proposed consultation.
- 4.3 The results from the consultation will be used to shape the proposed Street Lighting policy. The revised policy will then be presented to the Environment and Transport Cabinet Committee in December, and subsequently implemented during the conversion works.

5 Financial

- 5.1 The initial cost of the consultation document would be in the region £4,000 which includes:

- Design cost and printing costs
- Hard copy questionnaires returned via Freepost address
- Design of an Easy Read document

5.2 The deliberative workshops will cost in the region of £17,000 as an external consultant would need to be commissioned to manage this on the County Council's behalf. The cost of focus groups/meetings is variable as this is dependent on the requirements and scope for the work.

5.3 This will be paid for by the Street Light budget as this will inform the new street light policy. Full costing of this proposal will be developed with the Consultation team and signed off by the Interim Director for Highways, Transportation and Waste.

6 Conclusions

6.1 The proposed consultation approach will allow Kent residents to offer their views of the street light policy going forward. Working with the Consultation team will ensure that the questions proposed detail cost/savings of each option and ensure the County Council is able to extract relevant information.

6.2 It is proposed that the County Council will adopt a mixed approach to ensure it attracts a suitable audience, including focus groups and deliberative workshops.

6.3 The consultation will take between 8 – 10 weeks with a report due to be completed in October. The findings will help develop the Street Lighting policy that is due to be implemented during the LED conversions works.

6 Recommendation(s):

The Cabinet Committee is asked to consider and endorse, or make recommendations to the Cabinet Member on the proposed consultation approach as detailed within this paper.

7 Background Documents

None.

8 Appendices

Appendix A – Proposed Record of Decision

9 Contact details

Report Author:

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KENT COUNTY COUNCIL – PROPOSED RECORD OF DECISION

DECISION TAKEN BY:

Matthew Balfour, Cabinet Member – Environment and Transport

DECISION NO:

15/00065

For publication

Subject:

Proposed consultation on the revised policy on Street Lighting post-LED conversion

Decision:

As Cabinet Member for Environment & Transport, I agree to the consultation approach, in accordance with the expectations set out in the report. This includes:

- It is proposed that the County Council will adopt a mixed approach to ensure it attracts a suitable audience, including focus groups and deliberative workshops.
- The consultation will take between 8 – 10 weeks; the findings will help develop the Street Lighting policy that is due to be implemented during the LED conversions works.

Reason(s) for decision:

Kent County Council is one of the largest lighting authorities in the UK and has 118,000 street lights and some 25,000 lit signs and bollards. The current annual cost of illuminating and maintaining the stock is over £9m, a cost that keeps rising.

Innovations in street lighting technology mean that Light Emitting Diode (LED) products and controls deliver ultra-efficient street lighting at affordable prices. Manufacturers now guarantee their LED products for up to twenty years. LED coupled with a Central Management System (CMS) enable complete management of street lighting including dimming, switch on/off, fault reporting, metering, etc. It will also provide complete flexibility with regard to future policy change.

Further work showed that converting Kent's street lights to LED with CMS would reduce the energy and Carbon Reduction Commitment (CRC) costs by a further 60% and significantly reduce maintenance costs. The conversion works would cost around £40m and deliver a significant savings annually. The estimated cost is the result of extensive research and engagement with the market and manufacturers of LED and CMS products and will be confirmed once tender process completed, which is expected in October.

Due to the benefits of CMS, the County Council has an opportunity to manage its street light asset with a flexible approach that can deliver savings and provide suitable lighting provision to the Kent resident. Prior to the commencement of these conversion works it is proposed that it is timely to review the Street Lighting policy for which a consultation will take place.

Cabinet Committee recommendations and other consultation:

This proposal was the subject of a report to the meeting of the Environment and Transport Cabinet Committee on 21 July 2015 and Members endorsed the decision.

Any alternatives considered:

None

Any interest declared when the decision was taken and any dispensation granted by the Proper Officer:

None

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signed

.....
date

From: Matthew Balfour, Cabinet Member – Environment and Transport
Barbara Cooper, Corporate Director – Growth, Environment and Transport

To: Environment and Transport Cabinet Committee – 21 July 2015

Subject: **Kent and Medway Growth and Infrastructure Framework**

Classification: **Unrestricted**

Past Pathway of Paper: Growth Economic Development and Communities Cabinet Committee 7 July 2015

Future Pathway of Paper: Kent Leaders, Kent and Medway Economic Partnership

Electoral Division: Countywide

Summary:

This paper informs Members of the work that has been carried out to develop a Growth and Infrastructure Framework for Kent and Medway which sets out a clear picture of the infrastructure needed to facilitate growth across the county to 2031 and quantifies the funding gap for provision of this infrastructure. The outcomes of this work will be a document that gives a strong voice for Kent and Medway in:

- a) a conversation with Government and other funding partners to articulate the potential growth in Kent and Medway and to discuss options for plugging the funding gap;
- b) discussions with London as they tackle the issue of how to meet their own housing needs.

Recommendation(s):

The Cabinet Committee is asked to;

- a) note the work that has been carried out to produce the Growth and Infrastructure Framework for Kent and Medway;
- b) and comment on the presentation accompanying this report.

1. Introduction

1.1 In December 2014 KCC commissioned consultants Aecom to develop a Growth and Infrastructure Framework (GIF) for Kent and Medway. The purpose of this document is to establish the infrastructure required to support growth in the county to 2031, cost that infrastructure, assess the funding likely to come forward during that period and hence establish the extent of any funding gap. The objective of this work is to:

- a) Provide an evidence base on which to start a conversation with Government on how we plug any funding gap and hence deliver the necessary infrastructure to support the growth Kent and Medway has planned to 2031;
- b) Provide an evidence base for use in engaging with London as it considers how it can accommodate its identified housing need
- c) Provide a strong voice for Kent and Medway in the growth agenda.

2. Developing the Growth and Infrastructure Framework

- 2.1 KCC commissioned Aecom in December 2014 to carry out phase 1 of the work to develop the GIF. This was a desktop exercise comprising:
 - Establishing the growth planned for Kent and Medway to 2031 based on the district authorities and Medway Council's Local Plans;
 - Considering forecast population growth and demographic changes over that time;
 - Considering economic factors likely to impact on growth and hence infrastructure required;
 - Assessing and costing the infrastructure required to facilitate this growth;
 - Estimating the funding that will be available during this time period; and lastly,
 - Establishing the resulting funding gap.
- 2.2 Phase 1 completed in February 2015 providing a broad outline of the above. It was recognised however that further detail and validation was required if the GIF was to be used as a robust evidence base for the discussions outlined in section 1. Phase 2 of this work commenced in late February and is currently nearing conclusion.
- 2.3 Phase 2 work builds on the earlier desktop exercise by seeking validation through engagement with stakeholders. This involved meetings with every local authority and Medway Council, the utilities providers, a wide range of KCC service providers (adult social care, education, highways, waste, flood protection, leisure, green infrastructure, community education etc), the further and higher education sector and health sector.
- 2.4 A thorough analysis was also undertaken on the population forecasts used within the model as well as the costings allocated to the infrastructure requirements. In determining the funding likely to be available to 2031, this work considered funding from Government, potential developer contributions through Section 106 agreements and Community Infrastructure Levy (CIL) as well as other potential sources of funding.
- 2.5 To support the analysis of potential developer contributions, work was carried out on viability across the county acknowledging that certain areas in Kent have a greater ability to generate developer contributions than others. This analysis will be particularly helpful in discussions with government around the existing CIL and developer contributions system and its ability to generate sufficient funding to finance the infrastructure required to support development.

3. Findings of the Growth and Infrastructure Framework

3.1 Headline figures emerging from the GIF in the period to 2031 are:

- 158,500 new homes are planned for delivery along with 135,800 new jobs
- The population of Kent and Medway will grow by 293,300 people during that time, equating to 17% population growth
- The infrastructure required to enable this growth will cost £6.7 billion (excluding a new Lower Thames Crossing)
- An estimated £4.7 billion is either secured or expected to come forward during this period
- Leaving an infrastructure funding gap of £2 billion. It should be noted that further refinement work is ongoing, particularly with regard to information coming from the health sector, and as such this funding gap figure may change as the GIF is finalised.

3.2 For the GIF to continue to be a useful piece of work, it will be important to keep it current and as such, work is now being undertaken to consider the mechanism by which this can be achieved. In addition, there is the potential to test alternative delivery models for infrastructure, for example how health or utilities are delivered in future and how this will impact on the County's future infrastructure funding requirements.

4. Conclusions and next steps

4.1 The GIF for Kent and Medway has the potential to be a powerful piece of work. Next steps in the process are to:

- a) finalise the current phase of work to include final comments from key stakeholders such as the health sector and the district authorities and Medway Council;
- b) seek endorsement from partners and the Kent and Medway Economic Partnership;
- c) establish the key messages to take to Government;
- d) establish a mechanism by which the GIF can be updated at regular intervals and,
- e) identify scenarios of alternative delivery models for testing.

5. Recommendation(s):

The Cabinet Committee is asked to;

- a) note the work that has been carried out to produce the Growth and Infrastructure Framework for Kent and Medway;
- b) and comments on the presentation accompanying this report.

6. Background Documents

None

7. Contact details

Report Author:

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Relevant Director:

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From: Matthew Balfour, Cabinet Member – Environment and Transport
Barbara Cooper, Corporate Director – Growth, Environment and Transport

To: Environment and Transport Cabinet Committee – 21 July 2015

Subject: Consultation for the Kent Environment Strategy 2015

Classification: **Unrestricted**

Past Pathway of Paper: Environment and Transport Cabinet Committee – 9 April 2015

Future Pathway of Paper: Environment and Transport Cabinet Committee – 4 December 2015, Cabinet – January 2016

Electoral Division: Countywide

Summary:

This paper follows on from an item at the 9 April 2015 Environment and Transport Cabinet Committee outlining the process for the review of the Kent Environment Strategy and seeks approval to consult with the public and stakeholders on the refreshed Kent Environment Strategy (enclosed).

Recommendation:

Cabinet Committee Members are asked to consider and comment on the refreshed Kent Environment Strategy enclosed, and agree to the consultation with the aim of gaining agreement for the Strategy at the end of the year.

1. Introduction

1.1 This paper follows on from an item at the 9 April 2015 Environment and Transport Cabinet Committee outlining the process for the review of the Kent Environment Strategy and seeks approval to consult with the public and stakeholders on the refreshed Kent Environment Strategy.

2. Financial Implications

2.1 The review of the Kent Environment Strategy has no direct impact on the Council's spending plans. Projects related to the delivery of the Kent Environment Strategy with financial impact will be the subject of future papers where appropriate.

3. Policy Framework

3.1 The current Kent Environment Strategy 'Growing the Garden of England – A Strategy for Environment and Economy 2011' delivered Priority 5 of Bold Steps for Kent. The revised version will deliver several aspects of all three outcomes of the new Strategic Statement 2015-2020 and specifically 'Kent Communities feel the benefit of economic growth by being in-work, healthy and enjoying a

good quality of life.’ In addition, the Kent Environment Strategy is a cross cutting strategic priority of the Growth, Environment and Transport Directorate.

4. Process for the review and consultation of the Kent Environment Strategy

4.1 The document enclosed is the Draft Kent Environment Strategy for consultation.

4.2 The review of the Kent Environment Strategy is being undertaken in three stages outlined below:

- Stage 1: Completed end February 2015. This stage consisted of: an evidence and data review incorporating progress to date linked to key indicators; an activity review with key stakeholders; a public perception survey and a gap analysis. The result of this initial review, working with key partners, has informed the identification of future priorities. Findings are documented in the Kent State of the Environment Report which is currently in draft. The State of the Environment Report forms the evidence base, underpinning the Kent Environment Strategy.
- Stage 2: March – July 2015. This stage has consisted of development of strategic priorities and drafting of the Strategy with partners.
- Stage 3: End of July – September 30th. Consultation
- Stage 4: July to December. This stage will consist of the development of an Implementation Plan to provide the detailed framework within which the Kent Environment Strategy outcomes will be delivered.

There will be a Members Briefing in September. For more information about the Strategy or the consultation process please contact Carolyn.mckenzie@kent.gov.uk

5. Recommendation

Cabinet Committee Members are asked to consider and comment on the refreshed Kent Environment Strategy, and agree to the consultation with the aim of gaining agreement for the Strategy at the end of the year.

6. Background Documents

The draft Kent State of the Environment Report
Kent Environment Strategy 2011-2015

<http://www.kent.gov.uk/about-the-council/strategies-and-policies/environment-waste-and-planning-policies/environmental-policies/kent-environment-strategy>

Strategic Environmental Assessment

www.kent.gov.uk/kesconsultation (from the 21 July 2015)

(All available on request)

7. Appendices

Appendix A – Equality Impact Assessment

8. Contact details

Report Author

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**KENT COUNTY COUNCIL
EQUALITY ANALYSIS / IMPACT ASSESSMENT (EqIA)**

**This document is available in other formats, Please contact
Anne.Wynde@kent.gov.uk or telephone on 03000 41 68 63**

Directorate: Growth Environment and Transport

Name of policy, procedure, project or service

Kent Environment Strategy (KES)

What is being assessed?

The updated Kent Environment Strategy. The priorities and strategic actions are being reviewed and updated.

Responsible Owner/ Senior Officer

Carolyn McKenzie and Caroline Drewett Sustainable Business and Communities

Date of Initial Screening

The initial screening was undertaken in 2010 . This detailed no adverse impacts from the delivery of the strategy and highlighted for specific projects, EqIA's will be undertaken for example Warm Homes programme. Through reviewing the original scoping EqIA document, the need for monitoring and evaluation of project EqIA was highlighted.

Date of Full EqIA :

The full EqIA assessment was started on the 19th March 2015

Version	Author	Date	Comment
1	Caroline Drewett	19/3/15	Initial draft for internal consultation
2	Caroline Drewett	20/4/15	Initial review by Deb Kapaj
3	Caroline Drewett	18/6/15	Final review following feedback from KCC Diversity team

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Screening Grid

Project level EqIA will be carried out where relevant

Characteristic	Could this policy, procedure, project or service, or any proposed changes to it, affect this group less favourably than others in Kent? YES/NO If yes how?	Assessment of potential impact HIGH/MEDIUM LOW/NONE UNKNOWN		Provide details: a) Is internal action required? If yes what? b) Is further assessment required? If yes, why?	Could this policy, procedure, project or service promote equal opportunities for this group? YES/NO - Explain how good practice can promote equal opportunities
		Positive	Negative	Internal action must be included in Action Plan	If yes you must provide detail
Age Page 70	No – the strategy will positively affect this group	MEDIUM	LOW	Yes further assessment and action planning.	<p>Yes, there are several example of promoting equal opportunities and positive impacts through the delivery of the strategy;</p> <ul style="list-style-type: none"> - There will be improved access to public transport which would benefit particularly those groups who rely on it more than most for example older and younger residents. - Through the use of new technology for example smart phone applications; the younger generation will have the opportunity to access services more efficiently and quicker. - In terms of accessing Country Parks the strategy will through improved access help the older generation and residents with young families to increase physical activity levels. - Building community resilience and adaptation to severe weather (flooding for example) will positively benefit the older generations who are impacted more significantly than other groups. . - The Warm Homes retrofitting project positively supports pensioners through providing measures to overcome fuel poverty and improve health and wellbeing. Eligibility criteria requires residents to have income related

					<p>employment & support allowance alongside other criteria which includes a pensioner premium, higher pensioner premium or enhanced pensioner premium. Support can also be given through the Public Health Winter Warmth programme currently.</p> <ul style="list-style-type: none"> - In relation to KCC waste services the Waste Equality Toolkit identifies barriers and to makes recommendations as to how they could be removed, to make the Waste Centres more user-friendly and to improve the visitor experience. This focuses significantly on disability and age protected characteristics.
<p>Disability</p> <p style="text-align: center;">Page 71</p>	<p>No – the strategy will positively affect this group</p>	<p>MEDIUM</p>	<p>LOW</p>	<p>Yes further assessment and action planning.</p>	<p>A number of initiatives within the Strategy will positively affect disabled residents;</p> <ul style="list-style-type: none"> - Physically-improving the accessibility to the natural environment for example improvements to path networks and more information on the accessibility of sites will positively benefit physically disabled residents and those with learning disabilities. - The Warm Homes retrofitting project positively supports disabled groups through providing measures to overcome fuel poverty and improve health and wellbeing. Eligibility criteria requires residents to have income related employment & support allowance alongside other criteria which includes a child under 16/ Child Tax Credit which includes a disability or severe disability element/ a disabled child premium/ a disability premium, enhanced disability premium or severe disability premium. - In relation to KCC waste services the Waste Equality Toolkit identifies barriers and to makes recommendations as to how they could be removed, to make the Waste Centres more user-friendly and to improve the visitor experience. This focuses significantly on disability and age protected characteristics.

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Gender	No	NONE	NONE		No specific protected characteristic benefits
Gender identity	No	NONE	NONE		No specific protected characteristic benefits
Race	No	NONE	NONE		No specific protected characteristic benefits
Religion or belief	No	NONE	NONE		No specific protected characteristic benefits
Sexual orientation	No	NONE	NONE		No specific protected characteristic benefits
Pregnancy and maternity	No	NONE	NONE		No specific protected characteristic benefits
Marriage and Civil Partnerships	No	NONE	NONE		No specific protected characteristic benefits
Carer's responsibilities	No	NONE	NONE		No specific protected characteristic benefits

Part 1: INITIAL SCREENING

Proportionality - Based on the answers in the above screening grid the weighting is of high relevant for positive impacts on protected groups.

Low	Medium	High
Low relevance or Insufficient information/evidence to make a judgement.	Medium relevance or Insufficient information/evidence to make a Judgement.	High relevance to equality, /likely to have adverse impact on protected groups

Context and Aims and Objectives

The Kent Environment Strategy (KES) is the vision for our environment where;

The County of Kent benefits from a competitive, innovative and resilient economy, with our natural and heritage assets enhanced and protected for their unique value and positive impact on our economy, health and wellbeing

The five-year strategy details the themes and priorities representing the major challenges and opportunities for Kent . The document ensures we have the evidence, data and local strategies to make smart and informed decisions to live within our environmental limits and ensure our natural, historic and living environment is valued and protected.

Our way of life and the way we interact both locally and globally are always changing. So too are the challenges and opportunities that have caused those changes or have been brought on by them. Central to the revised Kent Environment Strategy is the realisation that our environment, society and economy are interdependent and it is by recognising and promoting those links that will serve to help Kent manage challenges and make the most of the opportunities available.

Our natural environment forms the foundations of our society and economy. Along with the historic environment it also provides a positive impact on Kent’s residents health and wellbeing, and when managed sustainably on our economy.

Sustainable growth is vital to ensure longevity and quality of our society, environment and economy. However, our economy faces challenges both locally and globally and important to its success is innovation to adapt and be resilient to change.

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Developing an evidence base approach enables us to understanding the risks and opportunities and subsequently to develop appropriate and realistic actions and targets to manage those risks and realise the opportunities.

The Strategy is supported by the Kent State of the Environment report which is one example of this evidence. The report gives an overview in terms of the quality of the natural environment, resources it provides, the economic value of the environment and its role in our health and wellbeing.

The vision of the strategy is to ensure that our environment, economy and society takes into account these challenges and opportunities and benefits Kent's residents. Practically this means communities, individuals, businesses, policy makers and public sector working together. To enable this, the strategy addresses how we;

- Effectively manage and use our resources now and in the future in a sustainable way
- Enhance and protect our natural and historic environment,
- Ensure sustainable growth
- Develop resilient and healthy communities.

Beneficiaries

The end beneficiaries are the residents of Kent through the services provided and the management and accessibility of the natural and historic environment. The strategy will protect and improve the quality of Kent's environment and enable improved and sustainable access for Kent's residents. It will ensure the economic, health and wellbeing benefits of a healthy natural environment are fully realised.

Information and Data

The Strategy is supported by;

1. Kent's State of the Environment report (SOTE) which gives an overview for Kent providing the data for example on Kent's demographics alongside environmental indicators measuring the quality of Kent's environment. The report demonstrates residents who

Updated 13/07/2015

may be particularly vulnerable to the impacts of severe weather for example the elderly and those in fuel poverty (disabled) who are unable to heat their homes adequately with subsequent poor health and wellbeing. The strategy takes the priority areas from the SOTE report and presents priorities for development and delivery. For example the disabled and elderly will benefit significantly from improved access to the outdoors and housing retrofits for energy efficiencies and combating fuel poverty. Measures to tackle a changing climate for example more frequent severe weather impacts, will with a projected ageing population make the KES actions even more relevant.

2. Consultation workshops and meetings to determine the emerging priorities
3. Public perception survey.

Data on Kent demographics and protected characteristics

Age and Disability protected characteristics are specifically positively affected by the Strategy.

Disability

- Kent is the largest non-metropolitan local authority area in England with a resident population of 1,463,740 people (2011 Census)
- There are 9.4 million disabled people in England, accounting for 18 per cent of the population. Of this total 45% of disabled people are male and 55% female (2011 Census)
- 257,038 residents in Kent (17.6%) have a health problem or disability which limits their day-to-day activities with a higher proportion of women (7.9%) claim disability benefits in Kent than men (7.0%)
- From the Department of Works and Pensions - Benefit's claimants the division by medical condition groupings is Physical Disability (including sensory) equals 73.5 % or 81,250 people. 14.3 % or 15,820 people with a Mental Health issues and 11.4% or 12,630 people with a Learning Disability/Difficulty.

For this assessment disability is split into the following sub-groups;

- Physical impairment
- Sensory impairment (including people who are Blind or visually impaired and people who are Deaf or have a hearing impairment)
- Learning Disability (people with an IQ assessed at under 70), people with a Learning Difficulty (medical conditions like Autism, ASD (Autistic Spectrum Disorder), and others) and people who have Cognitive impairment (medical conditions like Alzheimer)
- Mental Health (a diagnosed medical condition) and Mental Distress

Learning Disability

In Kent there are approximately 28,000 people with a learning disability or learning difficulty. This is a significant number and seems set to increase by 12-14% by 2021. (Source – *Mencap website 2014*) The following statistics reflect the current levels of dementia across the UK (Source – *Alzheimer's UK*)

- There are 40,000 younger people with dementia in the UK
- There are 25,000 people with dementia from black and minority ethnic groups

- In the UK there will be 1 million people with dementia in the UK by 2025
- Two thirds of people with dementia are women
- The proportion of people with dementia doubles for every five-year age group
- One in six people aged 80 and over has dementia
- Two thirds of people with dementia live in the community while one third live in a care home

Mental Health

- In Kent there are approximately 163,000 – 190,000 people with common mental health problems such as anxiety and depression
- 60,000 people with severe mental illness, such as severe depression or Post traumatic stress disorder
- 12,000 people with severe mental illness and longer-term needs, such as schizophrenia and bipolar disorder Source – *MIND website 2014*)

Age

- With an aging population the over 50s will grow by 30.7 per cent in the next 20 years(Source - *Unlocking Kent's potential – KCC's framework for regeneration*) . This is important when developing and delivering services to ensure older people have access to public transport services and Warm homes for example.
 - By 2027 the UK population aged 50 to 69 is predicted to reach 15.8 million. In 2007 it was 13.3 million. (Source- *DWP Report 'People on the border between work and retirement', 2008*)
 - Among the over 70's 1 in 5 people have a sight loss. (Source - *Action for Blind people*)
 - More than 70% of over 70 year-olds and 40% of over 50 year-olds have some form of hearing loss. (Source - *Action on Hearing*)
 - There are slightly more female residents than male residents in Kent. 51% (762,100) residents are female and 49% (731,400) male. This pattern is reflected nationally and regionally. On the whole there tends to be more males than females up to the age of 24 years. Beyond this age, there are more females than males, and this gap intensifies in older age
 - The mean age of residents in Kent is 40.6 years. This is slightly higher than the national average of 39.5 years. The mean age of a Kent female is 41.6 years compared to a national average of 40.5 years. The mean age of Kent males is 39.5, compared to the national average of 38.5 years. (Source - *Office for National Statistics and KCC Business Intelligence*)
- There are slightly more females than males in Kent due to the life expectancy being higher for females

Sexual Orientation, marriage and civil partnerships, race, religion and belief

June 2014

In regards to the protected characteristics above, these will not be impacted by the actions in the strategy specifically.

Involvement and Engagement

During the course of the consultation, feedback from the first phase of the consultation informed the priorities within the draft strategy. Phase 1 of the consultation consisted of;

- Three workshops involving representatives from district, environmental groups, Kent Nature Partnership members and specific sectors (housing associations for example) – December- February 2014
- Kent Environment Champions Group (Kent Directors, leaders, environmental champions)
- Public perception survey on Kent's environment - December 2014 . The 16-24 was slightly under-represented, this will be addressed through the public consultation phase.
- Internal engagement and consultation through divisional and directorate senior and corporate management teams – January – June 2014
- Consultation with Senior and Corporate management teams and Officers within Districts - April - July 2014
- Sector specific meetings -for example; Low Carbon sector, energy sector Public Health and Social Care

Public consultation will be undertaken from July- September 2015 with a second phase of District meetings to inform the KES implementation plan (detailing the actions to deliver the Kent Environment Strategy).

The public consultation information will be circulated through our key stakeholders and specifically through our equality and diversity groups. The public consultation will need to ensure the strategy is accessible for specifically disabled, age and race protected characteristics whom may not have the opportunity to consult on the strategy through traditional methods. To overcome this, the public consultation will ensure the action plan will detail the steps for example;

-Social media is used to promote

- protected characteristic groups are contacted directly through the consultation through stakeholder assessments
- The documents for consultation are available in word as well as PDF to support partially sighted consultees
- The availability in other languages and other formats on request should be made available upon request (for example accessible for partially sighted people and those not on-line).

In terms of equality issues through the engagement process, all protected characteristic groups contacted have expressed active involvement in the consultation and the strategy both in terms of delivery and promotion. The assessment has recognised the value in reviewing specific project EQuIA's and greater monitoring of progress within EQuIA action plans.

Potential Impact

The services, support and provision which the Kent Environment Strategy provides is relevant to all residents and therefore all protected characteristics however this assessment focuses on age and disability which specifically have benefits related to the protected characteristics. There will be positive benefits for all through the strategy by increasing the accessibility of the natural environment and the services it provides (greatest for the disability and age characteristics).

Specifically how information is provided is important for sensory impairments – sight, deaf and hearing, those with learning difficulties and where English is not their first language. The actions within the Strategy should ensure the communication channels adequately meet the needs of those with sensory impairments for example deaf people are more likely to need to use text relay, SMS text message or make contact via email through the kent.gov web site. Conversely the telephone is more accessible for partially sighted people .

Learning difficulties incorporate how people interact and learn alongside conditions such as dementia. It is recommended that all forms of communication used in any projects which sit under this strategy need to be carried out in line with recommendations in KCC's inclusive communication Guidance. This includes for example written instructions should be in plain English to support those with learning disabilities and with a minimum of font size of 12 using a sans serif script and not over –typed on images.

To promote to the younger generation it is recommended that the services within the strategy use a range of social media and smart phone technology .

Overall there will be positive impact on quality of life through:

- Improved accessibility (physically and intellectually) to green space
- Reduced congestion and therefore the potential for improved air quality
- Greater resilience to severe weather,. The SOTE report shows clearly that older people (for example) are at greatest risk of suffering during severe weather providing a potential positive impact on age.
- Sustainable housing addressing access to broadband and water and energy efficiencies, (reducing bills and knock-on effects for fuel poverty),
- Reduced energy costs in public sector buildings
- Prioritised work programmes for vulnerable groups, e.g., retrofitting of housing and managing risks from climate change will prioritise those most vulnerable and at greatest risk. This will positively support the older generation and disabled residents.

- Improving, protecting and enhancing the natural and historic environment providing positive improvements to the health and wellbeing of Kent's residents.

Adverse Impact:

No adverse impacts were noted. Individual EQuIA's will be undertaken at the project and programme streams.

Positive Impact:

Specific projects will have EqlA's undertaken to ensure we maximise on the positive impacts which will be subsequently monitored and evaluated.

JUDGEMENT

Option 1 – Screening Sufficient NO

Justification:

Option 2 – Internal Action Required YES

Option 3 – Full Impact Assessment YES

With public consultation, a full impact assessment will be undertaken on the draft strategy.

June 2014

Action Plan

The plan details the recommended actions to ensure equal opportunity through the consultation phase and promotion of and positive impacts for the protected groups highlighted through strategy delivery.

Monitoring and Review

For monitoring and review of the consultation process the stakeholder assessments will be reviewed through the Equality champions and KCC Consultation team internally.

The consultation responses will be assessed weekly with a midterm review in August to ensure the accessibility of the consultation process.

There will be annual review and monitoring of the Strategy delivery and the Kent State of the Environment Report. The Indicators within the report will details changes to the environment of Kent which will feed into the review of the strategy.

The projects that sit under this strategy should be subjected to regular monitoring and review, and where appropriate, equality monitoring information should be gathered and used to improve outcomes for protected groups.

Sign Off

I have noted the content of the equality impact assessment and agree the actions to mitigate the adverse impact(s) that have been identified.

Senior Officer

Signed:

Name:

Job Title:

Date:

Updated 13/07/2015

June 2014

DMT Member

Signed:

Name:

Job Title:

Date:

Equality Impact Assessment Action Plan

Protected Characteristic	Issues identified	Action to be taken	Expected outcomes	Owner	Timescale	Cost implications
Disability - Sensory impairment (visual) Learning disability	Services provided through the KES are inaccessible to some characteristics due to the information/ communication channels	Specifically how information is provided is important for those with sensory impairments, learning difficulties, other print impairments, and people whose first language is not English and whose knowledge of English is limited. Communications must be achieved in line with the KCC Inclusive Communication Guidance available on kent.gov.uk	Protected characteristics can access the services/ support and provisions through the Strategy	Project leads - as detailed in the implementation plan	As detailed in the implementation plan for the Strategy	Within project budget
Race and belief	People from BME backgrounds and other non- British speaking visitors may experience language barriers and feel sites are inaccessible	Through project specific EQUIA's Information in alternative languages, targeted to reflect the local populations to be made clearly available. Where projects are focused on areas where there is a high proportion of specific ethnic groups the project/ service should look to provide in alternative languages automatically	Protected characteristics can access the services/ support from the projects detailed in the implementation plan of the Strategy	Project leads - as detailed in the implementation plan	As detailed in the implementation plan for the Strategy	Within project budget

Protected Characteristic	Issues identified	Action to be taken	Expected outcomes	Owner	Timescale	Cost implications
Age, Disability,	<p>Service provision;</p> <p>Access to open space, sustainable transport opportunities, new ways of working,</p>	<p>Projects to ensure where physical works are undertaken there is appropriate Access for All, sensitive to the environment. The actions within the strategy will positively support disabled, and younger and older residents.</p> <p>Specific projects for example retrofitting will target older people, those with disabilities and medical conditions exacerbated by cold homes and those in fuel poverty .</p> <p>Examples of service assessment to ensure resources are targeted and accessible;</p> <p>-Sustainable Communities team - supporting communities to become more resilient to a changing climate for example severe weather impacts focusing on vulnerable individuals and communities.</p> <p>-Through Tools such as the Severe Weather Impact Monitoring Scheme (SWIMs) and SHAPE services can ensure assets are protected and resources are directed to the most needed detailed through social care adaptation action plan for example.</p>	Protected characteristics can access the services/ support from the projects detailed in the implementation plan of the Strategy	Project leads - as detailed in the implementation plan	As detailed in the implementation plan for the Strategy	Within project budget

		<p>- Public Health and Social care through the production of the JSNA sustainability assessment and delivery of the Health and Wellbeing Strategy ensures that services are sustainable and deliver Health and Wellbeing outcomes, An example of delivery is shown through the Health, Planning and Sustainability on-line resource; http://healthsustainabilityplanning.co.uk/</p> <p>KES recommends where feasible that Health Needs Assessment to be undertaken to improve health outcomes in the natural environment.</p> <p>Another positive example through the KES is the encouragement of volunteering through group networks specifically for protected groups.</p> <p>Waste services –Waste Equalities Toolkit is a comprehensive assessment on the barriers for protected groups and subsequent recommendations.</p> <p>Specific projects will have EQuIA undertaken to ensure barriers are accessed and actions detailed to reduce / overcome these.</p>				
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Protected Characteristic	Issues identified	Action to be taken	Expected outcomes	Owner	Timescale	Cost implications
Age, Disability, Race and Belief	Barrier to accessing the information for the Public Consultation of the revised Strategy	<p>The public consultation will need to ensure the strategy is accessible for specifically disabled, age and race protected characteristics whom may not have the opportunity to consult on the strategy through traditional methods.</p> <p>This will be through;</p> <ul style="list-style-type: none"> - Use of Social media for awareness of the consultation - Circulation of the consultation to youth group contacts - Protected characteristic groups are contacted directly through the consultation <p>The documents for consultation are available in word as well as PDF to support those with visual impairments to enable supported software to be used. This is in line with the KCC Inclusive Communication Guidance available on kent.gov.uk</p>	Protected characteristic can access the public consultation documentation	Sustainable Communities team - Caroline Drewett and Sarah Anderson	July 2015	Within KES budget
All	Ensure all relevant projects are subject to individual EQulA's and subsequent reviews as relevant.			Project leads within the implementation plan	As detailed in implementation plan	Within project budget

From: Matthew Balfour, Cabinet Member – Environment and Transport
Barbara Cooper, Corporate Director – Growth, Environment and Transport

To: **Environment and Transport Cabinet Committee – 21 July 2015**

Subject: Highway Drainage

Classification: **Unrestricted**

Past Pathway of Paper: N/A

Future Pathway of Paper: N/A

Electoral Division: Countywide

Summary:

To update Members on the response provided to reports of flooding and drainage issues on the highway.

Recommendation(s):

The Cabinet Committee is asked to note the report.

1. Introduction

1.1 The County Council is responsible for the maintenance of 5,400 miles of public highway including 250,000 road drains and associated drainage systems.

1.2 The primary objectives of the highway drainage system are:

- Removal of highway surface water (from the carriageway) to maintain road safety and minimise nuisance,
- Effective sub-surface drainage to prevent damage to the structural integrity of the highway and maximise its lifespan, and,
- Minimise the impact of highway surface water on the adjacent environment including properties

1.3 Highway flooding and drainage issues generate around 8,000 customer enquiries every year. The majority of drainage enquiries related to blocked drains, carriageway flooding and flooding to private property.

1.4 All drainage and flooding enquiries are prioritised on the basis of the following risks:

- Highway Safety
- Internal flooding of property
- Network disruption

1.5 Due to the varied nature of drainage issues dealt with by the County Council, the time taken to resolve a drainage enquiry varies from a few hours to several months. Over the last 12 months the average time to resolve a drainage enquiry was 47 days.

2. Financial Implications

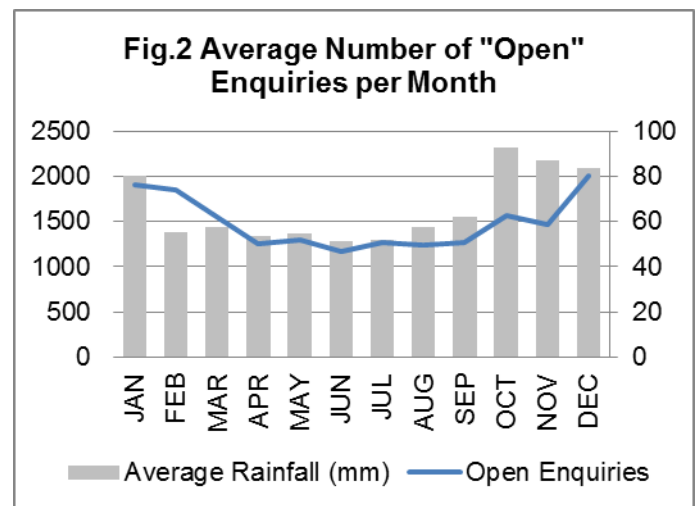
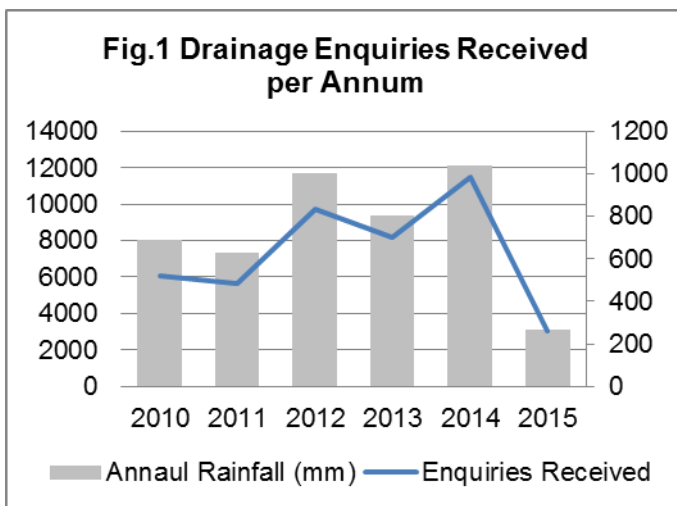
2.1 The allocated budget for highway drainage cleansing is £2,408,300 and is revenue funded. The allocated budget for repairs, renewals and improvements is £1,870,000 and is largely capital funded. The approach outlined in this report has been developed on the basis of the current budget allocation and feedback from stakeholders to ensure a balance between the needs of the asset and the demands of the County Council's customers.

3. Policy Framework

3.1 The approaches outlined in this report fulfil the principle of achieving value for money.

4. Report

4.1 Around 7.5% of the enquiries received by Highways Transportation and Waste each year relate to highway drainage and flooding. The volume of enquiries received is influenced by the weather with peaks in demand during the winter months. During the very wet weather experienced between 23 December 2013 and 1 March 2014, the County Council received over 3,500 highway drainage and flooding enquiries:



4.2 All enquiries are prioritised on the basis of the impact on highway safety, residents homes and the movement of traffic on the road network. If the enquiry provides insufficient detail to make a judgement, it is assigned to a Highway Steward to inspect and collect the necessary information.

4.3 Any event or defect on the highway which presents an immediate high risk and potential for harm to pedestrians/ road users or an immediate high risk of internal property flooding from highway surface water is responded to within 2 hours. Approximately 4% of drainage enquiries received each year are deemed to require a response within 2 hours.

- 4.4 5% of drainage enquiries received are about issues that are the responsibility of a third party; for example water leaks and sewerage problems. These enquiries are reported to the relevant authority, updated and closed.
- 4.5 45% of enquiries are resolved by routine maintenance such as cover repairs and cleansing. On main roads cleansing is done on a cyclic basis to maximise efficiency although some flexibility is retained to ensure that cleansing at higher risk sites can be brought forward. On minor roads cleansing is carried out on a targeted basis and is usually completed within 28 days.
- 4.6 40% of enquiries received are complex issues and require a more involved response by a Drainage Engineer. This response may include surveys, CCTV investigations and the delivery of renewals or improvements.
- 4.7 Much of the County's drainage infrastructure was installed when the roads were originally constructed, some of which date back to late 1800s/early1900s. Over the years, settlement of the soil, ingress of tree roots and road works by third parties (largely utilities) have caused widespread damage and years of underinvestment have exacerbated this problem.
- 4.8 In recent years prolonged and heavy rainfall events appear to have become a more frequent occurrence. Development and changes in land use have resulted in increased volumes of surface water being discharged into the drainage system which is designed to cope with moderate to heavy rainfall. In many places the sewers are now running at capacity.
- 4.9 The 2015/16 capital allocation for highway drainage renewals and improvements is £1.65m. All works are prioritised on the basis of safety, internal property flooding and network disruption during moderate to heavy rainfall.
- 4.10 Water being discharged from adjacent land onto the road is also becoming an increasingly common cause of highway flooding. A more stringent enforcement process utilising our Highways Act powers has been developed however to date, the vast majority of cases have been resolved via constructive discussion with the land owner.
- 4.11 Customer satisfaction is monitored in a number of ways on a weekly, monthly and annual basis.
- Enquiry volumes, complaints and compliments are monitored on a weekly basis by the Drainage & Flooding Manager. So far in 2015, there has been an average of 139 enquiries per week. Less than 1% of these enquiries were complaints about the service.
 - Performance metrics including a customer satisfaction survey are reported to the Interim Director of Highways, Transportation and Waste on a monthly basis. Every month 10-15 customers are selected at random and asked whether or not they were satisfied with the service they received. In 2015, 94% of customers surveyed about the Drainage & Flooding service said that they were satisfied with the service they received.

- Finally, an annual Tracker Survey is undertaken to measure Member, Parish Council and resident satisfaction. In 2014, 71% of residents said that they were either satisfied or very satisfied that the road drains are kept clean and working in their local area.

4.12 Customer feedback is regularly reviewed and used to inform the way we deliver our services. The 2014 Tracker Survey indicated that blocked drains were continuing to be a hot topic for Members and Parish Councils, particularly in rural areas. In response changes were made to the way we deliver drainage cleansing and we now publish information about the regime on a monthly basis. Similarly, at the 2014 Parish Seminars, Parish Councils raised a number of questions about highway drainage. In response a short guide to highway drainage was collated and distributed to Members and Parish Councils. A copy of the guide can be found at Appendix A.

5. Conclusion

5.1 The County Council receives a diverse range of enquiries about drainage and flooding every year. Each enquiry is prioritised on the basis of the risk to highway users, residents and businesses in Kent to ensure that the available resources are utilised in the most efficient and effective way. Performance is regularly monitored and customer satisfaction is good however feedback is taken on board and used to shape the service we deliver.

6. Recommendations

Recommendation(s):

The Cabinet Committee is asked to note the report.

7. Background Documents

None.

8. Appendices

Appendix A – Highway Drainage & Flooding; A short guide for Parish Councils

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Relevant Director:

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Following a request from Parish Councils at the 2014 Parish Seminars, this short guide explains the highway drainage services that we provide and how they are delivered. It explains our legal obligations and also the roles and responsibilities of others.

The Highway Drainage System

1. Which drainage assets is the KCC Highway Drainage & Flooding Team responsible for maintaining?

The Highway Drainage & Flooding Team maintains the following drainage assets:

Asset	The amount we look after
Roadside drains	250,000
Ponds and Lagoons	250
Pumping Stations	15
Soakaways	8,500

2. What is the purpose of the highway drainage system?

Highway drainage systems are designed to:

- Remove surface water from the road to maintain road safety and minimise nuisance,
- Provide effective sub-surface drainage to prevent damage to the structural integrity of the highway and maximise its lifespan, and,
- Minimise the impact of highway surface water on the adjacent environment including properties

Highway drainage systems are not designed to:

- Remove surface water from adjacent land or properties
- Provide an overflow system for land drains, water course, rivers or sewers

3. Who else is responsible for drainage assets in the Parish?

The [Environment Agency](#) is responsible for managing the risk of flooding from main rivers, reservoirs, estuaries and the sea. They deal with emergency repairs and blockages; carry out routine maintenance and issue flood warnings when necessary.

The [Sewerage Authority](#) (Southern Water or Thames Water) is responsible for public sewers. These include foul sewers, surface water sewers that serve two or more properties and combined sewers which drain both foul and surface water.

The [Water Authority](#) (South East Water, Southern Water or Affinity Water) is responsible for the mains that supply fresh water. If a water leak occurs or if there is a problem with the supply, it is the Water Company that will usually respond.

[Landowners](#) are responsible for maintaining most of the drains located within the boundary of their property including down pipes, ditches and any other drains that take water through or away from their property. They must undertake the necessary maintenance of any watercourse within or adjacent to their property or land to maintain the proper flow of water. The Landowner is responsible for the cost of the maintenance including any culverted sections, pipes or other structures that allows water to flow underground or beneath another structure. If they wish to propose a structure within a watercourse or any other activity that could affect the flow of water, consent must first be given by the Land Drainage Authority.

[Internal Drainage Boards](#) and [Kent County Council Food Risk Management Team](#) are both Land Drainage Authorities and have powers with regard to the general enforcement of landowner duties. These powers are permissive, meaning that we may choose to intervene in the public interest where we believe works would be beneficial and/or economically viable, but we are under no legal obligation to do so.

More detailed information about who does what during a flood can be found in Appendix 3 of the Environment Agency's guide "Practical advice to help you create a flood plan":

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/292939/LIT_5286_b9ff43.pdf

4. Where can Parish Council's go if they are unsure who is responsible for a specific drainage asset?

You can call the County Council on 03000 41 81 81 and talk to the agents in our Contact Point. If they are unable to assist you they will pass you through to the Drainage & Flooding Team. We have two Technical Support Officers who will be able to assist you.

Maintenance of roadside drains

5. How is maintenance of the highway drainage system delivered?

There are two types of maintenance: planned maintenance and targeted maintenance.

We carry out planned maintenance on main roads – these are mostly A roads and the key routes that connect County's towns and villages. Roadside drains are cleaned once every 12 months as part of a cyclic programme of work. This is the most cost effective way to work on these roads and enables us to minimise the disruption caused to local residents.

We also carry out planned maintenance at around 250 locations which we know are particularly vulnerable to serious flooding when the drains become blocked. The drains at these locations are cleaned once every 6 months.

From April 2015, the Highway Drainage & Flooding Team will be contacting Council Clerks when we are due to carry out planned maintenance in your Parish.

All other drainage assets, including soakaways, highway ditches, highway ponds, culverts and grips, are maintained on a targeted basis. This means that maintenance work is arranged in response to enquiries and reports of flooding.

6. How is targeted maintenance prioritised?

When we receive a report of flooding or an enquiry from a customer the first thing that we do is check our records to see if we already know about it and have works planned.

If no works are planned, the site is inspected. The Highway Steward or Drainage Engineer looks at how much work is required, what traffic management is needed and the risk that flooding poses to road users and residents. Some of the things that they think about include the following:

- The type of road, for example, whether it is a high speed road, a main road, an estate road or a country lane
- The amount of traffic that uses the road, for example is it a main route in and out of a town or is it a minor road only used by a handful of drivers each day
- The impact if the road is closed, for example, the road might only be used by a handful of people but it may also be the only route to get to their homes
- The impact on residential property, for example, when the drains are blocked do homes get flooded

Cleansing is carried out within 2 hours, 24 hours 7 days, 28 days or 90 days of the inspection depending on the level of risk. The following photos provide a guide of the timescales for response:



Reactive response required: 2 hours



Reactive response required: 24 hours – 7 days



Routine cleansing required: 28 days – 90 days



No action required: Intervention level not met

In order to use our limited funding in the most effective way, works are delivered on the basis of the highest risk sites first.

Sometimes the weather can create an increased need for reactive maintenance and works such as flood clearance. We ensure that funding is available to respond to these situations.

7. What do the drainage operatives do when they clean the drains?



First an operative inspects the drains and notes any damaged or missing covers. If a cover is missing, it is reported to the team in the depot so that a temporary cover can be put in place to make the drain safe.

Next any silt and debris is removed from the drain with a large vacuum pump.

Finally the crew flood test the drain by filling it with water and checking that it is able to flow away.

On completion of each job, the operatives record the number of drains that they have cleaned and any defects that they have found are recorded.

We have a short film on our website explaining in more detail how we maintain our roadside drains:

<http://www.kent.gov.uk/roads-and-travel/what-we-look-after/drainage-systems>

8. How much does it cost to clean a standard roadside drain?

Depending on the location and number of drains to be cleaned, the cost of cleansing ranges from around £5 per drain to £190 per drain.

We plan our work carefully to try and minimise the cost per drain so that we can do as much work as possible with the available funding.

9. What can Parish Councils do to ensure that their drains are maintained effectively?

If fallen leaves are covering the gully grills and you can safely remove them then please do. These can be disposed of in your normal rubbish bin or in a compost bin. When removing leaves from drains, be careful not to step into traffic on the road and be aware of pedestrians on pavements.

Don't lift the drain covers or put your hands into the drain as there may be sharp objects you cannot see. Wearing gloves is always a good idea if you are clearing leaves by hand.

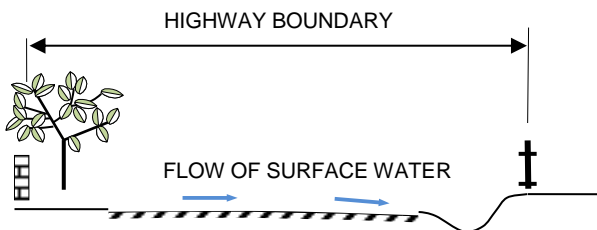
If you have blocked drains that are posing a risk to safety or affecting resident's homes and you are unable clear them, please report them. The best way to do this is with the online fault reporting tool which also allows you to track you enquiry: <http://www.kent.gov.uk/roads-and-travel/report-a-problem>

Please give us as much detail as you can about the location of the drains and the impact that they are having on safety, property and the local community.

Maintenance of roadside ditches

10. Who is responsible for maintaining roadside ditches?

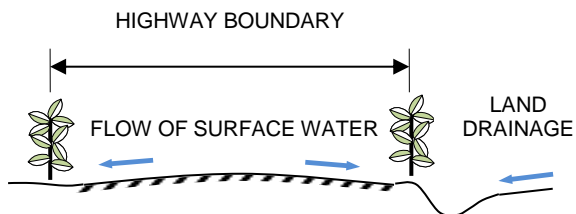
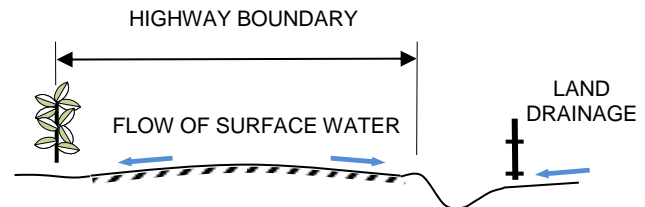
There are three categories of roadside ditch:



A ditch created by the Highway Authority (KCC) and owned by them solely for draining the highway is their responsibility.

Common law imposes a duty on the owner of land adjoining a highway to maintain ditches that provide natural drainage for both the land and highway.

A ditch on the road side of boundary fences and hedges taking land drainage as well as highway drainage is the responsibility of the adjacent landowner



A ditch on the field side of a boundary fence or hedge taking land drainage as well as highway drainage is the responsibility of the adjacent landowner

As the Highway Authority, we have a prescriptive right to drain the highway to any adjoining roadside ditches. We might do this by piping water from a drain into the ditch or by cutting grips between the road edge and the ditch. In these cases, the drains, pipes and grips which channel the water into the ditch remain the maintenance responsibility of the Highway Authority.

11. What can Parish Councils do to help ensure that their roadside ditches are maintained effectively?

If you are concerned about a roadside ditch in your parish the first thing to do is contact the landowner if you know who they are and feel comfortable doing so.

The local Parish Councillor could visit the landowner or you could send them a polite letter such as the following:

Dear

A polite request regarding a roadside ditch adjacent to your land

On >insert date< we noticed that a ditch adjacent to your land had become blocked and we are concerned that this may be preventing water from draining away. The location of the blockage is >insert details of the location<.

The owner of land or property adjoining the highway is responsible for maintaining roadside ditches which provide natural drainage for both the land and the highway. If the ditch is not cleared water may start to collect on the road creating a potential danger/ hazard/ nuisance (delete as appropriate) to drivers and local residents.

We would very much appreciate it if you could attempt to clear the blockage from your ditch to alleviate the problem. If you are not responsible for the property please pass this letter on to the owner or Letting Agent.

Yours sincerely

If you are unable to encourage them to clear their ditch then report it to KCC. It is particularly helpful if you can provide us with information about the location of the ditch and photographs of the water flowing onto the road. This will speed up the process explained below.

12. What can KCC do if landowners do not maintain their roadside ditches?

If poorly maintained ditches are causing water to flow onto the highway and making it hazardous to highway users, we can use our powers granted under the Highways Act 1980 to take enforcement action. This process is very similar to the process we use for dealing with private vegetation affecting the highway:

First we will write to the land owner asking them to contact us to discuss the condition of their ditches. This letter is accompanied by photographs showing the flow of water onto the road.

If we do not hear from the land owner we will write to them a second time advising that if they do not respond to our first letter we may be forced to take action and will seek to claim back the costs incurred.

If we continue to receive no response, we will write to the land owner for a third time advising that if they do not contact us within the next 14 days we will take action to stop water flowing onto the road and claim back the costs incurred.

It can take up to six months to complete the enforcement process as we need to give landowners time to take action, carry out inspections and fit any works that we might do into

our routine works programme – if the works are not urgent for safety reasons, we prefer to do ditching in the drier months.

Prevention of water flowing onto the highway

13. What can Parish Councils do when water is flowing from adjacent land onto the road or footpath?

As with ditches, if you are concerned about water flowing onto the road or footpath, the first thing to do is contact the landowner if you know who they are and feel comfortable doing so.

You could send them a polite letter such as the following:

Dear

A polite request regarding water flowing from your land

On >insert date< we noticed that water is flowing off your land and onto the road/ footpath (delete as appropriate). The water appeared to be flowing from >insert details of the location<.

If the flow of water is not stopped it may start to collect on the road creating a potential danger/ hazard/ nuisance (delete as appropriate) to drivers and local residents.

We would very much appreciate it if you could take steps to stop the water flowing onto the road/ footpath. If you are not responsible for the property please pass this letter on to the owner or Letting Agent.

Yours sincerely

If you are unable to encourage them to take appropriate action then report it to KCC. It is particularly helpful if you can provide us with information about the location of the problem and photographs of the water flowing onto the road. This will speed up the enforcement process.

14. What can KCC do if landowners do when water is flowing from adjacent land onto the road or footpath?

If inadequate drainage is causing water to flow onto the highway and making it hazardous to highway users, we can use our powers granted under the Highways Act 1980 to take enforcement action. This process is the same as the process explained above for dealing with poorly maintained ditches.

Drainage Repairs and Improvements

15. How do KCC know when repairs and improvements are required?

When flooding occurs the first thing we do is clean the drains that are already there. If this doesn't stop the flooding then we may need to repair or improve the drainage system.

If the cleansing crew is able to find an obstruction or break when they jet the pipes, we can arrange for a crew to dig down on the blockage, investigate what is causing it and repair the pipe. If the location of the problem is unclear we can check the condition of the pipes with a CCTV camera.

Sometimes repairing the drainage system doesn't stop the flooding for example when a soakaway has failed or when the system has insufficient capacity. In these instances we need to consider improving the drainage system.

16. How are repairs and improvements prioritised?

When repairs or improvements are needed our Drainage Engineers look at how much work is required, what traffic management is needed and the risk that flooding poses to road users and residents:

- If the road floods, does it create a hazard to road users?
- If the road floods, does it cause a lot of disruption?
- If the road floods, are people's homes affected?

When we don't have enough budget to do everything, works are then prioritised and delivered on the basis of the highest risk sites first.

17. Can Parish Councils influence where we do repairs and improvements?

We need to make sure that we invest the budget that we have consistently across the county and the approach outlined above enables us to do this.

If there is a site in the Parish that is causing particular concern, report it to us and encourage the residents who are affected to do the same – we often look at the number of enquiries we have received to help us understand the level of disruption caused by the flooding. The best way to do this is with the online fault reporting tool which also allows you to track your enquiry: <http://www.kent.gov.uk/roads-and-travel/report-a-problem>. You will be able to see when the site has been inspected, whether or not we plan to do further work and when the works are completed.

To contact the Highway Drainage and Flooding Team for more information and advice, please call the Contact Point on **03000 41 81 81** or visit our website:

<http://www.kent.gov.uk/roads-and-travel> .

By logging an enquiry you, your local Highway Steward and any member of the Highway Drainage & Team can track your enquiry and provide you with the latest information and updates when you want them.



From: Peter Sass, Head of Democratic Services
To: Environment and Transport Cabinet Committee – 21 July 2015
Subject: Work Programme 2015
Classification: Unrestricted

Summary: This report gives details of the proposed work programme for the Environment & Transport Cabinet Committee.

Recommendation: The Environment & Transport Cabinet Committee is asked to consider and agree its work programme for 2015 as set out in Appendix 1 of this report.

1. Introduction

(1) The proposed Work Programme has been compiled from items on the Forthcoming Executive Decision List; from actions arising from previous meetings, and from topics identified at agenda setting meetings, held 6 weeks before each Cabinet Committee meeting in accordance with the Constitution.

(2) Whilst the Chairman, in consultation with the Cabinet Members, is responsible for the final selection of items for the agenda, this item gives all Members of the Cabinet Committee the opportunity to suggest amendments and additional agenda items where appropriate.

2. Work Programme 2015

(1) An agenda setting meeting was held on 11 June 2015 and items for this meeting's agenda were agreed. The Cabinet Committee is requested to consider and note the items within the proposed Work Programme, set out in Appendix 1 to this report, and to suggest any additional topics that they wish to be considered for inclusion to the agenda of future meetings.

(2) When selecting future items the Cabinet Committee should give consideration to the contents of performance monitoring reports. Any 'for information' or briefing items will be sent to Members of the Cabinet Committee separately to the agenda or separate member briefings will be arranged where appropriate.

3. Conclusion

It is vital for the Cabinet Committee process that the Committee takes ownership of its work programme to help the Cabinet Member to deliver informed and considered decisions. A regular report will be submitted to each meeting of the Cabinet Committee to give updates of requested topics and to seek suggestions for future items to be considered. This does not preclude Members making requests to the Chairman or the Democratic Services Officer between meetings for consideration.

4. Recommendation

The Environment and Transport Cabinet Committee is asked to consider and agree its work programme for 2015 as set out in Appendix 1 to this report.

5. Background Documents

None

6. Contact details

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WORK PROGRAMME –2015
Environment and Transport Cabinet Committee

Agenda Section	Items
16 September 2015	
A – Committee Business	<ul style="list-style-type: none"> • Declarations of interest • Minutes • Verbal Updates
B - Key or Significant Decisions for Recommendation or Endorsement	<ul style="list-style-type: none"> • Possible Extension to Highways Term Maintenance Contract • Drainage and local flood risk policy statement • Procurement of waste transfer facilities for Canterbury City Council and Thanet District Council
C - Other Items for comment/ recommendation	<ul style="list-style-type: none"> • Waste Strategy • Work Programme
D - Performance Monitoring	<ul style="list-style-type: none"> • Performance Dashboards • Annual Equality and Diversity Report • Risk Management update
4 December 2015	
A – Committee Business	<ul style="list-style-type: none"> • Declarations of interest • Minutes • Meeting dates for 2016 • Verbal Updates
B - Key or Significant Decisions for Recommendation or Endorsement	<ul style="list-style-type: none"> • Kent Environment Strategy
C - Other Items for comment/ recommendation	<ul style="list-style-type: none"> • Work programme • Allington Eft • Co-location of Community Safety Partnership • Pilot Community Warden Scheme
D - Performance Monitoring	<ul style="list-style-type: none"> • Performance Dashboard • Financial Monitoring
Items for Consideration that have not yet been allocated to a meeting	
B - Key or Significant Decisions for Recommendation or Endorsement	<ul style="list-style-type: none"> • Growth without Gridlock • Local Transport Strategies – Approval-Variou • Socially necessary bus services
C – Other Items for comment / recommendation	<ul style="list-style-type: none"> • Littering on Kent’s highways

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From: Matthew Balfour, Cabinet Member –Transport and Environment
Bryan Sweetland, Cabinet Member – Commercial and Traded Services
Mike Hill, Cabinet Member – Community Services
Barbara Cooper, Corporate Director – Growth, Environment and Transport

To: Environment and Transport Cabinet Committee – 21 July 2015

Subject: Performance Dashboard

Classification: Unrestricted

Summary:

The Environment and Transport Performance Dashboard shows progress made against targets set for Key Performance Indicators.

Recommendation(s):

The Environment and Transport Cabinet Committee is asked to NOTE the report.

1. Introduction

- 1.1. Part of the role of Cabinet Committees is to review the performance of the functions of the Council that fall within the remit of the Committee.
- 1.2. To support his role Performance Dashboards are regularly reported to each Cabinet Committee throughout the year, and this is the first report for this financial year to this Committee.

2. Performance Dashboard

- 2.1. The current Environment and Transport Performance Dashboard is attached at Appendix 1.
- 2.2. The Dashboard provides a progress report on performance against target for the Key Performance Indicators (KPIs) included in this year's Directorate Business Plan.
- 2.3. The current Dashboard provides results up to the end of May.
- 2.4. The Dashboard also includes a range of activity indicators which help give context to the Key Performance Indicators.

- 2.5. Key Performance Indicators are presented with RAG (Red/Amber/Green) alerts to show progress against targets. Details of how the alerts are generated are outlined in the Guidance Notes, included with the Dashboard in Appendix 1.
- 2.6. Current performance is good and improving for Highways Maintenance KPIs, with work in progress low.
- 2.7. For Waste Management county recycling levels have fallen slightly in the estimated results for the most recent quarter. Recycling at Household Waste Recycling Centres continues to show decline following the significant increase last year in the level of recycling available at the kerbside provided by district council partners. Overall diversion of waste from landfill, the headline KPI is currently on Target.
- 2.8. There are a mix of indicators ahead of target and behind target for the various services included within the Environment, Planning and Enforcement Division. Country Parks income is ahead of Target as is volunteer hours. Trading Standards are ahead of target for disrupting rogue traders but behind target for removal of dangerous goods from the market, but for both indicators volatility is expected month by month and results are expected to change in coming months. Kent Scientific Services had low income in May but high income in April, making the year to date position ahead of Target.

3. Recommendation(s):

The Environment and Transport Cabinet Committee is asked to NOTE this report.

4. Background Documents

The Council's Business Plans:

<http://www.kent.gov.uk/about-the-council/strategies-and-policies/corporate-policies/business-plans>

5. Contact details

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Growth, Environment and Transport Performance Dashboard

Financial Year 2015/16

Results up to May 2015

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Produced by Business Intelligence

Publication Date: 25th June 2015



Contents

Guidance Notes	3
Highways and Transportation	4
Waste Management	6
Environment, Planning and Enforcement	8

Guidance Notes

Data is provided with monthly frequency except for Waste Management where indicators are reported with quarterly frequency and on the basis of rolling 12 month figures, to remove seasonality.

RAG RATINGS

GREEN	Performance has met or exceeded the current target
AMBER	Performance is below the target but above the floor standard
RED	Performance is below the floor standard

Floor standards are pre-defined minimum standards set in Directorate Business Plans and represent levels of performance where management action should be taken.

DOT (Direction of Travel)

↑	Performance has improved in the latest month/quarter
↓	Performance has fallen in the latest month/quarter
↔	Performance is unchanged this month/quarter

Activity Indicators

Activity Indicators representing demand levels are also included in the report. They are not given a RAG rating or Direction of Travel alert. Instead they are tracked within an expected range represented by Upper and Lower Thresholds. The Alert provided for Activity Indicators is whether they are in expected range or not. Results can either be in expected range (**Yes**) or they could be **High** or **Low**.

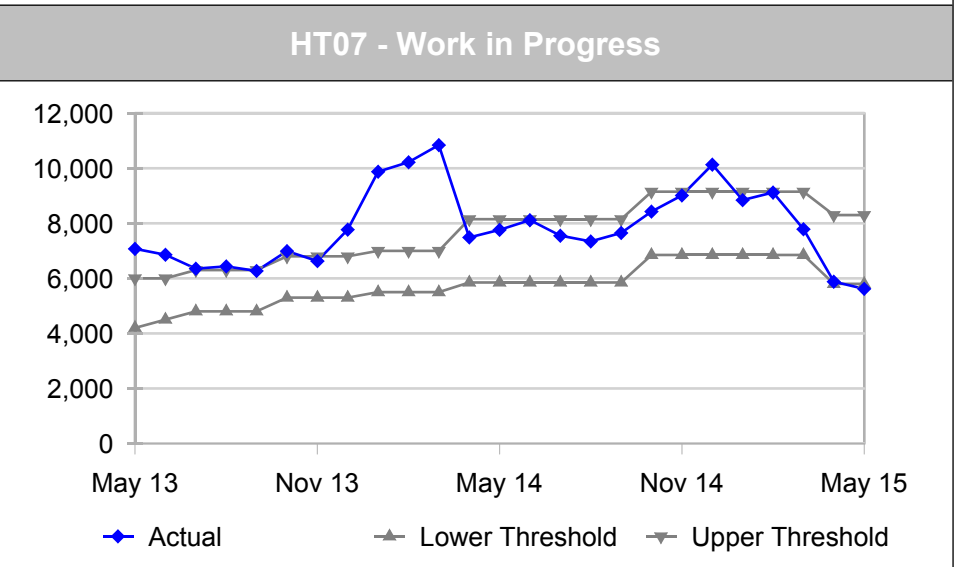
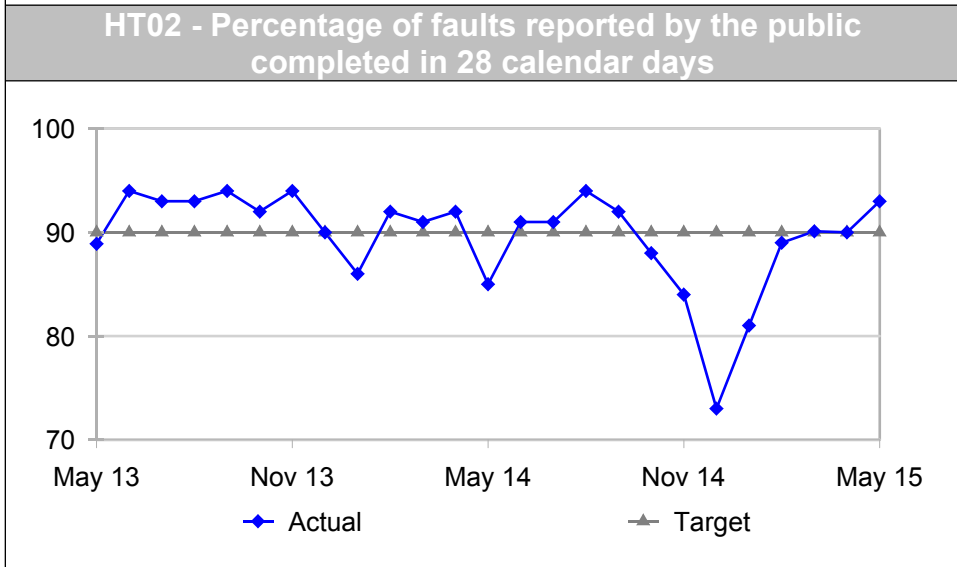
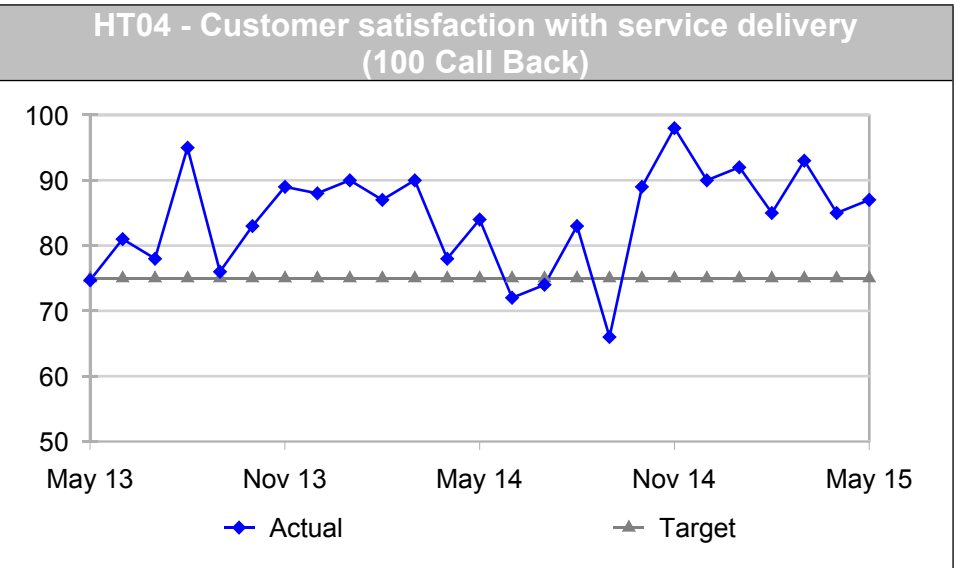
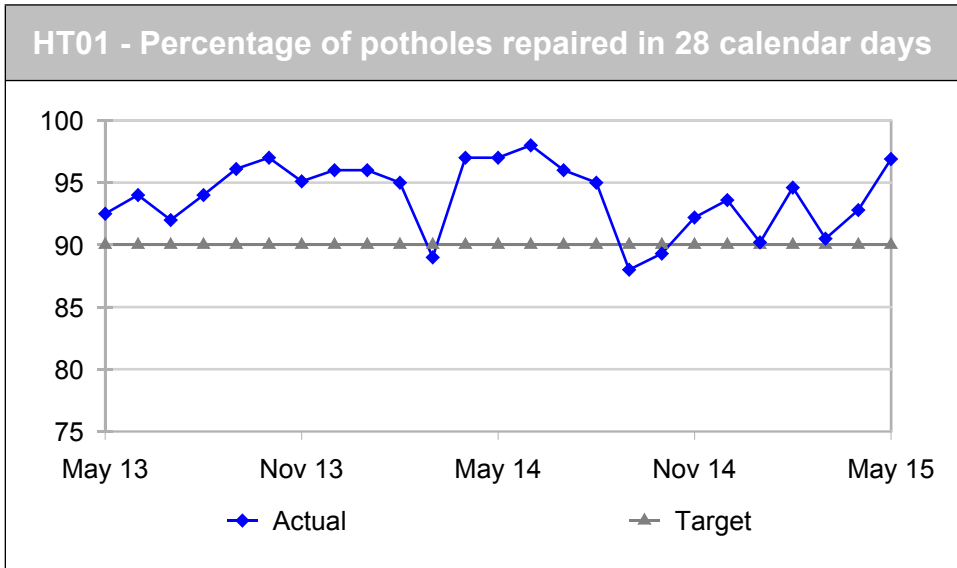
Service Area	Director	Cabinet Member
Highways & Transportation	Roger Wilkin	Matthew Balfour

Results are up to May 2015.

Ref	Performance Indicators	Latest Month	Month RAG	DOT	Year to Date	YTD RAG	Target	Floor	Previous Year
HT01	Potholes repaired in 28 calendar days (routine works not programmed)	97%	GREEN	↑	95%	GREEN	90%	80%	94%
HT02	Faults reported by the public completed in 28 calendar days	93%	GREEN	↑	91%	GREEN	90%	80%	88%
HT03	Streetlights repaired in 28 calendar days	91%	GREEN	↔	91%	GREEN	90%	80%	88%
HT04	Customer satisfaction with service delivery (100 Call Back)	87%	GREEN	↑	86%	GREEN	75%	60%	84%
HT08	Resident satisfaction with Highways schemes	88%	GREEN	↑	87%	GREEN	75%	60%	80%

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Ref	Activity Indicators	Year to date	In expected range?	Expected Range		Prev. Yr YTD
				Upper	Lower	
HT06	Number of new enquiries requiring further action	14,172	Yes	16,667	13,334	16,045
HT07	Work in Progress	5,618	Low	8,300	5,800	7,763
HT01d	Potholes repaired (as routine works and not programmed)	2,539	Low	4,020	2,970	3,588
HT02d	Routine faults reported by the public completed	8,324	Yes	9,540	7,050	10,848
HT03d	Streetlights repaired	2,026	Low	5,410	4,000	5,065



Service Area	Director	Cabinet Member
Waste Management	Roger Wilkin	Matthew Balfour

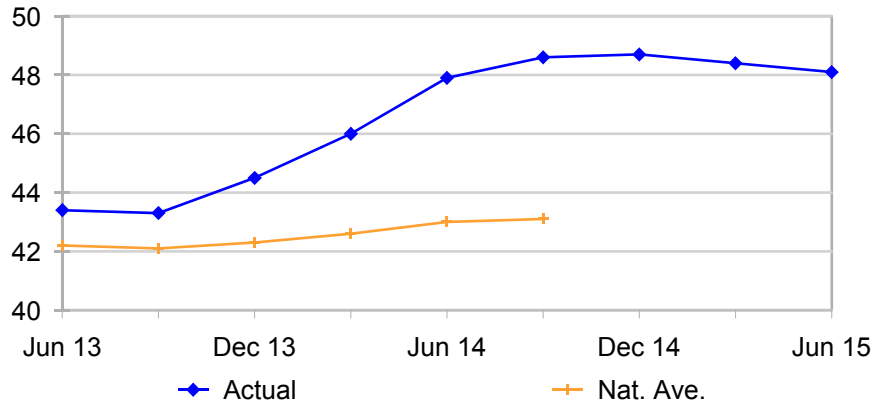
Results estimated for the rolling 12 months to June 15 based on actual results to May 15.

Ref	Performance Indicators	Latest Quarter	RAG	DOT	Previous Quarter	Target	Floor	Previous Year
WM01	Municipal waste recycled and composted	48.1%	AMBER	↓	48.4%	48.8%	43.4%	48.4%
WM02	Municipal waste converted to energy	41.6%	GREEN	↑	40.7%	41.0%	36.3%	40.7%
01+02	Municipal waste diverted from landfill	89.7%	GREEN	↑	89.1%	89.7%	79.7%	89.1%
WM03	Waste recycled and composted at HWRCs	69.8%	RED	↓	70.6%	71.8%	70.3%	70.6%

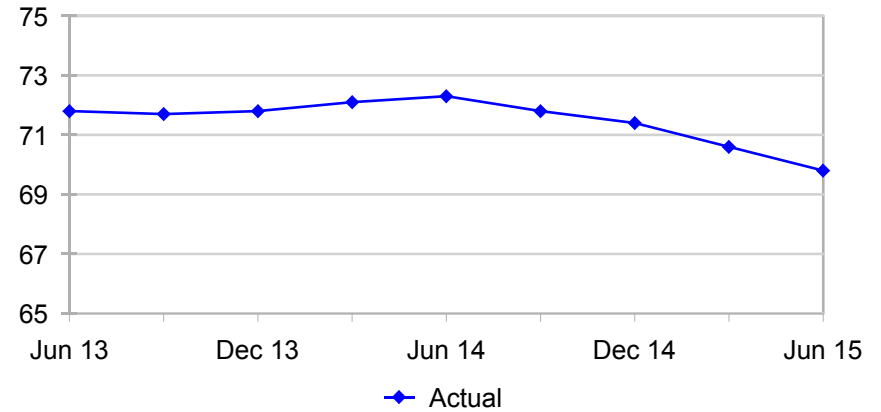
WM03 – Increases in kerbside collections by district councils have led to reductions in recycling materials being received at HWRCs.

Ref	Activity Indicators	Year to date	In expected range?	Expected Range		Previous Year
				Upper	Lower	
WM05	Waste tonnage collected by District Councils	538,500	Yes	540,000	510,000	541,000
WM06	Waste tonnage collected at HWRCs	171,000	Yes	175,000	155,000	172,000
05+06	Total waste tonnage collected	709,500	Yes	715,000	665,000	713,000

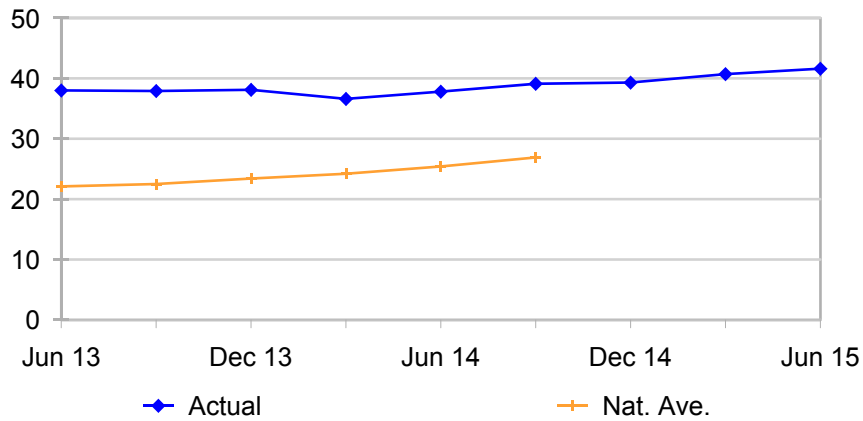
WM01 - Percentage of municipal waste recycled and composted (Rolling 12 months)



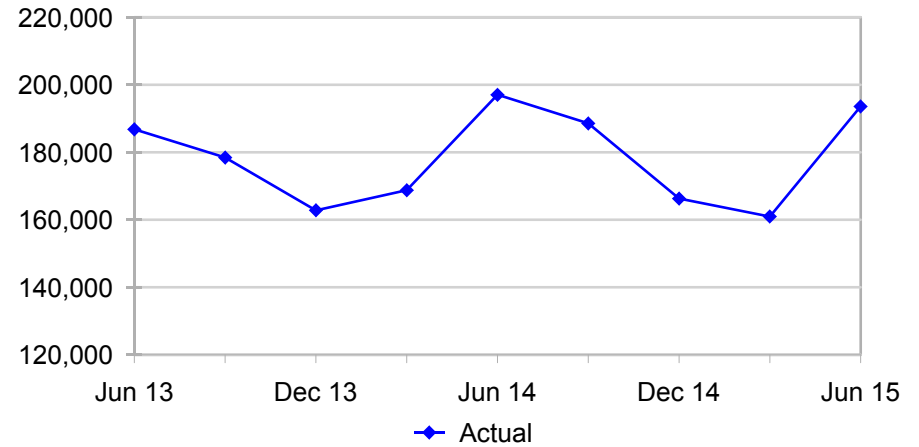
WM03 - Percentage of waste recycled and composted at HWRCs (Rolling 12 months)



WM02 - Percentage of municipal waste converted to energy (Rolling 12 months)



WM05+06 - Total waste tonnage collected (Quarterly totals)



Division	Interim Director	Cabinet Member
Environment, Planning and Enforcement	Stephanie Holt	Matthew Balfour

Results are up to May 2015.

Ref	Performance Indicators	Latest Month	Month RAG	DOT	Year to Date	YTD RAG	Target YTD	Floor YTD	Prev. Yr. YTD
EPE05	PROW – median number of days to resolve faults (rolling 12 months)	70	AMBER	↔	70	AMBER	60	90	Revised Indicator
EPE07	Country Parks - Income generated (£000s)	142.8	GREEN	↑	163.5	GREEN	155	151	123.6
EPE08	Country Parks - Volunteer hours	831	GREEN	↓	1,915	GREEN	1,640	1,341	2,171

EPE05 - PROW = Public Rights of Way. Definition and targets have been revised, indicator is now based on the median number of days to resolve faults.

Indicator on carbon emissions to be added once developed.

Division	Interim Director	Cabinet Member
Environment, Planning and Enforcement	Stephanie Holt	Mike Hill

Results are up to May 2015.

Ref	Performance Indicators	Year to Date	YTD RAG	YTD Target	YTD Floor	Pr. Yr. YTD
EPE02	Trading Standards - Rogue traders disrupted	5	GREEN	5	3	2
EPE03	Trading Standards – Dangerous / hazardous products removed from market	319	RED	1,667	1,000	124
EPE04	Trading Standards - Businesses provided with advice/support	86	AMBER	125	70	120

EPE03 – Monthly figures can fluctuate considerably during year. Expectation is for a significant increase next month.

Division	Interim Director	Cabinet Member
Environment, Planning and Enforcement	Stephanie Holt	Bryan Sweetland

Results are up to May 2015

Ref	Performance Indicators	Latest Month	Month RAG	Year to Date	YTD RAG	Target YTD	Floor YTD	Prev. Yr. YTD
EPE06	Kent Scientific Services - External income (£000s)	28.0	RED	163.5	GREEN	115	103	96.5

EPE06 – Indicator can fluctuate on a month by month basis. Year to date position is ahead of target and previous year.

From: Matthew Balfour, Cabinet Member – Environment and Transport
 Roger Wilkin, Interim Director – Highways, Transportation and Waste

To: Environment and Transport Cabinet Committee – 21 July 2015

Subject: **Results from the Highways, Transportation & Waste Annual Satisfaction Survey 2014**

Classification: **Unrestricted**

Electoral Division: **All**

Summary:

This report informs Cabinet Committee of the key results of the 2014 Resident, County Member and Parish/Town Council Highways, Transportation & Waste Satisfaction Survey. The full survey report is published on the KCC website.

Recommendations:

The Cabinet Committee is asked to **consider and comment** on the results from the Highways, Transportation & Waste Annual Satisfaction Survey 2014

1. Introduction

- 1.1 Satisfaction surveys to gauge perception of the highway service have been carried out since 1987. The 2014 survey was undertaken between November 2014 and January 2015 and sought views from residents, County Members and Parish/Town Councils.
- 1.2 The survey is designed to give an overall view of the service through the eyes of residents and elected representative bodies. The community voice is represented through Parish/Town Councils and County Members.
- 1.3 An independent market research company called BMG research was used to undertake the specialist face to face survey work with residents. All other survey work was undertaken by Highways, Transportation & Waste staff.
- 1.4 A summary of the results are presented in this report. This information will be used by the Director and his Divisional Management team to identify actions to help improve service delivery.
- 1.5 A total of 1,205 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 age, gender and economic status. This sample size gives us a + or –2.8% accuracy of results at a County level and + or –10% for District results.

- 1.6 A total of 36 County Members responded (a response rate of 43%) and for Parish/Town Councils a total of 131 completed the survey (a response rate of 44%).
- 1.7 The survey comprised around 30 questions, ranging from satisfaction with the condition of roads, footways, streetlights and the cleaning of road drains through to views on congestion and road safety problem sites, safety cameras, the service delivered if customers have contacted us about a fault and, for the first time, questions on Waste Services provided by KCC.

2. Key findings from the 2014 survey results

- 2.1 To ensure independence in the analysis of the survey results BMG research was also commissioned to identify key issues emerging from the three stakeholder groups. The graphs in the following appendix present the results as the average % satisfied (solid green line) and % dissatisfied (dashed red line) across the three key stakeholder groups (Residents, County Members and Parish/Town Councils). Results will not add up to 100% as respondents are also offered a neither satisfied nor dissatisfied option if they have no strong positive or negative views. Across all stakeholder groups the full report highlights;
- a) Whilst 77% of residents **know how to report a fault** only 12% have actually reported a highway problem in the last 12 months. In terms of Members and Parishes 100% have reported faults.
 - b) Across all three key stakeholders **respondents who have reported a fault** are more likely to indicate they were satisfied than dissatisfied. However for each of the three groups the proportion satisfied is a little lower than 2013, although the decline is only noticeable amongst County Members (from 85% to 72% satisfied).
 - c) **District Managers and their Steward teams** continue to offer valuable liaison with community representatives, be it County Members or Parish Councils. Since their inception satisfaction levels have been strong and are now at 89% from Members and 68% from Parish/Town Councils.
 - d) **Satisfaction with the Annual Parish Events** is the highest thus far recorded at 78% and the events provide a useful networking opportunity, although ideas for further improvement were noted by Parish/Town Councils.
 - e) The key issue when considering the **condition of roads** remains potholes and flooding and these are the same as in 2013. Amongst Residents and Parish/Town Councils satisfaction has generally increased but County Members are comparatively more critical, particularly with the condition of town/village centre roads.

- f) Satisfaction with the **condition of footways** amongst Residents and Parish/Town Councils has improved but again there has been a decline in satisfaction levels amongst County Members, even more severe than that reported with roads. The two key areas of concern are unevenness and cracking.
- g) **Streetlighting** has been a positive indicator previously although compared to 2013 satisfaction levels have declined amongst all three groups. This decline is again most acute amongst County Members (down to 53% from 72% in 2013). Whilst the question posed asked views on streetlight 'repairs' the key improvements to service relate mainly to a lack of lighting and the need for them to be on for longer.
- h) Attitudes towards highway **drain and gully cleaning** has also declined amongst community representatives (19% Members satisfied and only 8% Parish/Town Councils satisfied). However Resident's satisfaction has increased to 71%.
- i) In terms of **Safety Cameras** "helping to make roads safer across Kent" there has been an increase across all three groups of those who agree with the statement. This increase is strongest in Residents up to 69% with Members at 59% and Parish Councils at 53%.
- j) Overall 51% of residents have used a **Household Waste Recycling Centres** in the last 12 months, with 96% of users expressing satisfaction.

2.2 Examples of some of the main results included in the full report are set out in Appendix 1. Figures 1-10 show the Residents views compared to the views of the combined County Members/Parish Town Council satisfaction results for Roads, Footways, Streetlights, Drainage and Satisfaction with Service Received (as these are reported at a Countywide level they have an accuracy of + or -2.8%).

3. Highways, Transportation & Waste Response

- 3.1 Overall the results continue to show a fairly positive trend when set against the difficult financial position facing local authorities.
- 3.2 The coming years will again be challenging and in 2015 we are undertaking a Service Re-Design to ensure the organisation is fit for purpose for the challenges ahead and this will also help us to deal with customer concerns outlined in the 2014 survey. Major changes last year included a KCC wide re-structure that saw the addition of Waste Management to the Highways and Transportation structure and the Service Re-Design will allow us to ensure we make the most of staff and business process synergies.
- 3.3 The contents of this annual survey report and the year on year tracking profile it provides continues to be key in helping us shape our future actions and improvement plans and as such is greatly valued. We have the exciting prospect of converting all streetlights to LED over the next few

years to help us both reduce the number of faults whilst significantly reducing energy costs. We were successful in 2014/15 receiving additional funds from central government that allowed us to deliver further maintenance to Kent's roads and footways.

- 3.4 Our aim is to ensure we manage expectations around the levels of service we are able to deliver. We are using the KCC website, our staff and Contact Point colleagues (when customers report faults to us) to better explain our services and listen to customers about their concerns. We continue to develop ways to listen and work better with local communities so we can collectively contribute to maintaining the asset in the long term. We will not always be able to say yes to requests for service or fault reports but we want to be clear and honest about what we can do and what we cannot.
- 3.5 Part of the GET Customer Service Review, is to improve the customer experience of existing on-line transactions. Analysis work is currently being undertaken to explore whether the current Highways Reporting system can be improved or replaced.

4. Further Information

- 4.1 The full tracker survey report is very large and contains much more information along with a detailed executive summary of the issues identified from the results. A copy of the full report is available on the KCC website.

5. Recommendations

<p>5.1 The Cabinet Committee is asked to consider and comment on the results from the Highways, Transportation & Waste Annual Satisfaction Survey 2014.</p>
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5. Appendices:

Appendix A: Results from the Highway Tracker Survey 2014 – Countywide results

6. Background Documents:

None

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Appendix A

Results from the Highway Tracker Survey 2014 – Countywide results

Figure 1 –Residents Results - with the condition of Roads in the local area

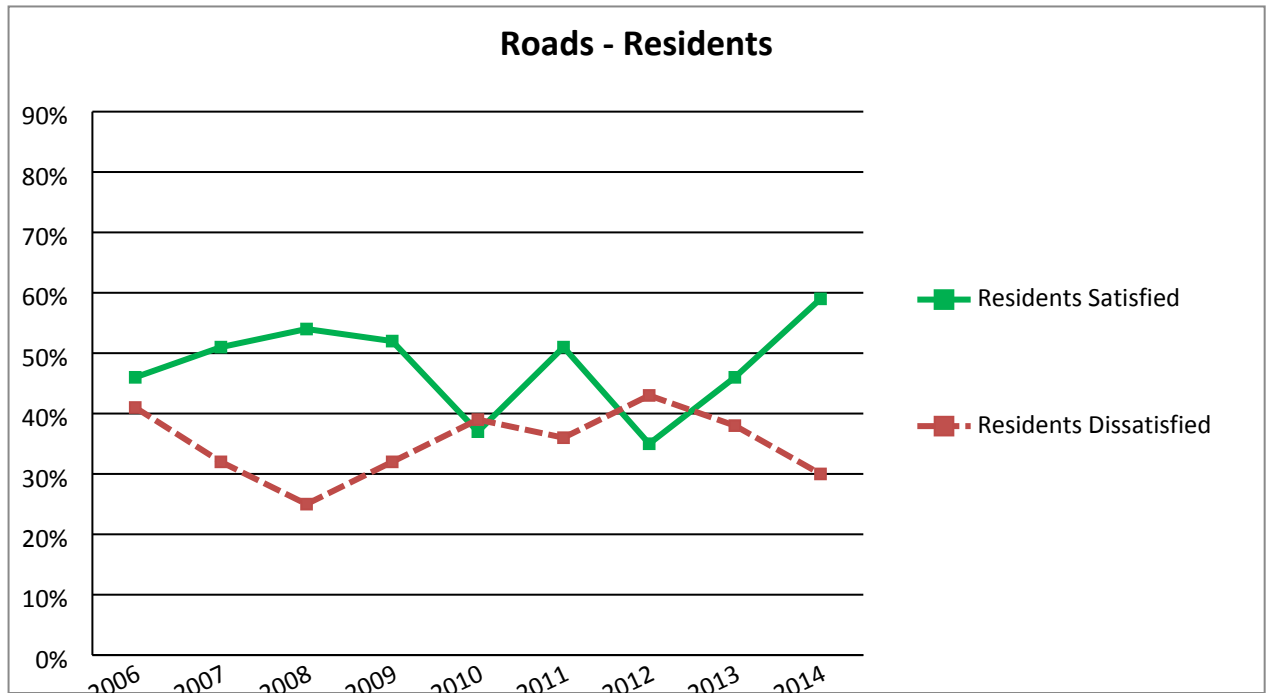


Figure 2 - Combined County Member and Parish/Town Council Results - with the condition of Roads in the local area (average of County Members & Parish/Town Councils)

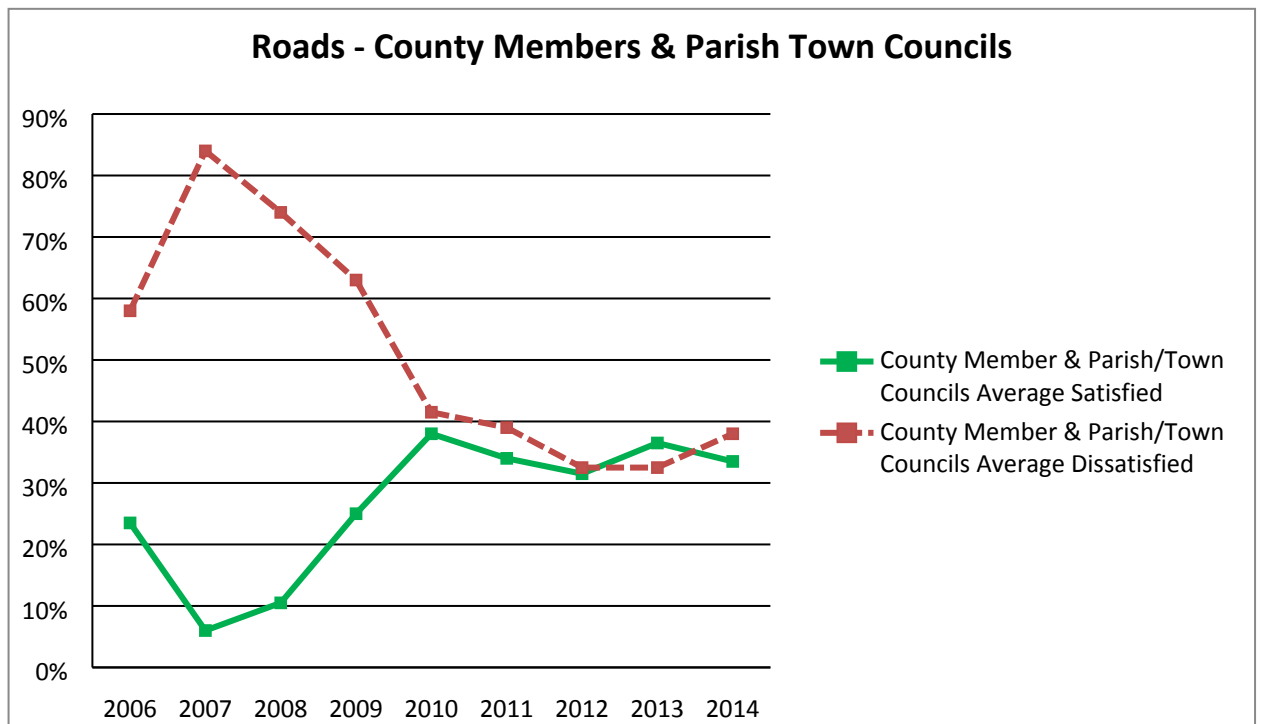


Figure 3 - Residents Results - with the condition of Footways in the local area

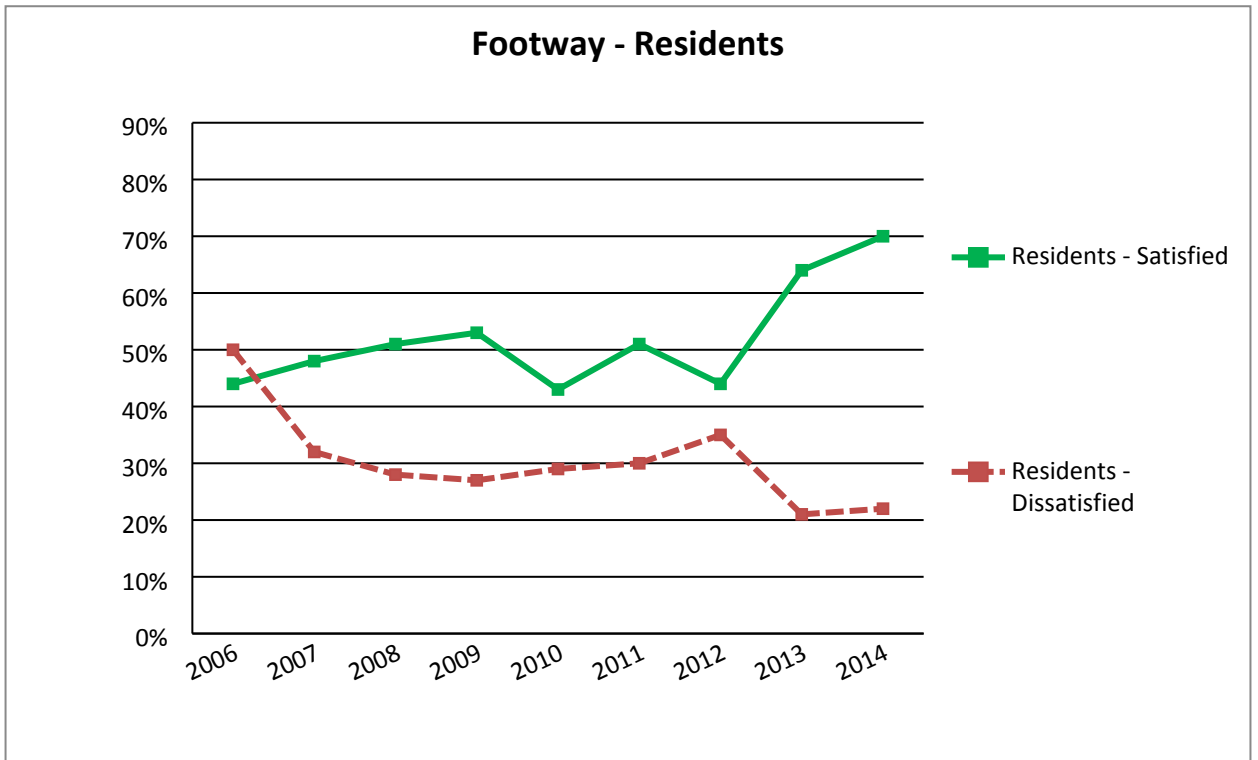


Figure 4 - Combined County Member and Parish/Town Council Results - with the condition of Footways in the local area (average of County Members & Parish/Town Councils)

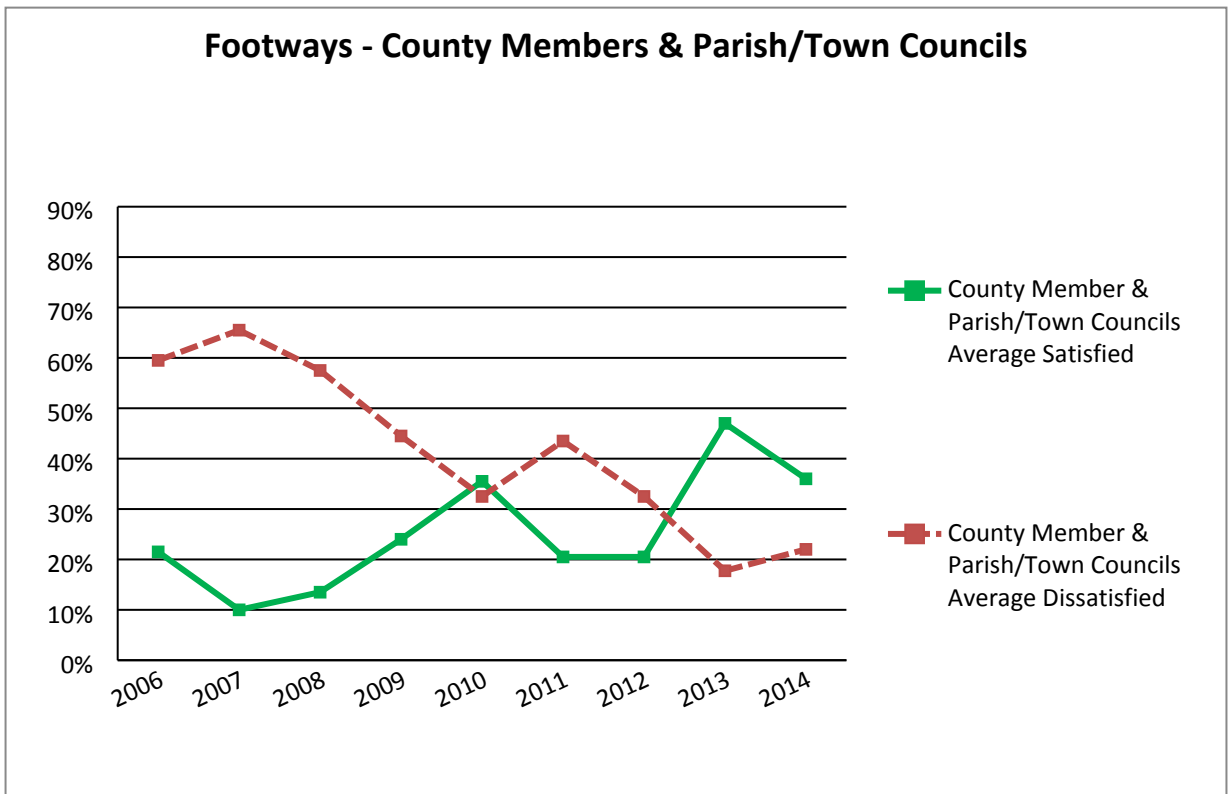


Figure 5 - Residents Results - with Street Lighting in the local area – year-on-year comparison.

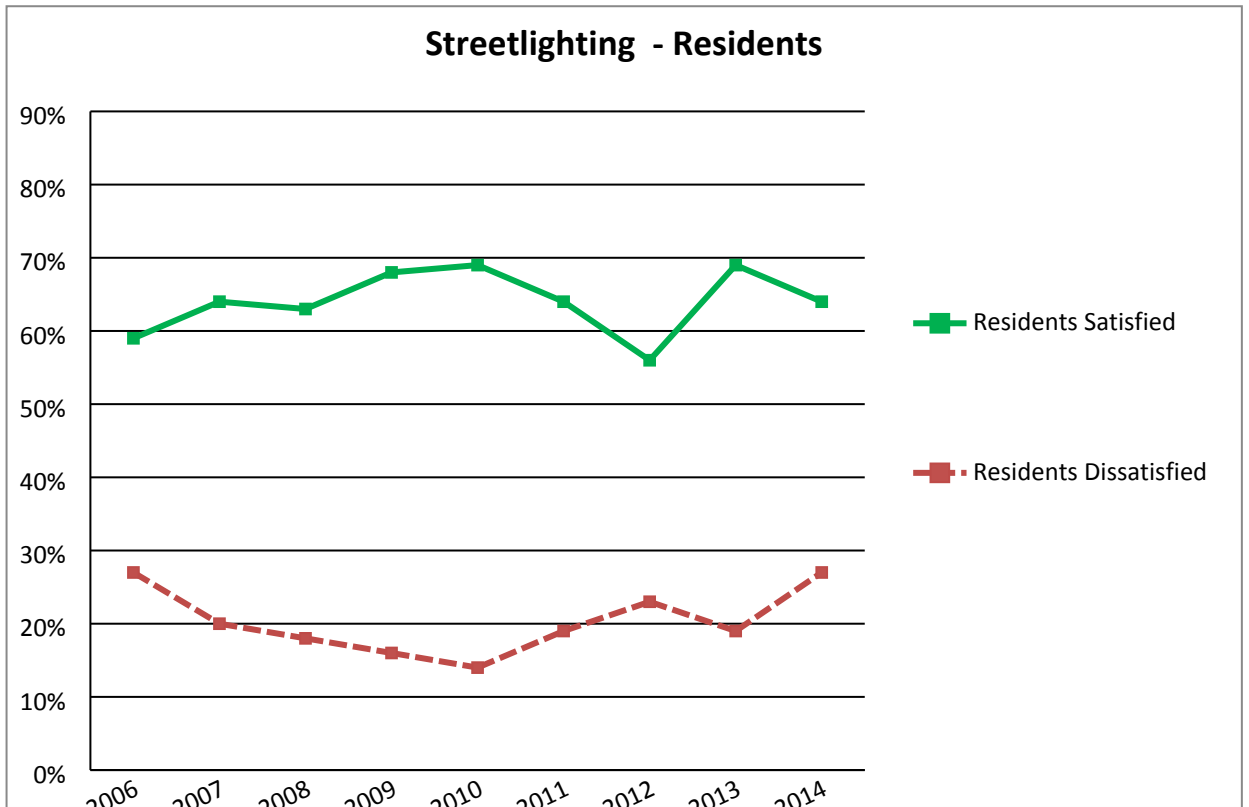


Figure 6 - Combined County Member and Parish/Town Council Results - with the condition of Streetlighting in the local area (average of County Members & Parish/Town Councils)

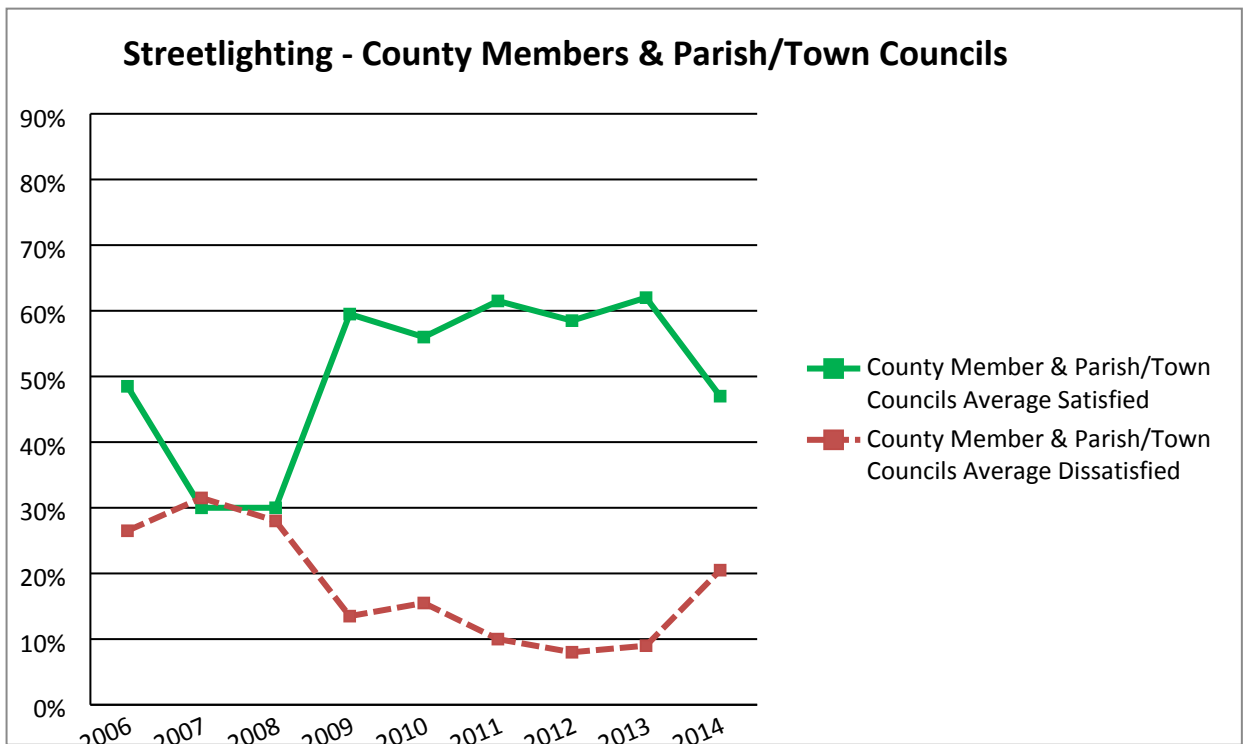


Figure 7 - Residents Results - with Road Drains/Gullies kept clean

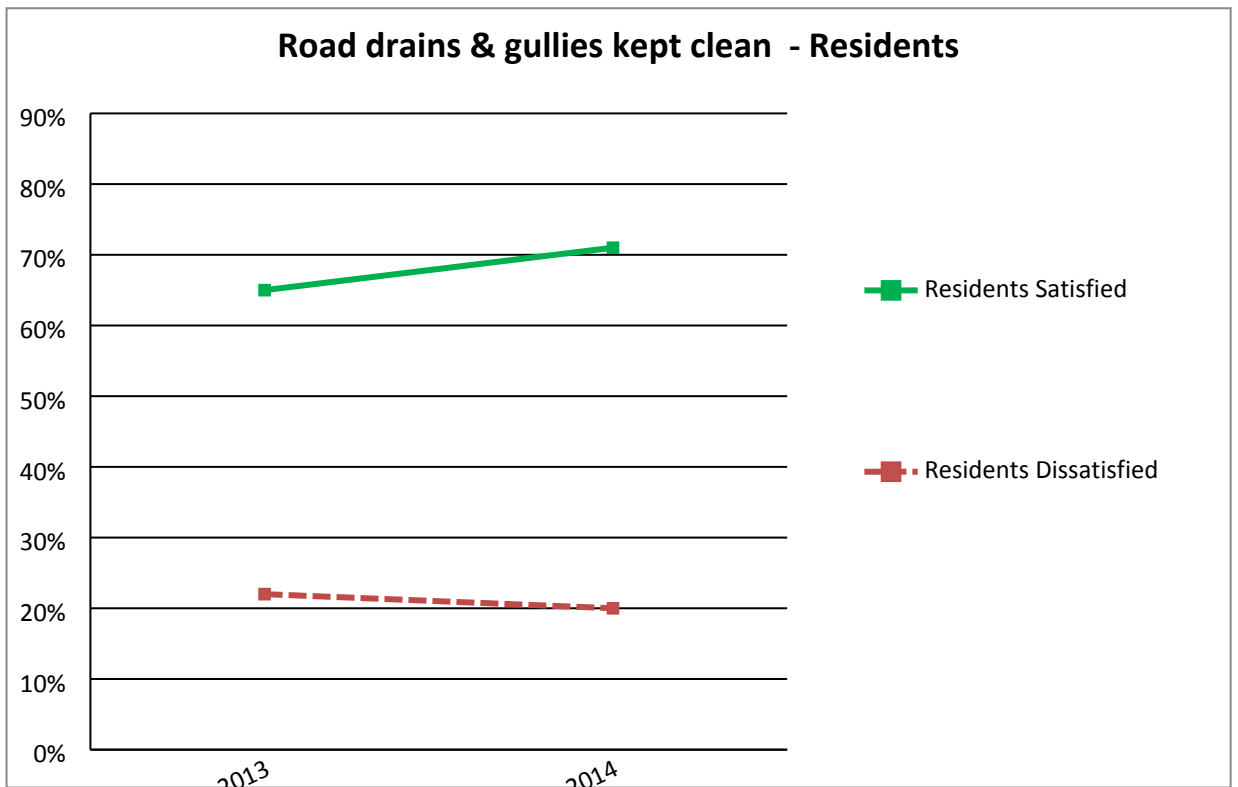


Figure 8 - Combined County Member and Parish/Town Council Results - with the condition of Road Drains/Gullies kept clean in the local area (average of County Members & Parish/Town Councils)

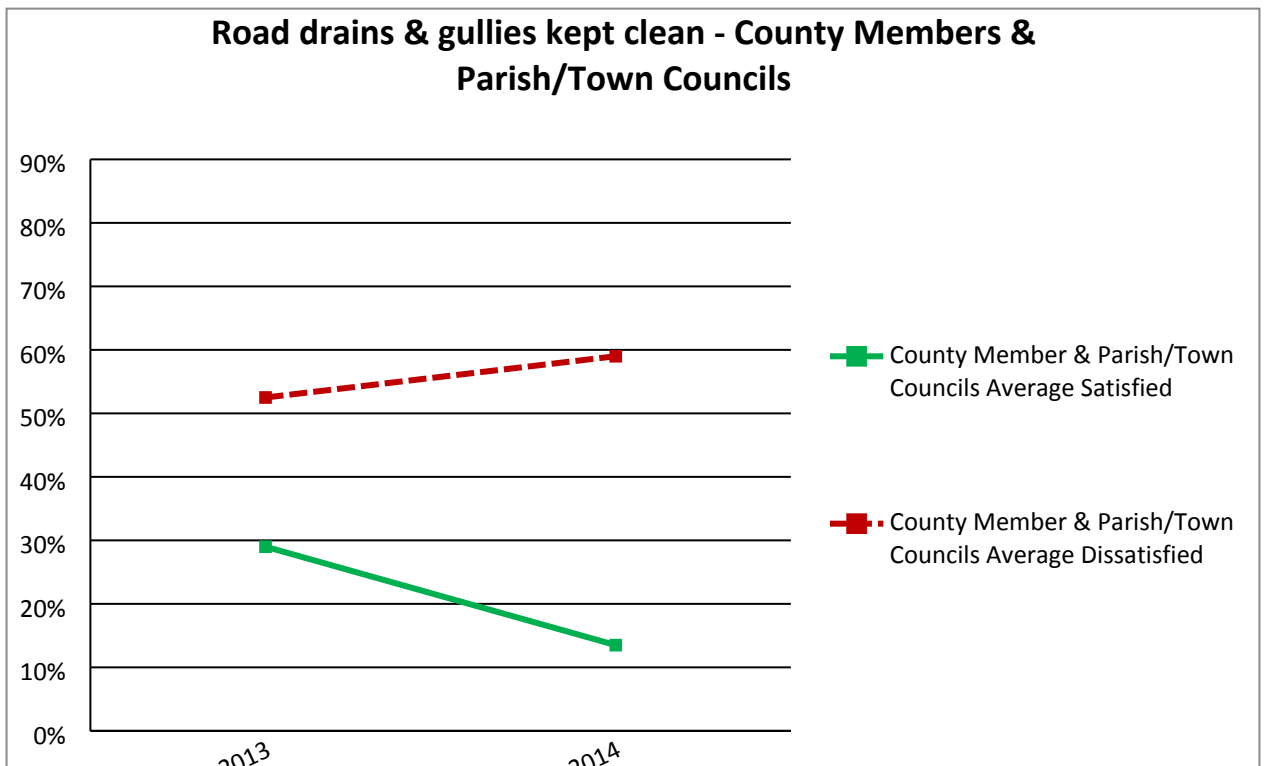


Figure 9 - Residents Results –with the Service Received when asking for information or reporting a problem.

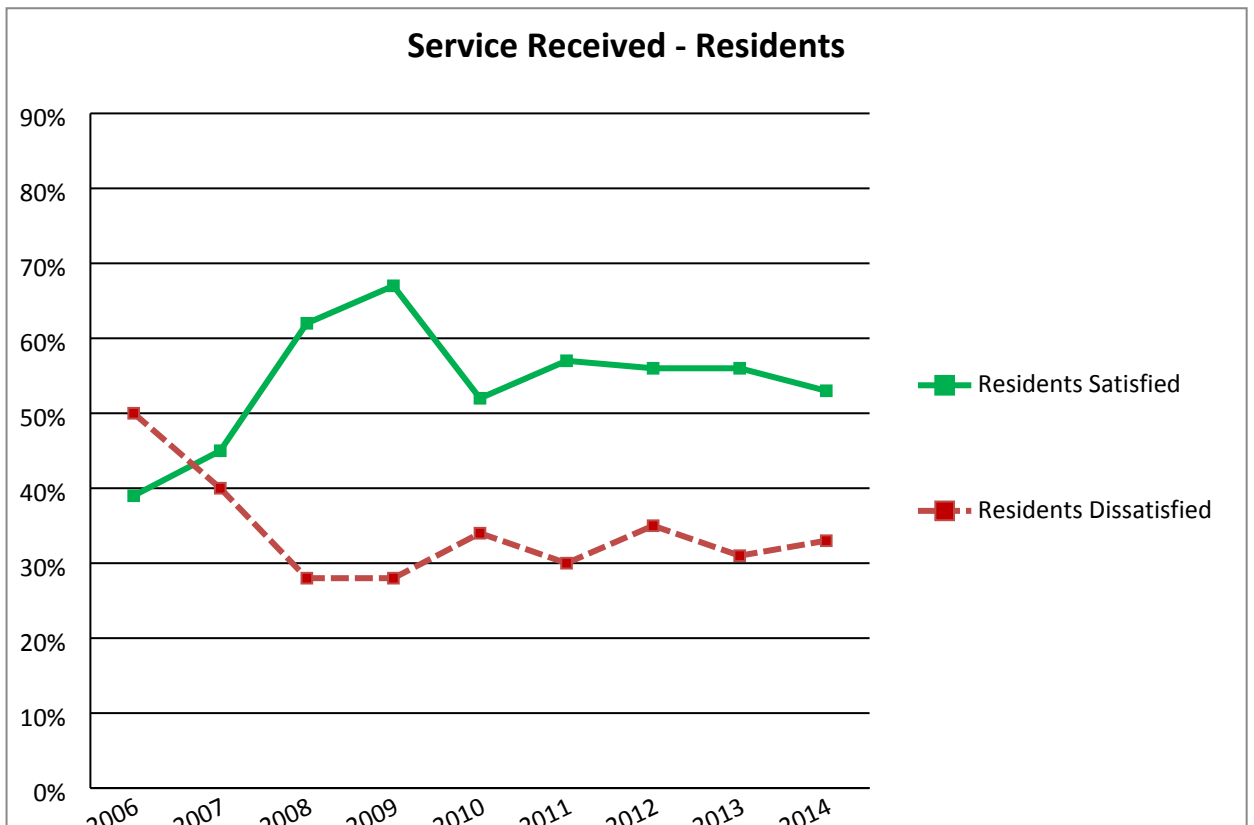
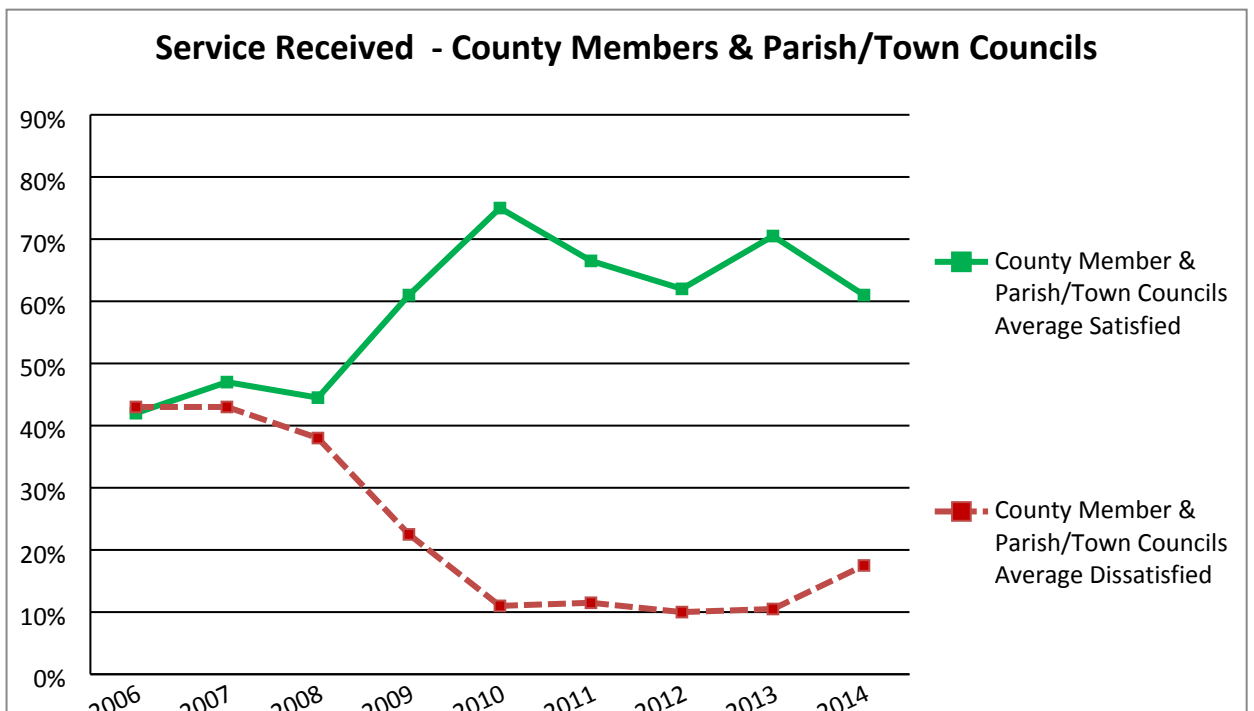


Figure 10 - Combined County Member and Parish/Town Council Results - with the Service Received when asking for information or reporting a problem (average of County Members & Parish/Town Councils)



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