

# AGENDA

## Environment Scrutiny Committee

Date: **Monday 23 November 2009**

---

Time: **9.30 am**

---

Place: **The Larruperz Centre, Grammar School Close, Station Approach, Ross-on-Wye, Herefordshire, HR9 7AQ**

---

Notes: Please note the **time, date** and **venue** of the meeting.

For any further information please contact:

**Paul James, Democratic Services Officer**

Tel: 01432 260460

Email: [pjames@herefordshire.gov.uk](mailto:pjames@herefordshire.gov.uk)

---

If you would like help to understand this document, or would like it in another format or language, please call Paul James, Democratic Services Officer on 01432 260460 or e-mail [pjames@herefordshire.gov.uk](mailto:pjames@herefordshire.gov.uk) in advance of the meeting.

# Agenda for the Meeting of the Environment Scrutiny Committee

## Membership

<b>Chairman</b>	<b>Councillor RI Matthews</b>
<b>Vice-Chairman</b>	<b>Councillor PJ Watts</b>
	<b>Councillor CM Bartrum</b>
	<b>Councillor WLS Bowen</b>
	<b>Councillor DW Greenow</b>
	<b>Councillor JW Hope MBE</b>
	<b>Councillor MAF Hubbard</b>
	<b>Councillor TW Hunt</b>
	<b>Councillor PM Morgan</b>
	<b>Councillor A Seldon</b>
	<b>Councillor NL Vaughan</b>

## **GUIDANCE ON DECLARING PERSONAL AND PREJUDICIAL INTERESTS AT MEETINGS**

The Council's Members' Code of Conduct requires Councillors to declare against an Agenda item(s) the nature of an interest and whether the interest is personal or prejudicial. Councillors have to decide first whether or not they have a personal interest in the matter under discussion. They will then have to decide whether that personal interest is also prejudicial.

A personal interest is an interest that affects the Councillor more than most other people in the area. People in the area include those who live, work or have property in the area of the Council. Councillors will also have a personal interest if their partner, relative or a close friend, or an organisation that they or the member works for, is affected more than other people in the area. If they do have a personal interest, they must declare it but can stay and take part and vote in the meeting.

Whether an interest is prejudicial is a matter of judgement for each Councillor. What Councillors have to do is ask themselves whether a member of the public – if he or she knew all the facts – would think that the Councillor's interest was so important that their decision would be affected by it. If a Councillor has a prejudicial interest then they must declare what that interest is. A Councillor who has declared a prejudicial interest at a meeting may nevertheless be able to address that meeting, but only in circumstances where an ordinary member of the public would be also allowed to speak. In such circumstances, the Councillor concerned will have the same opportunity to address the meeting and on the same terms. However, a Councillor exercising their ability to speak in these circumstances must leave the meeting immediately after they have spoken.

## AGENDA

	Pages
<p><b>1. APOLOGIES FOR ABSENCE</b> To receive apologies for absence.</p>	
<p><b>2. NAMED SUBSTITUTES (IF ANY)</b> To receive details of Members nominated to attend the meeting in place of a Member of the Committee.</p>	
<p><b>3. DECLARATIONS OF INTEREST</b> To receive any declarations of interest by Members in respect of items on the Agenda.</p>	
<p><b>4. MINUTES</b> To approve and sign the Minutes of the meeting held on 14 September 2009.</p>	1 - 8
<p><b>5. SUGGESTIONS FROM MEMBERS OF THE PUBLIC ON ISSUES FOR FUTURE SCRUTINY</b> To consider suggestions from members of the public on issues the Committee could scrutinise in the future.</p>	
<p><b>6. SAFER ROADS PARTNERSHIP AND SPEED LIMIT REVIEW UPDATE</b></p> <ol style="list-style-type: none"> <li>1. To provide Members with an overview of the work of the West Mercia Safer Roads Partnership and its role in helping deliver Herefordshire Council's road safety strategy;</li> <li>2. To update Members on progress for a workshop on the review of the road safety strategy; and</li> <li>3. To provide an update to Members on the progress of the review of Speed Limits and respond to specific questions raised following the report on this subject to the 23 March 2009 meeting.</li> </ol>	9 - 12
<p><b>7. HIGHWAY MAINTENANCE STANDARDS</b> To update the Committee on current highway maintenance standards and the plans that are in place to improve the long term condition of the highway network and better satisfy the needs and desires of Herefordshire's communities in regard to roads maintenance.</p>	13 - 20
<p><b>8. COUNCIL VEHICLE FLEET</b> To inform the Committee of the make up of the council fleet and highlight opportunities being considered to improve the management and environmental performance of the fleet.</p>	21 - 26
<p><b>9. EXECUTIVE RESPONSE AND ACTION PLAN FOLLOWING THE SCRUTINY REVIEW OF ON-STREET PARKING</b> To consider Cabinet's response to the recommendations made to it in the Scrutiny Review of On-street Parking.</p>	27 - 44

<b>10. CAPITAL BUDGET MONITORING</b>	45 - 48
To advise the Scrutiny Committee on progress of the 2009/10 Environment Capital Programme within the overall context of the Council's Capital Programme.	
<b>11. REVENUE BUDGET REPORT</b>	49 - 56
To advise the Committee of the financial position for the Environment budgets for the period to 30 September 2009. The report lists the variations against budget at this stage in the year and the projected outturn for the year.	
<b>12. ENVIRONMENT &amp; CULTURE AND REGENERATION DIRECTORATES: PERFORMANCE FOR THE SIX MONTH PERIOD TO SEPTEMBER 2009</b>	57 - 92
To update Members on the progress towards achievement of targets for 2009-10 relevant to the Environment Scrutiny Committee and contained within the Environment & Culture and Regeneration Directorates' Plans.	
<b>13. COMMITTEE WORK PROGRAMME</b>	93 - 96
To consider the Committee work programme.	

## **PUBLIC INFORMATION**

### **HEREFORDSHIRE COUNCIL'S SCRUTINY COMMITTEES**

The Council has established Scrutiny Committees for Adult Social Care and Strategic Housing, Childrens' Services, Community Services, Environment, and Health. A Strategic Monitoring Committee scrutinises corporate matters and co-ordinates the work of these Committees.

The purpose of the Committees is to ensure the accountability and transparency of the Council's decision making process.

The principal roles of Scrutiny Committees are to

- Help in developing Council policy
- Probe, investigate, test the options and ask the difficult questions before and after decisions are taken
- Look in more detail at areas of concern which may have been raised by the Cabinet itself, by other Councillors or by members of the public
- "call in" decisions - this is a statutory power which gives Scrutiny Committees the right to place a decision on hold pending further scrutiny.
- Review performance of the Council
- Conduct Best Value reviews
- Undertake external scrutiny work engaging partners and the public

Formal meetings of the Committees are held in public and information on your rights to attend meetings and access to information are set out overleaf

## **PUBLIC INFORMATION**

### **Public Involvement at Scrutiny Committee Meetings**

You can contact Councillors and Officers at any time about Scrutiny Committee matters and issues which you would like the Scrutiny Committees to investigate.

There are also two other ways in which you can directly contribute at Herefordshire Council's Scrutiny Committee meetings.

#### **1. Identifying Areas for Scrutiny**

At the meeting the Chairman will ask the members of the public present if they have any issues which they would like the Scrutiny Committee to investigate, however, there will be no discussion of the issue at the time when the matter is raised. Councillors will research the issue and consider whether it should form part of the Committee's work programme when compared with other competing priorities.

Please note that the Committees can only scrutinise items which fall within their specific remit (see below). If a matter is raised which falls within the remit of another Scrutiny Committee then it will be noted and passed on to the relevant Chairman for their consideration.

#### **2. Questions from Members of the Public for Consideration at Scrutiny Committee Meetings and Participation at Meetings**

You can submit a question for consideration at a Scrutiny Committee meeting so long as the question you are asking is directly related to an item listed on the agenda. If you have a question you would like to ask then please submit it **no later than two working days before the meeting** to the Committee Officer. This will help to ensure that an answer can be provided at the meeting. Contact details for the Committee Officer can be found on the front page of this agenda.

Generally, members of the public will also be able to contribute to the discussion at the meeting. This will be at the Chairman's discretion.

(Please note that the Scrutiny Committees are not able to discuss questions relating to personal or confidential issues.)

## **Remits of Herefordshire Council's Scrutiny Committees**

### **Adult Social Care and Strategic Housing**

*Statutory functions for adult social services including:  
Learning Disabilities  
Strategic Housing  
Supporting People  
Public Health*

### **Children's Services**

*Provision of services relating to the well-being of children including education, health and social care.*

### **Community Services Scrutiny Committee**

*Libraries  
Cultural Services including heritage and tourism  
Leisure Services  
Parks and Countryside  
Community Safety  
Economic Development  
Youth Services*

### **Health**

*Planning, provision and operation of health services affecting the area  
Health Improvement  
Services provided by the NHS*

### **Environment**

*Environmental Issues  
Highways and Transportation*

### **Strategic Monitoring Committee**

*Corporate Strategy and Finance  
Resources  
Corporate and Customer Services  
**Human Resources***

# **The Public's Rights to Information and Attendance at Meetings**

## **YOU HAVE A RIGHT TO: -**

- Attend all Council, Cabinet, Committee and Sub-Committee meetings unless the business to be transacted would disclose 'confidential' or 'exempt' information.
- Inspect agenda and public reports at least five clear days before the date of the meeting.
- Inspect minutes of the Council and all Committees and Sub-Committees and written statements of decisions taken by the Cabinet or individual Cabinet Members for up to six years following a meeting.
- Inspect background papers used in the preparation of public reports for a period of up to four years from the date of the meeting. (A list of the background papers to a report is given at the end of each report). A background paper is a document on which the officer has relied in writing the report and which otherwise is not available to the public.
- Access to a public Register stating the names, addresses and wards of all Councillors with details of the membership of Cabinet and of all Committees and Sub-Committees.
- Have a reasonable number of copies of agenda and reports (relating to items to be considered in public) made available to the public attending meetings of the Council, Cabinet, Committees and Sub-Committees.
- Have access to a list specifying those powers on which the Council have delegated decision making to their officers identifying the officers concerned by title.
- Copy any of the documents mentioned above to which you have a right of access, subject to a reasonable charge (20p per sheet subject to a maximum of £5.00 per agenda plus a nominal fee of £1.50 for postage).
- Access to this summary of your rights as members of the public to attend meetings of the Council, Cabinet, Committees and Sub-Committees and to inspect and copy documents.



## Please Note:

Agenda and individual reports can be made available in large print. Please contact the officer named on the front cover of this agenda **in advance** of the meeting who will be pleased to deal with your request.

If you have any questions about this agenda, how the Council works or would like more information or wish to exercise your rights to access the information described above, you may do so either by telephoning the officer named on the front cover of this agenda or by visiting in person during office hours (8.45 a.m. - 5.00 p.m. Monday - Thursday and 8.45 a.m. - 4.45 p.m. Friday) at the Council Offices, Brockington, 35 Hafod Road, Hereford.



Where possible this agenda is printed on paper made from 100% Post-Consumer waste. De-inked without bleaching and free from optical brightening agents (OBA). Awarded the Nordic Swan for low emissions during production and the Blue Angel environmental label.



HEREFORDSHIRE COUNCIL

**MINUTES of the meeting of Environment Scrutiny Committee held at The Council Chamber, Brockington, 35 Hafod Road, Hereford on Monday 14 September 2009 at 9.30 am**

**Present:** Councillor RI Matthews (Chairman)  
Councillor PJ Watts (Vice Chairman)

Councillors: CM Bartrum, WLS Bowen, DW Greenow, KG Grumbley, JW Hope MBE, MAF Hubbard, TW Hunt and A Seldon

**In attendance:** Councillors PA Andrews, PJ Edwards, JG Jarvis (Cabinet Member Environment and Strategic Housing) and DB Wilcox (Cabinet Member Highways and Transportation)

**16. APOLOGIES FOR ABSENCE**

Apologies were received from Councillor PM Morgan and Councillor NL Vaughan.

**17. NAMED SUBSTITUTES (IF ANY)**

Councillor KG Grumbley substituted for Councillor PM Morgan.

**18. DECLARATIONS OF INTEREST**

No declarations of interest were made.

**19. MINUTES**

In minute No. 5 reference to Local Asses Forum be amended to Local Access Forum. In the second paragraph of Minute No. 6 – Presentation by the Cabinet Member (Highways and Transportation) that reference to minute 74 be amended to read minute 5.

**RESOLVED: That subject to the above amendments the minutes of the meeting held 8 June 2009 be confirmed as a correct record and signed by the Chairman.**

**20. SUGGESTIONS FROM MEMBERS OF THE PUBLIC ON ISSUES FOR FUTURE SCRUTINY**

The Chairman referred to correspondence received from Mr Everitt, copies having been issued to members, regarding a number of matters in connection with the Public Rights of Way Service.

The Chairman suggested that as the correspondence contained a number of questions the matter be forwarded to the Assistant Director, Environment and Culture to answer and that the broader strategic issues be considered by the Committee when it considers a report on the PROW service, currently scheduled for June/July 2010.

**RESOLVED: That the correspondence from Mr WM Everitt concerning various aspects of Public Rights of Way be referred to the Assistant Director of Environment and Culture to answer the questions. The broader strategic issues raised will be considered by the Committee when it considers a report on PROW and Highway Definitive Map in June/July 2010.**

## 21. ENVIRONMENT & CARBON MANAGEMENT PERFORMANCE

The Committee reviewed the Council's performance against the corporate Environmental Strategy targets and received an update on the Council's targets in relation to climate change and carbon management, with particular reference to the Council's own carbon emissions.

The Assistant Director of Environment and Culture presented the report and, while acknowledging that the Council could always do more, he highlighted that the Council had retained its ISO14001 certification and referred to the wide-ranging initiatives set out at paragraph 5 of the report. He also informed the Committee that Amey Herefordshire were part of the Council's performance framework.

The Committee went through the report on a page by page basis and during the course of debate the following principal points were noted:

- It was suggested on a number of occasions that greater emphasis should be given to promoting carbon reductions through the employment of a Climate Change Officer. The Cabinet Member (Environment and Strategic Housing) commented that greater benefit would be gained by changing people's attitudes, illustrated by the Age of Stupid film. The Director of Environment and Culture also pointed out that the suggestion to employ a Climate Change officer could be seen as relieving the staff from their responsibility to make carbon reductions, which was included in all the Council's service delivery plans.
- Responding to questions on carbon reduction measures by schools the Committee noted that one member of the Sustainability Team devoted 2 days per week to supporting Eco-schools. While schools were autonomous from the Council the Cabinet Member (E&ST) undertook to discuss with fellow Cabinet Members whether further support could be made. Members were reminded that as governors of schools they could influence schools in their efficiency measures.
- Noting that the latest DEFRA figures had put Herefordshire well above the average carbon dioxide emission per person (NI186), the Director E&C reminded the Committee that the rural nature of the County would have an adverse effect on the statistics.
- It was suggested that greater emphasis should be given to improving the energy efficiency of new building developments, including the use of renewable natural resources. The Cabinet Member E&SH reported that this matter was being progressed through the current work of developing the Local Development Framework.
- Responding to similar questions on Council new build projects the Head of Asset Management and Property Services reported that the current aim was to build to the "very good" assessment level and this was contained in a revised Asset Management Plan which was due for Executive consideration later in the month. The Committee requested a report on the actions being taken to design efficiencies into Council/school new build schemes.
- Concerned about the increase in 'non-conformities' arising from ISO 14001 surveillance visits the Committee were informed that these had related to office systems to manage the process and all had now been addressed.
- A point was made that as the Council's carbon target included carbon emissions by its contractors, then it should be right to expect proper monitoring of those contractors. It was therefore suggested that quarterly returns should be submitted on their carbon emissions. The Director E&C reminded the Committee that the Council had many thousands of contractors. Following debate on whether this should relate to all, main or major contractors the Cabinet Member E&SH undertook to consider the issue and report back to the Chairman.

- A number of members expressed their frustration concerning the lack of information concerning the precise number of vehicles operated by the Council and their CO2 rating. The Assistant Director E&C reported that these figures could be supplied as they were included in a report arising out of a recent review of the council's vehicle fleet undertaken by the Energy Saving Trust. Expressing concern that baseline data may not be established the Committee were also informed that this was also contained in the report and that the final report could be considered by the Committee in due course.
- Questioned whether the various carbon reduction targets referred to in paragraphs 15-17 of the report would be met the Director of E&C undertook to provide a report to a future meeting.
- The Service Director, Amey Herefordshire, informed the Committee that Amey had set itself a 10% carbon reduction target for this year and he was confident that they would meet that target. In this context the Committee questioned why the Council were only aiming for a 1.25% annual reduction.
- Noting that carbon reductions would be built into Directorate and Service Plans for 2010/11 and that training may be needed, the Committee sought clarification over the type of training to be given and the budget for it (paragraph 26 of the report). The Committee suggested that the Executive give urgent consideration to staff training in the accounting for, and reduction in, carbon emissions.
- The Committee briefly discussed various aspects of Council contracts and in particular the apparent scaling down, due to financial constraints, of some design features that could in the long term provide environmental benefits. The Committee suggested that the Executive needed to give careful consideration to investing now for future environmental benefits.
- Noting the work undertaken on Display Energy Certificates (DECs) (see paragraph 22 of the report) the Committee questioned the effectiveness of DECs and requested that a full report on DECs together with building profiles, be presented to the March 2010 meeting.
- Noting that the introduction next April of the mandatory Carbon Reduction Commitment could provide an additional financial spur to increase energy efficiency in Council and school buildings, concern was expressed by the Committee that this could be very costly to the Council, evidenced in the report (see paragraph 29) that anticipated Council expenditure could be up to £200k per year for carbon credits.
- It was suggested that the Cabinet Member (E&SH) investigate whether low or nil interest loans e.g. offered through the SALIX Energy Efficiency Loan Scheme, could be used to finance the replacement of outdated equipment e.g. street lighting.
- In relation to the Performance Report 2008/9, appended to the agenda report, members criticised the fact that some data was still unavailable. The Assistant Director E&C acknowledged that the content of the action plan needed to be refreshed to ensure that it provided useful information.
- It was suggested that there was a lack of incentive for service areas to reduce their CO2 as any resultant savings to their budgets were likely to be kept centrally. The Committee suggested that the Cabinet Member (E&SH) consider introducing incentives to reward those areas that make significant reductions in their CO2 e.g. a rebate on their budget.
- While noting the effect of a better flare at the Stretton Sugwas landfill site in reducing emissions by converting methane to CO2 and water, the Committee noted that the possible uses of the flare, which currently produced poor quality gas with a bad flow rate, was being kept under review.

**RESOLVED: That**

- a. **the Cabinet Member (E&SH) consider expediting improved levels of building regulations to bring greater energy efficiency in property developments including the greater use of renewable natural resources;**

- b. an update report be presented to the next meeting setting out the actions being taken in relation to building efficiencies designed into new council/school properties;
- c. the Committee suggests to the Executive that the Council's major contractors are asked to submit regular (e.g. quarterly) returns on their carbon emissions so that they can be monitored to ascertain that on-going improvements are being achieved. This is on the basis that contractors are, at present, responsible for 88% of the Council's transport carbon emissions;
- d. a report be made to the next meeting on the findings by the Energy Saving Trust into the Council's vehicle fleet, detailing in particular the number of vehicles owned and maintained by the Council, specifically detailing vehicle age and emissions;
- e. a progress report be brought to the next meeting setting out the Council's intended actions to achieve the Carbon Reduction Targets;
- f. the Committee suggests that the Executive give urgent consideration to staff training in the accounting for, and reduction in, carbon emissions;
- g. when considering future contracts, the Executive should give careful consideration to how any short term savings made to reduce the cost of the contract could impact on any long term environmental and financial benefits that may be achieved by investing for the future;
- h. a report on Display Energy Certificates (DECs), including buildings down to 750sqm in size, indicating the efficiency of the building with a building profile, be reported to the March 2010 meeting;
- i. the Committee suggest to the Executive that renewed effort be resourced via our Climate Change Management Team to support schools through their Eco-Management, in particular in relation to reducing energy use;
- j. the Committee suggest to the Cabinet Member (H&T) that opportunities be sought e.g. via the SALEX Scheme to investigate nil percentage interest loans to aid the replacement of outdated street lighting;
- k. that the Cabinet Member (E&SH) consider introducing incentives to reward those service areas that make significant reductions in their CO2. e.g. a rebate on their budget; and
- l. that the report be noted.

## **22. EXECUTIVE RESPONSE AND ACTION PLAN FOLLOWING THE SCRUTINY REVIEW OF THE PLANNING SERVICE**

The Committee considered the Cabinet's response to the recommendations made to it in the Scrutiny Review of Planning Services and the Planning Service Review undertaken by the Audit Commission.

The Head of Planning and Transportation reported that Cabinet had approved the responses as set out in appendix 1 & 2 to the report to Cabinet on 30 July 2009 and

agreed that a single action plan for service improvement be compiled. The suggested changes to the planning Committees had also been debated at Council. He added that significant progress had been made against the actions. He highlighted that: a single action plan had been compiled; the membership of the Local Development Framework Task Group had been widened; constitutional issues arising from changes to the planning committees were being considered by the Constitutional Review Working Group; and systems and structures in the Planning Service were being put in place to take forward the action plan.

Questioned on staff training and IT improvements the Head of Planning and Transportation reported that various aspects of training had been provided, particularly to front line staff, thereby widening their skills base. Phase 1 of improvements to IT were on track in accordance with the change programme and it was anticipated that further phases e.g. document scanning, would drive further efficiency savings.

In response to questions concerning Member training the Committee were reminded of a recent planning work shop and were assured that further training for Members, including Town and Parish Council members, was being taken forward. Further information for Members would also be provided by the new IT system.

Questioned on issues concerning Section 106 income and government intentions to introduce a Community Infrastructure Levy (CIL) the Head of Planning and Transportation reported that a response to the government consultation on CIL was being compiled. He highlighted that any income from CIL would relate to infrastructure requirements arising from major developments.

Clarifying the position on document scanning by the Service he reported that significant savings were anticipated by bring the scanning of plans etc in-house, however, this was currently subject to a decision on a corporate system for document scanning.

**RESOLVED: That**

- (a) Cabinet's response to the findings of both Reviews of the Planning Service be noted; and**
- (b) a further report on progress against the single action plan for the service be made after six months with consideration then being given to the need for any further report to be made.**

**23. CAPITAL BUDGET MONITORING**

The Committee were advised of the progress of the 2009/10 Environment Capital Programme within the overall context of the Council's Capital Programme.

The Director of Resources representative presented the report and highlighted that the total of the Capital programme for the directorate had reduced to £16,755,000 from the figure of £17,574,000 previously reported to Committee. This net reduction of £819,000 and the main variances were described in the report. Appendix 1 to the report set out in summary the capital budgets for 2009/10 with funding arrangements in overall terms.

Noting that the Park and Ride scheme would not commence in the 2009/10 financial year, the Cabinet Member (Highways and Transportation) informed the Committee that the finance would be rolled over to subsequent years until such time as a suitable site was identified and a strong business case could be made.

The Cabinet Member (H&T) confirmed that the previous underspend against the City Centre Enhancement budget was earmarked for inclusion in the Widemarsh Street, Hereford, enhancement scheme. He also confirmed that, while accounts were still

being closed for the Ross Flood Alleviation Scheme, written confirmation had now been received from the Environment Agency that they would fund the additional expenditure incurred.

**RESOLVED: That the Capital Budget report be noted.**

#### **24. REVENUE BUDGET MONITORING**

The Committee were advised of the financial position for the Environment revenue budgets for the period to 31<sup>st</sup> July 2009.

The Director of Resources representative reported that total Environment budget for 2009/10 had increased to £26,204,000 from the amount reported to the previous meeting, which was £26,168,000. This was a net increase of £36,000 and was made up of £153,000 for Emergency Planning which had now been transferred from the Deputy Chief Executive's Directorate to the Environment & Culture Directorate and a reduction of £117,000 in relation to Community Safety which was part of the Community Services Portfolio. He highlighted that the current position for Environment was a projected underspend of £417,000. The Environment Scrutiny Portfolio included services within Environment & Culture Directorate and the Regeneration Directorate. A projected underspend of £477,000 was within the Environment & Culture Directorate and an overspend of £60,000 was within Regeneration Directorate. Further detail on the budget to 31 July 2009 was contained in the agenda report and its appendix.

A Member suggested that consideration should be given to issuing Town and Parish Councils with comprehensive highways maps indicating drains and ditches to enable them to accurately report the site of floods or blocked drains. In response the Assistant Director Environment and Culture reported that additional government grant funding had been received to enable work to be carried out on improving the Highway Asset Management map.

Noting that the report indicated that a number of underspends were anticipated within the overall budget position it was suggested that the Executive consider transferring those underspends to provide further support to the roads maintenance budget.

Following debate on the potential costs involved in waste management the Committee expressed major concern that no ultimate disposal system was yet in place to achieve the considerable reductions in residual household waste tonnage going to landfill, ahead of year 2010 government targets. In response the Cabinet Member (Environment & Strategic Housing) commented that five possible sites had been identified for a waste management facility and these were being examined and it was currently anticipated that a planning application for one of the sites was likely to be submitted early in 2010.

**RESOLVED: That**

- (a) the Cabinet Member (Highways and Transportation) consider issuing to Parish Councils a highways map indicating drains and ditches to facilitate the parish council's accurate reporting of floods or blocked drains;**
- (b) the Committee suggests that the Executive consider transferring funding, from areas identified in the report as having a potential underspend, to provide further support to the roads maintenance budget; and**
- (c) the Committee expresses major concerns that no ultimate disposal system is yet in place to achieve considerable reductions in residual household waste tonnage going to landfill, ahead of year 2010 government targets**



## 25. COMMUNITY PROTECTION TEAM

The Committee were updated on the current status of the Community Protection Team.

The Acting Regulatory Services Manager presented the agenda report and highlighted that the Council has a range of statutory responsibilities in respect of what were generally referred to as environmental crimes. The most common of these crimes, and potentially the most detrimental to our communities' enjoyment of their environment, are fly tipping, abandoned vehicles, dog fouling, and littering. A project was initiated to draw these various enforcement strands together to form a cohesive and customer-focused team. Initially known as the Anti-Social Behaviour team, considerable development work was done to arrive at a position in July 2009 whereby an operational Community Protection Team existed. The agenda report summarised the composition of the team and areas covered, the range of enforcement and education work undertaken. The report and appendix also described the criteria, internal protocol, and legislative position by which the team could be supported by overt and covert surveillance in the form of cameras and associated equipment.

The Acting Regulatory Services Manager reported that unfortunately there was a demand for the team with resultant high expectations. He acknowledged that while the team could expand into other areas it was essential that public expectation over what the team could actually do was properly managed as it wasn't the enforcement team for the whole of council business.

Responding to questions on Fixed Penalty Notices and the issuing of a Notice of Environmental Crime the Acting Regulatory Services Manager responded that from a public point of view it was important that offenders were seen by the public to be challenged. The issuing of a Fixed Penalty Notice could be used to reinforce the 'educational' intent concerning a low level offence. The issuing of a Notice of Environmental Crime, issued at the time of the offence, gave the officers more time to consider the extent of the offence and any further action needed.

The Community Protection Team was intelligence lead and therefore all forms of intelligence was taken into consideration, including the weather in cases of potential littering offences.

Questioned on the extent to which the Team had engaged in 'public education' the Committee were informed that, as the Team became more established, more work would be undertaken, including with youth groups.

The Committee noted that the Team already liaised with various services and agencies e.g. concerning waste collection. It was re-emphasised that the undertaking of overt and covert surveillance in the form of cameras and associated equipment was closely controlled and was internally monitored by the Council's Legal Service to ensure that any evidence collected would be admissible in court.

The Cabinet Member (Environment and Strategic Housing) commented that publicity for the work of the Team, particularly successful prosecutions, would see great benefit for the county as a whole.

**RESOLVED: That the report be noted and a progress report on the work of the Community Protection Team be presented to the March 2010 meeting.**

**26. COMMITTEE WORK PROGRAMME**

The Committee considered its work programme and noted that the Executive had yet to consider the findings of the Scrutiny Review of On-Street Parking.

**RESOLVED: That the work programme be approved and reported to the Strategic Monitoring Committee.**

The meeting ended at 12.25 pm

**CHAIRMAN**

## **SAFER ROADS PARTNERSHIP AND SPEED LIMIT REVIEW UPDATE**

**Report By: Director of Regeneration and Director of  
Environment and Culture**

### **Wards Affected**

County-wide

### **Purpose**

1. To provide members with an overview of the work of the West Mercia Safer Roads Partnership and its role in helping deliver Herefordshire Council's road safety strategy.
2. To update Members on proposals for a workshop on the review of the road safety strategy.
3. To provide an update to members on the progress of the review of Speed Limits and respond to specific questions raised following the report on this subject to this Committee on 23 March 2009.

### **Recommendation**

- THAT: (a) The contents of this report are noted.**
- (b) Committee notes the opportunity to attend a workshop on road safety early in 2010.**

### **Financial Implications**

4. None as a result of this report.

### **Background**

#### West Mercia Safer Roads Partnership

#### Introduction and Overview

5. The West Mercia Safer Roads Partnership (SRP) came into existence on 1<sup>st</sup> April 2007. Prior to this, speed cameras were promoted through the National Safety Camera Programme and delivered through Safety Camera Partnerships. Crucially, these original partnerships were able to recover the costs of operating speed cameras from the fines resulting from enforcement. With the advent of the Safer Roads Partnerships, government removed the link between revenue generation and speed enforcement and also devolved responsibility for speed enforcement to local partners.

---

Further information on the subject of this report is available from  
Steve Burgess, Transportation Manager on 01432 260968

6. Acknowledging the need to provide a funding stream for the Safer Roads Partnerships Government provided a direct Specific Road Safety Grant to highway authorities alongside Local Transport Plan funding. This Specific Grant, along with a wide range of other grants, is now provided direct to the Council as part of the Area Based Grant. For the Safer Roads Partnership to secure a funding contribution from Herefordshire Council it must work in cooperation with the Safer Herefordshire Partnership which has access to the Area Based Grant funding pot.
7. The SRP comprises 13 local partners. Included are:
  - 4 highway authorities (Herefordshire, Shropshire, Worcestershire and Telford and Wrekin);
  - the Highways Agency;
  - HM Court Service – West Mercia;
  - Fire and Rescue Service (Hereford and Worcester, Shropshire);
  - Four local NHS Primary Care Trusts; and
  - West Mercia Constabulary.
8. Funding for the SRP is provided by the 4 local authorities, including Herefordshire Council. Total annual funding is around £2M and the contribution from Herefordshire is calculated at 13.08% of the total contribution, which is based on the level of direct grant Herefordshire Council received as a proportion of the total grant received by the four highway authorities. It is also worth noting that the West Mercia Constabulary provides direct support to the SRP as it employs all of its personnel and provides a range of corporate support functions including human resources, accounting and property management. The SRP is exploring other sources of funding and has recently secured a contribution from the income received through Speed Awareness Training.
9. Although the operation of safety camera sites across West Mercia remains an important part of the SRP's work, its longer-term aim is to work more closely with partner agencies to coordinate, support and develop a broader road safety strategy. This will include building stronger links with local council road safety teams and other agencies to tackle the major safety priorities across the region and to work together on a variety of road safety projects and campaigns.

#### Safer Roads Partnership Role in Delivering Road Safety Improvements in Herefordshire

10. The SRP has an important role in helping deliver the Council's road safety strategy. The road safety strategy (which is set out in the Local Transport Plan) is based on three key elements, known as the three 'E's – engineering, education and enforcement. The SRP is particularly involved in the enforcement element of the strategy and also has an important coordinating role in bringing together education programmes over the West Mercia area, linking with adjoining regions. An overview of these elements of our strategy is provided below:
  - In terms of **engineering**, analysis of accident sites may indicate that improvements such as lining, signing and improving visibility would reduce speeds by providing drivers with clearer visual instructions and alerting them to particular hazards. Other engineering measures bring about physical enforcement of speed limits through traffic calming measures and gateway treatments. We have robust before/after data to illustrate the success of this approach and will

continue to treat and maintain accident cluster sites to improve the safety of the highway network.

- **Education** has an important role to play. Inappropriate speeding is not always due to the design or state of the highway. Poor driving behaviour is a recurrent issue in most accidents. Poor driving can result from a number of factors including, inexperience, incompetence, drug/drink impairment and in some cases dangerous or reckless behaviour. Education programmes have been established to address all of these different behavioural factors. A key to these programmes is targeting education at certain groups to maximise impact. Programmes are aimed at pre-drivers (school children) to reinforce messages before they become drivers, young drivers who are inexperienced, older drivers for whom driving competence may be an issue and motorcyclists. Other programmes tackle specific issues such as drug/drink driving, preparing for difficult driving conditions and improving safety for vulnerable road users (pedestrians, cyclists, motorcyclists and school children).
  - **Enforcement.** Whilst targeted education programmes offer the main long term solution to improving driver behaviour and increasing safety it is important that enforcement of traffic law is clear, consistent and acts as a deterrent to poor driving behaviour. Safety cameras help establish this deterrent and can be targeted at locations and routes where analysis has shown a clear link between collisions and speeding. This targeting of enforcement needs to be underpinned by general traffic enforcement by the police and appropriate penalties imposed by the courts.
11. The SRP is currently reviewing its approach to targeting enforcement and coordinating education, training and publicity and has entered into discussions with the partners to identify opportunities and priorities for action. To take this work forward the SRP has established the Operations Forum which includes representatives from all of the key partners.
  12. Rod Reynolds, the Chief Operating Officer of the West Mercia Safer Roads Partnership will be present at the Committee meeting to provide an update on the work of the SRP in Herefordshire and progress on implementing recommendations of the Audit Commission review of the SRP.

#### Review of Road Safety Strategy and Member Involvement

13. Improving road safety and reducing the number of serious casualties on our roads is a clear priority for the Council. Whilst performance has been good, and we are on track to meet the 2010 target for a 40% reduction in killed and seriously injured casualties, there is a need to review our strategy and take into account the emerging national strategy to take us to 2020.
14. In its consultation 'A Safer Way', government has indicated a range of ambitious targets including a 33% reduction in road deaths and serious injuries by 2020 compared to the baseline of the 2004-8 average. It has identified a range of challenges including protecting children and young people, safety on rural roads, protecting motorcyclists and tackling poor road user behaviour and illegal and inappropriate speed. Our review will take the national strategy into account and will feed into the next Herefordshire Local Transport Plan.

---

Further information on the subject of this report is available from  
Steve Burgess, Transportation Manager on 01432 260968

15. Given the widespread interest in road safety issues we will be organising a workshop for all Council Members to help take part in the review. The workshop will examine road safety issues at the local level and consider the solutions which are already working and best practice approaches from elsewhere. A date is currently being finalised with Member Support team and invitations will be issued to Members before the end of the year.

Update on the Review of Speed Limits and Response to Points Raised following Report to 23 March 2009 Meeting.

16. A programme for undertaking the speed limit review is being developed by Amey. Further details of this will be provided at the meeting.

**Background Papers**

- None identified



<b>MEETING:</b>	<b>ENVIRONMENT SCRUTINY</b>
<b>DATE:</b>	<b>23<sup>RD</sup> NOVEMBER 2009</b>
<b>TITLE OF REPORT:</b>	<b>HIGHWAY MAINTENANCE STANDARDS</b>
<b>REPORT BY:</b>	<b>HIGHWAY NETWORK MANAGER</b>

### **Wards Affected**

County-wide

### **Purpose**

To update the Committee on current highway maintenance standards and the plans that are in place to improve the long term condition of the highway network and better satisfy the needs and desires of Herefordshire's communities in regard to roads maintenance.

### **Key Decision**

This is not a Key Decision.

### **Recommendation**

**THAT subject to any comments the Committee wish to make the Committee note the report.**

### **Key Points Summary**

- The highway network is a vital and highly visible community asset with an estimated replacement value in excess of £2.5 billion.
- It is clear that the standards of our roads and footways matter to the people of Herefordshire.
- In total 1048 km of our county network has been identified as requiring maintenance.
- The programmes of work necessary to address this are being developed through Transport Asset Management Planning.
- The Council has set our service provider Amey Herefordshire clear targets for achieving the required serviced standards.
- A best value approach to operational standards is being used and the level of supervision needed to achieve a consistent standard in both our own works and those of others who may excavate our roads has been deployed.

---

Further information on the subject of this report is available from  
Clive Hall, Highway Network Manager, Herefordshire Council on (01432) 260786  
Mark Thomas, Service Director, Amey Herefordshire on 01432 845915

## Alternative Options

- 1 None.

## Reasons for Recommendations

- 2 The report describes current highway maintenance standards and the plans that are in place to improve the long term condition of the highway network in line with the needs and desires of Herefordshire's communities in regard to roads maintenance. Providing a baseline against which future performance in this area can be evaluated.

## Introduction and Background

- 3 The Environment Scrutiny had identified, as part of their work programme, the need for a report on highway maintenance standards to establish a base line for future comparison.

## Key Considerations

### Background

- 4 The highway network is a vital and highly visible community asset which supports the local economy and contributes to the character and environment of the County. It is by far the single most valuable physical asset that the Council controls, with an estimated replacement value in excess of £2.5 billion.
- 5 It is clear that the standards of our roads and footways matter to the people of Herefordshire. This was made clear through the public consultation undertaken as part of the development of our Transport Asset Management Plan (TAMP). With over 4,500 responses to our consultation, customers clearly indicated what they felt was important and what was currently being delivered to a satisfactory standard. Limits on funds will undoubtedly mean that we cannot match all customer aspirations and that the first duty has to be to fulfil all our statutory obligations. Where the options to introduce a higher standard of service do exist, investment choices have been, and will continue to be, informed by the desires of our customers.
- 6 The public consultation concluded that our customers want safe and reliable journeys delivered through:
  - Safe roads, free from defects and obstructions including standing water
  - Quick and reliable journeys and free traffic flow
  - Investment and improvement in Street scene particularly in areas where customers live and shop
- 7 The progress on the TAMP was reported to this committee on the 25<sup>th</sup> February 2008.
- 8 Supporting the TAMP development and the Council's objectives as set out in the Local Transport Plan (LTP) is the Highway Maintenance Plan (HMP), This plan, produced in 2007, takes account of changes to both the national code of practice



for maintenance management “Well Maintained Highways” and our own local objectives. It is this plan that governs the operational standards that exist for the maintenance of our highways.

- 9 We are not the only ones arranging for or carrying out works to the public highway. Utility companies, in fulfilling their statutory obligations to the public also excavate and reinstate the highway. The standards for both the reinstatement and timing of streetworks are governed by New Roads and Street Works Act, the Traffic Management Act and the associated codes of good practice and agreed national standards for the reinstatement of the highway.

#### Current Condition and Targets

- 10 Since 1<sup>st</sup> September Amey Herefordshire (AH) has assumed the responsibility for the management of streetworks and the delivery of highway maintenance, as part of the delivery of an ‘end to end’ highway service.
- 11 Nationally, there is a history of under investment in the highway asset and as a result there has over time been a shift to a predominantly reactive, rather than pro-active, response to defect management in all highway authorities. The challenge for highway authorities is to reverse this trend, establishing a maintenance regime that will represent best value in whole life terms.
- 12 As an illustration of the maintenance need on the 1<sup>st</sup> November 2009 we have more than 5900 potholes defects registered on the highway inspection system.
- 13 Our highway condition assessments, conducted over the summer of 2009, identified that our Principal Roads (Total length 353km, excluding recently de-trunked A40 and A465) has 5% of the network (18km) that exceeds the national intervention level and as such is deemed to require maintenance. A further 21% of the network - 74km merits further investigation, here the need for planned maintenance is imminent in order to halt deterioration. The remaining 74% of the network is generally in good condition.
- 14 For the non-principal classified roads (B and C roads with a total length of 1383km) we have 9% deemed to need maintenance (125km), 35% requires investigation (484km) and the remaining 56% is generally in good condition.
- 15 In 2007/8, it was reported to Environment Scrutiny Committee that the then Director of Environment had reduced the road maintenance revenue budget by £909,000. This was considered necessary to respond to a standstill budget and significant budget pressures within the Directorate. This reduction was partly mitigated by an increase in capital funding for highway maintenance through the Local Transport Plan during that year and in subsequent years. In recognition of the need to focus on improving the condition of main roads within the County, the Council has prioritised investment in highway maintenance to improve the condition of principal and non-principal classified roads within the county. However, this has meant that maintenance of unclassified roads has received a lower priority for investment and as a result improvement in the condition of these roads has not kept pace with improvements in recent years on the classified road network.
- 16 The unclassified road network (Total length 1507km) had 23% requiring maintenance (347km).

- 17 In total 1048 km of our county network has been identified as requiring maintenance.
- 18 As part of the revised service delivery partnership 'MAC' arrangements with Amey Herefordshire, the Council has set enhanced road condition targets and by next year our operations will have improved the road condition on our A roads, to a level that only 5% of this network should be considered for maintenance, only 8% of our B and C roads, shall require maintenance and our unclassified road network will have its overall condition stabilised at 17% by length in need of maintenance.

#### Approach to Improving Condition

- 19 The programmes of work necessary to achieve these targets are being developed through sound asset management planning. Asset management identifies the optimal allocation of resources for the management, operation, preservation and enhancement of the highway infrastructure to meet the needs of current and future customers. Considerable benefits can be derived from the management of assets in this way. The development of asset management creates the foundation for a best practice environment, and good asset management will ensure that the need for investment is truly understood and that the performance and standards that can be attained for that investment are realised. Ultimately this approach enables us to make key decisions on the levels of service and performance with regard to the County's roads, this with the full understanding of the way in which we will need to invest the available funds to secure the very best outcomes for our customers.
- 20 To achieve this Amey Herefordshire are conducting an extensive survey of the highway asset. This is to update and expand our inventory so that its content and accuracy can support asset management.
- 21 Amey Herefordshire have also undertaken a review of past service delivery methodology and will be operating a more efficient regime in 2010. Amey Herefordshire will adopt a countywide approach to network management placing resource where the need is greatest and operating a three year rotating strategy for drainage and preparatory maintenance, surface dressing and resurfacing. The emphasis will be placed on the carriageway running surfaces ensuring a concentration on maintaining the current asset. The benefits of this will be:
- A reduction of cost by better planning for sub-contractors.
  - Reduction in carbon footprint
  - Reduced operational downtime through travelling leading to reduced cost
  - More coverage for same budget
  - Better planning of works, resulting in reduced disruption to the travelling public
  - A 'Visual' impact
- 22 Clearly there will still be a need for routine maintenance services (potholing and the like) along with a reactive response to hazardous defects. The Council has set Amey Herefordshire the target of achieving the following serviced standards by the 30<sup>th</sup> June 2010:
- 100% defects that represent an immediate or imminent hazard to the travelling public will be responded to within 2 hours and made safe within 24

hours. 100% of these defects will be permanently repaired within 28 days of initial report.

- 95% defects that, if they remain untreated could become a hazard will be repaired 28 days of initial report. 100% within 2 months.
- 95% of defects that present a lower risk, will be repaired within 2 months of report, 100% within 3 months.
- All category of other defects identified or reported will be either repaired or incorporated into known programmes of work within 6 months.

- 23 Also, it should be recognised that it is not our aim to achieve a level of road condition, where 0% of the network requires maintenance. Technically, the ideal position would be one where the annual maintenance need is matched by the annual investment in maintenance. However, this view does not take full account of the needs and desires of our customers, who in some circumstances do not want a 'technically' perfect running surface, for example, many rural access lanes, should have their character maintained, enhancing their use as a recreational facility. In other cases, customers do want the standard of the road to be maintained at an enhanced level, such as at known or perceived accident sites. We also aim to account for these issues through our asset management planning.

#### Operational Standards

- 24 The specification for the highway repairs delivered as a result of our routine highway inspections and/or our response to customer inquiry, are established in our operational standards manual. The operational standards manual supports the requirements of the HMP. By way of example, for pothole repair the manual identifies four basic options for the type of repair. The first is a patch repair, with the area immediately around the pothole having been cut out and 'squared up' prior to filling with hot tarmac. The second involves cleaning out the pothole and then filling with hot tarmac. The third involves a process called jet-patching, where a bitumen/stone mix is effectively blasted into the pothole and the final type of repair is for emergency use only, this involves the filling of the pothole with a cold macadam product. In all cases the specification calls for the material to be properly compacted using correct compaction plant.
- 25 Given the volume of pothole repairs undertaken, the underlying need for this type of repair and the actual construction of much of our 'evolved' highway network (meaning that the road was once an un-surfaced track, and has had repeated surfacings over decades to arrive at its current construction, as opposed to having been designed to be what it is), the decision has been taken to use 'cutting out' predominantly on A and B roads, with potholes on the rest of the network being repaired using the second method described above. This approach represents, in most circumstances, better value. Potholing cannot be seen as a substitute for planned patching, surface dressing or resurfacing works, through using this approach we have the ability to address the volume of defects needed to manage the risk associated with potholes across all of our County's roads. This in light of the available resources.
- 26 The pothole repairs as specified do represent a better value approach in most circumstances, however, these repairs can and do fail. Failure can be either as a result of poor workmanship, the limited strength of the surrounding highway structure, high traffic loadings which are at odds with the character/construction of the road, an underlying problem (such as poor drainage) or the fact that the

road has actually reached the end of its useful life. Also, a pothole repair however good, does itself have a life expectancy and it is the planned patching, surface dressing and resurfacing works which truly extend the life of carriageways, footways and cycleways.

- 27 In order to address the potential for poor workmanship Amey Herefordshire are evaluating new methods of working (and equipment), refocusing the workforce and targeting training and supervision improvements.

#### The Impact of the Statutory Undertakers' Works on the Condition of our Highways

- 28 As stated we are not the only ones working on the roads, in the last year 5700 (October 2008 to October 2009) trenches have been cut in our highways to enable the repair, connection and/or improvement of mains supplies and sewers. The Transport Research Laboratory (TRL) have carried out research on the impact of trenches on the life expectancy of roads (TRL, Published Project Report PPR386), they conclude that 'the median service life reduction of the pavement structure (i.e. ignoring the surface or visual condition) is estimated to be 17%' , they go on to conclude that the total additional maintenance costs to the English highway authorities, as a direct result of this trenching, is £70.1 million, which equates to 7.7% of the capital expenditure on the maintenance of carriageways and footways. They also state that this is in fact an underestimate of the full impact of trenching on highways, as their research took no account of the potential need for more costly treatments when maintaining a road that has trenches vs one that does not. For Herefordshire this percentage equates to approximately £0.6 million. Finally, this research assumes that the trenching work is carried out to specification.
- 29 The Council cannot prevent the statutory undertakers from maintaining and improving their plant, nor would we want to disrupt the supply of services to our communities. However, the Council through Amey Herefordshire has an important role in ensuring that whenever our roads and footways are excavated, they are reinstated to a correct standard.
- 30 Current inspection and supervision standards in Herefordshire do conform to the requirements of the New Roads and Street Works Act and the overall performance of the statutory undertakers is comparatively good. The level of non-conformities routinely identified through the statutory levels of random inspection are low. However, as with potholes, poorly reinstated trenches do occur and it is important that these are identified and action taken against the responsible undertaker before the 'maintenance period' on the work expires and the Council as the highway authority assume full liability for the structural integrity of the reinstatement.
- 31 To enhance the Council's management of the statutory undertakers' works, Amey Herefordshire are arranging for external training to be given to all highway inspectors. This will ensure that all can consistently recognise when reinstatements have not been carried out to the standards required. Amey Herefordshire will increase monitoring of the utilities and will ensure that there is a drive to increase standards of repairs beyond that currently delivered. By working together with the utilities Amey Herefordshire will explore the possibility of financial contribution towards full resurfacing of areas where high levels of reinstatement works are planned. Through regional meetings they will ask the utility companies to provide their long term (five year) programmes to allow

provision to be made in our long term highway maintenance programmes for the impact of the statutory undertakers' works.

## Conclusions

- 32 Through Amey Herefordshire the Council will see a step change in the delivery of highway services. This will result in a sustained improvement in the condition of our roads and footways. This will come about through an improved customer focus, integrated working and sound asset management planning.
- 33 The approach also encompasses improvements in the supervision of others who excavate our highways, this to ensure that poor standards on the part of others are not unduly accelerating any deterioration in the highway asset.
- 34 The strategic priorities do remain as improvement in the condition of the Principal and Non-Principal Classified Roads. This being delivered through a countywide and integrated approach to service delivery through Amey Herefordshire.
- 35 The aim of the Unclassified Road network is to stabilise its overall condition.
- 36 The investment needed and the options that will exist regarding levels of service together with the programme of works that will achieve this will be developed further by the Council with Amey Herefordshire through Transport Asset Management Planning.

## Community Impact

37. The highway network is a vital and highly visible community asset which supports the local economy and contributes to the character and environment of the County. The quality and usability of our highways matter to the people of Herefordshire.

## Financial Implications

38. None as a direct result of this report.

## Legal Implications

39. Herefordshire Council, as the Highway Authority for all roads in the County except Trunk Roads and Motorways, has the duty to maintain the highway in line with its character and usage. This duty is set in detail in the Highways Act 1980.

## Risk Management

40. The means by which the risks associated with the maintenance of the public highway are managed are set detailed in the TAMP and the HMP referred to earlier.

## Background Papers

- The Operational Standards Manual



<b>MEETING:</b>	<b>ENVIRONMENT SCRUTINY</b>
<b>DATE:</b>	<b>23<sup>RD</sup> NOVEMBER 2009</b>
<b>TITLE OF REPORT:</b>	<b>COUNCIL VEHICLE FLEET</b>
<b>REPORT BY:</b>	<b>ASSISTANT DIRECTOR ENVIRONMENT AND CULTURE</b>

### **Wards Affected**

County-wide

### **Purpose**

To inform the committee of the make up of the council fleet and highlight opportunities being considered to improve the management and environmental performance of the fleet.

### **Key Decision**

This is not a Key Decision.

### **Recommendation**

**THAT subject to any comments the Committee wish to make the Committee note the report .**

### **Key Points Summary**

- The council's fleet was 284 vehicles in July 2009, with cars and vans being the largest groups within this.
- The Environment and Culture Directorate commissioned a Green Fleet Review from the Energy Saving Trust. This concluded that there are opportunities for achieving annual savings in the region of 1288 tonnes of carbon (16%) and £180,000 from improved fleet management and operation.
- The Council's strategic service delivery partner, Amey, are already investing in improved management and operation of their own fleet to improve financial and environmental performance. Initial discussions have commenced to investigate opportunities for the Council to benefit more widely from this initiative.

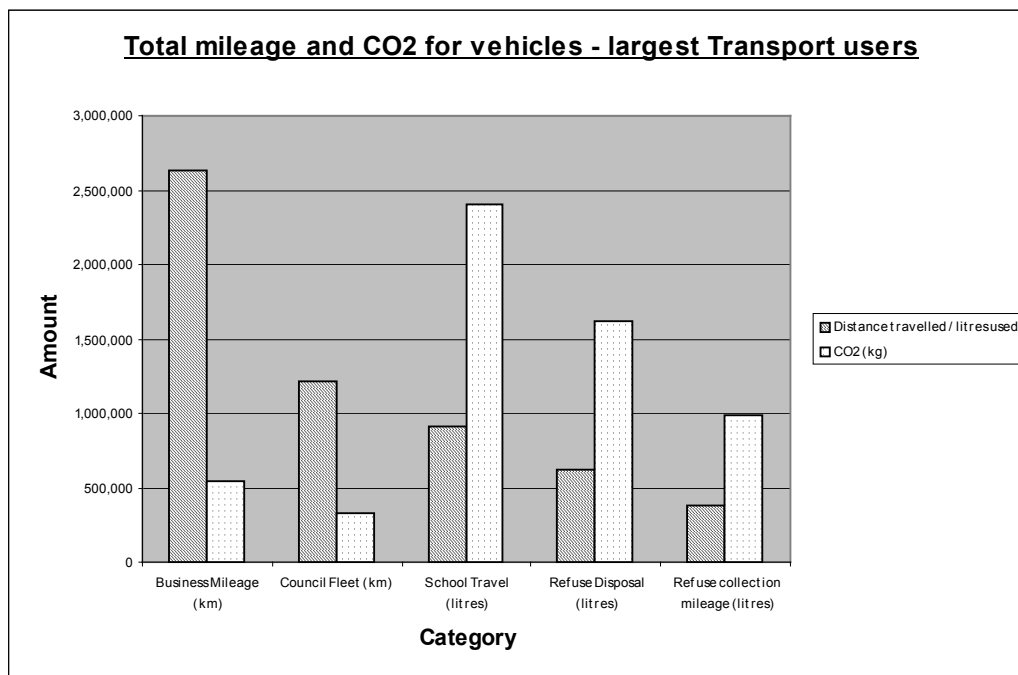
### **Introduction and Background**

- 1 The committee at their meeting on 14<sup>th</sup> September 2009 asked that "a report be made to the next meeting on the findings by the Energy Saving Trust into the Council's vehicle fleet, detailing in particular the number of vehicles owned and maintained by the Council, specifically detailing vehicle age and emissions."

Further information on the subject of this report is available from  
Richard Ball, Assistant Director Environment and Culture, 01432 260965

## Key Considerations

- 2 The table below, based on the council's NI185 return for 2008/09, shows that mileage and emissions from business miles and the council fleet form a significant component of the council's carbon emissions from Transport. Note that while the mileage (grey bar) is large the contribution of these elements to carbon emissions (white bar) is smaller.



- 3 An inventory of vehicles owned by the council has been compiled. Compiling the data on vehicles owned by the Council has been a significant task as there is currently no single system for recording vehicle ownership across the Council. The following represents the best overall data currently available for the Council's fleet.

### 4 Make up of Council fleet July 2009

	Number of vehicles	Vehicle Age Range	Range of emissions (gms CO2/km)
<b>Cars</b>	74	1-16 years	104 - 200
<b>Minibus</b>	57	6 months – 14 years	N/A*
<b>Vans</b>	83	6 months – 18 years	N/A
<b>4x4</b>	16	3 -10 years	N/A
<b>Specialist</b>	18	2 -17 years	N/A
<b>Total</b>	248**		

\* Information on emissions from these vehicles is not available on the DVLA website or collected by service managers \*\*11 gritters and 22 other vehicles have since been transferred to Amey as part of the Service Delivery Review changes introduced on 1<sup>st</sup> September 2009.



- 5 No central guidance or oversight is currently in place re selection or operation of council owned vehicles. Applicants for lease cars are made aware of the financial benefits of choosing a low emission vehicle
- 6 A Green Fleet Review was commissioned from the Energy Saving Trust (EST) based on the inventory in order to ascertain the scope for improving management and environmental performance of the council fleet.
- 7 The Energy Saving Trust has now provided a comprehensive report on the options for improvement based on the information submitted. Their Executive Summary is included at Appendix 1.
- 8 The Council's strategic service delivery partner, Amey Herefordshire, provides services in relation to vehicle maintenance and aspects of fleet management of the Council's fleet, alongside its own. This area of work now sits as part of the revised service delivery partnership arrangements that commenced on the 1<sup>st</sup> September 2009 and encompasses targets for improved environmental performance. Not all vehicles in the council's fleet are currently managed or maintained through Amey Herefordshire. Amey Herefordshire's own fleet is both extensive (175 vehicles and 800 items of plant) and diverse (from heavy construction plant, to van with tail lifts, min-buses and car). Amey Herefordshire have both the capability and resources in place to manage their own fleet well and as such have the capability to extend this to encompass all the council's fleet, should this be considered appropriate and represent value for money.
- 9 There are many issues to consider in the provision of a fit for purpose fleet management service and these extend well beyond the simple acquisition, maintenance and disposal of a vehicle. Through their current fleet management processes Amey Herefordshire ensure that all vehicles in their fleet are properly certificated, receive regular maintenance, the equipment in the vehicle is properly calibrated and that vehicles, that are fit for purpose, are available when needed. In addition to this Amey Herefordshire have tracking devices fitted to their fleet. This has several advantages. It enhances driver safety (in response to lone working concerns), enables the curtailment of inappropriate speed, is reducing unnecessary journeys and enabling Amey to understand the usage of their fleet. This will enable Amey Herefordshire to optimise (a balance between resilience and minimising of their fleet) whilst reducing its carbon footprint. Driver training and evaluation ensures fleet drivers are compliant with relevant legislation relating to fleet operation. The Council has required Amey to meet an annual 1.25% carbon reduction target as part of the contractual arrangements for the delivery of services to the Council. However, Amey is aiming to reduce their emissions by 10% a year. Amey has already bought one electric vehicle and are investigating further use.
- 10 The new waste collection contract with Focsa also provides significant environmental benefits as a result of the replacement of the fleet of refuse collection vehicles. A total of 34 new Dennis vehicles were delivered during October. These vehicles comply with the latest EURO5 standard for emissions and are expected to provide a 5% reduction in CO2 emissions compared to the previous fleet. This environmental benefit will also be enhanced by the increased collection of recyclables as a result of changes to the collection arrangements.
- 11 Amey provides maintenance and fleet management services for much of the Council's fleet. Given the issues highlighted by the Green Fleet Review initial discussions have commenced to examine opportunities for joint working to improve management of the Council's fleet and take advantage of the improvements being made to Amey's own fleet.

### **Financial Implications**

12. None as a result of this report. However, improved fleet management offers the potential for efficiency savings and environmental benefits.

### **Legal Implications**

13. None as a result of this report.

### **Risk Management**

14. Financial Risks – An improved approach to fleet management has the potential to deliver savings for example, in relation to fuel purchase, servicing of vehicles, lease and short term hire.
15. Climate change – The council has set itself a target of reducing its own carbon emissions by 20% by 2020 - equivalent to 1.25% a year. The council is also the lead body for the Local Area Agreement target to reduce county carbon emissions by 13.1% over 3 years and thus have a community leadership role – and concomitant reputational risk if we are seen not to be actively managing our own carbon emissions.
16. Health & Safety Risks – It is important to ensure staff safety. The main areas of risk are (1) staff driving long distances in one day, becoming tired and increasing the risk of accidents: therefore mitigate this by using public transport/stays overnight; (2) grey fleet vehicles may not be road worthy: this risk can be reduced by checks on insurance, MOTs servicing, and on licences held. HR policies set out the assessment managers should undertake to establish whether a trip is necessary and how the employee should travel. A health & safety policy on employee driving is likely to be developed during the coming year.

### **Appendices**

Appendix 1: Green fleet review executive summary and key issues

#### **Background Papers**

EST Green Fleet review 2009

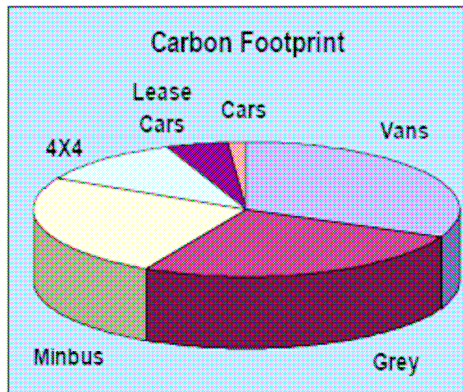
## Appendix 1: Green fleet review executive summary and key issues

### Executive Summary

From the data provided by Herefordshire Council, we have estimated the annual carbon footprint from vehicle business travel to be approximately **1,820 tonnes**. The recommendations are featured in the Action Plan and Recommendations Section later in this report but in summary, we believe the main recommendations listed below would lead to increased efficiency of the fleet.

- Introduce a centralised mileage management policy.
- Introduce a centralised fuel management program.
- Control and reduce grey fleet mileage and substitute with pool cars.
- Introduce fuel efficient driver training and communication.
- Optimise the van, 4X4 and operated car carbon emissions.

We forecast this could reduce carbon emissions by approximately **288 tonnes** per annum (**16%**) and a potential **£180,000** cost reduction.



Sector	Carbon Footprint (tonnes)	%	Business Miles	%
Vans	573	31%	1,557,854	29%
Grey Fleet	477	26%	1,711,165	32%
Minibus	450	25%	1,008,795	19%
4X4	206	11%	632,598	12%
Lease Cars	85	5%	325,864	6%
Cars	26	1%	118,198	2%
Pool Cars	3	<1%	15,000	<1%
<b>TOTAL</b>	<b>1,820</b>	<b>100</b>	<b>5,369,474</b>	

The combined fleet covers around **5.4 million business miles** each year, heavily dominated by the Vans with 31% of the carbon footprint and 29% of the estimated mileage, the Grey Fleet with 26% of the footprint and 32% of the miles and the Minibuses with 25% of the footprint and 19% of the miles.

In several areas, Herefordshire Council has already demonstrated best environmental practice in not paying private fuel used in company vehicles and reimbursing grey fleet mileage at HMRC AMAP rate (40p per mile). However, there are still major areas of opportunity to reduce the organisation's carbon footprint, transport costs and corporate liability.

## **Key issues highlighted by the EST Green Fleet Review report October 2009**

### **1 Introduce a mileage management policy**

- The introduction of a centralised and controlled mileage management policy and a 5% reduction in fleet mileage could save in the region of £54,000 per year in fuel/mileage costs and around 69 tonnes of CO<sub>2</sub>.

### **2 Introduce a fuel management programme**

- Each 1% fuel saving could save around 18 tonnes of CO<sub>2</sub> and an estimated £5,500 of expense. For a car driver doing 12,000 miles per year, this equates to annual savings of approximately £200-250 and far more for a high mileage driver.

### **3 Reduce emissions profile of the van fleet**

- There were a reported 92 vans on the fleet and this is the area that has the biggest contribution to the carbon footprint.
- A reduction of 5% in mileage or fuel use in the vans alone would save 29 tonnes of CO<sub>2</sub> per annum and around £12,000 of costs.
- Speed limiters alone have the potential to reduce the van carbon footprint by 29 tonnes and £12,000 fuel cost.
- Ford has reported that for the Transit there is up to a 9% fuel saving to be made by slowing from 70mph to 65mph and up to 18% from 70mph to 60mph.
- At a yardstick retail pricing of £1/litre, this equates to around £5,740 saved in fuel (plus the lower lease or purchase cost) each per year.

### **4 Reduce the impact of the grey fleet (staff owned cars used on council business)**

- Substituting just 10% of the current grey miles with pool cars could potentially save HC 13 tonnes of carbon each year.

### **5 Part Two – Additional Issues and Recommendations**

- A 5% reduction in minibus fuel would save 22 tonnes and £7,650 of cost each year.
- A 10% reduction in the emissions of the 4X4 fleet would save 21 tonnes of carbon and £9,500 per year.
- A 10% reduction in the emissions of the lease car fleet would save 8 tonnes of carbon and £5,000 per year

### **6 Reduce the emissions of the operated cars**

Although this area only contributes 1% of the carbon footprint and 2% of the total business miles, an achievable 10% reduction could potentially save 3 tonnes of carbon and £1,800 per year.

<b>MEETING:</b>	<b>ENVIRONMENT SCRUTINY COMMITTEE</b>
<b>DATE:</b>	<b>23 NOVEMEBR 2009</b>
<b>TITLE OF REPORT:</b>	<b>EXECUTIVE RESPONSE AND ACTION PLAN FOLLOWING THE SCRUTINY REVIEW OF ON-STREET PARKING</b>
<b>Report by:</b>	<b>Head of Planning and Transportation and Assistant Director Environment and Culture</b>

**CLASSIFICATION:** Open.

### **Wards Affected**

County-wide

### **Purpose**

To consider Cabinet's response to the recommendations made to it in the Scrutiny Review of On-Street Parking.

### **Recommendation**

- THAT (a) Cabinet's response to the findings of the Scrutiny Review of On-Street Parking be noted, subject to any comments the Committee wish to make; and**
- (b) A further report on progress against the action plan be made after nine months with consideration then being given to the need for any further report being made.**

### **Key Points Summary**

- The Committee's On-Street Parking Review Group undertook a review of on-street parking and completed a report into its findings which was considered and agreed by this Committee;
- The report which made a number of detailed recommendations on policy and operational matters relating to car parking was forwarded to Cabinet for consideration.
- Cabinet considered its response to the review on 29 October 2009. The report to Cabinet setting out its response, together with an action plan, is attached at Appendix 1.

---

Further information on the subject of this report is available from  
Steve Burgess (01432) 260968

## **Introduction and Background**

- 1 Environment Scrutiny Committee at its meeting on 25 February 2008 considered a report regarding on-street parking controls. The Committee decided to undertake a scrutiny review to determine whether any improvements could be made and to assist with the review a Terms of Reference was agreed.
- 2 At its meeting on 20 April 2009 the Committee received a report on the findings of the On-Street Parking Review Group. The report which included: the terms of reference, the findings, membership of the group, and work undertaken was included in the agenda for the Committee meeting held on 20 April 2009 and is available via the Councils web site.
- 3 On considering the findings the Committee identified a number of points that Hereford City Council and the Council's Director of Resources may wish to comment upon and therefore agreed that the report be forwarded to Cabinet together with any comments made by Hereford City Council and Director of Resources.
- 4 The comments received from Hereford City Council and the Director of Resources are attached for information at Appendix 2.
- 5 Cabinet on 29 October 2009 agreed the recommendations as set out in the report to it. However, the Cabinet Member for Highways and Transportation sought to clarify Cabinet's response to recommendation 9a. It was confirmed that whilst additional cycle parking would be located in Hereford's city centre, there is now a good supply of cycle parking in High Town and there was no space to provide additional parking here.
- 6 In accordance with the scrutiny process the Committee needs to consider Cabinet's response and assess whether a further report on progress against the action plan is required. The work contained in the action plan covers a wide time scale and therefore it is suggested that a further report be presented in about nine months rather than the usual six.

## **Community Impact**

- 7 The Community impact is referred to in the report to Cabinet at Appendix 1.

## **Other Implications**

- 8 The Financial and other implications are referred to in the report to Cabinet at Appendix 1.

## **Consultees**

- 9 None as this report only conveys the decision of Cabinet to the Committee.

## **Appendices**

- 10 Appendix 1 – Report and action plan presented to Cabinet 29 October 2009.  
Appendix 2 – response by Hereford City Council and the Director of Resources.

## **Background Papers**

- None identified.





<b>MEETING:</b>	<b>CABINET</b>
<b>DATE:</b>	<b>29 OCTOBER 2009</b>
<b>TITLE OF REPORT:</b>	<b>REPOSE TO ENVIRONMENT SCRUTINY COMMITTEE REPORT ON ITS REVIEW OF ON STREET PARKING</b>
<b>PORTFOLIO AREA:</b>	<b>HIGHWAYS AND TRANSPORTATION</b>

**CLASSIFICATION:** Open

### **Wards Affected**

Hereford City, Market Towns

### **Purpose**

To approve response to Environment Scrutiny Committee Review of On Street Parking.

### **Key Decision**

This is not a Key Decision.

### **Recommendation(s)**

**THAT: the responses set out in Appendix 1 be approved.**

### **Key Points Summary**

- The Environment Scrutiny Committee's On-Street Parking Review Group has undertaken a review of on street parking and has completed a report – 'Scrutiny Review of On-Street Parking'.
- The report makes a number of detailed recommendations on policy and operational matters relating to car parking.
- The proposed approved changes will be incorporated in a review of parking policy and also to help improve the delivery car parking services.

### **Alternative Options**

- 1 The proposed responses at Appendix 1 indicate where alternative options to those recommended in the Report will be explored.

---

Further information on the subject of this report is available from  
Steve Burgess (01432) 260968, Andrew Lee-Jones 260963

## Reasons for Recommendations

- 2 The report has provided useful commentary and recommendations on issues for consideration in a review of the Local Transport Plan's Car Parking Strategy.

## Introduction and Background

- 3 The Environment Scrutiny Committee at its meeting of 25 February 2008 considered a report by the then Acting Head of Highways and Transportation with regard to on-street parking controls. The Scrutiny Committee agreed to undertake a review to determine whether any improvements could be made. To assist with the review Terms of Reference were agreed which included:
  - To review current policies governing on-street parking in the light of any areas of concern that have been expressed, and to identify improvements drawn from best practice elsewhere that could be made to help achieve the policy objectives better.
  - To examine how we manage streets in terms of residents and non-residents parking in Hereford City (and Market Towns) to ensure that the treatment of both groups is equitable, to identify the extent to which the current arrangements are successful, to identify whether there are any improvements that could be made to how the schemes are operated and enforced.
- 4 The report of the On-Street Parking Scrutiny Review Group of the Environment Scrutiny Committee was presented at the Environment Scrutiny Committee on 20 April 2009.

## Key Considerations

- 5 The report sets out recommendations that relate both to car parking policy and its role in wider transport strategy, and to operational car parking matters which relate more to procedural issues. Consequently, the report has implications both for the Regeneration Directorate which is responsible for developing transport strategy and the Environment and Culture Directorate which is responsible for on-street parking enforcement and traffic management. Whilst not able to make firm recommendations for the introduction of on street parking charges, it is noted that the Scrutiny Committee clearly sees a role for both on and off street charges in encouraging visitors to the City to use park and ride once it is in place.
- 6 Work has now started on the review of current transport strategy in preparation for the 3<sup>rd</sup> Local Transport Plan. A number of other studies and projects relating to parking strategy are currently in progress, including a Hereford City Centre Parking Study and the development of Park and Ride proposals. The On-Street Parking Scrutiny Review Group's work provides a very useful additional resource in this process and it will be considered alongside the other studies in the review of the car parking strategy. Following the completion of this review, a local public meeting was held in the St James and Bartonsham area of Hereford with local members in relation to residents parking in the area. Subsequent to this, a petition was received containing over 130 signatures against changes to the existing Residents Parking schemes in the area. This has been taken into account when preparing this report.

## Community Impact

- 7 The acceptance of the recommended responses in respect of policy matters will not have direct community impacts. The acceptance of recommendations in respect of parking procedural matters would have local community impacts and it would be essential that these recommendations be subject to further consultation were they to be accepted

## **Financial Implications**

- 8 The proposed responses to the parking policy recommendations will be cost neutral as they will be incorporated into the planned review of the parking strategy set out in the current local transport plan.
- 9 The Director of Resources was asked to comment specifically on Recommendation 5C which proposes the ring fencing of all car parking income for investment in environmental improvements. His response is provided in full in Appendix 1. In summary he has indicated that this recommendation would have resulted in an immediate budget shortfall of £1,990,570 in the Environment and Culture Directorates base budget for 2008/9 and this would not be financially sustainable.

## **Legal Implications**

- 10 The making, or variation of a traffic regulation order, would be required in relation to some of the proposals in Appendix 1, as referred to in the relevant Cabinet Responses. As regards recommendation 5c, only surplus income (ie after deduction of expenditure for designated parking places) can legally be made available for environmental improvements.

## **Risk Management**

- 11 Developing an effective strategy for parking and delivering this through procedures which are fit for purpose has a significant impact on the wider reputation of the Council. Parking policy has a role to play in wider transport strategy and can help support our objectives to reduce congestion, improve road safety and encourage more sustainable modes. At a more local level policies and procedures play an important role in ensuring quality of life for local residents and can support objectives to improve residential amenity.
- 12 This report and its recommendations will assist the Council in its review of transport strategy helping the Council to ensure that its strategy is sound and that its parking policies are fit for purpose.

## **Consultees**

- 13 The On-Street Parking Scrutiny Review Group engaged with a range of stakeholders and these are listed in their report. The Report was also referred to Hereford City Council and its Planning and Highways Committee and its response is included at Appendix 3.

## **Appendices**

- 14 Appendix 1 – Recommendations and proposed actions - On-Street Parking Scrutiny Review Group Report  
Appendix 2 – Scrutiny Review of On-Street Parking Services – Report by the On-Street Parking Scrutiny Review Group, April 2009  
Appendix 3 – Hereford City Council comments 1 June 2009 and its Planning and Highways Committee comments of 24 June 2009

## **Background Papers**

- None identified.



## Environment Scrutiny Review of On-Street Parking

## Appendix 1

### Response to Recommendations

Head of Planning and Transportation - PT  
 Transportation Manager - TM  
 Highways Network Manager – HNM

<b>Recommendation 3a</b>	The review group recommends the Executive commission detailed research into the use of car parks within Hereford City		
<b>Cabinet's Response</b>	Accepted.		
<b>Action</b>	<b>Owner</b>	<b>When</b>	<b>Progress</b>
Detailed assessment of parking supply and demand and forecasts currently in progress.	TM	Report is due to be completed later in 2009	Draft received
<b>Recommendation 3b</b>	Using the data collected in 3a the review group recommends that the Head of Planning and Transportation Services ensures a detailed parking strategy is developed in the Hereford Area Plan.		
<b>Cabinet's Response</b>	Accepted. However, a Countywide Parking Strategy already exists within the Council's current Local Transport Plan. This will be revised through the development of the next LTP.		
<b>Action</b>	<b>Owner</b>	<b>When</b>	<b>Progress</b>
Review the Countywide Car Parking Strategy set out in the current LTP for inclusion in the 3 <sup>rd</sup> LTP.	TM	2011	Revised Car Parking Strategy set out in the LTP.
<b>Recommendation 3c</b>	The review group further recommends that all future provision of parking should be developed within a traffic reduction framework for town centres. Parking should be seen as an opportunity for increasing the accessibility of the City and our Market Towns. It is essential to develop this mindset before future planning takes place.		
<b>Cabinet's Response</b>	Accepted. This is consistent with the approach already outlined in the Council's current Local Transport Plan and Unitary Development Plan. This will be taken into account when developing the next LTP and Local Development Framework.		
<b>Action</b>	<b>Owner</b>	<b>When</b>	<b>Progress</b>
Review the Countywide Car Parking Strategy set	TM	2011	Revised Car Parking Strategy set out in the

<p>out in the current LTP for inclusion in the 3<sup>rd</sup> LTP to ensure it take account of the twin aims of traffic reduction and accessibility.</p>		LTP.	
<p><b>Recommendation 4a</b></p>	<p>The Review Group recommends that a new residents' parking scheme as outlined in 4.13 above is introduced for all existing schemes to eliminate the issuing of a visitors' permit that can be used on any vehicle.</p>		
<p><b>Cabinet's Response</b></p>	<p>Do not accept. The current system allows for the issue of two permits per dwelling (at one standard price) one of which available for use upon any vehicle associated with the resident. It is considered that the recommended higher rate for the second permit together with the issue of 'scratch cards' would add to administration costs. The petition submitted from residents of St James and Bartonsham area of Hereford suggests there may not be wide public support for changes to the existing schemes. If this recommendation were to be accepted, this would require changes to existing Traffic Regulation Orders. This would divert resources away from higher priority traffic schemes aimed at addressing safety and speed concerns. Consideration will be given to providing greater clarity over enforcement and misuse of visitor permits. This will also take into account potential removal of permits where misuse has been proven.</p>		
<p><b>Action</b></p>	<p><b>Owner</b></p>	<p><b>When</b></p>	<p><b>Progress</b></p>
<p>Review enforcement processes for use of visitor permits and possible sanctions in response to misuse.</p>	<p>HNM</p>	<p>December 2009</p>	<p>Approach is reviewed and clarified.</p>
<p><b>Recommendation 4b</b></p>	<p>It is recommended that the introduction of the new residents' parking scheme should be accompanied by clear promotional material explaining why the changes are deemed necessary and highlighting the increased flexibility the new scheme provides for two car households and emphasizing that residents do not have a "right" to park outside their house.</p>		
<p><b>Cabinet's Response</b></p>	<p>Whilst recommendation 4a is not accepted, it is accepted that the introduction of any new schemes should be accompanied by clear publicity and information for residents that are affected.</p>		
<p><b>Action</b></p>	<p><b>Owner</b></p>	<p><b>When</b></p>	<p><b>Progress</b></p>
<p>No action</p>			
<p><b>Recommendation 4c</b></p>	<p>The Review Group recommends that tradesmen be permitted to purchase visitors' scratch cards directly from the council whilst working on properties within a residential parking area. Proof of the property owner's residency and the nature of the work should be required.</p>		
<p><b>Cabinet's Response</b></p>	<p>Do not accept. Administrations difficulties with the issue and control of scratch cards. Builders' vehicles can be</p>		

	<p>accommodated within licensed hoardings when waiting restrictions are suspended. The petition submitted from residents of St James and Bartonsham area of Hereford suggests there may not be wide public support for changes to the existing schemes. If this recommendation were to be accepted, this would require changes to existing Traffic Regulation Orders. This would divert resources away from higher priority traffic schemes aimed at addressing safety and speed concerns. However, it is acknowledged that the approach to enforcing tradesmen's parked vehicles needs to be clarified and made transparent to avoid confusion and possible misuse.</p>		
<b>Action</b>	<b>Owner</b>	<b>When</b>	<b>Target</b>
Clarify approach to enforcing tradesmen's parking in controlled parking areas	HNM	December 2009	Written procedure produced.
<b>Recommendation 4d</b>	Other essential peripatetic service providers will normally be able to deliver their service within the currently available free on-street parking time restrictions.		
<b>Cabinet's Response</b>	Accepted, current schemes already allow for this provision.		
<b>Action</b>	<b>Owner</b>	<b>When</b>	<b>Target</b>
No action			<b>Progress</b>
<b>Recommendation 4e</b>	It is recommended that the boundaries of proposed new schemes should be defined by officers using their experience. Individual roads within a proposed scheme should not be allowed to opt out of the whole scheme.		
<b>Cabinet's Response</b>	Accepted in principal. However, the Cabinet Member will continue to take into account representations received from residents when considering the introduction of new Residents Parking Schemes.		
<b>Action</b>	<b>Owner</b>	<b>When</b>	<b>Target</b>
Assessments undertaken with consideration of requests	HNM	Ongoing	<b>Progress</b>
<b>Recommendation 4f</b>	The Review Group recommends that the residents' schemes in East Street and Castle Street be amalgamated. In future, where small schemes exist for particular or historic reasons and, in the opinion of officers they would be usefully amalgamated, then this should be taken as a management decision and will not require a majority vote of residents.		
<b>Cabinet's Response</b>	This is a specific ward matter and will be referred to Amey, the Council's service delivery partner, for consideration in accordance with the Council's policies and protocols for Traffic Regulation Orders. Whilst professional judgement is a key part of this work, any changes to Traffic Regulation Orders will be made in consultation with and approval of the Cabinet Member and when necessary will be subject to public consultation.		
<b>Action</b>	<b>Owner</b>	<b>When</b>	<b>Target</b>
Undertake review	HNM	In line with Traffic	<b>Progress</b>
			Start October 2012

		Regulation Order protocol and ranking list.	
<b>Recommendation 4g</b>	The Review Group recommends the introduction of resident only parking bays in roads within the historic core of the medieval city where residents' schemes exist and specific problems are encountered with a high volume of short stay parking for shopping. The number of spaces provided should only be a proportion of the number of permits issued to the street and should not be collocated with individual addresses. In future it may become necessary to provide resident only bays on edge of town centre roads also.		
<b>Cabinet's Response</b>	Accept. Current policies allow for the provision of residents only bays when appropriate.		
<b>Action</b>	<b>Owner</b>	<b>When</b>	<b>Progress</b>
Note comment and review as necessary.	HNM	Ongoing	
<b>Recommendation 4h</b>	Where community group premises exist within a residents' parking zone which does not have access to off-street parking, the Review Group requests that the Parking Team work with the group to enable them to purchase a supply of daily scratch cards at a discount for events/matches set in advance. The parking team will need to ensure the necessary checks are in place to prevent misuse of these permits.		
<b>Cabinet's Response</b>	Do not accept. The issue of 'scratch cards' would add to administration and enforcement costs. Variations to existing Traffic Regulation Orders would be necessary.		
<b>Action</b>	<b>Owner</b>	<b>When</b>	<b>Progress</b>
No action			
<b>Recommendation 4i</b>	The Review Group recommends the Head of Highways undertake an immediate review of deficiencies in the signing and lining of restricted parking areas within the county. Where deficiencies are found that a programme of works is instigated to rectify them. Further, that a prioritised system of fault reporting be set up in conjunction with the Civil Enforcement Teams to ensure effective future maintenance.		
<b>Cabinet's Response</b>	Noted. It is recognised that good signing practice supports safe enforcement of Traffic Regulation Orders. Existing Highway Inspections include a review of signing and lining together with the reporting of missing signs by the Civil Enforcement Officers. Repairs and replacements are undertaken as budgets allow.		
<b>Action</b>	<b>Owner</b>	<b>When</b>	<b>Progress</b>
No action	HNM		
<b>Recommendation 4j</b>	The Review Group recommends the Head of Highways instigate a review of the restricted waiting times within the historic core of Hereford city with the aim of reducing these down to more appropriate times to promote a higher turnover.		
<b>Cabinet's Response</b>	Accept. Item will be placed upon Traffic Regulation Order ranking lists, and considered within terms of car parking policy		
<b>Action</b>	<b>Owner</b>	<b>When</b>	<b>Progress</b>



Revise Traffic Regulation Order ranking list and review in accord with final position.	HNM	Ranking January 2010	As determined by ranking process
<b>Recommendation 4k</b>	The Review Group recommends that the Head of Highways introduce a county-wide relaxation of the restrictions applied to commercial loading bays in town centres to facilitate their use for un/loading by locally owned small businesses that use their private vehicles for business support. Alternatively, that a county-wide scheme of private vehicle registration be instigated for these businesses to enable them to use the commercial loading bays, whichever method is most effective and least costly.		
<b>Cabinet's Response</b>	Amendments to existing individual Traffic Regulation Orders would be required and therefore a blanket countywide relaxation would not be appropriate. However, the principle is accepted and has been implemented in some recent orders. When changes are undertaken this approach will be adopted where appropriate.		
<b>Action</b>	<b>Owner</b>	<b>When</b>	<b>Progress</b>
New and revised loading bays to allow use of private vehicles for business support	HNM	Ongoing	
<b>Recommendation 5a</b>	The review group cannot recommend the introduction of on-street parking charges at the current time. Future introduction of on-street parking charges should be detailed in the parking strategy to encourage modal shift to more sustainable modes of transport.		
<b>Cabinet's Response</b>	Accept. Comment noted.		
<b>Action</b>	<b>Owner</b>	<b>When</b>	<b>Progress</b>
The review of car parking strategy will consider the role of on-street parking as part of the wider strategy.	TM	2011	Revised Car Parking Strategy set out in the LTP.
<b>Recommendation 5b</b>	The review group recommends that should community-led plans be forthcoming regarding the re-design and regeneration of individual streets within the city centre, then consideration should be given to funding these up front and then recouping costs by the introduction of charges within the streets that have benefited.		
<b>Cabinet's Response</b>	Comment noted. Should specific schemes come forward, the Cabinet Member will consider proposals on a case by case basis.		
<b>Action</b>	<b>Owner</b>	<b>When</b>	<b>Progress</b>
No action			
<b>Recommendation 5c</b>	The review group recommends that all future income from parking of any sort be ring fenced to provide a regular investment budget for strategic environmental improvements that promote sustainable travel options within the		

	geographical location that the income is earned. Outcomes from this investment strategy should be promoted at point of payment for parking services.		
<b>Cabinet's Response</b>	Do not accept. Income from car parking currently forms a substantial element of the base budget for the Environment and Culture Directorate. In 2008/9 this amounted to £1,990,570. It would not be financially sustainable to re-allocate this money to strategic environmental improvements.		
<b>Action</b>	<b>Owner</b>	<b>When</b>	<b>Progress</b>
No action.			
<b>Recommendation 6a</b>	The review group recommends that increased on-street parking controls in the form of charges should only be introduced when viable sustainable alternative options for city boundary parking are already in place. It is at this point that charges could be used to promote the sustainable alternatives and promote congestion reduction.		
<b>Cabinet's Response</b>	Accepted. It is agreed that significant changes to the cost of parking need to be clearly linked to wider transport strategy and importantly will need to be closely linked to alternative provision. This is set out in the current strategy.		
<b>Action</b>	<b>Owner</b>	<b>When</b>	<b>Progress</b>
Note comment and take into account in review of LTP.	TM	2011	Revised Car Parking Strategy set out in the LTP.
<b>Recommendation 6b</b>	The review group recommends that a targeted campaign of school travel plan implementation and monitoring be carried out within areas considered to be experiencing high levels of congestion, notably Hereford city.		
<b>Cabinet's Response</b>	Accepted. The Council already has an active campaign of promoting and monitoring school travel plans. Targeting takes into account 'value for money' indicators such as density of catchment, road safety history and current modal split at a school. It is worth noting that school travel plans are not compulsory and hence promotion needs to be based around consensus and encouragement. In a large rural county many of the demands placed on our school travel plan programme relate to difficulties of accessing remote rural schools and hence there is a real need to manage limited budgets with skill to achieve both reduced car use and improved, safer access.		
<b>Action</b>	<b>Owner</b>	<b>When</b>	<b>Progress</b>
Deliver school travel initiatives as part of the Local Transport Plan programme	TM	Ongoing	To deliver the LTP target for reducing car use on the journey to school.
<b>Recommendation 6c</b>	The review group recommends that the Head of Planning and Transportation Services draws up an action plan to address the balance of total public to private non-residential parking supply in Hereford. This could form part of the Hereford Area Action Plan (see 7).		
<b>Cabinet's Response</b>	Accepted. The Unitary Development Plan (UDP) already includes a policy which provides a presumption in favour of the development of current private non-residential parking areas within the City Centre. It is also worth noting		

that the Edgar Street Grid proposals provide an opportunity to shift this balance further through the planned redevelopment of the area.			
<b>Action</b>	<b>Owner</b>	<b>When</b>	<b>Target</b>
This policy issue will be thoroughly reviewed as part of the development of the Hereford Plan.	PT	Autumn 2010 – publication of Hereford Plan options. Adoption of Hereford Plan – Summer 2012 (anticipated Local Development Scheme timescales)	Ensure land use planning policies support parking strategy and promote sustainable transport options.
<b>Recommendation 7a</b>	The review group recommends that the Head of Planning and Transportation Services instigates the development of a comprehensive parking strategy as part of the Hereford Area Plan.		
<b>Cabinet's Response</b>	Accepted. As per response to 3b.		
<b>Action</b>	<b>Owner</b>	<b>When</b>	<b>Target</b>
See 3b			<b>Progress</b>
<b>Recommendation 7b</b>	The review group cannot make recommendations to change on-street parking strategy in isolation of off-street parking provision. To do so would be counterproductive and would not form an integrated approach.		
<b>Cabinet's Response</b>	Accepted.		
<b>Action</b>	<b>Owner</b>	<b>When</b>	<b>Target</b>
No action required.			<b>Progress</b>
<b>Recommendation 7c</b>	The review group recommends that the routes connecting medium stay car parks (edge of centre) be examined for potential environmental improvements to ensure that these are perceived as safe and pleasant to use.		
<b>Cabinet's Response</b>	Accept. Clearly, it is important to improve key pedestrian access corridors in Hereford's central area and this is an important element of the LTP strategy. In addition, the Council has secured additional resources and improvements through private development and will be seeking to secure significant pedestrian improvements as part of the ESG development.		
<b>Action</b>	<b>Owners</b>	<b>When</b>	<b>Target</b>
To continue to implement the LTP strategy and improve key pedestrian routes in Hereford's central area. Current scheme being progressed is comprehensive improvement of	HNM – Widemarsh Street	2010	Scheme completed to a high standard providing significant improvements for pedestrians, particularly those coming from Garrick House parking location.
	TM – ESG	Ongoing,	

Widemarsh Street. Seek to secure significant improvements for pedestrian access through the ESG development.	TM – LTP review	2011	Better linkages between the city centre and car parks, public transport and employment sites as a result of well planned ESG development. Revised pedestrian access strategy in LTP3.	
<b>Recommendation 8a</b>	The Review Group recommends that the Head of Highways investigates the development and implementation of a mobile phone cashless payment system for all of the county's car parks as outlined above. At the outset, this system needs to be developed to ensure it has the capacity for automatically rewarding sustainable behaviour and applying penalties for unsustainable use of the transport network. Further, when on-street charges are introduced in the future, the Review Group recommends that this system has the ability to provide all registered users with one free parking period per week, ameliorating the effects of charging and ensuring access to services is maintained.			
<b>Cabinet's Response</b>	Accept. The Council recognise technical developments with regards to payment for parking and support measures to simplify and thus encourage use of car parks.			
<b>Action</b>	<b>Owner</b>	<b>When</b>	<b>Target</b>	<b>Progress</b>
To instigate a review of payment by mobile telephone.	HNM	October 2009	January 2010	
<b>Recommendation 9a</b>	The review group recommends that the current moratorium on new cycle parking facilities in High Town, Hereford, be lifted and further sites for additional parking be investigated and introduced.			
<b>Cabinet's Response</b>	Accepted. The Council's LTP firmly supports the provision of cycle parking as a key component of the overall cycle network. There is already a substantial amount of cycle parking provided within the Hereford central area and at key locations such as the library, Council buildings and key access points on the edge of pedestrianised areas.			
<b>Action</b>	<b>Owner</b>	<b>When</b>	<b>Target</b>	<b>Progress</b>
Review cycle parking requests and consider locations for inclusion in future programme of works.	TM/HNM	Review group requested to supply list of additional sites by end November 2009.	Include appropriate sites in LTP delivery programme for 2010/11.	

**Environment Scrutiny Review of On-Street Parking**

**Appendix 3**

Comments Sheet

**SCRUTINY REVIEW OF ON-STREET PARKING**

Environment Scrutiny Committee on 20 April 2009 considered the findings of the Scrutiny Review and the Committee:

**RESOLVED: That**

- a) **The report of the Scrutiny Review of On-Street Parking be approved;**
- b) **The report be forwarded to the Hereford City Council for comment, particularly in relation to recommendations 4.a, 4.f, 4g and 9a, and to the Director of Resources for comment, particularly in relation to recommendation 5.c**
- c) **Following receipt of the responses from b) above the report of the Scrutiny review of On-Street Parking, together with the responses be submitted to the Executive for consideration.**
- d) **The Executive's response to the Review, including an action plan, be reported to the first available meeting of the Committee after the Executive has approved its response;**
- e) **A further report on progress in response to the Review be made to the Committee after six months with consideration then being given to the need for any further reports to be made.**

**Hereford City Council**

In accordance with part b) Hereford City Council were invited to comment. The below was received on 1 June 2009 by e-mail from the Town Clerk

PARKING REVIEW

Thank you for reminding me about the due date for parking review responses.

The only comment which has been put to me was concerning a point raised in the earlier Scrutiny Report. This was the issue of small businesses who do not have commercial vehicles but which collect supplies from the wholesalers etc by car, often an estate or hatchback. These users are penalised if they are in a loading only area as Parking Offices only recognise commercial vehicles as loading. Relaxation of this rule would greatly assist the smallest businesses in the City.

Steve Kerry  
Town Clerk  
Hereford City Council

Tel 260454

Since the above Hereford City Council formally considered the Scrutiny report at its meeting of the Planning & Highways Committee on 24 June 2009. The below was received on 25th June by e-mail from Mr M Inglis:

The Planning & Highways Committee considered this item on the 24 June. There was broad consensus that it was a good report and the following comments were recorded.

“There is a lack of solid data to underpin the report, therefore further research on city centre parking would be helpful to inform decision making. Provision of short term free parking is highly valued by residents and attempts to change this would be politically difficult with potentially damaging economic effects. Please keep existing levels of on street parking within the city Park & Ride needs to be placed well outside of the city boundaries to be effective, evidence from elsewhere suggests that the capitals costs for sites and security are high and only succeed when city centre parking costs are both high and scarce. Bus services to park & ride need to be frequent, every 10 minutes or so with quick access through traffic to drop off and these routes do not currently exist. The costs of running a park & ride are likely to exceed any income generated. The City Council consider the resident parking recommendations to be sensible. Telephonic systems, are both expensive to operate and can be inconsistent due to technological issues and in some areas, poor mobile phone networks. Resident would prefer a system that they could pay on exit and with machine that give change. It is important to remember that 47% of spaces in the City Centre are privately owned and changing behaviour from motorists who use these spaces will not be easy to achieve. As for green travel plans, the City Council has not seen any evidence that they have anything but a minor impact”

I hope these comments are of help

**Director of Resources Herefordshire Council**

In accordance with part b) the Director of Resources was invited to comment. The below was received on 2 June 2009 by e-mail from Mr D. Powell:

In 2008-09 the final outturn for car park income was £1,990,570 and this is part of the Environment and Culture Directorate's base budget.

The implication arising from the adoption of recommendation 5c would be to create an immediate budget shortfall of £1,990,570 because the funding would transfer to meet other requirements. In other words this would not be financially sustainable.

An alternative proposal could have been to look at funding prudential borrowing to meet investment requirements; however this would need to be assessed against other bids.

**David Powell**

**Director of Resources**



<b>MEETING:</b>	<b>ENVIRONMENT SCRUTINY COMMITTEE</b>
<b>DATE:</b>	<b>23 NOVEMBER 2009</b>
<b>TITLE OF REPORT:</b>	<b>CAPITAL BUDGET MONITORING</b>
<b>PORTFOLIO AREA:</b>	<b>ENVIRONMENT &amp; STRATEGIC HOUSING</b>

## Wards Affected

County-wide

## Purpose

To advise the Scrutiny Committee on progress of the 2009/10 Environment Capital Programme within the overall context of the Council's Capital Programme.

## Key Decision

This is not a Key Decision.

## Recommendation

**THAT the report be noted.**

## Introduction and Background

- 3 This report is largely based on the latest round of capital monitoring, which involved the examination of all schemes at the end of September 2009. The Environment Capital Working Group is keeping the overall spending position under careful review.
- 4 The total spent and committed at 30 September 2009 is £9.579 million or 57.3% of the Revised Forecast. The actual amount spent to date is £5.903 million.

## Key Considerations

- 5 The Capital budgets for Environment for 2009/10 are shown in summary on Appendix 1, on scheme basis with funding arrangements indicated in overall terms.
- 6 The total of the Capital Programme reduced to £16,717k from the figure of £16,755k previously reported to this committee. This is a reduction of £38k relates to the following variance:
  - a. Transfer of £58k budget in relation to Safer Stronger communities in relation to Community Safety which is part of the Community Services portfolio;

---

Further information on the subject of this report is available from  
Cathy Stokes, Principal Accountant (Environment & Regeneration) on (01432) 261849

- b. An addition of £50k in relation to Highway Works in Commercial and Union Street. This is fully funded by s106 Agreement monies from private developers following the redevelopment of retail units.
- c. A reduction of £30k on the Strangford Closed Landfill site scheme. This reflects the costs of monitoring to be carried out in 2010/11 following the installation of the monitoring boreholes.
- d. Minor changes have been made to the Local Transport Plan (LTP) Budgets. There is an increased budget on Highways Maintenance of £250k to meet costs of repairs at Symonds Yat. These funds were made available by current year reductions in budget for two Hereford Transport schemes. Firstly, to reflect a more realistic spend profile whilst a review of the overall business case for the scheme is carried out, there has been a reduction in the current year of £200k for the Park and Ride (North) scheme. Once completed, the business case review will be considered in determining future years programme for this scheme. There is also a reduction in the 2009/10 budget of £50k in relation to the Outer Distributor Road scheme. This reflects the budgetary requirements to take forward the development of the scheme at this stage. A multi model transport study has been completed and has informed options to be considered by the Local Development Framework Core Strategy consultation early in 2010.
- e. Appendix 1 includes spend and commitments for the Ross Flood Alleviation Scheme. Costs in relation to the scheme are fully recoverable from the Environment Agency. Current spend and commitments are highlighted for completeness and will be addressed through final contract completion.

## **Financial Implications**

- 6 These are contained in the body of the report. The forecast is based on the Capital Budget Monitoring to the end of September

## **Appendices**

Appendix 1 – Summary Environment Capital Programme Budget 2009/10

## **Background Papers**

- None identified.



## Summary Environment Capital Programme Budget 2009/10

Schemes	Original Budget	Revised Forecast as at 30 September 2009	Change in Forecast since Original Budget	Spend/Known Commitments to 30 September 2009	% Spent/ Committed to 30 September 2009
	2009-10	September 2009	Original Budget	September 2009	September 2009
	£000	£000	£000	£000	%
<b>Hereford Integrated Transport Strategy:</b>					
Behavioural Change Countrywide	75	75		24	32.0
Hereford Transport Strategy	990	740	-250	156	21.1
Rural Herefordshire Transport Strategy	430	430		222	51.6
Road Safety Strategy	760	760		426	56.1
Maintaining the Transport Network	9,387	9,737	350	5,253	53.9
Integrated Transport Staff Contribution	301	301		301	100.0
<b>LTP TOTAL</b>	<b>11,943</b>	<b>12,043</b>	<b>100</b>	<b>6,382</b>	<b>53.0</b>
<b>Non LTP Schemes</b>					
Ross Flood Alleviation Scheme				1,471	
Rotherwas Access Road	258	258		249	96.5
Bridge strengthening on PRN (transferred to LTP Budget)	100		-100		
Growth Area Funding (Park & Ride schemes)	1,460		-1,460		
Hereford City Centre Enhancements	1,149	1,149		88	7.7
Hereford Crematorium	99	129	30	97	75.2
Leominster Closed Landfill Site Monitoring Infrastructure	273	273		31	11.4
Waste Infrastructure Capital Grant	755	755		755	100.0
Connect 2	393	777	384	163	21.0
Stretton Sugwas Closed Landfill Site	40	40		40	100.0
Strangford Closed Landfill Site	77	47	-30	36	76.6
Specific Road Safety Grant	74	74		60	81.1
Improvements of A40 & A465	220	220			-
Pedestrian Improvements - Ledbury Road	51	51			-
Transport Asset Management Plan	120	233	113		-
Butter Market Project		50	50	8	16.0
Relocation of Open Retail Market		59	59	57	96.6
S106 funded schemes	562	559	-3	142	25.4
<b>NON LTP TOTAL</b>	<b>5,631</b>	<b>4,674</b>	<b>-957</b>	<b>3,197</b>	<b>68.4</b>
<b>Expenditure to be Financed</b>	<b>17,574</b>	<b>16,717</b>	<b>-857</b>	<b>9,579</b>	<b>57.3</b>

Funded by:	Original Budget	Revised Forecast as at 30 September 2009
	2009-10	September 2009
	£000	£000
Supported Capital Expenditure (Revenue)	11,195	11,195
LTP Grant	748	748
Growth Area Grant	1,460	0
Specific Road Safety Grant	74	74
Bridge Strengthening Grant	100	100
Prudential Borrowing	2,289	2,782
Waste Infrastructure Capital Grant	755	755
Improvements of A40 & A465	220	220
Pedestrian Improvements - Ledbury Road	51	51
Transport Asset Management Plan	120	233
S106 funding	562	559
<b>Total Environment Capital Funding</b>	<b>17,574</b>	<b>16,717</b>





<b>MEETING:</b>	<b>ENVIRONMENT SCRUTINY COMMITTEE</b>
<b>DATE:</b>	<b>23 NOVEMBER 2009</b>
<b>TITLE OF REPORT:</b>	<b>REVENUE BUDGET MONITORING</b>
<b>PORTFOLIO AREA:</b>	<b>ENVIRONMENT &amp; STRATEGIC HOUSING</b>

### **Wards Affected**

County-wide

### **Purpose**

To advise the Committee of the financial position for the Environment budgets for the period to 30 September 2009. The report lists the variations against budget at this stage in the year and the projected outturn for the year.

### **Key Decision**

This is not a Key Decision.

### **Recommendation**

THAT the report be

### **Key Points Summary**

- The current position for Environment is a projected underspend of £547,000. The Environment Scrutiny Portfolio includes services within Environment & Culture Directorate and the Regeneration Directorate. A projected underspend of £447k is within the Environment & Culture Directorate and an underspend of £100k is within Regeneration Directorate.
- On 1 September 2009, as a result of the service delivery review, Highways, Public Rights of Way, Parks and other ancillary services form part of a managing agent contract with Amey Wye Valley. Through this contract Amey Wye Valley will deliver £1M annual savings and improved performance. This will be monitored by a new Service Delivery Client Team.
- The Medium Term Financial Management Strategy (MTFMS) allocated additional funding of £500k per annum for the Waste Management PFI contract budget, pending the finalisation of the renegotiated contract. This was on condition that in the interim period any budget under spend be transferred to a specific reserve to offset future

---

Further information on the subject of this report is available from  
Cathy Stokes, Accountant (Environment & Regeneration) on (01432) 261849

increased costs. As Waste Disposal is currently expected to underspend by £1.232m in 2009/10, the transfer to the Waste Reserve of £500k has been adjusted.

## Key Considerations

1. The detailed Budget Monitoring Report to 30 September 2009 is attached at Appendix 1 for Members' consideration.
2. The total Environment budget for 2009/10 has reduced to £25,904k from the amount reported to previous meeting, which was £26,204k. This is a net decrease of £300k and relates to:
  - An addition of £243k to the Managing Agent Contract Services budget. This reflects staff costs for the transferring staff from Public Rights of Way and Parks & Countryside and aids the monitoring of the expected savings during the year by the Client Team. At the end of the year these costs will be re-allocated to the various services to reflect the final cost of providing those services.
  - A reduction of £500k relating to the transfer to the Waste Reserve as detailed above.
  - There is a further reduction of £43k on the Waste budgets relating to a number of one-off transfers to Arts budgets, not included in a different portfolio, to meet budget pressures in 2009/10.
3. The summary position is set out in the table below.

2009/10	Annual Budget	Projected Outturn	Over/-Under spend
<u>Service Area</u>	£000	£000	£000
Highways	6,335	6,245	-90
Managing Agent Contract Service	261	636	375
Managing Agent Contract Client Team	110	110	0
Environmental Health & Trading Standards	694	694	0
Waste Management	12,494	11,762	-732
Directorate Management & Support	349	349	0
Emergency Planning	153	153	0
Planning & Transportation	5,508	5,408	-100
<b>Environment Total</b>	<b>25,904</b>	<b>25,357</b>	<b>-547</b>

4. The current forecast of the Council's overall outturn for 2009/10 shows an overspend position and the underspend in this area will be used to offset this deficit position.

### **Highways**

5. A saving of £90k through staff vacancy management is expected to be achieved due to the recruitment freeze pending the service delivery review.

### **Managing Agent Contract Services**

6. Savings achievable following the service delivery review are based on the transfer date of 1<sup>st</sup> September 2009 and will be received pro rata against the guaranteed £1m. Whilst the annual saving target for Environment and Culture of £900k is not expected to be achieved in 2009/10 due to delays in contract negotiations, staff savings of £120k are expected to be achieved through vacancy management prior the staff transfer and are included in outturn estimates within the Highways, Culture and Leisure services.

### **Environmental Health & Trading Standards**

7. Overall Environmental Health & Trading Standards' outturn is expected to match budget. The gross budget for the service is approximately £5.5m however income from charging offsets most of the costs, leaving a net budget of £694k.
8. Markets and Fairs are predicted to overspend by around £55k. This is largely due to a shortfall in income on the Hereford Butter Market. The market lost a major trader last year and has been unable to recover from that loss. Only 60 out of a possible 67 stalls are currently occupied at this site compared with 65 stalls occupied in August 2008. There is better news at Hereford open market. Although capacity has been reduced from 48 stalls to 25, rent per stall has been increased from £277 to £698 and occupancy has risen from 12 to 23 stalls.
9. Cemeteries and the crematorium continue to outperform income budget. Income from the Crematorium is particularly favourable. The combined underspend on cemeteries and crematorium is estimated at £40k. Activity levels are similar to the same period last year with 647 cremations (6 months to September 2008 was 632) and 119 burials in both years.
10. Car Parking is predicted to overspend by about £20k. Although there is a shortfall in income compared with budget this has been in part mitigated by staff vacancies. Some 957,500 tickets were loaded into pay and display machines in the 6 months to September 2008 whereas in 2009 the equivalent figure was 819,000. Penalty tickets issued are also down with 9,522 issued up to September 2008 and 8,159 for the similar period this year.

### **Waste Management**

11. Latest estimates of waste disposal costs from Worcestershire County Council of waste disposal contract costs project an underspend of £1.232 million, on Herefordshire's Waste Disposal budget for 2009/10. This is an increase in underspend of £582k. This is mainly due to the reduction in revised annual tonnages in the joint contract. Herefordshire disposal tonnages have fallen by 4.5% in the first 5 months of the year compared with the same period in 2008/09, and this is mainly due to increased recycling.

12. A transfer of £500k to the Waste Reserve has been made in 2009/10 and this is reflected in the latest outturn position.
13. There is a risk that if waste growth/reduction between Herefordshire and Worcestershire vary by more than 1% to the detriment of Herefordshire then an increase of £300k would be incurred by Herefordshire. This will be closely monitored throughout the year.
14. The Waste Collection contract will be renewed with FOCSA Services, following a formal tendering process, on 1<sup>st</sup> November 2009. The new contract will result in an improved service for more people at a slightly reduced cost. The new contract will extend recycling service to all residents in the County for the first time, currently only 75% of residents have a recycling collection from their home. The range of recyclables to be collected has also been extended. This will enable us to achieve our target of 40% by the end of 2010. Recycling outturn for last year was 33.92% and our current standing is 35.96%.
15. The new contract will also be uplifted by RPI rather than using various Government Indices which will give greater clarity over annual increases.

### **Planning and Transportation**

16. The number of valid planning applications for the period April to September 2009 is 1,516. For the same period in 2008 the figure was 1,309, which represents an increase of 16%. Despite this improvement Planning is still forecast to overspend by £300k, however there are signs that the position could improve. In 2008/09 the overall overspend for Planning Services was £256k however this included Planning Delivery grant income of £194k which will not be received this year.
17. In recent months Development Control has been able to meet the budgeted level of income due to a number of major applications being received. In overall terms a shortfall of £125k against the target of £1.13million is still expected, however if the level of major applications is sustained over the coming months the position will be reviewed.
18. Building Control is also generating income below the budgeted target of £681k but there is less evidence of improvement, consequently a shortfall of £60k is projected.
19. The new Civica system has recently been implemented however the need for IDOX document scanning continues and this is forecast to be a budget pressure of £70k for this year. A further overspend of £45k is currently forecast for document storage and retrieval costs at the Modern records Unit.
20. In Transportation a number of one-off income adjustments relating to contractual arrangements have been identified as part of the annual audit of accounts. These total approximately £250k and have been allocated to offset the Directorate overspend position.
21. There has been a downturn in the numbers of concessionary fare passengers in the first half of the year. In the period April to September 2008 the number of concessionary passengers was 720,780 compared to 668,434 in the first 6 months of this financial year, representing a 7.3% reduction. Should this trend continue a saving of £100k in concessionary fares is forecast.

## **Financial Implications**

22. These are contained in the body of the report. The projected outturn is based on results to the end of September 2009.

## **Risk Management**

23. The risks are set out in the body of the report in terms of the potential overspend and the report notes the actions planned to address these.

## **Appendices**

Appendix 1 – Summary Environment Revenue Budget 2009/10

## **Background Papers**

- None identified.





**SUMMARY ENVIRONMENT REVENUE BUDGET REPORT 2009/2010**

	Annual Budget £000	Predicted Outturn £000	Predicted Over/ -Under spend for year £000	Actual to 30.09.09 £000	Budget to 30.09.09 £000	Over/ -Under spend to 30.09.09 £000
<b>Summary</b>						
Highways	6,335	6,245	-90	2,871	2,987	-116
Managing Agent Contract Services	261	636	375	1,107	723	384
Managing Agent Contract Client Team	110	110	0	11	29	-18
Environmental Health & Trading Standards	694	694	0	291	462	-171
Waste Management	12,494	11,762	-732	3,645	4,143	-498
Directorate Management & Support	349	349	0	310	332	-22
Emergency Planning	153	153	0	75	76	-1
Planning & Transportation	5,508	5,408	-100	2,423	2,897	-474
<b>ENVIRONMENT</b>	<b>25,904</b>	<b>25,357</b>	<b>-547</b>	<b>10,733</b>	<b>11,649</b>	<b>-916</b>
<b>Highways</b>						
Public Conveniences	378	378	0	164	177	-13
Highways Running Costs (inc staff)	873	793	-80	861	852	9
Roads Maintenance	1,889	1,889	0	680	744	-64
NRSWA (inc staff)	-77	-77	0	-60	-54	-6
Emergency Maintenance	150	150	0	46	62	-16
Winter Maintenance	925	925	0	248	116	132
Detrunking Grant	-370	-370	0	-2	0	-2
Land Drainage/Flood Alleviation	169	169	0	-33	35	-68
Bridgeworks (inc staff)	73	73	0	107	76	31
Street Lighting (inc staff)	876	876	0	236	323	-87
Traffic Management (inc staff)	242	232	-10	126	151	-25
Street Cleansing	1,207	1,207	0	498	505	-7
Sub-Total Highways	6,335	6,245	-90	2,871	2,987	-116
<b>Environmental Health &amp; Trading Standards</b>						
Markets & Fairs	-257	-202	55	-114	-144	30
Cemeteries	20	5	-15	-2	8	-10
Crematorium	-236	-261	-25	-124	-104	-20
Commercial Environmental Health	352	342	-10	160	176	-16
Pollution	373	393	20	174	164	10
Landfill & Contaminated Land	251	261	10	106	125	-19
Pest Control	61	61	0	-12	10	-22
Community Protection Team	355	329	-26	136	176	-40
Animal Health & Welfare	127	127	0	95	96	-1
Trading Standards	511	476	-35	213	255	-42
Env't Health Management & Support	510	516	6	247	250	-3
Licensing	-114	-114	0	-34	-8	-26
Traveller Sites	46	46	0	25	21	4
Car Parks	-1,541	-1,521	20	-747	-746	-1
Decriminalised Parking	175	175	0	144	153	-9
Shop Mobility	61	61	0	24	30	-6
<b>Sub-Total ENVIRONMENTAL HEALTH &amp; TRADING STANDARDS</b>	<b>694</b>	<b>694</b>	<b>0</b>	<b>291</b>	<b>462</b>	<b>-171</b>

**SUMMARY ENVIRONMENT REVENUE BUDGET REPORT 2009/2010**

	Annual Budget £000	Predicted Outturn £000	Predicted Over/ -Under spend for year £000	Actual to 30.09.09 £000	Budget to 30.09.09 £000	Over/ -Under spend to 30.09.09 £000
<b><u>Waste Management</u></b>						
Waste Disposal	8,444	7,712	-732	2,171	2,630	-459
Recycling	864	864	0	315	361	-46
Trade Waste	-487	-607	-120	-449	-354	-95
Domestic Waste Collection	3,673	3,793	120	1,608	1,506	102
<b>Sub-Total WASTE MANAGEMENT</b>	<b>12,494</b>	<b>11,762</b>	<b>-732</b>	<b>3,645</b>	<b>4,143</b>	<b>-498</b>
<b><u>Directorate Management &amp; Support</u></b>						
Director Of Environment & Culture	94	129	35	105	100	5
Environment Support	83	68	-15	137	146	-9
Sustainability	172	152	-20	68	86	-18
<b>Sub-Total DIRECTORATE MANAGEMENT &amp; SUPPORT</b>	<b>349</b>	<b>349</b>	<b>0</b>	<b>310</b>	<b>332</b>	<b>-22</b>
<b><u>Planning and Transportation</u></b>						
<b><u>Planning</u></b>						
Building Control	-8	52	60	1	-7	8
Conservation	735	735	0	352	364	-12
Development Control	162	287	125	54	76	-22
Forward Planning	822	822	0	44	409	-365
Management	438	553	115	197	218	-21
<b><u>Transportation</u></b>						
Accident Investigation	92	92	0	51	52	-1
Bus Stations	-15	-15	0	-16	-8	-8
Design/Planning	55	55	0	8	25	-17
New Roads S38	-47	-47	0	-61	-31	-30
Public Transport - Rural	106	-114	-220	356	88	268
Public Transport	1,234	1,154	-80	523	578	-55
Concessionary Travel	1,232	1,132	-100	586	764	-178
Road Safety	128	128	0	72	71	1
Searches	-2	-2	0	-1	-1	0
Running cost	136	136	0	57	68	-11
Staff	440	440	0	200	231	-31
<b>Sub-Total PLANNING AND TRANSPORTATION</b>	<b>5,508</b>	<b>5,408</b>	<b>-100</b>	<b>2,423</b>	<b>2,897</b>	<b>-474</b>



<b>MEETING:</b>	<b>ENVIRONMENT SCRUTINY COMMITTEE</b>
<b>DATE:</b>	<b>23<sup>RD</sup> NOVEMBER 2009</b>
<b>TITLE OF REPORT:</b>	<b>ENVIRONMENT &amp; CULTURE AND REGENERATION DIRECTORATES: PERFORMANCE FOR THE SIX-MONTH PERIOD TO SEPTEMBER 2009</b>
<b>REPORT BY:</b>	<b>Directors of Environment &amp; Culture and Regeneration</b>

**CLASSIFICATION:** Open

### **Wards Affected**

County-wide

### **Purpose**

1. To update Members on the progress towards achievement of targets for 2009-10 relevant to the Environment Scrutiny Committee and contained within the Environment & Culture and Regeneration Directorates' Plans. This report has the same format as that for last year, but has adopted the performance rating system being used in the new integrated corporate performance report; an explanation of the rating is shown at **Appendix A**.

### **Recommendation**

**THAT, subject to any comments which Members may wish to make, the report be noted.**

### **Introduction and Background**

2. The Council's Corporate Plan sets out its objectives, priorities, targets and key actions for each of the three years 2008-11. It includes all the indicators and targets in the new Local Area Agreement (LAA), as well as those in the Herefordshire Community Strategy (HCS). Each Directorate's plan sets out the contribution, in terms of objectives, priorities, targets and key actions, it will make to achieving the objectives of the Council's Corporate Plan as well as to the achievement of other Directorate priorities. Progress needs to be assessed regularly, together with the risks to achievement and the action being taken to address these and improve performance.

## Key Considerations

3. The Council's Corporate Plan sets out its objectives, priorities, targets and key actions for each of the three years 2008-11. It includes all the indicators and targets in the new Local Area Agreement (LAA), as well as those in the Herefordshire Community Strategy (HCS). Each Directorate's plan sets out the contribution, in terms of objectives, priorities, targets and key actions, it will make to achieving the objectives of the Council's Corporate Plan as well as to the achievement of other Directorate priorities. Progress needs to be assessed regularly, together with the risks to achievement and the action being taken to address these and improve performance.

### *Progress against the Council's Corporate Plan*

4. Following is an analysis of performance against target in relation to the Corporate Plan and Directorate plans:

	No. of indicators	R	A	B	G
Reported to Cabinet (CAB)	15	4	0	9	2
of which					
Local Area Agreement (LAA)	7	0	0	7	0
Herefordshire Community Strategy (HCS)	8	1	1	6	0
All National Indicators (NIS)	28	10	1	15	2
All reported indicators	30	10	1	17	2

### *Direction of travel*

5. Analysis of those indicators where it is possible to assess direction of travel compared with last year, is detailed below:

Direction of Travel	
Improving	6
No real change	2
Deteriorating	6
<b>Total</b>	<b>14</b>

### **Overall performance**

6. Last year much of the activity reported focused on establishing baselines for the new National Indicators. Although some baseline data is still awaited from Government departments baselines are in place and, in the vast majority of cases, targets have been set.

### **Highlights**

- The majority of indicators included in the report to Cabinet are on target
  - All LAA indicators are on target
  - The majority of National Indicators are on target
  - Of those judged Red:
    - Business satisfaction with regulatory services (NI 182) – it is anticipated that the revised action plan will enable the target to be achieved
    - Improved street and environmental cleanliness (NI 195) – it is anticipated that the revised action plan developed with Amey, and currently being delivered, will ensure the target to be achieved
    - Fly tipping (NI 196) - it is anticipated that the revised action plan will enable the target to be achieved
    - Municipal waste landfilled (NI 193) – Although the action plan to deliver this target is on programme and waste is being reduced, the Council is currently able to trade LATS allowances with Worcestershire. The two authorities are effectively sharing LATS targets and because of the savings in logistics, it is cheaper for Herefordshire to landfill its waste, whilst Worcestershire is sending waste to facilities in Coventry and Wolverhampton.
    - Previously developed land that has been vacant or derelict for more than five years (NI 170) – has no target set
    - Access to services and facilities by public transport, walking and cycling (NI 175) and Working age people with access to employment by public transport (NI 176) – have no progress reported
  - 2 indicators are judged Green (exceeding target by more than 10%) – Processing of major and minor planning applications (NI 157 a & b). However, the target for each in the current year is significantly below the level of performance achieved in 2008-09
7. Details of the indicators reflecting each of the Corporate Plan themes are given in **Appendix B**.

### **Customer satisfaction**

8. Some services in both Directorates have had the benefit of regular monthly customer satisfaction surveys since March 2008, with results being available from June based on the new directorate structures. Coverage has gradually increased in the

Environment and Culture Directorate, but only covers the Planning and Transportation Division in the Regeneration Directorate.

9. Surveys undertaken for the Period June 2008 – March 2009 have now been analysed and a copy of the report is attached for Members' information at **Appendix C**.
10. For the first six months of this financial year (April – September):
  - overall satisfaction (those who were very satisfied or fairly satisfied) with:  
  
Environment & Culture was 72% (21% were very or fairly dissatisfied); and  
Planning & Transportation was 84% (9% were very or fairly dissatisfied).
  - Info by Phone resolved 50% of all service requests for Environment & Culture and 80% of those for Planning and Transportation.

## **Appendices**

- 10 Appendix A.: Key to performance reports  
Appendix B: Details of performance for the period 1<sup>st</sup> April – 30<sup>th</sup> September 2009  
Appendix C: Customer Satisfaction – June 2008 – March 2009.

## **Background Papers**

- None identified.

## KEY TO PERFORMANCE REPORTS

<b>PERFORMANCE AGAINST TARGETS AND ACTION PLANS</b>	
4	Outturn is 10% or more above target
3	Outturn is on or above target by up to 10% <b>or</b> , where up to date performance data against target is not available for good reason, the action plan shows satisfactory progress
2	Outturn is below target, but within 5% <b>or</b> where up to date performance data against target is not available for good reason, the action plan shows inadequate progress
1	Outturn is 5% or more below target <b>or</b> no target has been set without good reason <b>or</b> there is no action plan
<p><b>N.B.</b> Where data is available this determines the judgment made for each indicator. Action plans are used to judge performance only as a default where data is unavailable.</p>	
<b>DIRECTION OF TRAVEL</b>	
△	Performance is better than the same period last year
◁▷	Performance is the same as for this period last year
▽	Performance is behind the same period last year





Reference		Indicator	Lead Directorate	2008-09 Outturn	2009-10 Target	Latest Outturn September	Comment/progress	RABG rating September	Direction of Travel September	Reason for judgements
NIS	LAA									
<b>Theme: economic development and enterprise</b>										
167		7a-b						A		Data is still awaited from DfT to establish a baseline and set a target
			Regeneration	Awaiting data from DoT (December) to establish baseline	TBC	Data anticipated December 2010	Congestion surveys are undertaken every June and October on 4 routes crossing the City. The indicator methodology has been revised inline with NI. The Local Transport Plan sets out a number of strategies in support of sustainable transport modes which are designed to reduce the impact of traffic and restrict traffic growth. Measures include new cycle facilities, improved pedestrian access and supporting public transport			
177		7a-b	102					B		No data, but action plan being delivered
			Regeneration	3,667M	3,667M	Annual data	A core element of the journeys is supported through subsidised bus services and the Transportation Team seek to optimise the services supported to benefit most users (up to a point at which they may become commercially viable). The remainder of the services (approx 2m journeys/year) are operated commercially and these are concentrated on the Hereford City transport network. In addition a comprehensive programme of publicity is undertaken to ensure that users and potential users have high quality information on the available services			
178	Yes	7a-b	Yes	80%	80%	Annual data	This data is collected annually by various surveys that take a sample of bus passenger users on certain days of the week throughout particular months each year. Issues arising in terms of punctuality problems are dealt with in partnership with bus operators providing the specific service. Bus service contracts are monitored on an ongoing basis; this is done through quarterly meetings of the Bus Operators forum, these meetings are held to discuss any issues that affect the bus services	B		No data, but action plan being delivered on target

NIS	Reference			Indicator	Lead Directorate	2008-09 Outturn	2009-10 Target	Latest Outturn September	Comment/progress	RABG rating September	Direction of Travel September	Reason for judgements
	LAA	HCS	CAB									
182			Yes	Satisfaction of businesses with local authority regulation services (Outturn data available April)	Environment & Culture	70%	72%	60% (April - June only)	An action plan to achieve the improvement target is now in place and being implemented. The response to another question in this questionnaire (which does not form part of this Indicator) shows that 68% of respondents were satisfied with the service overall.	<b>R</b>	▽	Performance below target and worse than last year
183				Impact of local authority regulatory services on the fair trading environment (Outturn data available April)	Environment & Culture	0.96%	0.95%	Annual data	An action plan to achieve the improvement target is in place and being implemented	<b>B</b>		Activity being delivered according to plan
184				Food establishments in the area which are broadly compliant with food hygiene law (Outturn data available April)	Environment & Culture	93%	94%	Annual data	An action plan to achieve the improvement target is in place and being implemented	<b>B</b>		Activity being delivered according to plan
<b>Theme: safer communities</b>												
47	Yes	52	Yes	99a	Regeneration	93 (2008)	>122 (2009)	86 (January to September)	Planning and Transportation's Road Safety and Accident Investigation and Prevention teams lead on a wide range of education, training and publicity and engineering measures to address road traffic accidents. More detailed commentary on this activity is set out in the Local Transport Plan Road Safety Strategy and is reported on in an annual progress report. Driver education programmes are being provided throughout the county to try and reduce the outturns.	<b>B</b>	▽	Performance has improved in recent months. It is anticipated that the LAA target for next year will be achieved.
48				99b	Regeneration	6 (2008)	>13 (2009)	4 (January to May)		<b>B</b>	▽	The target is likely to be achieved, but performance is worse than for the same period last year

NIS	Reference			Indicator	Lead Directorate	2008-09 Outturn	2009-10 Target	Latest Outturn September	Comment/progress	RABG rating September	Direction of Travel September	Reason for judgements
	LAA	HCS	CAB									
168	Yes		Yes	223	Environment & Culture	4%	5%	5%	Routine and reactive and programmed maintenance is being delivered in accordance with the current highway maintenance plan. Annual programme of highway maintenance works has been developed based on existing condition data to prioritise investment. Delivery of the programme is currently on track. Government grant funding for improved highway asset management will enable the development of lifecycle management plans to inform and target investment in future years. Successful completion of this work will be included in the performance management of the services delivered by Amey.	B	▽	The target has been achieved
169	Yes		Yes	224a	Environment & Culture	11%	9%	9%	Non-principal (classified) roads where maintenance should be considered (Outturn data available April)	B	△	The target has been achieved
				224b	Environment & Culture	20%	17%	Outturn available April	Non-principal (unclassified) roads where maintenance should be considered (Outturn data available April)	B		The action plan is being delivered and the target is likely to be achieved
				187	Environment & Culture	20.60%	11%	Outturn available April	Condition of footways (Outturn data available April)	B		The action plan is being delivered and the target is likely to be achieved
<b>Theme: stronger communities</b>												
157 a			Yes	109 a	Regeneration	73%	60%	92%	Processing of major planning applications (Data available monthly)	G	△	Performance exceeding target by more than 10% and better than for the same period last year
157 b			Yes	109 b	Regeneration	73%	65%	72%	Processing of minor planning applications (Data available monthly)	G	△	Performance exceeding target by more than 10% and better than for the same period last year
157 c			Yes	109 c	Regeneration	87%	80%	82%	Processing of other planning applications (Data available monthly)	B	▽	Performance exceeding target, but worse than for the same period last year

NIS	Reference				Indicator	Lead Directorate	2008-09 Outturn	2009-10 Target	Latest Outturn September	Comment/progress	RABG rating September	Direction of Travel September	Reason for judgements
	LAA	HCS	CAB	BVPI									
170					Previously developed land that has been vacant or derelict for more than 5 years (Data available April)	Regeneration	0.07%	None set			<b>R</b>		No target, no action reported
175					Access to services and facilities by public transport, walking and cycling (Outturn data available April)	Regeneration	91%	91%	Outturn known April 2010	The activity related to these indicators forms specifically around the supported (subsidised) rural bus network which has been mapped using Accession accessibility planning software and the supported services monitored to ensure that they are available to the groups which have the least access opportunities to key services in our communities.	<b>R</b>		Planned activity, but no progress reported
176					Working age people with access to employment by public transport (and other specified modes) (Data available April)	Regeneration	70%	70.00%	Outturn known April 2010		<b>R</b>		Planned activity, but no progress reported
195	54	Yes	199a-c	Yes	Improved street and environmental cleanliness (levels of (a) litter, (b) detritus (c) graffiti and (d) fly posting) (Data available 4 monthly following survey)	Environment & Culture	(a) 5% (b) 13% (c) 1% (d) 1%	(a) 5% (b) 9% (c) 1% (d) 1%	(a) 10% (b) 15% (c) 4% (d) 1%	A robust action plan has been developed with Aimey to ensure the year-end target will be achieved	<b>R</b>	▽	Performance in the first 4 months is below target and worse than for the same period last year
196				Yes	Improved street and environmental cleanliness – fly tipping (Data available monthly)	Environment & Culture	Grading 2	Grading 1	Grading 2	Progress against the action plan which should achieve the target by year end	<b>R</b>	◁▷	Target not yet achieved
197	55 Yes	57 Yes	Yes	Yes	Improved local biodiversity – active management of local sites (Outturn data available April)	Regeneration	33 sites	50 sites		Activity involves survey and negotiation with landowners and hence the figures will be loaded such that they will have a low value at the start with most activity shown in the outturns for Qrts 3 and 4. Partners are increasing the number of sites in Herefordshire. FWAG contracts have been issues for 13 additional sites and are due to be delivered by 30th September 2009. It is envisages that management plans will be in place for all 50 sites by end of March 2010	<b>B</b>		Activity being delivered according to plan and target likely to be achieved

NIS	Reference			Indicator	Lead Directorate	2008-09 Outturn	2009-10 Target	Latest Outturn September	Comment/progress	RABG rating September	Direction of Travel September	Reason for judgements
	LAA	HCS	CAB									
198				Children travelling to school – mode of travel usually used - <b>Car</b>	Regeneration	32.77%	33.0%		Activity centres around the work of the School Travel Officer and Assistant who work directly with schools, promoting and supporting school travel plans. Excellent progress has been made increasing the number of schools with travel plans and ensuring they are kept up to date	<b>B</b>		Activity being delivered according to plan and target likely to be achieved
				Children travelling to school – mode of travel usually used - <b>Car Share</b>	Regeneration	5.06%	4.0%					
				Children travelling to school – mode of travel usually used - <b>School / Public Transport</b>	Regeneration	22.95%	23.5%					
				Children travelling to school – mode of travel usually used - <b>Walk</b>	Regeneration	36.79%	38.0%					
				Children travelling to school – mode of travel usually used - <b>Cycle</b>	Regeneration	1.45%	1.5%					
<b>Theme: environment</b>												
185				CO2 reduction from Local Authority operations (Outturn data available April)	Environment & Culture	22,730,372kg	-1.50%	Outturn known July 2010	Data collection for 2008-09 completed and analysis underway to inform action planning. There are a number of other plans and activities underway which will contribute towards achieving this target, including the Asset Management Plan, Staff Travel Plan updating of leisure centre plant by Halo, a CO2 reduction target agreed with Arney and the new, more efficient refuse collection fleet to be introduced as part of the new waste collection contract.	<b>A</b>		Action planning incomplete, but positive activity taking place
186	Yes	58	Yes	Per capita reduction in CO2 emissions in the LA area (Data provided by Defra approximately 18 months in arrears)	Environment & Culture		13.1% less by 2010 against 2005 baseline	Outturn for 2008 known September 2010	Action plan in place and being delivered. Currently under review with the Herefordshire Environment Partnership	<b>B</b>		Action plan being delivered and on target



Reference				Indicator	Lead Directorate	2008-09 Outturn	2009-10 Target	Latest Outturn September	Comment/progress	RABG rating September	Direction of Travel September	Reason for judgements
NIS	LAA	HCS	CAB									
LAA				Local Area Agreement								
HCS				Herefordshire Community Strategy								
CAB				Included in the report to Cabinet								
BVPI				Former Best Value Performance Indicator								





# Customer contact satisfaction survey summary for June 2008 to March 2009

Version 1.0

May 2009

## Table of contents

Introduction .....	3
Survey Methodology:.....	3
Contact selection and classification .....	3
Survey distribution and response:.....	4
Sample selection and response.....	4
Where calls were resolved.....	4
Monthly breakdown of responses by service area .....	4
Results .....	5
Has the issue been dealt with? .....	5
Did you get the outcome you wanted?.....	6
Finding out how to contact Herefordshire Council.....	7
The hours we are open for your call or visit .....	8
How quickly we answered your call or spoke to you .....	9
How easy it was to find the right person to deal with.....	10
The politeness and courtesy shown by our staff .....	11
The helpfulness of our staff .....	12
Whether you felt you were listened to and understood.....	13
How clearly we said what we would do and when we would do it .....	14
Whether we did what we said we would do.....	15
The number of times you had to make contact to get the issue or request resolved.....	16
How quickly the issue or request was resolved.....	17
Whether what we did was effective.....	18
Overall Satisfaction.....	19
Respondents' satisfaction cross referenced with whether they had the outcome they wanted.....	21
Appendix-Questionnaire .....	21

If you need help to understand this document, or would like it in another format or language, please call 01432 261944  
or send an e-mail to: [researchteam@herefordshire.gov.uk](mailto:researchteam@herefordshire.gov.uk)

## **Introduction**

This report presents a summary of the results over the 10 month period from June 2008 to March 2009 of a survey of callers or visitors to INFO with a question or issue relating to the Environment and Culture and Regeneration directorates. The results are shown for the services EHTS, Highways, Transportation and Planning.

## **Survey Methodology:**

A list of contact details are extracted from the SAP call-handling system every month. A similar list is extracted from the Highways Inspections system. The lists are combined and filtered to select only:

- those contacts which were resolved during the month
- those for which the contact details were valid and complete
- those for specific departments (see contact selection and classification below)

At the end of the month, questionnaires are posted to customers selected at random, in proportion to the number of calls/visits received for each of the relevant departments for whom we had valid contact details. A report is produced every month.

## **Contact selection and classification**

The following shows how the contacts were selected and classified:

### **For environment and culture directorate**

“**EHTS**” extracted from SAP call handling system with department code EHTS.

“**Highways**” from highways inspections system and also from SAP system with department code Highways and Transportation excluding those with service delivery code H&T bus passes or H&T transportation.

“**Culture**” from SAP call handling system with department code Cultural services.

### **For regeneration directorate**

“**Planning**” extracted from SAP call handling system with department code Planning.

“**Transportation**” from SAP system with department code Highways and Transportation and service delivery code H&T bus passes or H&T transportation.

### **Survey distribution and response:**

The caller satisfaction survey was started in March 2008 and was revised in June 2008 to reflect the restructuring of the Council directorates.

This report shows the variation of results over the 10 month period from June 2008 to March 2009 for the four service areas, EHTS, Highways, Transportation and Planning.

During this period 1029 of the 3000 questionnaires posted were returned, giving a response rate of 34%. See the tables below for more detail.

### **Sample selection and response**

Department	Valid contacts	Q's posted	Number returned	Resp. rate
EHTS	16686	1435	426	30%
Highways	4710	410	207	50%
Cultural Services	475	33	6	18%
Planning	6419	520	133	26%
Transportation	7404	602	257	43%
Total	35694	3000	1029	34%

### **Where calls were resolved**

Area	Number
Front office	19349
Back office	12040
Highways insp	4121
Total	35510

### **Monthly breakdown of responses by service area**

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	June to March
% from EHTS	43%	35%	41%	26%	36%	36%	49%	56%	52%	49%	42%
% from Highways	4%	15%	20%	22%	23%	30%	26%	22%	20%	12%	20%
% from Planning	24%	21%	10%	14%	10%	11%	7%	7%	10%	14%	12%
% from Transportation	29%	27%	27%	37%	31%	23%	18%	14%	18%	25%	25%
% from Cultural Services	0%	2%	2%	1%	0%	0%	0%	1%	0%	0%	1%
% from Environment and Culture Directorate	47%	53%	63%	50%	59%	66%	75%	79%	72%	61%	63%
% from Regeneration	53%	47%	37%	50%	41%	34%	25%	21%	28%	39%	37%
Total survey responses	72	97	111	117	107	97	106	91	89	84	971

There are a small number of responses from Cultural Services so it is not appropriate to look at Cultural Services' results separately as the sample is too small to provide reliable results. Care must be taken when using the results of any particular month. The survey has been designed so that for the year as a whole, the views of the sample selected provides a reasonable estimate of the views of all customers. However when considering the results for any particular month, there is less certainty about how accurately the sample reflects the opinions of all customers.

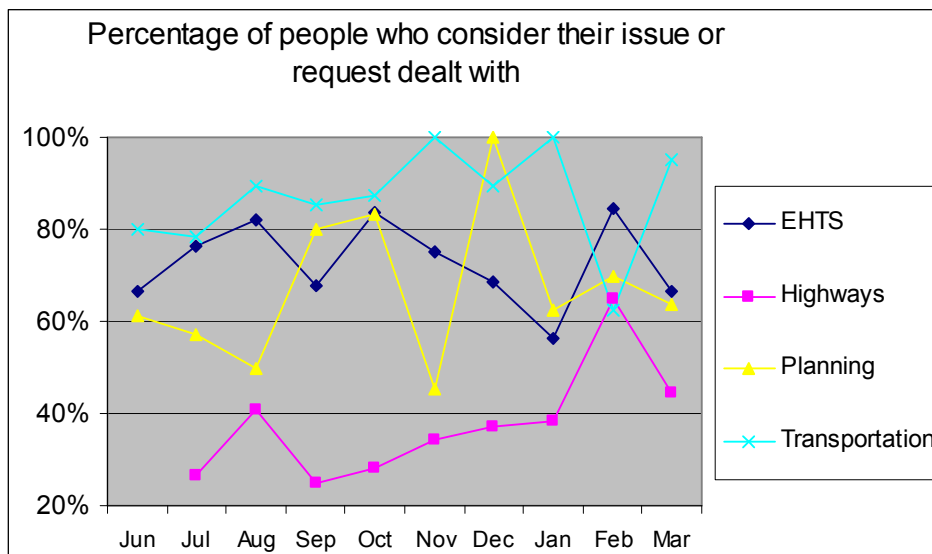
## Results

Note: all percentages given are calculated as the proportion of respondents to the particular question.

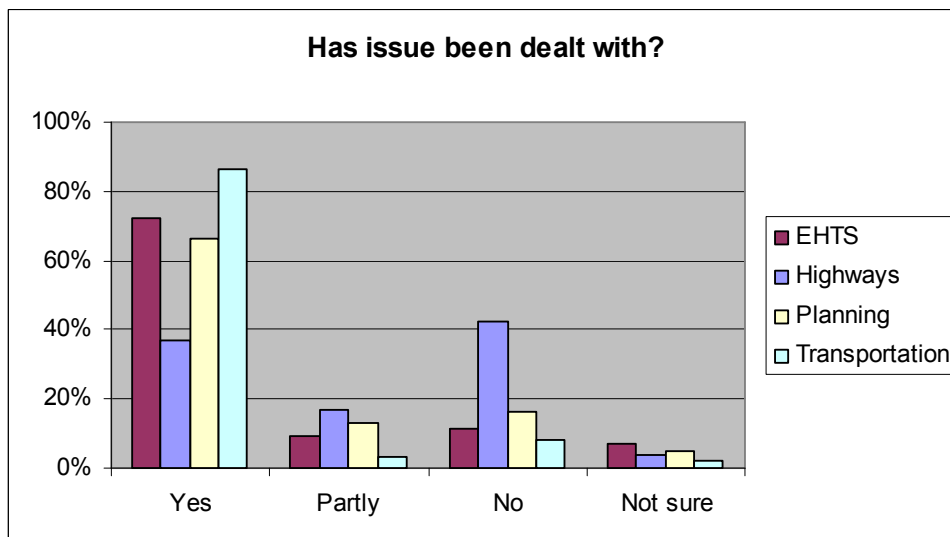
### Has the issue been dealt with?

The results below show the percentage of people who answered 'Yes' rather than 'Partly', 'No' or 'Not sure'.

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	June to March
EHTS	67%	76%	82%	68%	84%	75%	69%	56%	84%	67%	72%
Highways	-	27%	41%	25%	28%	34%	37%	38%	65%	44%	37%
Planning	61%	57%	50%	80%	83%	45%	100%	63%	70%	64%	66%
Transportation	80%	79%	89%	85%	88%	100%	89%	100%	63%	95%	87%
Env't & Culture Directorate	67%	60%	70%	48%	61%	57%	57%	51%	79%	62%	61%
Regeneration Directorate	71%	69%	79%	84%	86%	81%	92%	87%	65%	84%	80%
Overall	69%	65%	73%	66%	72%	65%	66%	60%	74%	71%	68%



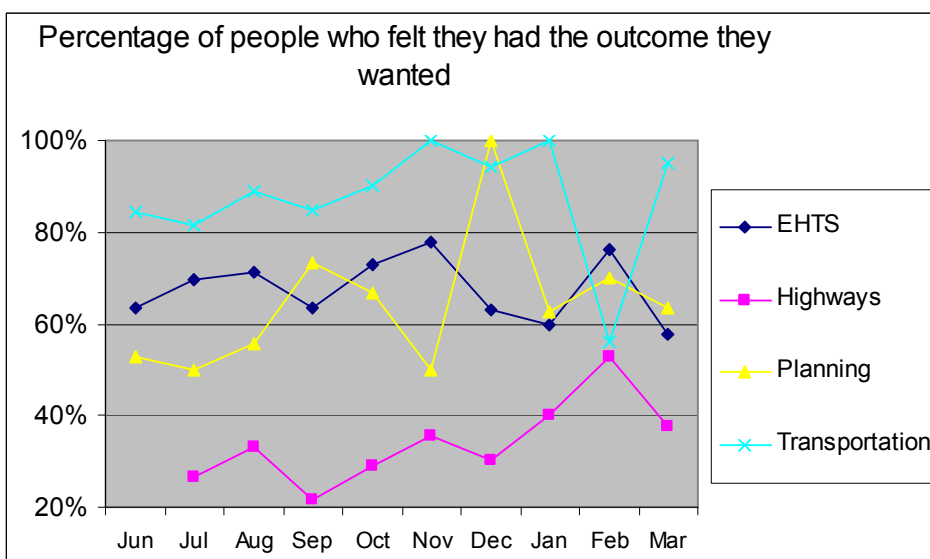
### Results for June 2008 to March 2009



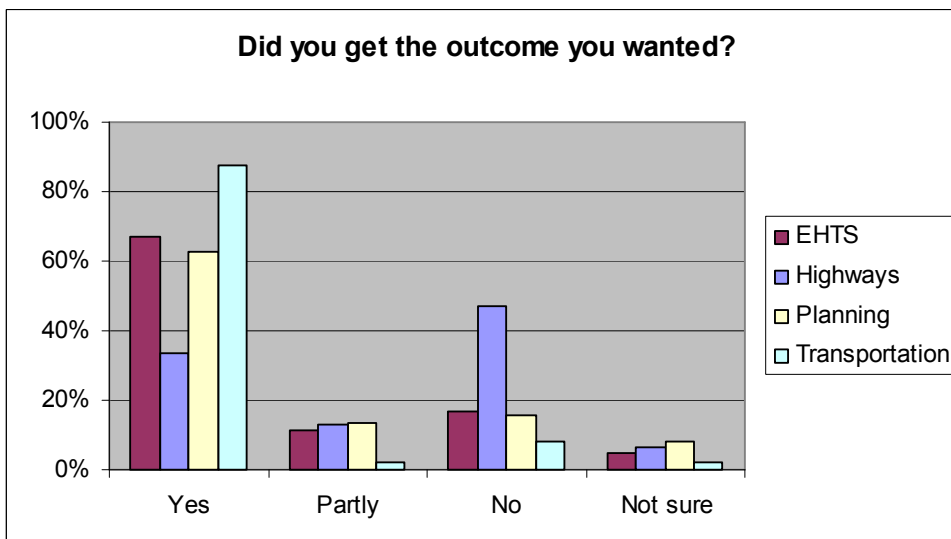
### Did you get the outcome you wanted?

The results below show the percentage of people who answered ‘Yes’ rather than ‘Partly’, ‘No’ or ‘Not sure’.

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	June to March
EHTS	63%	70%	71%	63%	73%	78%	63%	60%	76%	58%	67%
Highways	-	27%	33%	22%	29%	36%	30%	40%	53%	38%	34%
Planning	53%	50%	56%	73%	67%	50%	100%	63%	70%	64%	62%
Transportation	84%	81%	89%	85%	90%	100%	94%	100%	56%	95%	88%
Environment and Culture	61%	55%	60%	44%	56%	59%	52%	53%	69%	54%	56%
Regeneration	69%	68%	81%	82%	83%	83%	96%	87%	62%	84%	79%
Overall	65%	61%	67%	63%	67%	67%	64%	61%	66%	68%	65%



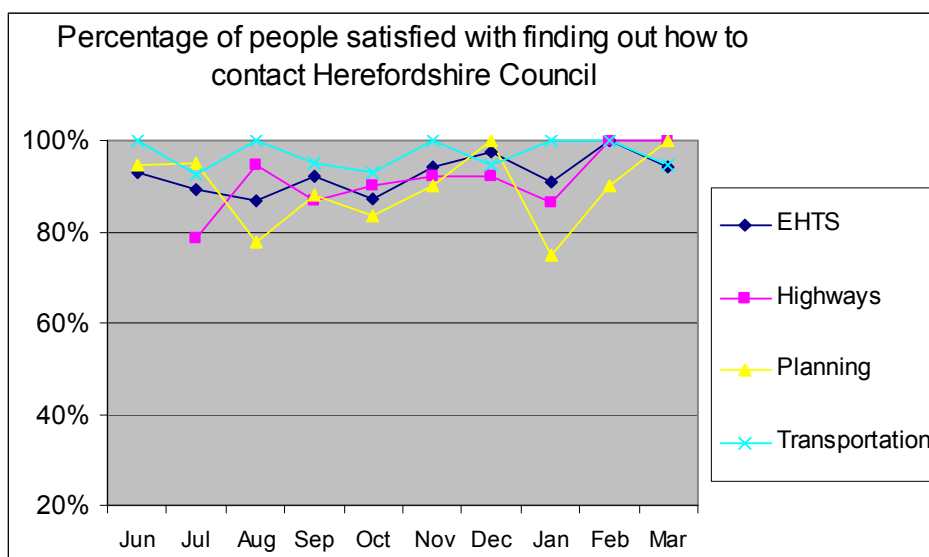
Results for June 2008 to March 2009



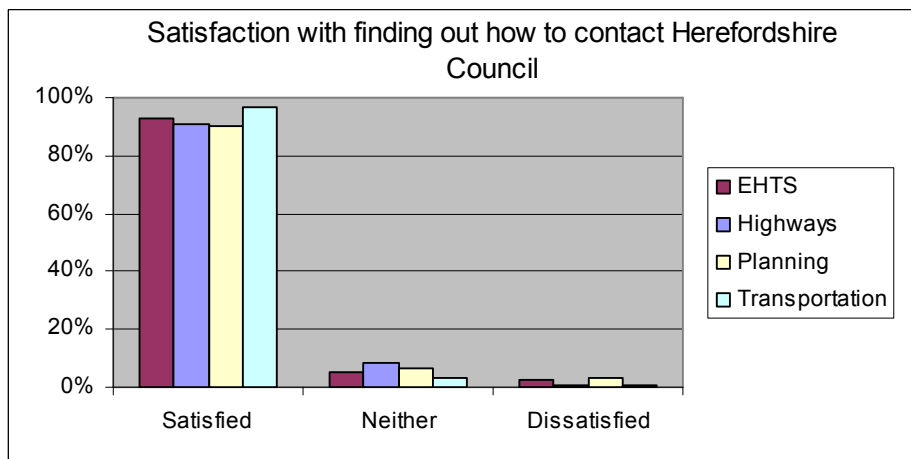
## Finding out how to contact Herefordshire Council

The results below show the percentage of people who answered that they were very or fairly satisfied.

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	June to March
EHTS	93%	89%	87%	92%	87%	94%	98%	91%	100%	94%	93%
Highways	-	79%	95%	87%	90%	92%	92%	86%	100%	100%	91%
Planning	95%	95%	78%	88%	83%	90%	100%	75%	90%	100%	90%
Transportation	100%	93%	100%	95%	93%	100%	94%	100%	100%	95%	97%
Environment and Culture	93%	86%	90%	90%	88%	93%	96%	90%	100%	95%	92%
Regeneration	98%	94%	94%	93%	90%	96%	96%	91%	96%	97%	94%
Overall	96%	90%	91%	92%	89%	94%	96%	90%	98%	96%	93%



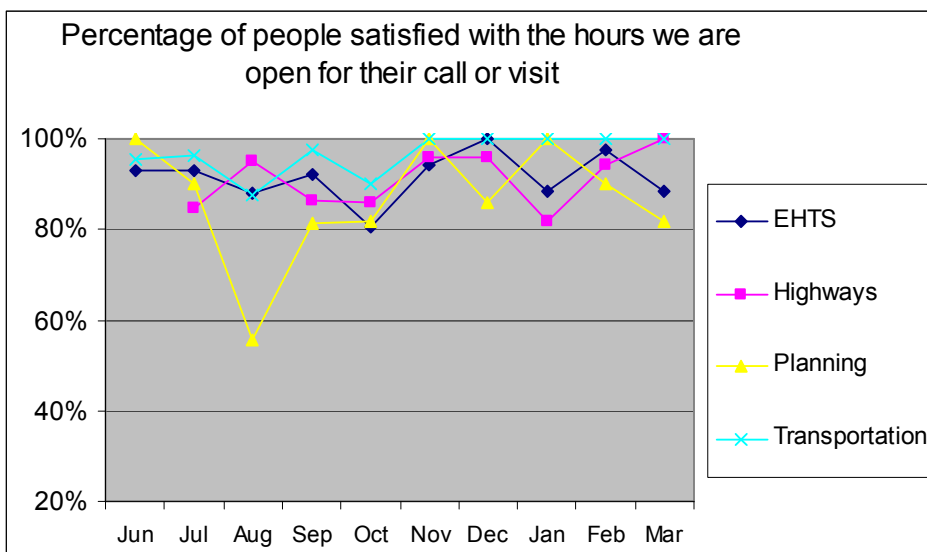
Results for June 2008 to March 2009



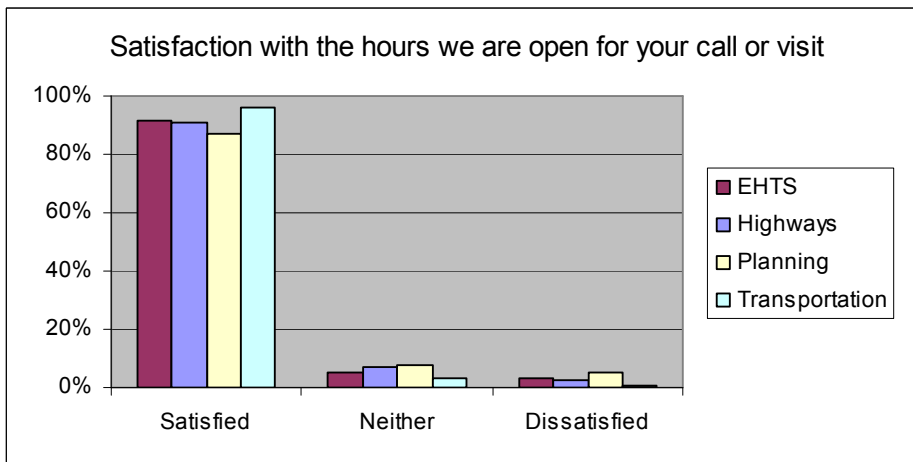
## The hours we are open for your call or visit

The results below show the percentage of people who answered that they were very or fairly satisfied.

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	June to March
EHTS	93%	93%	88%	92%	81%	94%	100%	88%	98%	88%	92%
Highways	-	85%	95%	86%	86%	96%	96%	82%	94%	100%	91%
Planning	100%	90%	56%	81%	82%	100%	86%	100%	90%	82%	87%
Transportation	95%	96%	88%	98%	90%	100%	100%	100%	100%	100%	96%
Environment and Culture	93%	90%	90%	90%	82%	95%	99%	86%	97%	91%	91%
Regeneration	97%	94%	79%	93%	88%	100%	96%	100%	96%	93%	93%
Overall	96%	92%	86%	91%	85%	97%	98%	90%	97%	92%	92%



Results for June 2008 to March 2009

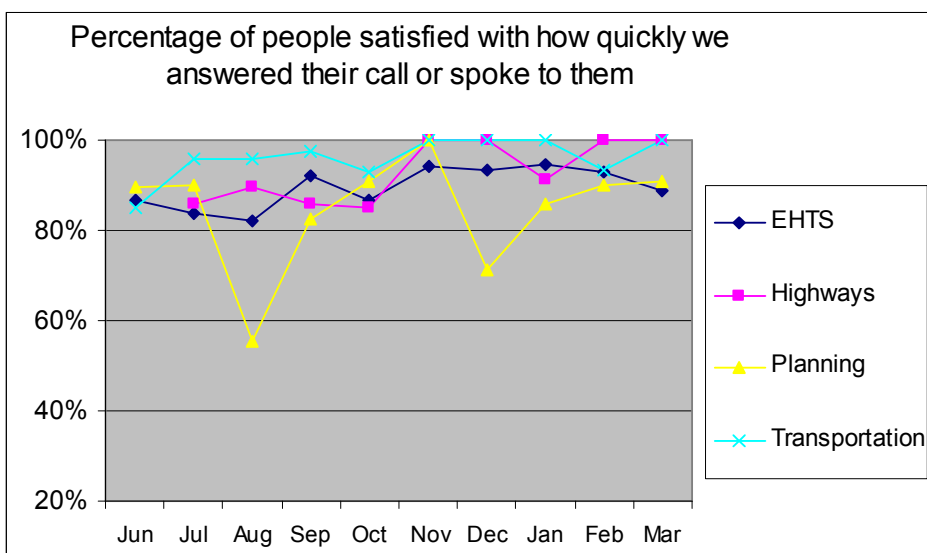




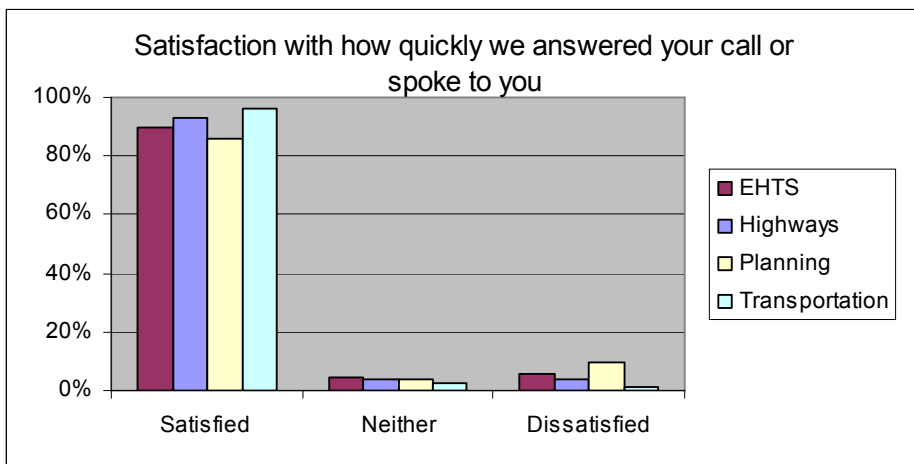
## How quickly we answered your call or spoke to you

The results below show the percentage of people who answered that they were very or fairly satisfied.

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	June to March
EHTS	87%	84%	82%	92%	87%	94%	93%	95%	93%	89%	90%
Highways	-	86%	89%	86%	85%	100%	100%	91%	100%	100%	93%
Planning	89%	90%	56%	82%	91%	100%	71%	86%	90%	91%	86%
Transportation	85%	96%	96%	97%	93%	100%	100%	100%	93%	100%	96%
Environment and Culture	88%	85%	85%	89%	86%	96%	96%	94%	95%	91%	91%
Regeneration	87%	93%	85%	93%	93%	100%	92%	95%	92%	97%	92%
Overall	87%	89%	85%	91%	89%	98%	95%	94%	93%	93%	91%



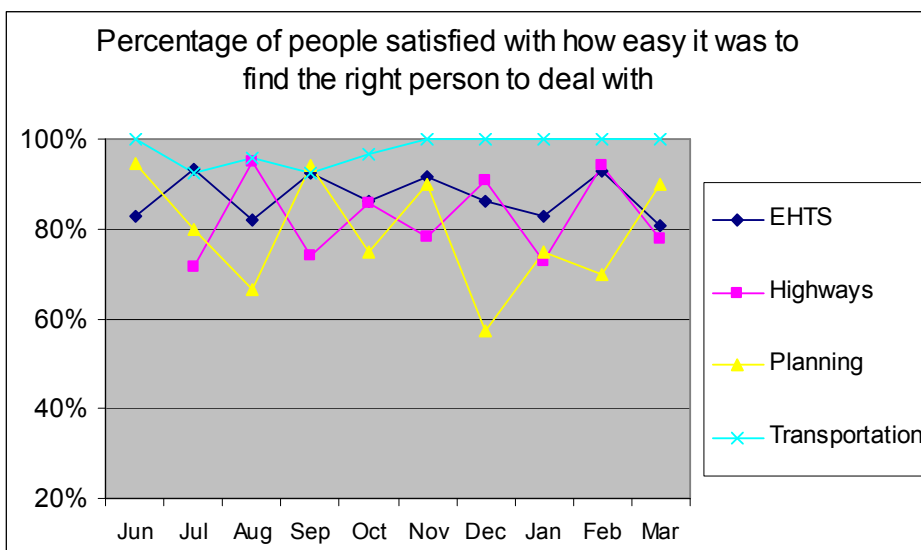
Results for June 2008 to March 2009



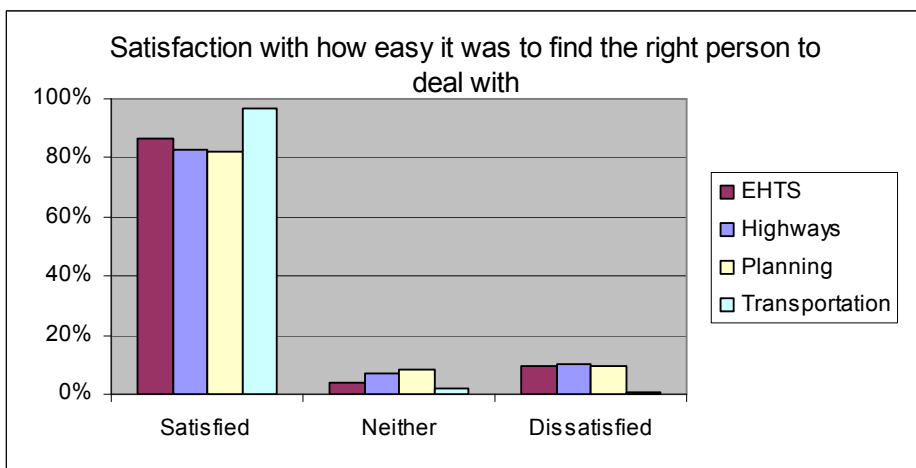
## How easy it was to find the right person to deal with

The results below show the percentage of people who answered that they were very or fairly satisfied.

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	June to March
EHTS	83%	93%	82%	92%	86%	91%	86%	83%	93%	81%	87%
Highways	-	71%	95%	74%	86%	78%	91%	73%	94%	78%	83%
Planning	94%	80%	67%	94%	75%	90%	57%	75%	70%	90%	82%
Transportation	100%	93%	96%	93%	97%	100%	100%	100%	100%	100%	97%
Environment and Culture	84%	87%	86%	84%	86%	86%	88%	80%	93%	80%	85%
Regeneration	98%	87%	88%	93%	90%	96%	88%	91%	88%	97%	92%
Overall	92%	87%	87%	89%	88%	90%	88%	83%	90%	87%	88%



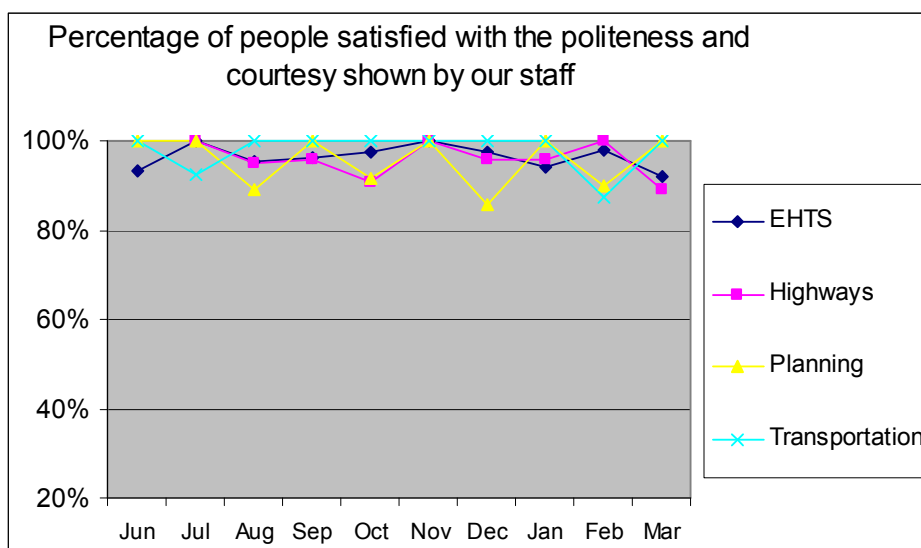
Results for June 2008 to March 2009



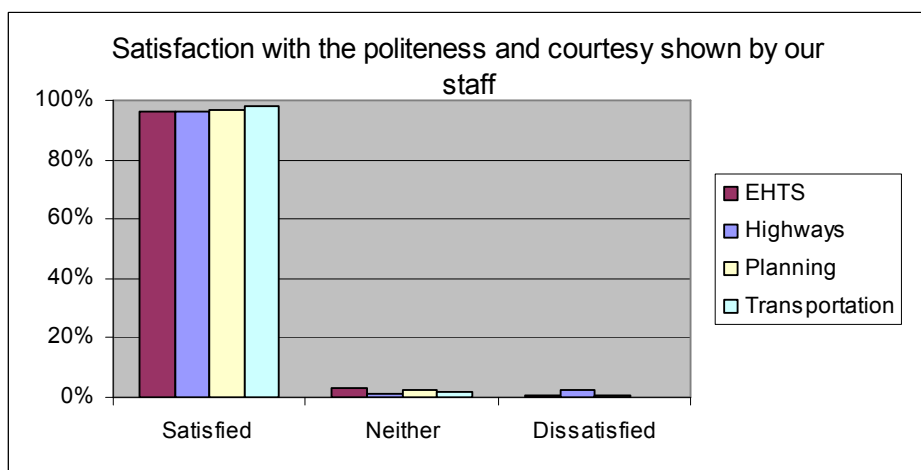
## The politeness and courtesy shown by our staff

The results below show the percentage of people who answered that they were very or fairly satisfied.

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	June to March
EHTS	93%	100%	95%	96%	97%	100%	98%	94%	98%	92%	96%
Highways	-	100%	95%	96%	91%	100%	96%	96%	100%	89%	96%
Planning	100%	100%	89%	100%	92%	100%	86%	100%	90%	100%	97%
Transportation	100%	92%	100%	100%	100%	100%	100%	100%	88%	100%	98%
Environment and Culture	94%	100%	95%	96%	95%	100%	97%	95%	98%	91%	96%
Regeneration	100%	96%	97%	100%	98%	100%	96%	100%	88%	100%	98%
Overall	97%	98%	96%	98%	96%	100%	97%	96%	94%	95%	97%



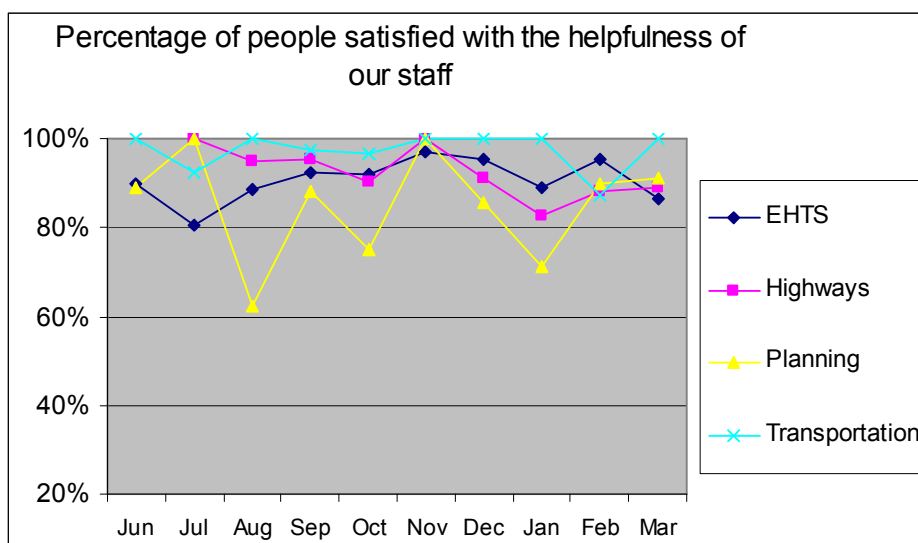
Results for June 2008 to March 2009



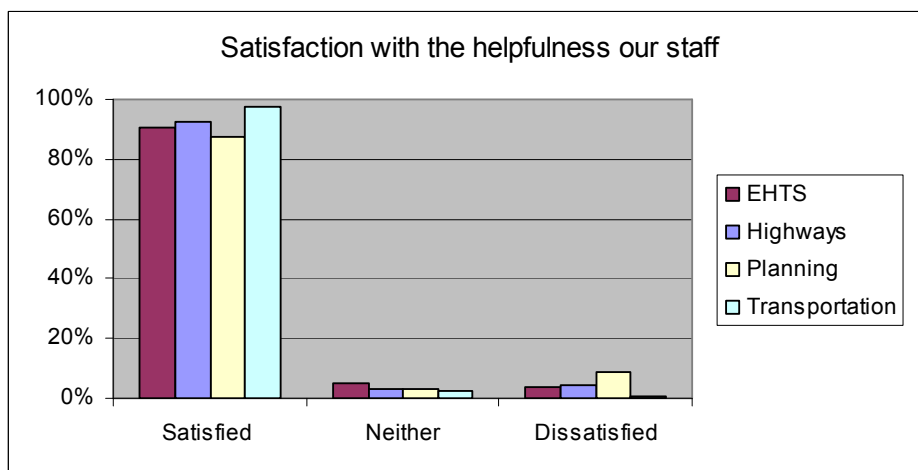
## The helpfulness of our staff

The results below show the percentage of people who answered that they were very or fairly satisfied.

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	June to March
EHTS	90%	81%	89%	92%	92%	97%	95%	89%	95%	86%	91%
Highways	-	100%	95%	95%	90%	100%	91%	83%	88%	89%	92%
Planning	89%	100%	63%	88%	75%	100%	86%	71%	90%	91%	88%
Transportation	100%	93%	100%	97%	97%	100%	100%	100%	88%	100%	97%
Environment and Culture	91%	87%	91%	94%	92%	98%	94%	87%	93%	87%	91%
Regeneration	95%	96%	91%	95%	90%	100%	96%	90%	88%	97%	94%
Overall	93%	91%	91%	94%	91%	99%	95%	88%	91%	91%	92%



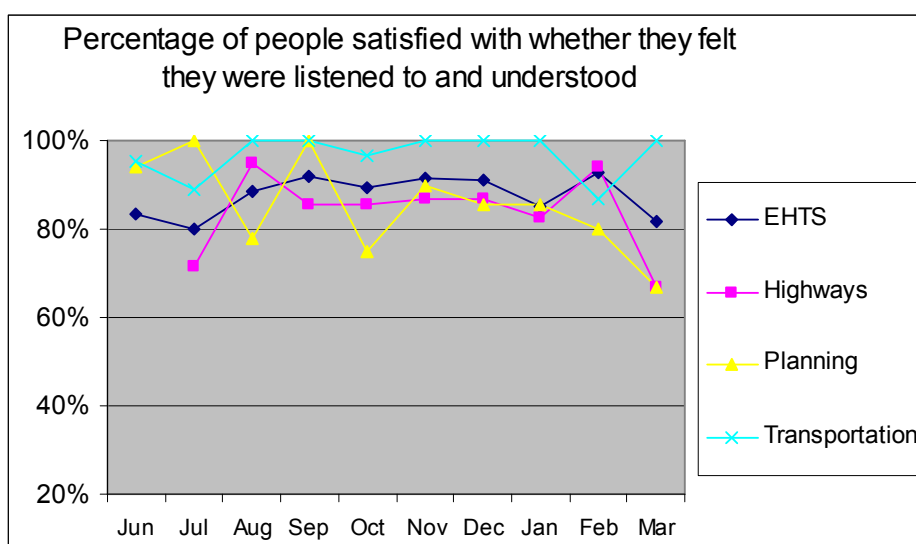
Results for June 2008 to March 2009



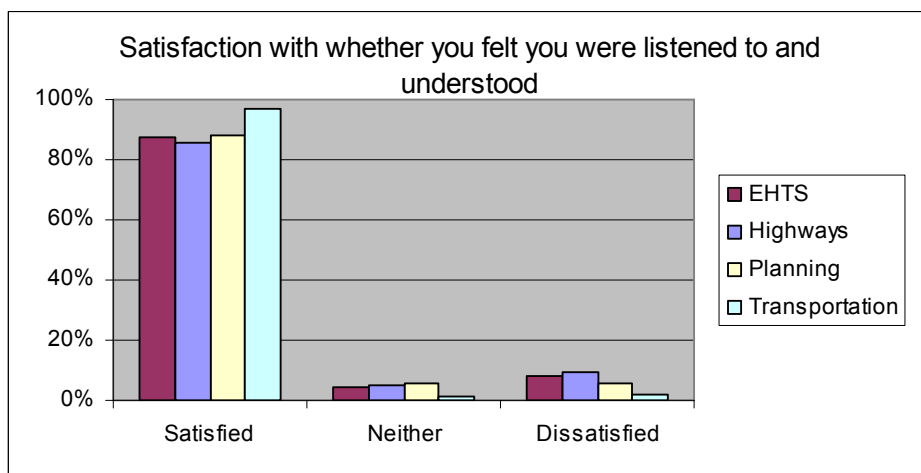
## Whether you felt you were listened to and understood

The results below show the percentage of people who answered that they were very or fairly satisfied.

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	June to March
EHTS	83%	80%	88%	92%	89%	92%	91%	85%	93%	82%	88%
Highways	-	71%	95%	86%	86%	87%	87%	83%	94%	67%	86%
Planning	94%	100%	78%	100%	75%	90%	86%	86%	80%	67%	88%
Transportation	95%	89%	100%	100%	97%	100%	100%	100%	87%	100%	97%
Environment and Culture	85%	78%	90%	89%	88%	90%	90%	84%	93%	79%	87%
Regeneration	95%	93%	94%	100%	90%	96%	96%	95%	84%	89%	94%
Overall	90%	86%	92%	95%	89%	92%	91%	87%	90%	83%	90%



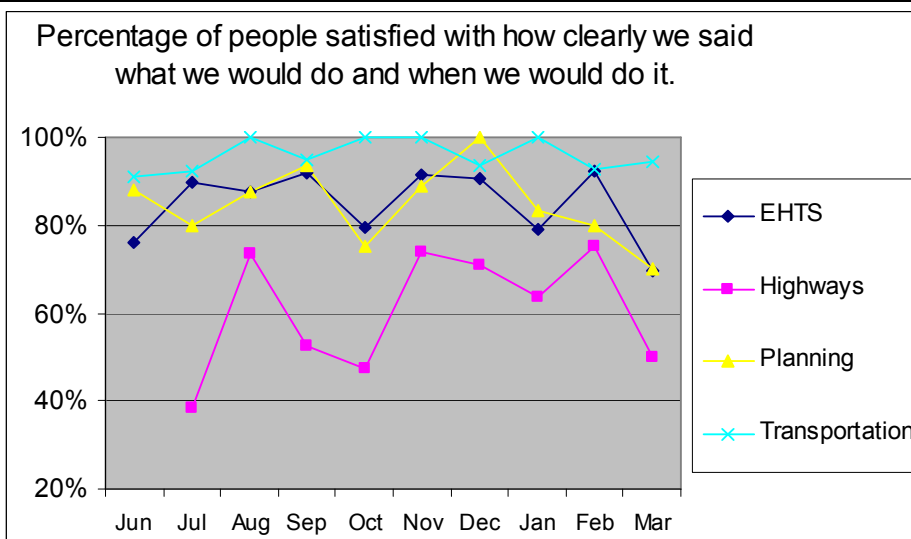
Results for June 2008 to March 2009



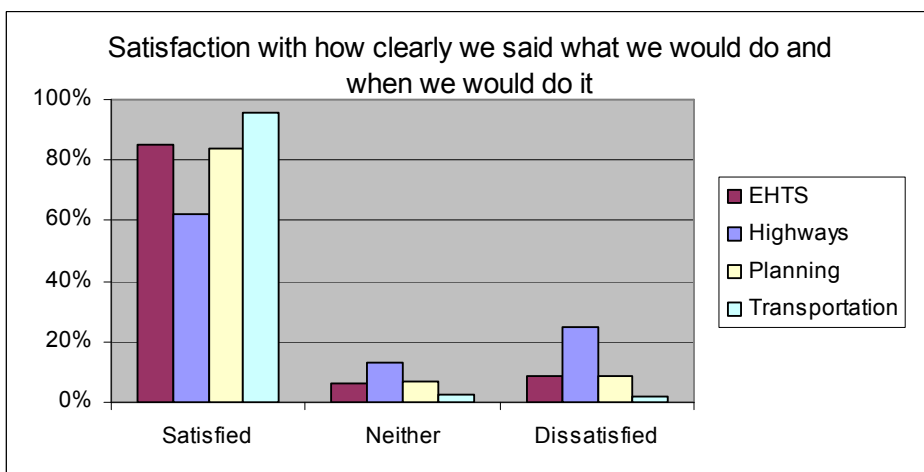
## How clearly we said what we would do and when we would do it

The results below show the percentage of people who answered that they were very or fairly satisfied.

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	June to March
EHTS	76%	90%	88%	92%	79%	91%	90%	79%	93%	70%	85%
Highways	-	38%	74%	52%	47%	74%	71%	64%	75%	50%	62%
Planning	88%	80%	88%	94%	75%	89%	100%	83%	80%	70%	84%
Transportation	91%	92%	100%	95%	100%	100%	94%	100%	93%	94%	96%
Environment and Culture	74%	74%	84%	73%	68%	84%	83%	75%	88%	66%	78%
Regeneration	90%	87%	97%	94%	93%	96%	95%	95%	88%	86%	92%
Overall	83%	81%	88%	85%	78%	88%	86%	80%	88%	74%	83%



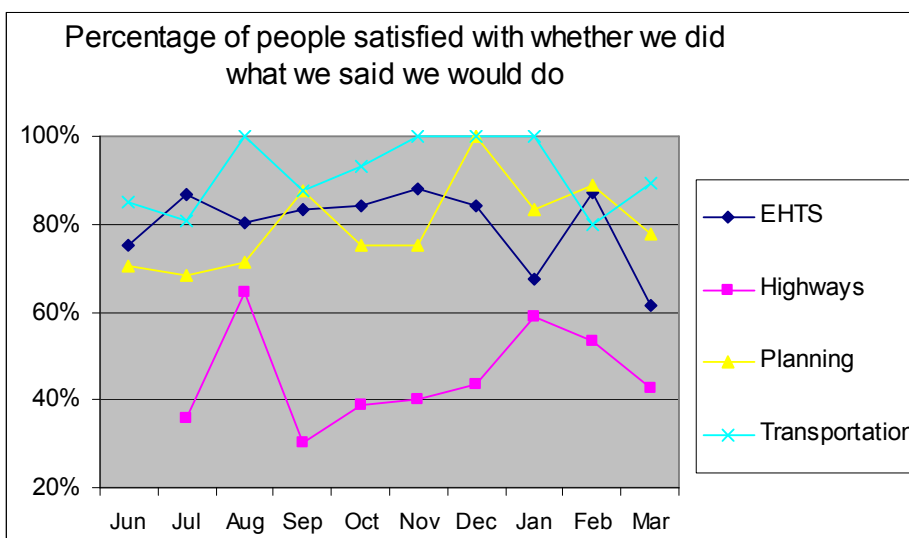
Results for June 2008 to March 2009



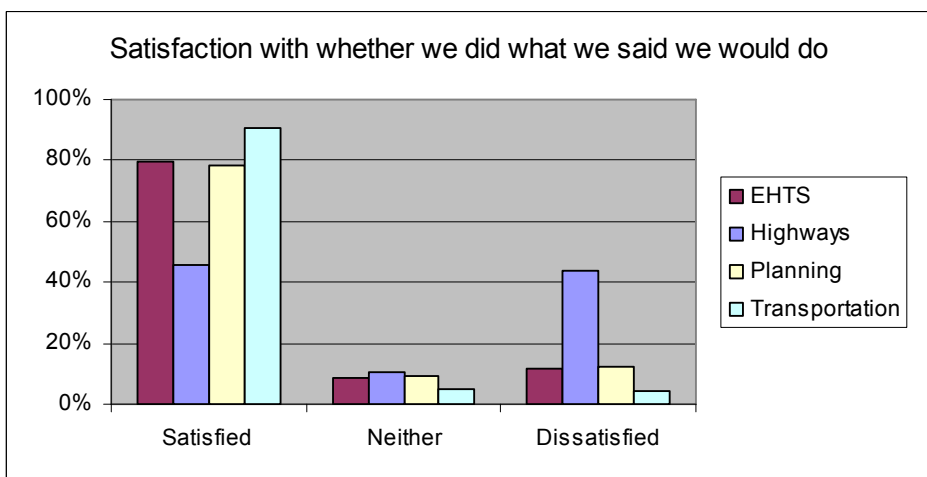
### Whether we did what we said we would do

The results below show the percentage of people who answered that they were very or fairly satisfied.

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	June to March
EHTS	75%	87%	80%	83%	84%	88%	84%	67%	87%	61%	79%
Highways	-	36%	65%	30%	39%	40%	43%	59%	53%	43%	46%
Planning	71%	68%	71%	88%	75%	75%	100%	83%	89%	78%	78%
Transportation	85%	81%	100%	88%	93%	100%	100%	100%	80%	89%	91%
Environment and Culture	74%	71%	76%	57%	68%	68%	69%	65%	78%	58%	69%
Regeneration	78%	76%	93%	88%	88%	92%	100%	95%	83%	86%	87%
Overall	76%	73%	82%	74%	77%	75%	77%	73%	78%	70%	76%



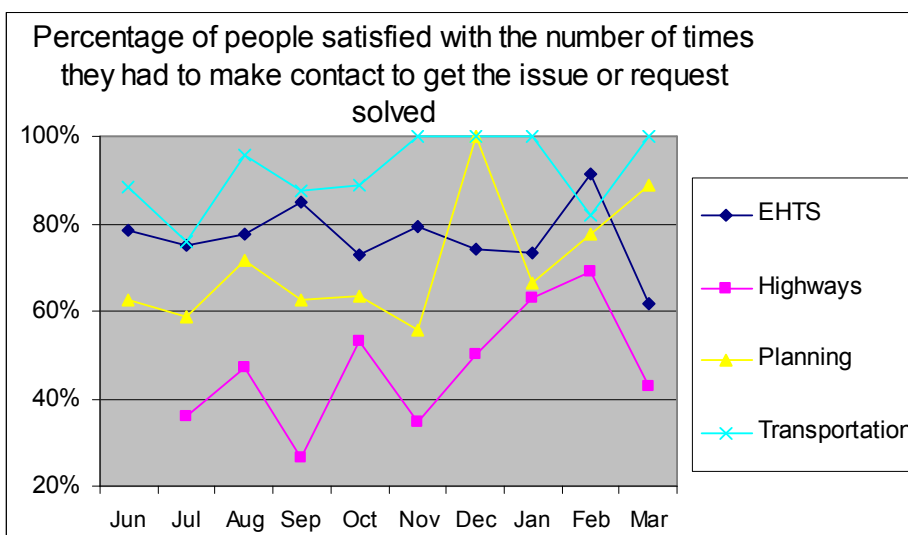
Results for June 2008 to March 2009



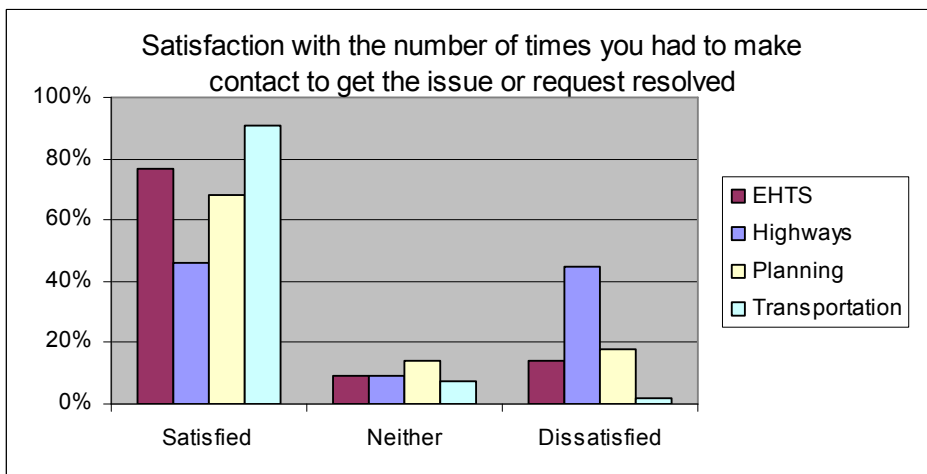
### The number of times you had to make contact to get the issue or request resolved

The results below show the percentage of people who answered that they were very or fairly satisfied.

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	June to March
EHTS	79%	75%	78%	85%	73%	79%	74%	73%	91%	62%	77%
Highways	-	36%	47%	26%	53%	35%	50%	63%	69%	43%	46%
Planning	63%	59%	71%	63%	64%	56%	100%	67%	78%	89%	68%
Transportation	88%	76%	96%	88%	89%	100%	100%	100%	82%	100%	91%
Environment and Culture	74%	62%	69%	56%	66%	61%	65%	70%	85%	58%	67%
Regeneration	76%	69%	90%	79%	82%	85%	100%	90%	80%	96%	83%
Overall	75%	65%	76%	69%	73%	69%	75%	76%	83%	75%	73%



Results for June 2008 to March 2009

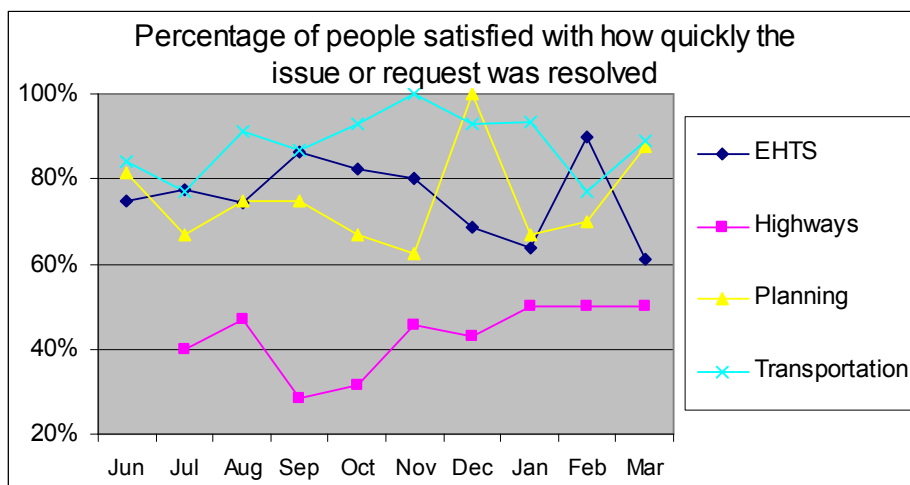




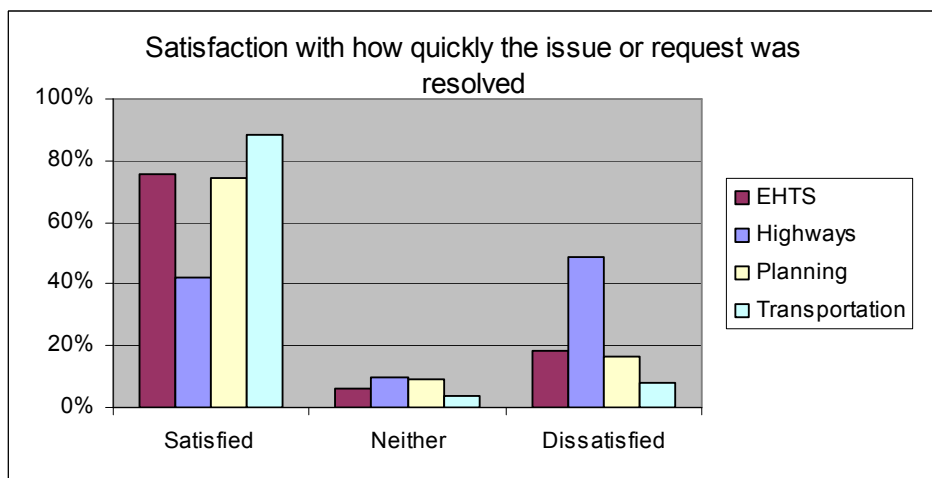
## How quickly the issue or request was resolved

The results below show the percentage of people who answered that they were very or fairly satisfied.

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	June to March
EHTS	75%	77%	74%	86%	82%	80%	69%	64%	90%	61%	75%
Highways	-	40%	47%	29%	32%	46%	43%	50%	50%	50%	42%
Planning	81%	67%	75%	75%	67%	63%	100%	67%	70%	88%	74%
Transportation	84%	77%	91%	87%	93%	100%	93%	93%	77%	89%	88%
Environment and Culture	72%	66%	67%	58%	64%	66%	59%	60%	80%	59%	65%
Regeneration	83%	73%	87%	83%	85%	88%	95%	86%	74%	88%	84%
Overall	78%	69%	74%	72%	73%	73%	69%	67%	77%	71%	72%



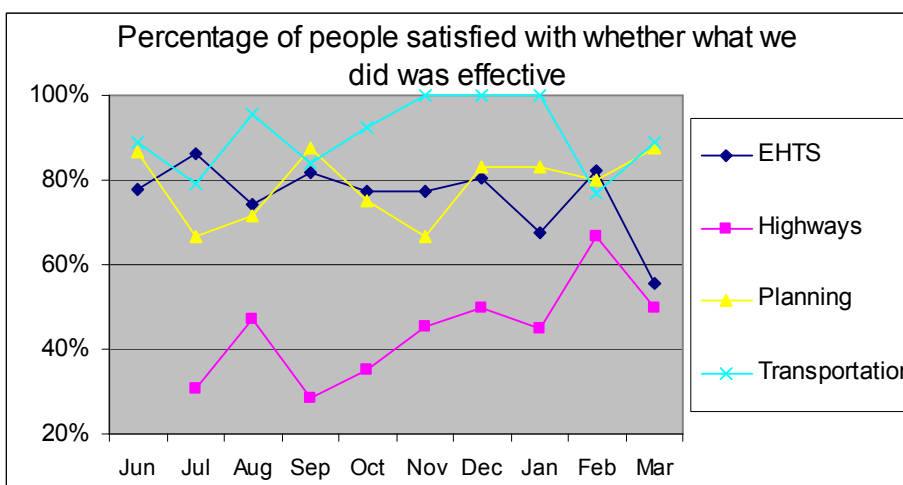
Results for June 2008 to March 2009



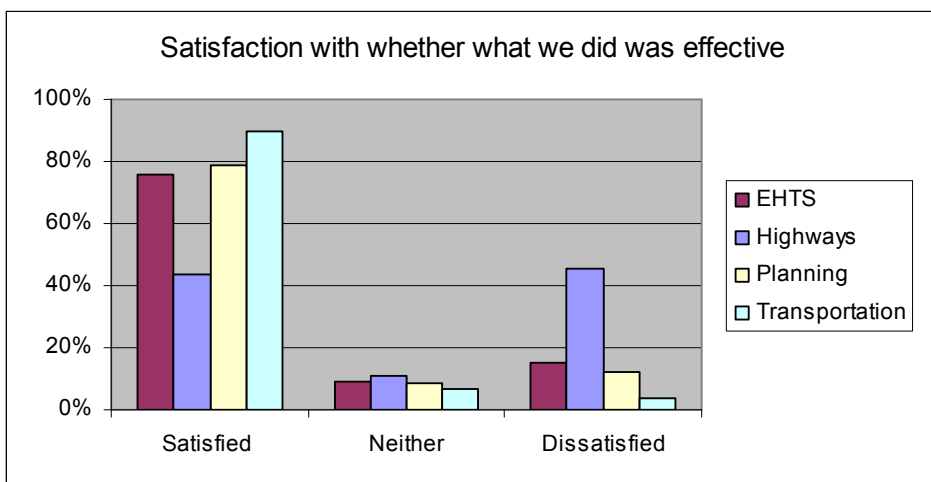
### Whether what we did was effective

The results below show the percentage of people who answered that they were very or fairly satisfied.

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	June to March
EHTS	78%	86%	74%	82%	77%	77%	81%	67%	82%	56%	76%
Highways	-	31%	47%	29%	35%	45%	50%	45%	67%	50%	44%
Planning	87%	67%	71%	88%	75%	67%	83%	83%	80%	88%	79%
Transportation	89%	79%	95%	84%	93%	100%	100%	100%	77%	89%	90%
Environment and Culture	77%	70%	68%	56%	63%	65%	68%	61%	78%	54%	66%
Regeneration	88%	74%	90%	85%	87%	91%	95%	95%	78%	88%	86%
Overall	83%	72%	75%	72%	74%	73%	76%	70%	77%	69%	74%



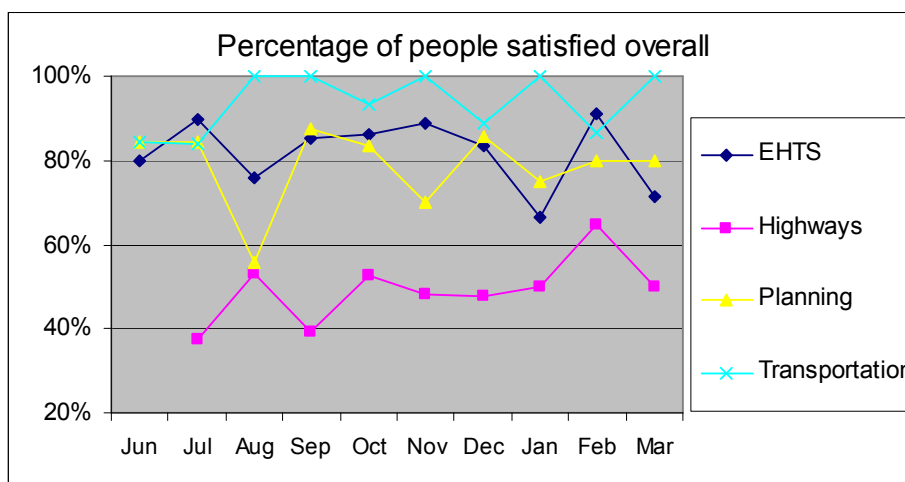
Results for June 2008 to March 2009



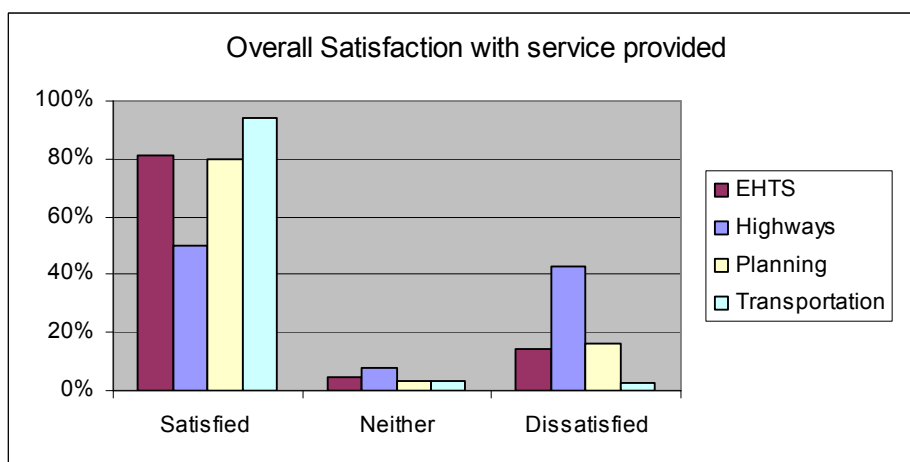
## Overall Satisfaction

The results below show the percentage of people who answered that they were very or fairly satisfied.

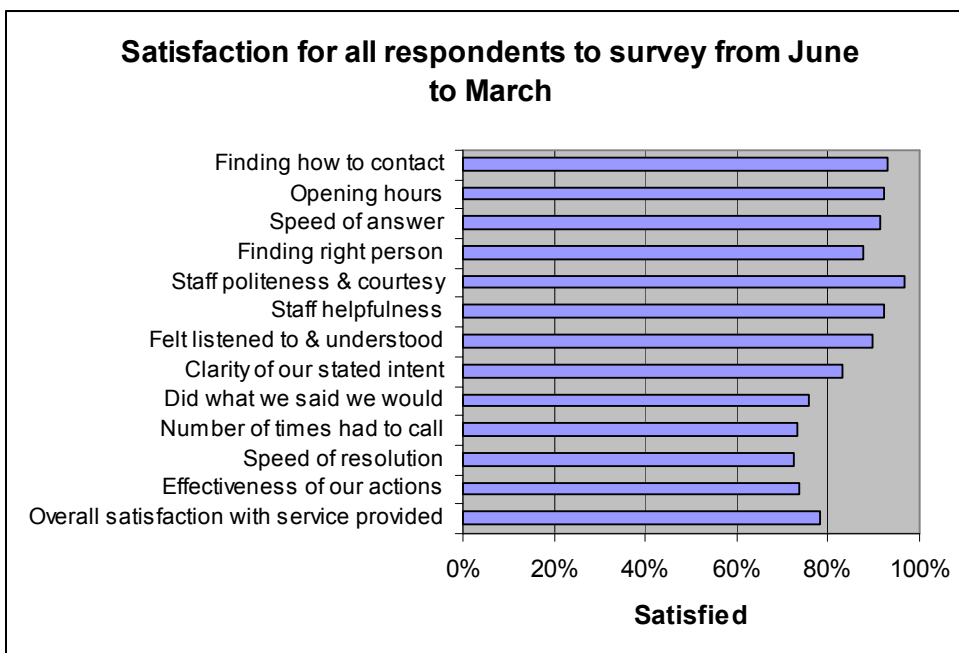
	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	June to March
EHTS	80%	90%	76%	85%	86%	89%	83%	67%	91%	71%	81%
Highways	-	38%	53%	39%	53%	48%	48%	50%	65%	50%	50%
Planning	84%	84%	56%	88%	83%	70%	86%	75%	80%	80%	80%
Transportation	84%	84%	100%	100%	93%	100%	89%	100%	87%	100%	94%
Environment and Culture	82%	72%	71%	64%	75%	72%	71%	62%	84%	67%	71%
Regeneration	84%	84%	88%	96%	90%	90%	88%	91%	84%	93%	89%
Overall	83%	78%	77%	81%	81%	78%	76%	70%	84%	78%	78%



Results for June 2008 to March 2009

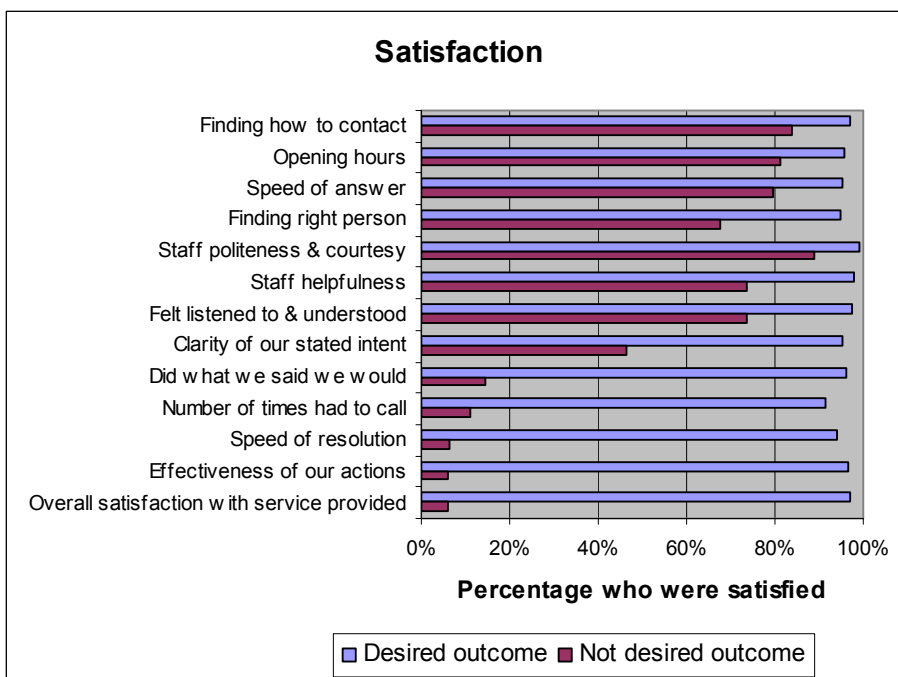


	% satisfied
Finding how to contact	93%
Opening hours	92%
Speed of answer	91%
Finding right person	88%
Staff politeness & courtesy	97%
Staff helpfulness	92%
Felt listened to & understood	90%
Clarity of our stated intent	83%
Did what we said we would	76%
Number of times had to call	73%
Speed of resolution	72%
Effectiveness of our actions	74%
<b>Overall satisfaction with service provided</b>	<b>78%</b>



Staff politeness and courtesy had the highest levels of satisfaction for the year, whilst speed of resolution had the lowest.

**Respondents' satisfaction cross referenced with whether they had the outcome they wanted.**



The analysis of results here examines the difference in satisfaction between those who had the outcome they wanted and those who did not. As the chart shows over 90% of those who had the outcome they wanted were satisfied for all aspects of their contact with the council. A lower percentage of those who did not get the outcome they wanted were satisfied for all aspects of their contact compared to those who did have the outcome they wanted. Respondents who did not have the outcome they wanted had particularly low levels of satisfaction for questions relating to the action taken as a result of their contact.

**Appendix-Questionnaire**





<b>MEETING:</b>	<b>ENVIRONMENT SCRUTINY COMMITTEE</b>
<b>DATE:</b>	<b>23 NOVEMBER 2009</b>
<b>TITLE OF REPORT:</b>	<b>COMMITTEE WORK PROGRAMME</b>
<b>REPORT BY:</b>	<b>DEMOCRATIC SERVICES OFFICER</b>

**CLASSIFICATION:** Open

### **Wards Affected**

County-wide.

### **Purpose**

To consider the Committee's work programme.

### **Recommendation**

**THAT**

- a) the Committee consider how it wishes to take forward the Strategic Monitoring Committee's request that it gives priority to the scrutiny of transport issues;
- b) the Committee re-examine the current work programme to ensure that matters listed for future consideration remain appropriate subjects for scrutiny; and
- b) subject to any other comment or issues raised by the Committee the Committee work programme be approved and reported to the Strategic Monitoring Committee.

### **Introduction and Background**

1. As reported to this Committee in September, work has been ongoing in response to the findings of the external healthcheck of the scrutiny function, undertaken by the Leadership Centre. Members of the Scrutiny Committees and the Executive participated in a facilitated scrutiny event to develop an enhanced external focus to the scrutiny committee work programme reflecting the concerns of residents and communities of Herefordshire. After considering the challenges facing the County and key issues identified from public consultation and surveys Members identified the following five priorities for scrutiny: Housing related issues; Youth; Communication; Safeguarding and Transport related issues.

---

Further information on the subject of this report is available from  
Paul James, Democratic Services Officer on (01432) 260460

2. At a formal meeting of Strategic Monitoring Committee on 19 October 2009 the Committee agreed that the Environment Scrutiny Committee be requested to give priority to the scrutiny of transport issues in its work programme.
3. The Committee did not discuss this topic in detail but noted the following points from the Herefordshire Quality of Life Survey 2008:
  - Public Transport is the fourth most important factor in making somewhere a good place to live;
  - the level of traffic congestion is the third most important thing that most needs improving;
  - road and pavement repairs were identified as the thing that most needs improving.
4. The Committee also noted that road safety is identified by the Council as a key issue in Herefordshire.
5. It is important that any scrutiny work makes a real contribution to the Council's work and does not duplicate any action already in hand.
6. Members will note from this agenda, and the work identified in the attached work programme, that some transport related issues are already scheduled for the Committee's consideration. The Committee will need to consider the extent to which it wishes to scrutinise any of these issues or aspects of them, and the appropriate method of scrutiny (briefing note / committee report / spotlight review / longer review) and whether the issues should take priority compared with the other transport issues currently scheduled for future consideration.
7. A report on the Committee's current work programme is to be made to each scheduled meeting of this Scrutiny Committee. A copy of the work programme is attached as an appendix.
8. The programme may be modified by the Chairman following consultation with the Vice-Chairman and the Directors in response to changing circumstances.
9. Should any urgent, prominent or high profile issue arise, the Chairman may consider calling an additional meeting to consider that issue.
10. A number of other possible issues for consideration have been logged and depending on the Committee's further instructions may be added to the programme as it is further developed. These issues are listed at the foot of the programme.
11. Strategic Monitoring Committee on 19 October requested that all Scrutiny Committees re-examine their current work programmes to ensure that matters listed for future consideration remain appropriate subjects for scrutiny.
12. Should Members become aware of any issues they consider may be added to the scrutiny programme they should contact the Democratic Services Officer to log the issue so that it may be taken into consideration when planning future agendas or when revising the work programme.

## **Background Papers**

- None identified.



**ENVIRONMENT SCRUTINY COMMITTEE WORK PROGRAMME**  
for consideration on 23 November 2009

<b>Monday 22nd March 2010 at 9.30am</b>	
	<ul style="list-style-type: none"> <li>• Council's intended actions to achieve the Carbon Reduction Targets.</li> <li>• Energy efficiency of Council and School Properties.</li> <li>• Reducing Energy Consumption – Street Lighting – Update.</li> <li>• Progress in meeting NI186 target (per capita reduction in CO2 emissions in the Local Authority area)</li> <li>• Progress report on actions following the Scrutiny Review of the Planning Service</li> <li>• Progress report on actions following the Scrutiny Review of On-Street Parking.</li> <li>• Progress on actions following the Scrutiny Review of the Travellers' Policy</li> <li>• Capital Budget Monitoring</li> <li>• Revenue Budget Monitoring.</li> <li>• Report on Performance Indicators.</li> <li>• Committee Work Programme</li> </ul>
Reviews underway	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>June/July 2010</b>	
	<ul style="list-style-type: none"> <li>• Annual Presentation by Cabinet Member (Environment &amp; Strategic Housing).</li> <li>• Annual Presentation by Cabinet Member (Highways and Transportation).</li> <li>• Public Rights of Way and the Highways Definitive Map - to assess overall performance and consider progress in addressing various issues.</li> <li>• Progress report on actions following the Scrutiny Review of On-Street Parking.(6 months from Nov)</li> <li>• Capital Budget Monitoring</li> <li>• Revenue Budget Monitoring.</li> <li>• Report on Performance Indicators.</li> <li>• Committee Work Programme</li> </ul>
<b>September 2010</b>	
	<ul style="list-style-type: none"> <li>• Capital Budget Monitoring</li> <li>• Revenue Budget Monitoring.</li> <li>• Report on Performance Indicators.</li> <li>• Committee Work Programme</li> </ul>
<b>November 2010</b>	
	<ul style="list-style-type: none"> <li>• Capital Budget Monitoring</li> <li>• Revenue Budget Monitoring.</li> <li>• Report on Performance Indicators.</li> <li>• Committee Work Programme</li> </ul>

Items for consideration as the programme is further developed:

- The effect on Herefordshire of changes to the Single Farm Payments system (e.g. hedge cutting, drainage ditch clearance)
- Any specific issues arising from Council Strategies or Plans.
- Contribute to policy development of LTP3.
- Consideration of revised/reviewed Flood Defence Policy.
- Consider inviting the Environment Agency to discuss the environmental impact, of the Open Windrow Greenwaste composting facility at Morton-on-Lugg. (Minute 60 – Committee work programme and Minute 64)
- Colwall Railway Bridge – review any traffic/pedestrian safety issues arising (see Minute 65 of 20.4.09)
- Street Cleaning – performance monitoring update report following the change to the Services Delivery Partnership with Amey. (see 20.4.09)