



**ECONOMY, TRANSPORT AND ENVIRONMENT SCRUTINY COMMITTEE**

**WEDNESDAY, 16 MARCH 2016**

**10.00 am COMMITTEE ROOM, COUNTY HALL, LEWES**

MEMBERSHIP - Councillor Richard Stogdon (Chair)  
Councillors Mike Pursglove (Vice Chair), Claire Dowling, Pat Rodohan,  
Rosalyn St. Pierre and Barry Taylor

**A G E N D A**

- 1 Minutes of the meeting held on 30 September 2015 (*Pages 3 - 8*)
- 2 Apologies for absence
- 3 Disclosures of interests  
Disclosures by all members present of personal interests in matters on the agenda, the nature of any interest and whether the member regards the interest as prejudicial under the terms of the Code of Conduct.
- 4 Urgent items  
Notification of items which the Chair considers to be urgent and proposes to take at the appropriate part of the agenda. Any members who wish to raise urgent items are asked, wherever possible, to notify the Chair before the start of the meeting. In so doing, they must state the special circumstances which they consider justify the matter being considered urgent.
- 5 Strategic Infrastructure in East Sussex (*Pages 9 - 22*)  
Report by the Director of Communities, Economy and Transport
- 6 An update on the replacement of the Buy with Confidence scheme with an alternative approved contractor scheme (*Pages 23 - 42*)  
Report by the Director of Communities, Economy and Transport
- 7 Reformulated Supported Bus Network - Mitigation Measures (*Pages 43 - 78*)  
Report by the Director of Communities, Economy and Transport
- 8 Scrutiny Review of Highways Drainage - report of the Review Board (*Pages 79 - 112*)  
Report by the Chair of the Review Board
- 9 Reconciling Policy, Performance and Resources (RPPR) for 2016/17 and beyond (*Pages 113 - 120*)  
To review Scrutiny's input into the RPPR process. Report by the Chief Executive
- 10 Scrutiny committee future work programme (*Pages 121 - 126*)
- 11 Forward Plan (*Pages 127 - 134*)  
The Forward Plan for the period to 30 June 2016. The Committee is asked to make comments or request further information.
- 12 Any other items previously notified under agenda item 4

PHILIP BAKER  
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8 March 2016

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## ECONOMY, TRANSPORT AND ENVIRONMENT SCRUTINY COMMITTEE

MINUTES of a meeting of the Economy, Transport and Environment Scrutiny Committee held at County Hall, Lewes on 30 September 2015.

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PRESENT Councillors Richard Stogdon (Chair), Mike Pursglove (Vice Chair), Claire Dowling, John Hodges, Pat Rodohan and Barry Taylor

LEAD MEMBERS Councillor David Elkin (Lead Member for Resources)  
Councillor Carl Maynard (Lead Member for Transport and Environment)  
Councillor Rupert Simmons (Lead Member for Economy)

ALSO PRESENT Becky Shaw, Chief Executive  
Rupert Clubb, Director of Communities, Economy and Transport  
Becky Shaw, Chief Executive  
James Harris, Assistant Director, Economy  
Nick Skelton, Assistant Director Communities  
Karl Taylor, Assistant Director Operations

### 11 MINUTES OF THE MEETING HELD ON 1 JULY 2015

11.1 The minutes of the meeting held on Wednesday 1 July 2015 were agreed.

11.2 RESOLVED to approve as a correct record the minutes of the meeting held on 1 July 2015.

### 12 APOLOGIES FOR ABSENCE

12.1 Apologies for absence were received from Councillor St Pierre.

### 13 DISCLOSURES OF INTERESTS

13.1 Councillor Dowling declared a personal interest in item 5 (see Minute 16) in that she is a Member of Wealden District Council, but she did not consider this to be prejudicial.

13.2 Councillor Hodges declared a personal interest in item 5 (see Minute 16) in that he is a Director of Let's Do Business, but he did not consider this to be prejudicial.

13.3 Councillor Maynard declared a personal interest in item 5 (see Minute 16) in that he is the Leader of Rother District Council, but he did not consider this to be prejudicial.

13.4 Councillor Rodohan declared a personal interest in item 6 (see Minute 17) in that he is a member of the Federation of Small Businesses, but he did not consider this to be prejudicial.

## 14 URGENT ITEMS

14.1 Councillor Dowling requested consideration be given to the Community Safety Strategy annual report, which had been looked at by the Children's Services Scrutiny Committee, with particular regard to Road Safety.

## 15 REPORTS

15.1 Reports referred to in the minutes below are contained in the minute book.

## 16 RECONCILING POLICY, PERFORMANCE AND RESOURCES (RPPR) 2015/16

16.1 The Committee considered a report by the Chief Executive. The Lead Member for Resources confirmed that no budget was exempt from investigation for potential savings. The Chief Executive highlighted changes to the financial landscape that had occurred since the Whole Council Forum, namely the delay in the implementation of aspects of the Care Act, and the announcement of the National Living Wage commitment, with its potential impacts on construction and care contracts.

16.2 The Committee noted the areas of search for savings and recommended that the diagram in appendix 1 of the report should contain a reference to Business Growth as part of the Council's One Council Plans. The Committee further recommended that Income Generation is added for the Communities, Economy and Transport (CET) Department. It was acknowledged that other Scrutiny Committees had expressed similar views for portfolios within their area of responsibility. There was a discussion as to what sectors the County Council can most effectively focus on, given the constraints on local authorities trading for profit, and the areas in which the County Council is the principal provider. The Committee felt it was important to highlight that funds raised would be spent for the benefit of the local community.

16.3 The Committee commented that it will be difficult to review the savings plans for the CET Department as a whole, without some indication of the contribution being made by the Libraries and Information Service as part of the areas of search. The work of the Audit, Best Value and Community Services Scrutiny Committee was highlighted, as was the report to the Cabinet due later in the year.

16.4 The Committee expressed concern that the combined Council revenue expenditure in regard to Governance Services, Business Services, Contingencies and Corporate Services is in excess of the entire budget for CET (including Libraries). While it was noted that the preceding concern did not take account of substantive capital expenditure, the fact remains that the impending budget reductions will very severely affect future revenue expenditure.

16.5 The Committee commented on the premises and business services costs for CET and asked if these costs will be reduced as the Spaces Programme, Agile, Orbis and other initiatives are implemented. It was confirmed that the whole Council estate was under review.

16.6 The Committee discussed the Road Safety section of the Transport and Environment portfolio plan. In particular the Committee noted the Killed and Seriously Injured (KSI) reduction target and work done with partners, such as the Sussex Safer Roads Partnership, to address the root causes of KSIs. Investigation of KSI accidents has shown 90% are attributable to driver error. The effectiveness of proposed safety measures was discussed, to ensure schemes provide a measurable impact on the KSI figures even in the potential absence of enforcement by the Police, given their prioritisation of resources. The importance of evidence-based prioritisation was stressed. The proposed joint scrutiny work with the Audit, Best Value and

Community Services Scrutiny Committee, to review the Public Health investment in Road Safety, was highlighted.

16.7 The Waste PFI Contract was recognised as a major area of expenditure for the Department. The Committee questioned whether sufficient savings or efficiencies could be delivered by the Waste Contract, given that recycling rates were falling. It was recognised that under performance in recycling rates represents a risk to the Council and the CET revenue budget. The different approaches of the County's collection authorities were commented on as was income generation through treating waste as a resource, including use as refuse derived fuel, together with the markets available for recyclables.

16.8 The Committee discussed the Economy portfolio plan and welcomed the positive performance indicators on Job Seekers' Allowance claimants and the speed at which average income per household is rising. The success of the You're Hired campaign, and its appropriation by other local authorities was commented on.

16.9 The success of the Broadband project was welcomed, by the Committee, as was news of further investment secured for engineering and the development of an approach to the SELEP regarding 4G and covering existing mobile black spots. The crucial part that reliable internet access plays in supporting businesses, addressing health inequalities and reducing the need for travel was stressed by the Committee.

16.10 RESOLVED (1) to note the report; and

(2) to establish an RPPR Board consisting of all available Committee Members to consider the developing portfolio plans and savings proposals.

## 17 ECONOMIC INTERVENTION FUND AND BUSINESS GROWTH FUNDING

17.1 The Committee considered a report by the Director of Communities, Economy and Transport. The Assistant Director Economy set out the key features of the report including the creation of 900 new jobs, the cost per job created, the focus on those indigenous companies with high growth potential ('gazelles'), and the efforts made to attract businesses to re-locate to East Sussex.

17.2 The Department keeps a close eye on the long term impacts of intervention through the reporting required by central Government. Applicants are required to produce a business case and attend an interview, and to set out the number and salary ranges of the jobs to be created. These are then included in the contractual terms agreed by the applicant and the County Council.

17.3 The Committee agreed that increased publicity for the Council's interventions, particularly for local Members, would be beneficial. It was made clear that the local member would not be part of the decision making process for accepting an application, but would be notified of successful bids, in order to act as ambassadors to other businesses who might benefit from the County Council's aid. The Committee suggested that successful applicants should also be asked to act as ambassadors.

17.4 The Assistant Director welcomed the suggestions of the Committee as to how to engage most effectively with the business community, as it was acknowledged that not all businesses are associated with a Chamber of Commerce or similar umbrella organisation. It was suggested that an enclosure could be included with the annual business rate demand.

17.5 The Assistant Director reassured the Committee that bids with obvious potential, but which failed to meet the criteria, will be referred to other organisations to help develop the business plan and to support a re-submission of the bid.

17.6 The Committee discussed the manufacturing sector, with its strong base in the Hastings area and engineering companies in Wealden, which are linked to the skills development initiatives at the County's universities and colleges. The Committee also noted the expected outputs from the Social Business Investment Fund, which are different to the other funds with its focus on safeguarding existing jobs and apprentice/volunteer training.

17.7 RESOLVED to (1) note the report; and

(2) congratulate all the officers involved with the Economic Intervention Fund and Business Growth funding.

## 18 SCRUTINY COMMITTEE FUTURE WORK PROGRAMME

18.1 The Committee considered the work programme for the year ahead, including: the Boards established for scrutiny of the rights of way strategic commissioning project and gully emptying/drainage; the report due in March on the mitigation measures put in place to offset the impacts of the reformulated supported bus network; and the feasibility of a meeting to consider the Highways Contract Re-procurement Project before its consideration by Cabinet.

18.2 The Committee discussed the Library Transformation project, and the desirability of seeing the full figures, to allow the Scrutiny Committee to see the full picture of the Communities, Economy and Transport budget so that any impacts of budget reductions can be accurately assessed. The project is under scrutiny by the Audit, Best Value and Community Services Scrutiny Committee, and will be the subject of a report to the Cabinet later in the year. The Committee was invited to work together with ABVCS.

18.3 RESOLVED to note the Plan and work of the forthcoming Board meetings.

## 19 FORWARD PLAN

19.1 The Committee considered the Forward Plan.

19.2 RESOLVED to note the Plan.

## 20 ANY OTHER ITEMS PREVIOUSLY NOTIFIED UNDER AGENDA ITEM 4

20.1 The Committee considered a briefing note prepared by Councillor Dowling, a copy of which is included in the Minute Book.

20.2 The Committee discussed the aims and objectives of the Community Safety Partnership in relation to road safety, and were informed of the officer representation on the Partnership and Boards. The Committee expressed a desire to add their voice to the discussion of the formulation of the Strategy.

20.3 RESOLVED to consider the road safety section of the Community Safety Strategy annual report at its meeting in September 2016.

The meeting ended at 12.45 pm.

Councillor Richard Stogdon  
Chair

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# Agenda Item 5

**Report to:** Economy, Transport and Environment Scrutiny Committee

**Date of meeting:** 16 March 2016

**By:** Director of Communities, Economy and Transport

**Title:** Strategic Infrastructure in East Sussex

**Purpose:** To update the Scrutiny Committee on strategic road, rail and ICT infrastructure improvements, including the rollout of Superfast Broadband, in the county.

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**RECOMMENDATIONS:** The Economy, Transport and Environment Scrutiny Committee is recommended to note the progress that is being made by East Sussex County Council and other partners on strategic road, rail and ICT infrastructure improvements that will support economic growth in East Sussex.

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## 1 Background Information

1.1 One of the key priorities for East Sussex County Council (ESCC) is driving economic growth. The delivery of strategic road and rail infrastructure, as well as packages of local transport schemes and broadband infrastructure improvements play a key role in supporting this achievement. They unlock housing and employment space and encourage inward investment to create new jobs.

1.2 This well established policy approach to deliver infrastructure to support economic growth in the county is reflected in a variety of plans and strategies. These include:

- *Local Enterprise Partnerships' Strategic Economic Plans (SEP)* – the Strategic Economic Plans for the South East Local Enterprise Partnership (SE LEP) and Coast to Capital Local Enterprise Partnership (C2C LEP) (which both comprise businesses, local authorities and education leaders in their respective geographies) submitted to Government in March 2014 set out the infrastructure and investment required to drive economic expansion within their areas up to 2021. The initial growth deal for each LEP was agreed in July 2014 with a further growth deal agreed in February 2015 with around £71m secured to date towards infrastructure projects, in particular transport infrastructure, which will bring forward new jobs and homes in the county.
- *East Sussex Growth Strategy* - the Growth Strategy was commissioned by Team East Sussex (TES) and published in 2014 and looks ahead to 2020. It aspires for East Sussex to be easy to move around in and well served by road and rail infrastructure and sustainable travel which provide good access to all markets. The poor quality of the strategic transport network in East Sussex has been identified by businesses as a constraint to growth. The strategy also identifies a need to invest in a network where impact on jobs and growth is greatest and to lobby government, Highways England and Network Rail, as appropriate, to enhance connectivity. The need for high quality ICT Infrastructure, which is vital in the modern economy, is noted and described as effectively becoming a fourth utility.
- *Local Plans and Infrastructure Delivery Plans (IDP's)* - the Local Plan sets out the planned housing and employment growth for a local planning authority over (normally) a 15-20 year time horizon. The IDP identifies the infrastructure that is required to support the level of planned growth, its criticality, the timescales for delivery and potential funding sources.
- *The East Sussex Local Transport Plan (LTP)* - the current LTP Strategy was adopted in May 2011 and looks forward 15 years to 2026. The LTP seeks to invest in transport infrastructure

which delivers sustainable economic growth by helping to address congestion, improving safety for all road users and promoting sustainable travel on foot, by bike and by public transport. The Strategy is supported by a series of five year implementation plans, the first of which covers the period 2011/12 to 2015/16, that set out the intentions for transport investment for this period of time. The second Implementation Plan which was considered at the Lead Member for Transport & Environment's decision making meeting on 14 March 2016 will cover the period 2016/17 to 2020/21.

## 2 Supporting Information

2.1 The detailed summary contained in Appendix 1 of the report outlines the current situation with the development and delivery of strategic infrastructure identified in the plans/strategies above, which are supporting our ambitious growth plans for the County. A summary of the total committed and potential investment in road, rail and ICT infrastructure serving the County is set out in Appendix 2.

2.2 The summary of the development and delivery of strategic infrastructure in East Sussex (Appendix 1) provides details of the work undertaken and issues in the seven key infrastructure categories termed as:

Rail	Strategic Road
Aviation	Ports
Local Growth Fund Projects	Superfast Broadband
Mobile Telephony Infrastructure	

## 3 Conclusion and Reasons for Recommendations

3.1 As highlighted in Appendix 1 of the report, there has been significant progress on the development and delivery of strategic infrastructure (transport and superfast broadband) required to support the County Council's priority of 'driving economic growth', thereby creating jobs, new commercial space and enabling new homes to be built in the county.

3.2 The County Council is often not the main delivery partner and therefore needs to work with other delivery partners (local and national) to enable its delivery or lobby Government and other strategic providers for investment to bring the necessary infrastructure forward. As a consequence, because of how different external partners' funding is structured, there are often long lead in times for the delivery of infrastructure.

3.3 It is therefore recommended that Scrutiny Committee note the progress that has and is being made on bringing forward or making the case for strategic infrastructure investment to support economic growth in the county.

RUPERT CLUBB

Director of Communities, Economy and Transport

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### LOCAL MEMBERS

All

### BACKGROUND DOCUMENTS

None

## Summary of the Development and Delivery of Strategic Infrastructure

### 1.0 Rail

1.1 Whilst the County Council does not have a statutory responsibility for rail, we work with and lobby Government, the rail industry and others for improvements to rail services and infrastructure serving the East Sussex. Much of the Council's lobbying for rail infrastructure improvements is through Network Rail's Route Studies process. However, there may be opportunities through devolution deals for the County Council to have a far greater input in the rail infrastructure planning process, to ensure Network Rail's investment programmes are aligned to deliver our growth plans.

#### *Rail Strategy Priorities*

1.2 The County Council's Rail Strategy, 'Shaping Rail in East Sussex' and supporting Action Plan were adopted in November 2013. This identified two main priorities for improving rail infrastructure and services in the County that improve connections to employment, education and training and support economic growth in the County. These were improvements (electrification/dual tracking) to the Marshlink line between Hastings and Ashford and electrification of the Uckfield line between Hurst Green and Uckfield.

#### *High Speed Rail to Bexhill/Hastings*

1.3 Network Rail undertook an in-house review in 2013 on how the rail service to Bexhill and Hastings could be improved. This initial work identified that there was potentially a good business case for electrifying the Marshlink line between Hastings and Ashford and running high speed rail services to Bexhill and Hastings. It would provide significant journey time savings.

1.4 To support this technical work, East Sussex, Hastings and Rother on behalf of the Hastings & Rother Taskforce appointed consultants Mott MacDonald to undertake a study last year to identify whether a strategic economic case existed for extending the high speed rail Javelin services from London St Pancras (HS1) to Hastings and Bexhill.

1.5 The report was published in October 2015 and identified that running high speed rail services will be a real game changer for the Bexhill/Hastings area and has the potential to 'super charge' the local economy and generate £354m of economic and regenerative benefits to the local area by 2044. It also identified that increased business investment and growth in Hastings and Bexhill will improve the image and perception of the area as a business location and increase the attractiveness of the area as a place to work and live.

1.6 This information will be used to feed into Network Rail's Kent Route Study which looks at the long term rail infrastructure requirements in the study area – which includes the Hastings-Tonbridge line and the Marshlink between Hastings and Ashford - to 2044. As part of the Route Study, Network Rail are looking at the various options for delivering high speed rail services to Bexhill, Hastings and Rye in more detail. Ultimately the study will set out options for funders on the infrastructure required to meet the expected demand and address the capacity gap as well as costs. In particular, the study outcomes will be used in Network Rail's negotiations with Government on the schemes that should be brought forward through the Initial Industry Plan (IIP) of potential schemes for delivery in Network Rail's Control Period 6 (2019 – 2024). In addition, there may also be opportunities for other funders (LEP's for example) to bid for funding that can

contribute towards the cost of the scheme. The Kent Route Study will be published for consultation in Autumn 2016 with the final version coming out in Summer 2017.

### *Sussex Route Study*

1.7 The Sussex Route Study was published in September 2015 and sets out the long term rail infrastructure requirements in the study area - which includes the Brighton mainline and connecting routes (to Lewes), East Coastway from Brighton to Bexhill, Newhaven/Seaford branch line and the Uckfield line. The study developed options to deliver against the key challenges, subject to value for money, deliverability and affordability. The study primarily focuses on the Control Period 6 (2019-2024) but also looks ahead to 2043.

1.8 The study identifies a package of infrastructure improvements primarily to the Brighton mainline to support future rail capacity needs. The following schemes identified in the Study are currently under development and are proposed for delivery in Control Period 6 (2019 – 2024) schemes include:

- Victoria Platform 8 access and reversible working
- Additional track and grade separation at Windmill Bridge junction and an additional platform at East Croydon
- Coulsdon North grade separated junction
- Gatwick Airport track layout changes
- Haywards Heath turnback

1.9 Schemes for further development for Control Period 7 (2024 – 2029) and beyond include:

- Clapham Junction track layout changes
- Grade separation at Keymer Junction and additional platform at Wivelsfield

### *London – South Coast Rail Corridor Study*

1.10 The Chancellor announced a study in his 2014 Autumn Statement, which was re-affirmed in his July 2015 post-election Budget, to look at improving rail links between London and the south coast. This includes upgrades to existing routes, consideration of the Brighton Main Line corridor improvements identified in the Sussex Route Study and re-examining the previous Lewes – Uckfield reinstatement proposals.

1.11 The Department for Transport (DfT) commissioned consultants in the Autumn to undertake this work. In summary, the work has been undertaken in three stages – firstly, an assessment of the anticipated demand in the short, medium and long term; secondly, an assessment of proposals and their feasibility; and thirdly, determining priorities. As a key stakeholder we are engaging with the consultant on the study at an early stage and ensuring the involvement of our Borough and District Councils, as this could influence their future growth plans, as well as other stakeholders in the process.

1.12 The consultant issued a draft report to DfT in early January, and is understood to be working on a final version. In terms of publication, the latest official statement from the Rail Minister, Claire

Perry MP (on 19 January in response to a question from Caroline Lucas MP) was “The Study is expected to be completed early in 2016, and the Government will subsequently consider the timeframe for releasing the study findings, including our response.”

### *Other Rail Investment*

1.13 As part of their ongoing investment programme, Network Rail will be investing £30m on the Lewes – Newhaven – Seaford line over the next 2 to 3 years. £20m will be invested in re-signalling the line, refreshing the equipment and eliminating that which is redundant, with the project programmed for completion by 2017. In addition, Network Rail will also be upgrading the local power supply on the line, at an estimated cost of around £10m, as part of their resilience improvements to the East Sussex network.

## **2.0 Strategic Road**

### *A27 Corridor*

2.1 The A27 improvement study was one of a series announced by the Government in 2013 to help identify and fund solutions to tackle some of the notorious and long standing hotspots in the country.

2.2 The study focussed on the A27 between Portsmouth and Pevensey. It considered and analysed the evidence available and the potential issues/future pressures that may arise, the priority needs for investment and reviewed a number of potential investment options. The study also assessed the strength of the economic case of the potential options including whether they demonstrated value for money and are deliverable.

2.3 The A27 Reference Group, which brings together the local Members of Parliament, local authority leaders and the business community, lobbied that an offline dual carriageway was the only option which would improve connectivity, deliver planned (and future) growth and provide benefits to communities along or adjacent to the existing road. The outcomes of the study were announced as part of the Chancellor’s 2014 Autumn Statement and are set out in the Department for Transport’s (DfT) Roads Investment Strategy: Investment Plan. This identified that around £75m had been set aside for improvements east of Lewes.

2.4 The DfT and Highways England (HE) have appointed consultants to take forward the development of the smaller scale capacity improvements and sustainable transport improvements using the available funding.

2.5 However, the A27 Reference Group are still advocating that a more comprehensive solution for the A27 east of Lewes is required, particularly as Wealden have identified in their Local Plan review - Issues and Options document that the substantial growth in the south Wealden area around Hailsham and Polegate will be dependent on improvements to the A27 corridor. This message was reinforced at a meeting between the Reference Group, Highways England and the DfT in January this year.

2.6 Rather than seeing the allocated funding used on smaller scale improvements, the A27 Reference Group continues to lobby Government for further funding towards delivering an offline dual carriageway between Lewes and Polegate that will meet the existing and future needs of the county, especially with the planned growth in Eastbourne/South Wealden and Newhaven.

2.7 In the medium to long term, Highways England (HE) and DfT will be reviewing their Roads Investment Strategy for the five year funding period 2020 – 2025. This presents East Sussex with an opportunity to strengthen our business case for further investment in the A27 beyond the £75m. Therefore, to support our case a study is to be commissioned by the Reference Group (and potentially involving HE & DfT) to assess the wider economic and regenerative benefits an improved A27 would bring to East Sussex.

#### *A21 Corridor*

2.8 Improvements to the A21 corridor will support the previous and current investment in economic growth in Bexhill and Hastings as well as the future growth plans for the area set out in the SE LEP's Strategic Economic Plan. HE is currently constructing a dual carriageway improvement to the A21 between Tonbridge and Pembury which is due to open in Spring 2017 at a cost of around £70m.

2.9 There have been long-standing proposals for improvements to other sections of the A21 over the years. Through the LEP and other forums, the County Council are and will continue to lobby Government and HE for these improvements to the A21. Particularly Kippings Cross to Lamberhurst and around Hurst Green, which provide greater journey time reliability between Bexhill/Hastings, Kent, London and beyond.

#### *Bexhill Hastings Link Road*

2.10 The Bexhill Hastings Link Road (BHLR) opened on 17 December 2016. The Link Road is an integral part of the strategic infrastructure package, along with the North Bexhill Access Road, North East Bexhill Gateway Road and Queensway Gateway Road, that supports the delivery of the housing and employment growth in the A21/A259 Bexhill/Hastings Growth Corridor. Specifically, the Link Road will enable the delivery of around 2,000 new homes and an estimated 3,550 gross jobs from the allocation of at least 51,000 sqm of employment space in North Bexhill. The North East Bexhill development is expected to generate an overall economic impact of £1bn in terms of GVA contribution to the sub-regional economy.

#### *Devolution Deals*

2.11 At present, investment decisions on improvements to the strategic road network are made by HE. These decisions have been influenced by the outcomes of their Route Strategies and Studies which we are consulted and provide evidence on to demonstrate the need for strategic road improvements. With devolution, there may be opportunities for the County Council to have a far greater input in HE's investment programmes to ensure these are aligned to deliver our growth plans over a longer timeframe. An initial devolution deal is being prepared to be submitted in 2016, working with our Three Southern County partners (West Sussex, Surrey and East Sussex County Councils).

### **3.0 Aviation**

#### Airport Capacity in South East

3.1 As the Committee will be aware, the Government commissioned Sir Howard Davies in 2012 to examine the need for additional UK airport capacity and to recommend how this can be met in the short, medium and long term. The Commission's December 2013 interim report identified the need for one additional runway in the south east by 2030 and a further runway by 2050. The interim report

identified three potential options – two at Heathrow and one at Gatwick – for providing the additional runway capacity by 2030.

3.2 The Airport Commission's independent assessment of these three options was published in late 2014. As a County Council, we carefully considered the evidence presented by the Commission's assessment of the Gatwick proposals and held a full and open discussion at Full Council on 27 January 2015. A clear majority of County Councillors supported a second runway at Gatwick Airport on the basis of the economic benefits to East Sussex and job creation in the County, whilst recognising appropriate action by the Airport was needed to provide the necessary infrastructure and mitigate noise, environmental or other negative impacts on the residents of East Sussex.

3.3 The Commission concluded in July 2015 that a third runway at Heathrow was the preferred option for providing the additional runway capacity. Having considered the Commission's report, Government confirmed in December 2015 their support for the need for airport expansion in the south east. However, the decision on whether Heathrow or Gatwick should be expanded has been delayed to enable further assessment work to be undertaken on four key areas - air quality, noise, carbon emissions and managing the impacts on local communities - and identify an appropriate package of measures to mitigate the impacts on local people. This is now expected to be completed by Summer 2016.

3.4 Notwithstanding the outcome of the Government's decision, the majority of strategic road improvements on the A23/M23 & M25 corridors and rail improvements on the Brighton Mainline identified as critical to support a second runway are already identified as committed schemes in HE's and Network Rail's respective investment programmes. This will be supported with investment by DfT, Network Rail and Coast 2 Capital (C2C) LEP in re-developing Gatwick Rail Station to double the size of the concourse and improve access to all platforms.

#### Gatwick Arrivals Review

3.5 An independent review of westerly arrivals into Gatwick Airport (i.e. arriving in over East Sussex/Kent) was commissioned last Autumn by Gatwick Airport Limited (GAL) in response to the substantial increase in complaints about aircraft noise from local communities.

3.6 The review team's final report was presented on 28 January 2016 and made 23 recommendations to the aviation industry which address the noise at source or seek to provide fair and equitable distribution of noise – 20 of which could be implemented within just 12 months. They include modifications to aircraft, a steeper ascent and descent, variation of flight paths to give residents respite from aircraft noise and the establishment of an independently chaired noise management board. The review team's report and recommendations have directly addressed a significant number of issues that the County Council have raised over the past two years.

#### **4.0 Ports**

4.1 Whilst the first phase of the Newhaven Port Access Road (NPAR) has been completed as part of the Eastside development, the County Council have been continuing the development work for the construction of phase 2 of the NPAR across the Newhaven – Seaford railway and Mill Creek to the harbour mouth.

4.2 Within the County Council's capital programme there is £13m allocated towards the scheme and this will be augmented with £10m in C2C LEP Local Growth Deal funding. The DfT have

identified the NPAR as one of their 'portfolio' schemes and therefore will retain the overall decision making responsibilities, rather than C2C LEP, for approving the release of the Growth Deal funding. Preparation of the business case is underway and we are working towards procuring a design and build contractor this year. At the same time we will be submitting the business case to DfT for approval in Summer 2016 to enable construction to start in early 2017/18.

4.3 The NPAR will support the wider investment being made by Newhaven Port and Properties (NPP) in the Port facilities. This includes the proposal for a deep water berth by E.ON energy in their windfarm operation and maintenance facility which will create 60 jobs. Furthermore, the continuation of the Newhaven – Dieppe ferry service has been secured with the French local authorities agreeing to take over its operation.

## **5.0 Local Growth Fund Projects**

5.1 As highlighted in paragraph 1.2 of the covering report, in March 2014 the SE LEP and C2C LEP's submitted their proposals to Government for a Growth Deal to drive economic expansion in their respective areas over the next six years up to 2021. Within these are specific growth plans for East Sussex focussed around its three growth corridors – Newhaven Maritime and Clean Tech, A22/A27 Eastbourne/South Wealden and A21/A259 Hastings/Bexhill.

5.2 Both LEPs' initial Growth Deals were agreed in July 2014 with further Growth Deals agreed in February 2015. Within East Sussex, over £71m of Local Growth Fund (LGF) monies across the two LEPs has been secured to date towards infrastructure projects that will bring new jobs and homes until 2021. Over the last 12 months we have been developing business cases which demonstrate that the following LGF schemes represent good value for money and consequently have unlocked £11.35m of LGF monies allocated to East Sussex in 2015/16 to enable their delivery:

- Queensway Gateway Road (QGR) - a single carriageway road between the A21 Sedlescombe Road North and Queensway. The road is being promoted by Sea Change Sussex (SCS) and will facilitate access to the employment sites allocated in the adopted Hastings Local Plan Planning Strategy to the north and south of the road. The road will facilitate approximately 12,000sqm of employment space on these sites, creating around 900 jobs. The business case was approved by the SE LEP in March 2015. Planning permission was granted in December 2015, site clearance has been completed and construction is expected to start in March 2016.
- Newhaven Flood Alleviation Scheme (NFAS) - comprises flood defence works to the east and west banks of the tidal Ouse in Newhaven and was identified in the Environment Agency's 'River Ouse to Seaford Head Strategy' approved in 2012. The implementation of the scheme would reduce the flood risk to over 1,060 existing residential and 476 commercial properties. It will directly create some 1,460 jobs, open up 9,125 sqm of commercial floor space and enable the delivery of 494 new homes. The business case was approved by the SE LEP in June 2015. The Environment Agency (EA) are currently tendering for the main works and they are expected to start in 2016/17 and completed by 2019.
- Eastbourne/South Wealden Walking and Cycling Package – the package comprises a number of routes and complementary measures that will provide an expanding walking and cycling network for the area. These routes will encourage walking and cycling between existing residential areas and key trip attractors in Eastbourne and South Wealden area, along with supporting the 10,000 new homes and 80,000sqm of employment space identified in the respective adopted Local Plans. The scheme's business case for £2.6m of the £8.6m



allocation, was approved in June 2015 and the first schemes from the package (£0.6m) will be delivered by the end of the financial year.

- North Bexhill Access Road (NBAR) - a 2.4km single carriageway road link between the A269 Ninfield Road and the Bexhill-Hastings Link Road (BHLR). The road being promoted by SCS will unlock 38,000sqm of employment floor space in North Bexhill identified in the 2006 and 2014 Rother District Local Plans. The NBAR also provides the road infrastructure to unlock the proposed urban extension in North East Bexhill with potential to directly unlock land for (approximately) up to 780 new homes. The business case was approved by the SE LEP Accountability Board in November 2015. Planning permission was granted on 11 February 2016 and land acquisition/site clearance planned for the end of the financial year. Construction is expected to commence in July 2016.
- Swallow Business Park - is a 3.4 ha (8.4 acres) greenfield development site near Hailsham in East Sussex with extant planning permission for 14,829 m<sup>2</sup> of employment space in the business use classes. The developer is required under the planning permission to construct a junction and new access road from the A22 to service the site as well as wider site infrastructure works before any development can commence. On completion of these works, the developer will speculatively build out 1,952 m<sup>2</sup> and support the creation of 508 jobs. The business case was approved by the SE LEP's Accountability Board on 12 February 2016 and works are planned to be undertaken in 2015/16 and 2016/17.
- Site Infrastructure Investment Package – In the Growth Deal extension approved in February 2015, £1.7m was allocated towards a package of site infrastructure at Sovereign Harbour. Since then SCS have reviewed the outline business case and identified that the costings for the infrastructure at Sovereign Harbour were less than envisaged. Accordingly, SCS have developed a full business case to use the £1.7m to develop site infrastructure across three sites – Sovereign Harbour, North Bexhill and North Queensway. This change in scope has been approved by the SE LEP and Government with the business case being approved by the SE LEP's Accountability Board on 12 February 2016.

5.3 With further Local Growth Fund (LGF) monies allocated to other schemes or packages in future years, we are continuing to develop the business cases to unlock these remaining monies available up to 2021. This includes a business case to unlock £3m of the £6m allocated to the Eastbourne Town Centre Movement and Access Package which will be used towards the cost of the Terminus Road improvements associated with the extension to the Arndale shopping centre.

5.4 As more schemes are approved and allocated funding from 2016/17 onwards, this will enable much greater flexibility in the movement of financial resources between identified LGF infrastructure projects and allow the County Council and its delivery partners to continue to deliver its programme more effectively. We are also fully expecting further LGF rounds from central Government calls, for which we estimate the opportunity to access between £30-50m. As such, we are continually engaging with our Borough/District Councils and other private and public sector delivery partners on developing a strong pipeline of projects that we can put forward in future bids.

## **6.0 Superfast Broadband**

6.1 Communications networks are vital for economic growth and prosperity. They enable existing businesses to survive, grow and prosper as well as enabling new and innovative businesses to emerge and develop. They enable global market presence from a local scale. The commercial and

business model changes enabled by communications networks are delivering benefits to the private sector and they can also apply in the public sector. New means of delivering public services to all, and new ways of interacting with citizens mean that more and better public services can be delivered at lower costs, resulting in cost efficiency and service benefits for citizens. Having the right communications network is therefore vital to deliver on economic growth. It is a key component for attracting inward investment and retaining, growing and developing skills in the workforce that are necessary to compete in the modern economy.

6.2 However, it is not just about public and private sector economic benefits. Universal communication and access to a broadband network supports and sustains a connected society. It can empower citizens and consumers to engage effectively across health, education, politics, commerce, social inclusion and all aspects of life, delivering benefits well beyond economic benefits.

6.3 Whilst private sector telecoms providers continue to roll out superfast broadband across the country in response to the market, there are significant parts of the UK that remain commercially unviable for investors. East Sussex, where BT Openreach is the incumbent telecoms infrastructure provider, is no different. In response, East Sussex County Council signed a contract in May 2013 with BT to deliver a 3 year programme of infrastructure improvements that will improve internet access for homes and businesses in the county. East Sussex County Council contributed £15m; Broadband Delivery UK (BDUK, the Government department located within the Department for Culture Media and Sport) provided £10.64m and BT c£4.4m capex.

6.4 The project is one of 44 across the UK, all of whom signed contracts with BT for the delivery of Next Generation Access infrastructure. The East Sussex project will mean that by 2016, alongside existing commercial broadband rollout plans:

- 96% of all properties in the county will have access to superfast broadband of at least 24 megabits per second (mbps)
- Every property in East Sussex will have a basic broadband offering of at least 2mbps

This compares very well to other areas, some of whom are still struggling to meet 80% coverage levels.

6.5 The project deploys fibre solutions as far as possible for future proofing. BT's technical solution is based on a proven set of fibre-based solution components (Generic Ethernet Access or GEA) that are currently being deployed across the UK as part of BT's main Next Generation Access rollout. GEA is capable of delivering speeds of up to 80mbps through Fibre-to-the-Cabinet (FTTC) and up to 330mbps via Fibre-to-the-Premises (FTTP).

6.6 FTTC is currently one of the most globally deployed superfast broadband technologies and is deployed following BT's standard planning rules to identify clusters of premises and their associated telecoms cabinets that can be upgraded to fibre. In some cases customers are connected directly to the exchange (Exchange Only lines), usually because they are either very close to the exchange or are in outlying areas where flexibility provided by a local Primary Cross Connection Point (PCP) is not necessary.

6.7 In these cases BT can do network rearrangements to facilitate FTTC solutions as a means of increasing the coverage of fibre speeds. East Sussex was one of the first areas to deploy network rearrangement, which BT does not do as part of its own rollout and so helped set the standard for the business process that is now in general use. Where conditions do not allow FTTC to be deployed, the

project explores the alternative of deploying FTTP. This generally happens in areas that do not have suitable cabinets, or where distances exceed the limits for superfast speeds to be delivered over FTTC. However, it is the most expensive option to deploy by far and is generally not cost effective compared to FTTC. In all cases, BT re-uses existing assets (ducts, poles etc) as far as possible to keep costs to the project as low as possible.

6.8 Coverage levels in East Sussex will be extremely high by the end of the project in 2016. Because of this, what remains will be premises for which the economic viability or value for money from the public purse is much harder to justify. Nonetheless, the County Council successfully negotiated a second contract with BT which extends coverage into the more “hard-to-reach” areas. It should be noted that hard-to-reach does not mean more geographically or technically challenging but much more expensive to deliver to.

6.9 The new contract, signed in June 2015, will run until at least 2017 and is funded by the following contributions: ESCC £4m; BDUK £2m; BT £265,060 capex. £4m from County Council sources was removed from Contract 1 as there were no coverage outcomes attached to the funding. Deployment under the new contract will focus on extensive network rearrangement in order to overcome the most common drawback of FTTC deployment, which is the issue of long copper lengths (where fibre speeds drop away over the last line of copper from the fibre-enabled cabinet to the end user). Coverage under this contract is expected to increase overall coverage to 97%.

6.10 Basic Broadband of 2mbps. A satellite voucher scheme is being used to deliver the Government’s “Universal Service Commitment” to ensure that all homes and businesses have access to download broadband speeds of at least 2mbps. Under the scheme, residents and businesses which have speeds below 2mbps are able to apply for support for a satellite broadband connection. It is expected that some 2,000 premises in East Sussex will fall into the sub-2mbps category. A subsidy is being provided to cover most of the cost of installation and commissioning of a satellite broadband service. The applicant will be responsible for paying any remaining cost of installation and commissioning (if any), for choosing the features of the satellite broadband service required, and for paying the monthly subscription for the service. The scheme was launched nationally in December 2015 and is being administered locally by the County Council’s Broadband Team.

6.11 The “Universal Service Commitment” is part of the existing contract, signed in May 2013, and is being run by BT as holders of the contract with local authorities. BT, in turn, has contracts with the satellite broadband platform providers and the satellite broadband retail services providers (i.e. infrastructure and retail service providers). Currently there are 11 retail service providers on the approved list. The scheme is open for applications until the end of 2017.

6.12 The performance on the current project continues to deliver to time and within budget. All contractual milestones continue to be met (some ahead of schedule) with 63,674 premises out of 65,000 connected to Next Generation Access infrastructure as at 31 December 2015. Of these, 53,913 premises are able to receive speeds of 24mbps and above (85%). This figure will grow as the project completes. Speed band splits are:

- Access Line Speed (ALS) > 100mbps = 1,077
- ALS > 50mbps and ≤ 100mbps = 39,077
- ALS ≥ 30mbps and ≤ 50mbps = 9,977
- ALS ≥ 24mbps and ≤ 30mbps = 3,782
- ALS ≤ 24mbps = 11,087

6.13 It should also be noted that BT is currently re-running speed data as its previous data were not completely accurate – for example, in Isfield, where the exchange area has gone from dial up speeds to superfast, the speed files are currently showing 0mpbs which we know to be untrue. Speed data will be reported once new information is received and it is anticipated that superfast figures will increase. All 76 exchange areas now have live structures, 340 FTTC cabinets have been installed, 10 FTTP areas have been completed (with more underway) and 629km of fibre cable has been installed as at end December 2015. The project is due to complete by end June 2016. The extension project (contract 2) begins deployment early in 2016 and will cover an additional 5,000 premises. Take up of fibre broadband is currently running at 25.6% against the target benchmark for all projects of 20%.

6.14 East Sussex will continue striving to find solutions for the remaining premises that are not currently benefitting from the commercial or public investments. This includes working with BT to look at emerging technologies over the course of Contract 2 deployment. Dialogue with alternative suppliers and assessment of alternative technology solutions such as fixed wireless continues.

## **7.0 Mobile Telephony Infrastructure**

7.1 Mobile services are now at the heart of how most people stay in touch. In the UK, 95% of households use mobile phones and 16% have no voice landline at all. Mobiles are also important to business. Research commissioned by the Federation of Small Businesses (FSB) in 2014 found that almost three quarters (71%) of small businesses say that mobile phones are crucial or very important to their business. The Government has identified two issues with mobile coverage in the UK: “not-spots” – areas where there is currently no coverage available; and the “partial not-spots” – areas which have coverage from some but not all of the four mobile networks.

7.2 To tackle “not-spots” the Government provided £150m (compared to £530m for Next Generation Access broadband) to improve mobile coverage in areas where there is currently no coverage from any of the Mobile Network Operators through its Mobile Infrastructure Project (MIP). This funding supported the construction of mobile infrastructure, while the mobile network operators provided funding for each site’s operating costs for the 20 year life of the project. To tackle “partial not-spots” the Government put in place a new legally binding agreement by mobile operators to invest a guaranteed £5bn to improve infrastructure by 2017; and to guarantee voice and text coverage from each operator across 90% of the UK geographic area by 2017.

7.3 Two sites in East Sussex were identified by the MIP project for investment: one at Colliers Farm, Rushlake Green was granted planning permission in February 2015; the other at Town Row, Rotherfield unfortunately failed to come forward for planning permission before the funding deadline passed. Although having no formal role in the MIP, the County Council met with Arqiva (the Government’s contractor) and Wealden District Council as the Local Planning Authority on several occasions to assist in bringing forward both sites. The County Council will continue to work with the SE LEP and/or other stakeholders to lobby for and facilitate investment in East Sussex.

**Appendix 2 – Summary of Committed and Potential Investment**

	<u>Committed Investment</u> <u>(£m)</u>	<u>Potential Investment</u> <u>(£m)</u>
<b>Rail</b>		
Improvement of Marshlink		£300+m
Uckfield – Hurst Green electrification		£150+m
Brighton mainline improvements (Sussex Route Study). Identified improvements include: <ul style="list-style-type: none"> <li>London Victoria track realignment</li> <li>East Croydon/Stoats Nest/Windmill Bridge</li> <li>Redhill/Gatwick Airport (inc station redevelopment)</li> <li>Wivelsfield junction</li> </ul>		£1bn
London – South Coast Rail improvements		To be determined
Newhaven re-signalling/upgrading local power supplies	£30m	
<b>Road</b>		
A27 – smaller scale improvements	£75-90m	
A27 – off line improvements		£400m
A21 Tonbridge to Pembury	£70m	
A21 Kippings Cross to Lamberhurst		£120m
BHLR	£120m	
<b>Local Growth Fund projects</b>		
Round 1 and Round 1 extension LGF Projects are: <ul style="list-style-type: none"> <li>Newhaven Port Access Road</li> <li>QGR</li> <li>NBAR</li> <li>Walking/Cycling packages for E/SW and HB.</li> <li>Junction improvement package for H/B</li> <li>H-P-E STC</li> <li>Newhaven Flood Alleviation Scheme</li> <li>Site infrastructure at Sovereign Harbour Business Park and Swallow Business Park</li> </ul>	LGF - £71m ESCC Capital for NPAR - £13m	
<b>Superfast Broadband</b>	£32.3m <ul style="list-style-type: none"> <li>Contract 1: ESCC - £11m; BDUK - £10.64m; BT £4.4m</li> <li>Contract 2: ESCC - £4m; BDUK £2m; BT - £0.26</li> </ul>	
<b>Combined Investment Total:</b>	<b>Approx £411m - 426m</b>	<b>Approx £1.97(+ ) bn</b>

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# Agenda Item 6

**Report to:** Economy, Transport and Environment Scrutiny Committee

**Date of meeting:** 16 March 2016

**By:** Director of Communities, Economy and Transport

**Title:** An update on the replacement of the Buy with Confidence Scheme with an alternative approved contractor scheme

**Purpose:** To provide the Committee with an update on the replacement of the East Sussex County Council Buy With Confidence Approved Trader Scheme with commercial alternatives and an update on the work undertaken by the Trading Standards Service since the last Scrutiny Review in June 2013

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**RECOMMENDATIONS:** The Economy, Transport and Environment Scrutiny Committee is recommended to:

- (1) Note the progress in replacing the East Sussex County Council Buy with Confidence Approved Trader Scheme with alternative trader schemes; and**
  - (2) Note the work undertaken by Trading Standards during the financial year 2014/2015.**
- 

## 1 Background Information

1.1 On the 7 January 2015 a report was tabled at the Lead Member Economy meeting that recommended the Trading Standards (TS) Buy with Confidence (BWC) approved trader scheme was closed and alternative methods of delivering an approved trader scheme were sought.

1.2 At that meeting the Lead Member for Economy resolved to;

- Agree consultation on the proposal for an alternative delivery of an approved trader scheme;
- Delegate authority to the Director of Communities, Economy and Transport, following the consultation, to determine whether to end the BWC Scheme; and
- Agree that TS enter into partnership arrangements with private sector providers that deliver the minimum standards of assurance.

1.3 The reason given for the resolution was that closing the BWC scheme would make it possible to make savings in the region of £108,000, whilst partnership working could generate income. For example, it was estimated that if TS chose to partner with an approved trader scheme such as Checkatrade (CAT) <http://www.checkatrade.com/>, income of circa £43,000 pa could be achieved. The proposal was to partner with a commercial organisation whilst maintaining an equivalent service for East Sussex residents and businesses.

1.4 ETE Scrutiny Committee in July 2015 requested an update on progress in finding an alternative supplier, in particular to give;

- An update on the progress to replace the scheme;
- An overview of the checks and balances that have been put in place to ensure the quality and reliability of the services provided by the chosen provider; and
- An evaluation of the extent to which the new scheme is working effectively and the degree of public confidence in the new scheme.

## 2 Supporting Information

2.1 **Update on progress to replace the scheme** – TS is now in a position to partner with two trader schemes which will give East Sussex businesses and residents increased choice.

2.2 Buy with Confidence - East Sussex BWC will now be combined with the Hampshire County Council scheme which will then be administered by Hampshire Trading Standards. This will be a much bigger scheme with more resources to support promotional and other activities. Whilst there will be some changes to the scheme, the brand will continue. BWC information will remain on the County Council website and we will continue to recommend BWC as a place to find reliable businesses. This means residents and businesses can still choose the BWC brand in East Sussex, but we will not have the

expense of administration. A small income stream will also be delivered of approximately £4,000 pa through the fees charged to carry out our own background checks on traders. Trading Standards are in the process of signing the Memorandum of Understanding with Hampshire Trading Standards.

2.3 **Checkatrade** - CAT is a commercially run company that carries out background checks, interviews applicants and continuously monitors its members. The regional trading standards group (Trading Standards South East Limited – TSSEL) have been working with CAT to ensure that they meet the required criteria to partner with Local Authorities and deliver the required standard of assurance. This work is almost complete and Trading Standards are in the process of finalising the contract with CAT. In addition, it is agreed that the County Council will carry out checks on local and national databases to which CAT do not have access, before traders can be approved in the County. This partnership will deliver an estimated income of approximately £37,000 pa.

2.4 CAT have already partnered with Kent Trading Standards and Surrey & Buckinghamshire Trading Standards. CAT has a legal Primary Authority Agreement (PAP) with Kent Trading Standards which means that they will be regularly audited by Kent and receive assured advice that will in turn drive up standards in the approved trader sector. Businesses in East Sussex will benefit not only from membership of CAT but also gain from the addition of being a Trading Standards Approved CAT member. As with BWC, scheme information will be on our website and will recommend TS approved CAT traders.

2.5 All existing members of the East Sussex Buy with Confidence Scheme were informed at the beginning of November of the change and given the option to either continue or withdraw. At this point members were also informed of the forthcoming partnership with CAT to allow them to make an informed decision before proceeding with membership. Background checks have commenced on East Sussex members of CAT to upgrade them to Trading Standards approved.

2.6 Negotiations still continue with other partners. TrustMark <http://www.trustmark.org.uk/> are a central Government endorsed approved trader scheme. They have recently signed a PAP with Surrey Trading Standards and are working on a pilot to transfer their members to TS approved. The County Council are hoping to partner with TrustMark in due course, offering further choice to residents and businesses. WHICH? Trusted Traders <http://trustedtraders.which.co.uk/> does not wish to sign a PAP and so they are not considered a suitable partner committed to driving up standards in this sector.

## **2.7 An overview of the checks and balances that have been put in place to ensure the quality and reliability of the services provided by the chosen provider –**

CAT – details of how the scheme will operate are laid down in the partnership agreement which has an emphasis on maintaining the standards. Kent Trading Standards regularly audit CAT as part of their PAP agreement for compliance. East Sussex TS will have wide ranging access to the CAT data via a web link. This will allow East Sussex TS to look at any application, trader, complaint, website entry or feedback that is live on the system and carry out further checks as required. No trader can become TS approved without the final decision being made by East Sussex TS and at any time East Sussex TS can turn a trader “red” which will immediately remove them from the CAT website. TS will have the right to request a trader is suspended from a TS approved scheme pending enquiries or investigation by TS.

BWC – Buy with Confidence authorities operate under a licence agreement and this sets the minimum checks that are required to run BWC. Hampshire TS will work to these checks to ensure that the minimum standards for the scheme are maintained and that all required checks are carried out before a trader becomes a member of the scheme. As part of the audit process and before a trader is approved, East Sussex TS will also carry out a check on our local database. On top of the licence agreement, BWC also has a peer review system in place to ensure the scheme is periodically reviewed. Hampshire TS will carry out all ongoing monitoring of compliance with membership requirements of East Sussex based BWC members. The BWC scheme will be the responsibility of Hampshire TS. In order to save resources, East Sussex TS does not expect to be involved in the scheme except to do local background checks on traders prior to approval.

2.8 **An evaluation of the extent to which the new scheme is working effectively and the degree of public confidence in the new scheme –** There have been several delays in commercial organisations taking up the offer to partner with the County Council. The main delay has been their understanding and subsequent signing of a PAP and the need for them to be certain they can meet the required criteria. As these partnerships are just starting, it is too early to evaluate them. Key Performance Indicators will be put in place for the new financial year and an appropriate evaluation will be completed on customer feedback.



The ongoing auditing of CAT by Kent Trading Standards as part of the PAP will provide a continued evaluation of the partnership to ensure that the scheme continues to work effectively. More local checks to ensure that the scheme is working effectively within East Sussex could include comparison between pre-TS approved and post-TS approved in relation to the level of complaints received, customer satisfaction/confidence levels and awareness of TS approved CAT members. Should new partners come on board, their own PAP relationship will also ensure standards are maintained.

**2.9 An update on the work of TS** - Scrutiny has requested a general update on TS work and this can be found in Appendix 1. The report highlights the work undertaken by the Service during the financial year 2014/15, explaining how TS have met their targets and achieved success for East Sussex residents and businesses. Highlights include;

- The illegal tobacco project
- Work with scam victims
- Supporting local businesses

**2.10** The only change to the work of TS since the last Scrutiny report in June 2013 is that the Support with Confidence Approved Trader Scheme, (SWC) that is run in partnership with Adult Social Care (ASC) has moved to be administered by ASC. The reason for this is that over a short period in 2014/15 the members of the SWC team left the service and were not replaced. This included the team manager for both the BWC and SWC schemes. This was seen as an opportunity by both TS and ASC to place SWC at the heart of ASC but with the trader checks and business compliance checks still being carried out by TS. TS are still active members of the SWC governance board and work closely with ASC colleagues to ensure only the best businesses are approved onto the SWC scheme. The most successful element of this partnership is the business training sessions that TS provide for SWC members. These have proved very popular and are part of a wider TS scheme to train business sectors in legislation and best practice. The performance of TS for 2015/16 is set out in Appendix 2.

**2.11** In 2014/15 the net budget for TS was £767,500 and employed 20.4 full time staff. In 2015/16 the net budget was £807,700 with 18.4 full time staff. Predictions for 2016/17 is a budget of £742,700 with 16.7 full time staff. Since 2010/2011 the staffing levels in TS have fallen by 44%, through either re-structure or staff resigning and not being replaced. The team continues to meet its statutory duties, but in a reduced form, for example making a local risk assessment on some business premises rather than following national guidelines to the letter. This has reduced the number of high risk visits the team need to complete which is realistic when compared to the number of staff available. The service is intelligence led which enables them to direct their resources to those areas most in need. This does mean that not all individual complaints are responded to unless they have a wider impact on the community.

**2.12** In future years the team are committed to income generation and are working towards a chargeable business advice strategy. This will be consulted upon with Members and the Business Community in due course. The team continue to work within their main priorities of protecting the vulnerable - supporting victims of doorstep crime and mass marketing fraud. They continue to work in the economic development arena providing free training to businesses, sampling, testing and advising. Prosecution numbers have reduced as staff numbers have diminished, but the cases that are investigated are more serious and tackle greater consumer detriment.

### **3 Conclusion and Reasons for Recommendations**

**3.1** The Scrutiny Committee are therefore recommended to note that the above will allow East Sussex to not only continue to offer an approved trader scheme but also to be in a position to offer a commercially run TS approved scheme, allowing businesses and residents the ability to choose a scheme that meets their needs.

**3.2** Trading Standards will be able to recover the costs of the intelligence checks they do for partners, without the burden of administering an approved trader scheme themselves.

**3.3** In the case of commercial partners, appropriate sanctions will be in place to remove traders who do not meet the TS approved threshold.

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LOCAL MEMBERS

All

BACKGROUND DOCUMENTS

None

## Appendix 1

### ESCC Trading Standards 2014/15 Update

#### Table of Contents

1. Introduction
2. Trading Standards - What We Do
3. How we did against our targets
  - 3.1 Target 1
  - 3.2 Target 2
  - 3.3 Target 3
  - 3.4 Target 4
4. Looking forward
5. The Trading Standards National Scams Team (hosted by East Sussex Trading Standards)

## **1. Background Information**

For the financial year 2014/2015 Trading Standards had a budget of £819k, and employed 20.4 full time members of staff.

## **2. Trading Standards - What we do**

Trading Standards is responsible for enforcing a wide range of legislation aimed at ensuring a fair and level playing field for business and the protection of vulnerable consumers. Below is a summary of the key areas of work trading standards has responsibility for. Trading Standards are obliged to enforce over 800 Acts of Parliament and resulting Regulations. The list below is a flavour of the main areas of our work. Those marked as SD indicate these are Statutory Duties

### ***Ensuring a level playing field***

- animal feed labelling, inspection and sampling SD
- animal health including pet passports and control of animals entering ports, animal disease control SD
- counterfeit goods
- delivering bespoke advice and business workshops to help business grow
- inspecting estate and letting agents to ensure they are not mis-describing properties and are keeping clients' money protected SD
- energy performance certification SD
- fair trading advertising and description of goods or services SD
- food labelling, inspection and sampling SD
- investigating food fraud complaints concerning their nature quality and substance for example ensuring the composition of meat products is fair and honest. SD
- inspection and licensing of firework stores SD
- inspection of weighing and measuring equipment SD
- ensuring package holiday companies have mechanisms in place for repatriating consumers and protecting their money. SD
- Inspecting goods and services to ensure that their pricing is clear and unambiguous SD
- product safety in relation to consumer goods SD
- underage sales SD

### ***The protection of vulnerable consumers***

- Buy with Confidence
- Support with Confidence
- Intervention in incidents of cold calling
- Protection of known chronic victims of mass marketing fraud
- Intervention in complex civil cases involving the most vulnerable consumers

### 3. How we did against our targets

The Council Plan and Portfolio Plan Targets for East Sussex Trading Standards in 2014/2015 were:

- 95% of businesses and consumers satisfied with Trading Standards support for fair trading
- Calculate the money saved per consumer following intervention from the Rapid Action Team
- Calculate money saved per chronic victim of mass marketing fraud following intervention by Trading Standards
- Deliver bespoke advice and workshops to support businesses in East Sussex

#### 3.1 Target 1: 95% of businesses and consumers satisfied with Trading Standards support for fair trading

Trading Standards achieved a satisfaction rating of 99%

We are very pleased that we have maintained a high level of satisfaction in what have been difficult financial times. We have worked hard to ensure we have made the best use of our resources while maintaining high levels of business and consumer satisfaction. Here are some of the numbers behind the figures

##### Service Requests Received 2014/2015

Trading Standards received 10 893 service requests in 2014/15 from businesses and consumers for advice. That approximates to 726 per officer per year. These requests may range from the simple, signposting a business or receiving intelligence; to the complex, for example, giving detailed and bespoke food labelling advice to a new start up food business.

##### Samples taken 2014/15

Trading standards took 282 samples in 2014/2015. Trading Standards has a duty to ensure that food and animal feed sold within the county is safe and the food chain is secure. For example, the new Food Information for Consumer Regulations makes it a requirement for advice on allergens to be provided on prepacked and non-prepacked food. One sampling regime concentrated on the accuracy of allergen advice in takeaways. For example, while a meal may not contain peanuts, has the caterer considered the peanut oil that has been used to cook the food? Not all samples are food related. For example, in 2014/2015, the sampling of unsafe toys led to a seizure and recall of those goods and another uncovered potential contamination of fuel.

##### High Risk Visits 2014/2015

Trading Standards Visited 274 high risk businesses in 2014/2015

Trading Standards has the power to enter any business premises at any reasonable time to carry out the inspection of goods. However, such powers are exercised

responsibly and we will always ensure there is a valid reason for a visit. Inspections normally fall into two categories:

- Pre-planned inspections to businesses, which due to the nature of the products that they manufacture or sell, are deemed to be High Risk. These include businesses involved in the manufacture of food or the storage or sale of high risk products such as fireworks or explosives. The purpose of these visits is to support local business and help them to achieve compliance of all appropriate legislation. Depending on the size of the business these audits can take a few hours to a whole day.
- Enforcement visits, are made due to intelligence received from members of the public or other enforcement agencies, which gives cause for concern as to how a business is being run or what is being sold or manufactured there. For example, this year we have investigated businesses who have sold knives to underage children or counterfeit and smuggled tobacco. Such visits are unannounced and can result in the seizure of goods and the arrest of suspects.

### Spotlight on Partnership Working

Trading Standards officers have substantial powers and expertise in a wide range of legislation, however, in order to maximise our effectiveness and efficiency we work closely with a number of local and national partners: Citizens Advice, Sussex Police, HMRC, East Sussex Fire and Rescue; local Environmental Health Departments; Public Health; National Measurement Office; Adult Social Care; the Animal Health Veterinary Laboratories Agency; Department for Environment, Food and Rural Affairs and Food Standards Agency. For example, two officers from Trading Standards and Adult Social Care have carried out a “job swap” this year. This has enabled each service to learn about what the other does and concentrate on safeguarding those who are the subject of financial abuse through scams. The swap has given a greater understanding of the victims of scams and how we can raise awareness of financial abuse.

Citizens’ Advice act as the first contact for consumers and businesses contacting Trading Standards on the consumer helpline: 03456080197. Citizens’ Advice will take details of the service request or complaint before referring it to Trading Standards for action. This enables Citizens Advice to build up a national profile of complaints against local businesses to pass to the relevant home authority. They also advise consumers on simple contractual matters thus enabling Trading Standards Officers to deal with the most vulnerable consumers in their area.

East Sussex is unusual in that it has the highest number of licenced explosives stores in the country due to the size of bonfire celebrations in Lewes. It is essential that the licenced stores, which can contain up to 1 tonne of fireworks at a time, are secure; fit for purpose and sufficiently far from habitation to reduce any risks associated with them through fire or theft to absolute minimum. Trading Standards Officers work closely with East Sussex Fire and Rescue officers to ensure absolute compliance. The licensing of such stores takes place annually.

Being a costal County Council East Sussex has a port and a number of harbours. Trading Standards is responsible for carrying out inspections of pet passports of animals entering the country and the county via the sea. In 2014/2015 our officers attended Newhaven Port regularly to check animals for the appropriate vaccinations using electronic chip readers. The purpose of this work is to stop the spread of

disease especially Rabies into the UK. Any animals failing the inspection are quarantined. This work is carried out with the support of the Animal Health Veterinary Laboratories Agency and takes place either early in the morning or late at night.

### Support with Confidence

Trading Standards also works in partnership with Adult Social Care to deliver Support with Confidence Scheme. This scheme puts consumers with care needs in contact with appropriately trained and vetted care workers; care agencies; and businesses working in regulated activities.

### Buy with Confidence

In 2014/15, 95% of consumers using the scheme were satisfied with the Buy with Confidence traders. The scheme had 372 members.

### Spotlight on Intelligence led enforcement

Trading Standards has adopted an intelligence-led approach to enforcement to target our campaigns and investigations. This allows us to target our resources in a considered manner on the areas causing local businesses and residents the most cause for concern. Intelligence is gathered from a wide range of sources both locally and nationally although the most important is information gained from local residents and business or by local officers when carrying out inspections.

This information is collated on a monthly basis at the Trading Standards Tactical Tasking And Coordination Group, which is made up of Senior Trading Standards Officers who use this information to target resources. In 2014/15 this led to the projects and investigations below.

### Projects 2014/2015

Below is some of the project work undertaken by Trading Standards in 2014/2015. Trading Standards participates in a numbers of local; regional; and national projects, in areas such as, food and weights and measures, where there is a direct impact on the safety and wellbeing of the local population.

### Ensuring a level playing field

#### The Illegal Tobacco Project 2014/15

Being an authority with pockets of areas of high deprivation and poor health, East Sussex has a particular issue with the “under the counter” sale of illegal tobacco. The tobacco falls into three categories; smuggled; counterfeit and of unknown origin. This tobacco is sold at pocket money prices, particularly in areas of high unemployment. Not only does the sale of such tobacco have a large impact on the health of local residents; it undermines the cessation work being done by local health providers and puts stress on health resources. Furthermore, such illegal activity undermines and impacts on legitimate businesses trading in these areas.

In 2014/2015, Trading Standards successfully secured £100,000 from Public Health to undertake a project into illegal tobacco. The funding allowed Trading Standards to employ additional temporary specialist officers; resources and equipment.

The agreed objectives from the tobacco enforcement project proposal were as follows;

- Public Health and Trading Standards would work in partnership to target the geographical areas of most concern and to ensure the effective distribution of marketing campaign material related to smoking cessation and the sale of illegal tobacco in East Sussex.
- Trading Standards would work in partnership with other identified agencies to share and develop the intelligence obtained to create a meaningful understanding of the retail environment and the sale of illegal tobacco in East Sussex.
- Trading Standards would work in partnership with other identified agencies to share and develop the intelligence obtained to create a meaningful understanding of the distribution network of illegal tobacco in East Sussex.
- Trading Standards would take proportionate action, in line with their Enforcement Policy, against offenders who have been investigated and identified as being involved in the sale and/or distribution of illegal tobacco. In addition Trading Standards will work with partner agencies so that any breaches of non-Trading Standards legislation could be investigated fully and addressed in line with partner agencies policies.
- Trading Standards would engage with landlords of properties where formal action has been taken against the sale of illegal tobacco. Landlords would be informed of the activities the shop is engaged in and issued with a warning that they could be subject to proceeds of crime action if they continued to take rent from those engaged in such activity.
- Trading Standards would work with partner agencies to rebuild positive relations with local traders and community organisations affected by the sale of illegal tobacco. Trading Standards would engage with local businesses and other organisations, encouraging them to report any activity and to support the marketing campaign of Public Health.
- Trading Standards would engage with East Sussex Fire and Rescue service regarding the fire risk associated with such products and, where volumes allow, consider the use of reduced ignition propensity testing to demonstrate the fire risk and increased safety concerns with illegal tobacco. A high percentage of Illegal tobacco does not extinguish as legitimate tobacco does, thus the risk of house fires is greater if people smoke in their homes. Trading Standards would work with Public Health to demonstrate the health risks associated with illegal tobacco and, again where volumes allow, consider the use of composition testing of the products.

The outcomes of the project were as follows:

- ✓ 25 reports were received by Trading Standards providing information about the supply of illegal tobacco



- ✓ 179 inspections of premises known to sell illegal tobacco in East Sussex (This includes test purchasing and repeat inspections)
- ✓ 56 advice visits to traders and other business premises to discuss illegal tobacco
- ✓ 18 formal actions as a result on investigations into illegal tobacco resulting in 5 prosecutions, 1 formal caution and 7 formal warnings issued. 5 investigations are currently pending.

*At Eastbourne Magistrates Court of 20.02.15, Mr Siavash Rostamy pleaded guilty to five charges relating to the possession of illegal tobacco. The tobacco was found in the shop and a vehicle nearby.*

*The Magistrate fined Mr Rostamy £200 for each offence, making a total fine of £1000. We were awarded costs of £1068.00 and a victim surcharge of £20. Total £2088.*

*It should be noted that Mr Rostamy was a first time offence. In 2013/14, Trading Standards secured custodial sentences for two repeat offenders*

- ✓ 1 shop closed as a result of intervention with the landlord under Proceeds of Crime Act
- ✓ 59,220 illegal cigarettes seized and removed from the market with a retail value of £23,688
- ✓ 114.86kg of hand rolling tobacco seized and removed from the market with a retail value of £39049
- ✓ Total retail value of illegal tobacco removed from distribution £62,737
- ✓ Trading Standards delivered all of the above within a budget of £73,979.

“Scamp” the sniffer dog with a seizure of tobacco he found.



Senior Trading Standards Officer, Roger Cohen, showing that experience counts – removing hidden tobacco from a false wall.



Other Trading Standards Projects included working with the National Measurement Office on the Medical Weighing Project. Officers visited local GP Practices to ensure the accuracy of the weighing and measuring equipment such as baby weighers and height charts. The weight of patients and the BMI can often determine the treatment they are to be given. Training and advice was given to bring practices into compliance.

Investigations were not all about tobacco, in total Trading Standards carried out 31 complex investigations issuing a further 10 letters of warning and another formal caution.

February 2015 also saw one of Trading Standards' most distressing cases come to court when 79-year-old Clare Cotton was banned for life from keeping goats, cows, sheep and pigs after being convicted of six offences under animal welfare legislation

Ms Cotton had been sentenced to a four-month prison sentence, suspended for six at Brighton Magistrates' Court having been charged with:

- Causing unnecessary suffering to a pig by failing to obtain prompt and appropriate medical treatment for a skin condition
- Causing unnecessary suffering to a goat by failing to provide the animal with any or adequate veterinary treatment.
- Failing to take all steps reasonable in all the circumstances to ensure the needs of a bull were met, by failing to meet adequately or at all a suitable diet
- Failing to take all reasonable steps to ensure the conditions for a pig were met in that she failed to provide continuous access to a sufficient supply of fresh drinking water and dry bedding
- Failing to ensure animals cared for by a sufficient number of staff who possessed the appropriate ability, knowledge and professional competence

In addition to her suspended prison sentence, Brighton magistrates also ordered Cotton to pay £150 in court costs and an £80 victim surcharge

### **3.2 Target 2: Calculate the money saved per consumer following intervention from the Rapid Action Team**

The average intervention by Trading Standards saved the victim £607

Trading Standards take a very pro-active stance with regard to rogue traders, especially those who prey on the most vulnerable in our county. To this end Trading Standards have a number of officers involved in the Rapid Action Team. The Rapid Action Team is on standby during the week to respond to incidents of doorstep selling or rogue trading. Normally, such incitements are passed to us from Citizens' Advice or the Police following reports from concerned neighbours or family, and in some cases the victims themselves. Reports can be made directly to Trading Standards on 01323 463430.

In 2014/2015 Trading Standards made 29 doorstep interventions across the county, and saved consumers an average of £607 each.

No trader who signs a contract in the consumer's home should start work without making the consumer aware of their right to cancel, in writing. Many rogue traders will "doorstep" vulnerable consumers and pressure them into agreeing to work that is of poor quality and often completely unnecessary. They will often demand more money than is quoted, in cash. It is not uncommon for these operators to use false company details to avoid future detection and slave labour to get the job done.

Luckily for the consumer and Trading Standards, failure to provide written cancellation rights forfeits a trader's right to be paid for any work carried out. Using this as a starting point, officers of the Rapid Action Team were able to persuade consumers not to hand over any further money being demanded by the cold-calling traders, saving residents a total of £17 616 due to the team intervention.

However, these interventions are just the starting point. The investigations following such interventions can be complex and resource intensive as the full scale of the business activities and consumers' detriment comes to light. One such case involving a fraudulent roofing company and many elderly and vulnerable victims spread throughout the south east is due to come to court in in 2015/2016 despite the initial investigation starting in June 2013.

The Rapid Action Team is essential to the protection of vulnerable adults in East Sussex. As a County we have a larger than average elderly and vulnerable population. By responding quickly and intervening in such matters we deter other companies from attempting to do the same.

The team also puts proactive measures in place. In one case the Rapid Action Team were concerned that a victim had fallen victim to a repeat offender. They therefore installed a hidden camera to monitor the comings and goings of any tradesmen over the course of several weeks until satisfied she was no longer in any danger.

The Rapid Action Team also intervenes in complex civil matters and will seek redress for vulnerable victims

In December 2014 Mrs P, an elderly resident contacted Trading Standards with regard to a dispute with a drain clearance company. Mrs P had paid nearly £2000 to have her drains fixed which had not been carried out with reasonable care and skill. A Rapid Action Team officer asked approved traders to attend the address and give an opinion of the work undertaken and the cost of rectification. The officer then contacted the original drainage company and secured a refund of £1,768.80

In February this year a Mr A contacted us on behalf of his elderly mother who had unwittingly signed up to a vitamin regime costing £75 per month. After intervention by the Rapid Action Team officer the company agreed to refund Mr P's mother £568.91.

Together the team saved a total of £65,616 for vulnerable victims in East Sussex. It should be noted that the sums of money saved do not necessarily reflect the true detriment suffered by the victim..

Trading Standards also does its best to help consumers help protect themselves from rogue traders with the promotion of the Super Sticker. This in effect makes each household its own "No Cold Calling Zone". We would ask any interested local groups wishing to distribute the sticker throughout their area to contact Trading Standards on 0345 60 80 197.

In 2014/2015 we issued 14,441 Super Stickers to East Sussex residents



### 3.3 Target 3: Calculate money saved per chronic victim of mass marketing fraud following intervention by Trading Standards

In 2014/15 the average money saved per chronic victims of mass marketing scams was £1230

Working closely with the National Scam Team, Trading Standards visited 236 suspected victims of mass marketing fraud. Such victims regularly send large sums of money to bogus companies alleging to represent a wide range of fictitious organisations such as lottery companies. These companies are based abroad but use UK based fulfilment houses to send out the correspondence and process the money. Once hooked, these companies will make a lot of money from their victims by contacting them with more and more elaborate scams or selling their details on to other rogue traders. Once again these companies will target the most vulnerable until the victim has lost everything. The National Scams Team works with many major agencies such as the Metropolitan Police and the Royal Mail to recover monies sent to these organisations. This is then distributed to local Trading Standards Services, who visit the victims and put in place measures to stop them falling victim to such scams in the future.

In 2014/2015 Trading Standards visited 236 potential victims and found 26 chronic victims. Where necessary social services were contacted along with family members, post was redirected or the victim signed up with the mail preference services. Where appropriate call blockers are also installed. Trading Standards revisits chronic victims to help reinforce messages for the need for vigilance to scams. Any new evidence concerning new postal scams obtained from the victims is then fed back to the National Scams Team for further investigation.

Victims are often conned into parting with thousands of pound for worthless pills and “prizes” such as those shown below.



### **3.4 Target 4: Deliver bespoke training about Trading Standards legislation to support businesses in East Sussex**

In 2014/15 Trading Standards responded to 7,691 requests for advice from local businesses.

The requests ranged from asking Trading Standards to signpost them to relevant sources of advice, such as [www.businesscompanion.info](http://www.businesscompanion.info) or to sources of new legislation, such as [www.legislation.gov.uk](http://www.legislation.gov.uk); to requests for bespoke advice specific to their businesses. This advice was in addition to the detailed advice given by officers in order to bring businesses back into compliance during visits and inspection. Such advice often involves detailed research into current legislation as the consequences of getting it wrong could potentially be costly or dangerous: for example, getting a food label wrong or the safety requirements wrong for a fireworks store. In total, 232 pieces of bespoke advice were given to local businesses.

Having said this there is now a move from Trading Standards to help traders to help themselves with the introduction of business advice workshops. For example in 2014/2015 4 workshops were given to traders on drafting business contracts made on and off a traders premises including the drafting of cancellation rights. This proved extremely popular with local businesses and start-ups, and provides a way to maximise the use of officer time to reach as many businesses as possible. 6 workshops held in banks around the county to teach bank staff and their customers about the scams they may bear witness to as well as the work carried out by Trading Standards. Other workshops included providing advice to estate agents and food caterers delivered in Turkish. There are plans to increase the number of business workshops next year.

The training does not just stop there. Trading Standards also carries out “Building Bridges” training to partners within the Council to ensure that they are aware of the work we do and know when to contact with concerns regarding their clients. By doing so Trading Standards plays its part in ensuring that we act as one council.

## **4. Looking forward to 2015/2016**

East Sussex County Council has set four key priorities for 2015/2016:

- Driving economic growth
- Keeping vulnerable people safe
- Helping people help themselves
- Making the best use of resources

Despite the successes of 2014/2015, Trading Standards still continue to develop and refine the way in which they work.

In 2015/2016, Trading Standards is introducing monthly business workshops. These will be undertaken at the Eastbourne Training Centre and will build upon the success of the business training delivered in 2014/2015. A typical workshop might focus on business contract requirements. Delegates will be taken through the relevant parts of the legislation and given the opportunity to write a contract. At the end of the session pro-forma contracts will be issued. The aim of the workshops is to help local business help themselves and provide free continual professional development training for small businesses operators who may not otherwise be able to afford such training. It is also hoped that the training will contribute to a fair local trading environment.

In 2015/2016, Trading Standards is introducing “scam visit “days. For two days each month officers will attend known chronic victims of mass marketing fraud to offer advice and support. It is anticipated that adopting “a day of action approach” the service will be able to raise the profile of the work of the Council in the local media and attract volunteers from other organisations to participate.

We will continue to intervene in incidents of rogue trading and bring enforcement action against those causing the most harm. In 2015/2016, we will also be appointing an independent financial investigator who will be responsible for ensuring that “crime does not pay” by recovering the proceeds of crime from those that prey on the most vulnerable in East Sussex or attempt to gain an unfair competitive advantage over honest local business.

## **5. The Trading Standards National Scams Team**

The National Scams Team, hosted by East Sussex Trading Standards, continues to grow from strength to strength. It is funded by the National Trading Standards Board. It employs 10 staff, including specialist investigators. The Scams Team works in partnership with key enforcement agencies, such as local Trading Standards services as well as national enforcement agencies. These partners provide the National Scam Team with intelligence which identifies potential victims of fraudulent mail scams throughout the country. It is at this point that the National Scams Team steps in as the referral mechanism; ensuring that any monies seized are returned to the victims by their local Trading Standards Service. In addition to returning money the Trading Standards Officers also provide the victims with appropriate advice and support. Here are just some the highlights of 2014/2015.

153 Local Authority Trading Standards partners have signed up to the National Scams Team. This represents an increase of 40 authorities and a total sign-up of 75%

32 National Partners have agreed to work with the National Scams Team which represents 100% increase.

For 2014/2015, the estimated detriment to scam victims nationally was £12,627,683. This is based on visits and interviews with 10 364 confirmed victims.

The detriment per person equated to £1,187

The immediate savings following an intervention visit was estimated at £221.55

Scam Victims Ages (where age known): ranges from 19 to 106 with an average scam victim age of 74 years old.

### Example Cases

#### SOUTHWARK

£41,000

When visited by trading standards officers, victim A stated he had been sending about £25 per to various scams every week since moving into his present address in 1983. When responding to prize draw and clairvoyant scams scam, he had paid for 'gold' chains and beaded junk jewellery. A conservative estimate calculated his total loss as £41,000 over 32 years. Since trading standards intervention and following their continued support and further help from a local charity the victim stopped sending money. C was interviewed for article in council magazine which went out to all homes in the borough to raise awareness of the effects of scams on their victims.

#### WIGAN

£45,000.00

Victim B admitted to have responded to mailings since the death of his wife six years previously. The money spent reached an estimated £100 per week spend purchasing products from catalogues to enter prize draws. Following intervention and support from trading standards Victim B stopped.



## Appendix 2

## Performance of Trading Standards 2015/2016 Quarters 1-3

Trading Standards continues to meet its performance targets which are set out below.

Performance Measure <i>CP = Council Plan</i>	Outturn 2014/15	Target 15/16	15/16 RAG				Q3 2015/16 Commentary
			Q 1	Q 2	Q 3	Q 4	
The number of people attending Trading Standards business workshops (CP)	N/A	180	G	G	G		<p><b>2 business workshops to 18 people</b> Continuing with the success of the business training events, which saw the Service meet its yearly target by the end of Q2, Q3 saw 2 workshops being delivered on the requirements of contracts concluded "on" and "off" business premises, which were attended by a total of 18 businesses. However, Q3 is a busy inspection period for Trading Standards, which saw an increase in demand for specific bespoke advice in two legislative areas: the first concerned the introduction of new storage requirements of the Explosives Regulations 2014; and the second concerned the new labelling requirements of Food Information for Consumers Regulations 2014. Both involved on-site inspection of both goods and premises. In total, 57 product specific pieces of advice were provided to local small and medium sized businesses.</p> <p>Although bespoke advice will continue to be given in Q4, time is being set aside to develop new business training packages; preparing a training timetable and updating our website.</p>
The number of positive interventions made to chronic victims or targets of mass marketing fraud (CP)	N/A	Establish baseline	G	G	G		<p><b>26 positive interventions made to victims of mass marketing fraud</b> Trading Standards has continued with the monthly "scams day" approach to visiting known victims of scam mail fraud across the county. These visits are now being supported by volunteers from the Citizens Advice Bureau. During the visits, paperwork completed by the victim, often with cash, cheques and credit card details attached, is returned. The officers spend time highlighting the fraudulent nature of the businesses that the victim has become involved with, whilst at the same time ensuring that the victim is safe and not in need of any further help and assistance from other agencies such as ASC or the Fire Service.</p> <p>The paperwork for the known victims is mostly provided by the National Scams Team. However, Trading Standards routinely trains and supports partner agencies to identify and report scam mail victims directly. As a result of these developing partnerships, 5 of the scam mail victim referrals were made directly to Trading Standards by the Royal Mail; ASC and Citizens Advice.</p> <p>Trading Standards continues to lead the way in respect of financial fraud awareness and has also developed a Financial Abuse Toolkit with ASC, which is now available on the intranet. This has proved popular with external agencies, and following a request from Safeguarding Adults Board has been made available to partner organisations including the Police and the NHS.</p> <p>There will be no scams day in December due to Christmas holidays, but work begins again in January when Trading Standards will be leading a number of external agencies in preparation for the National Safeguarding Day on the 29th February 2016.</p>

Performance Measure <i>CP = Council Plan</i>	Outturn 2014/15	Target 15/16	15/16 RAG				Q3 2015/16 Commentary
			Q 1	Q 2	Q 3	Q 4	
The percentage of contacts responded to with a positive intervention from the Trading Standards Rapid Action Team <b>(CP)</b>	N/A	Establish baseline	G	G	G		<p><b>100% of contacts responded to within a positive intervention from Trading Standards</b></p> <p>Q3 and Q4 are traditionally a quieter time of year for the Rapid Action Team. With the numbers of rogue doorstep sellers reducing significantly over the winter months. In November, two members of the RAT team attended a call-out, which resulted in an opportunist door step seller being removed from a vulnerable consumer's premises before cash had been exchanged. They managed to do this despite, also being involved in a seizure of illegal tobacco at the same time.</p> <p>It is worth remembering that the Rapid Action Team is both pro-active, intervening before money changes hands, and reactive, attempting to recover monies for vulnerable consumers who have been persuaded to enter into unsuitable contracts. So when they are not intervening in "live" incidents; the team is often working behind the scenes to recover money for victims. Often such contracts involve whether the resident has capacity to contract issues.</p>

**Report to:** Economy, Transport and Environment Scrutiny Committee

**Date of meeting:** 16 March 2016

**By:** Director of Communities, Economy and Transport

**Title:** Reformulated Supported Bus Network Mitigating Measures

**Purpose:** To review the mitigation measures undertaken for the reformulated supported bus network agreed by Cabinet in December 2014

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**RECOMMENDATIONS:** Scrutiny Committee is recommended to:

- (1) Note the implementation of the reformulated supported bus network in conjunction with the priorities set out in the Public Transport Strategy Commissioning Strategy; and**
  - (2) Note the progress made in mitigating the effects of the reformulated supported bus network on local communities.**
- 

## **1 Background Information**

1.1 The Economy, Transport and Environment (ETE) Scrutiny Committee on 12 December 2014 considered a report by the Director of Communities, Economy and Transport on East Sussex County Council's proposed Public Transport Strategic Commissioning Strategy (the Strategy) and the accompanying reformulated supported bus network (RSBN). This was ahead of the Cabinet meeting on 16 December 2014 which agreed the proposed Strategy and implementation of a revised bus network from April 2015. See Appendix 1 for further information.

1.2 The revised Strategy sets out how the County Council secures the best outcomes for East Sussex residents, through the understanding of need, matching supply with need, and making the most effective use of all available resources. The report presented in December 2014 and the appendices which accompanied it explained the background and development of the Strategy.

1.3 A wide range of data was reviewed in developing the Strategy to provide a clearer understanding of the travel needs of residents and communities across East Sussex. The findings from a 12 week public consultation between July and September 2014 added to this understanding. The Strategy's strategic outcomes and hierarchy resulted in a revised bus network designed to meet the needs identified as part of this strategic commissioning process, these being:

- "Our Vision" - To ensure the integrated bus network in East Sussex is sustainable and meets the needs of our residents; and
- Priorities:
  - Priority 1 – Enable children eligible for statutory free home to school transport to travel to the nearest suitable school or college
  - Priority 2 – Enable residents to get to work at key centres during peak times
  - Priority 3 – Enable residents to access essential services during the day on a minimum of two days per week
  - Priority 4 – Enable children who are not eligible for statutory free home to school transport to travel to the nearest available school or college

1.4 Feedback to the public consultation showed considerable opposition at the time to the implementation of the Strategy and revised bus network. This feedback and concerns expressed by Councillors were mainly in relation to the reduction in frequency of subsidised services as it was felt that a reduction in options to travel by bus would not offer the level of service the community would like. It was felt that reductions could affect quality of life, ability to attend medical appointments and impact on the vulnerable.

1.5 The report to the ETE Scrutiny Committee and Cabinet in December 2014 explained that during the development of the Strategy, consideration had been given to alternative models of service delivery. The report further highlighted that the impact on some service users would be reduced in the proposed revised bus network by the commercialisation of 23 services, and the proposed award of a number of alternative tender submissions. However, the Strategy and revised bus network agreed by Cabinet did include the withdrawal of some highly subsidised routes as well as a small number of evening and Sunday services.

1.6 Equality Impact Assessments (EqIAs) were carried out given the nature of the Strategy and the revised bus network proposals and the potential to impact upon those with protected characteristics (most notably individuals who are elderly and/or have a disability and/or live in a rural area). As part of the EqIA process an assessment of potential mitigations was undertaken.

1.7 One of the key mitigation measures to reduce the impact of the proposals for those with protected characteristics was the implementation of revised dial-a-ride services. For those dial-a-ride services that received financial support from the Council, it was agreed to provide funding to ensure at least a three day per week service with some actually being offered for 4-6 days following successful discussion with the service providers.

1.8 As further mitigation it was agreed that the County Council would work with Borough, District, Town or Parish councils to identify potential sources of funding or set up alternative travel solutions such as Wheels2Work and car share schemes and to actively promote these or any alternative travel solutions such as walking and cycling. We undertook to liaise with other relevant parties including other County Council departments, the NHS, Clinical Commissioning Groups and developers to identify and implement alternative solutions.

1.9 A communications plan was developed to ensure that as wide an audience as possible was aware when the strategy was formally adopted and what this meant for the community. It would also ensure that they were aware of any agreed changes to the supported bus network and when these will be implemented.

1.10 Each EqIA requires the mitigation measures and their effectiveness to be monitored. In doing so we have analysed all correspondence received about the Strategy and revised bus network and undertaken on-bus surveys on supported bus routes to monitor how any changes are impacting on bus passengers.

## **2 Supporting Information**

### **2.1 Reformulated Supported Bus Network Outcomes**

2.1.1 Significant further mitigation has been achieved following the Cabinet decision in December 2014, both in the lead up to the revised bus network and subsequently. 101 supported bus services operated before the introduction of the revised bus network and the changes agreed by Cabinet retained a service on 90 of them. Financial support was withdrawn from 2 Saturday services and 7 evening and Sunday services that did not meet the strategic priorities set out in the Strategic Commissioning Strategy and from 2 services with a high passenger subsidy. As a result of further positive engagement with bus operators and other partners, the actual number of services withdrawn has been limited to only 6; the 2 services with the high passenger subsidy, 1 Saturday service and 3 evening services. As a result, 95 of the original 101 supported bus services have continued to operate following the introduction of the new bus network in April 2015.

2.1.2 Two of the services retained are Sunday services in Hastings, as a result of a funding contribution from the parking surplus agreed by the Hastings Parking Board. One Saturday early evening service was taken on commercially along with one Sunday service. The operator's decision to take on this Sunday service was the result of officers working with the South Downs National Park Authority to secure promotional support from their Local Sustainable Transport Fund.

2.1.3 Other improvements have been achieved to the revised bus network agreed by Cabinet. Nine supported services were expected to have been reduced to either two days or three days a week during off-peak times. Only five services were actually reduced to these levels when the new network was introduced in April 2015. Some operators in their tender submissions included offers to provide improved services at no additional cost, over and above the level specified.

2.1.4 Most of the improvements to days of bus service operation, along with other frequency enhancements, resulted from positive engagement with operators of commercial and supported bus services. Further information on the services changed can be found in Appendix 6.

## 2.2 Communications Plan

2.2.1 There was extensive media coverage following Cabinet's decision. Briefing notes and publicity material about the changes were provided to bus operators, Councillors, other local councils and other key outlets including schools, colleges and medical surgeries. This included detailed information to explain how the new bus network affected each district. The County Council's website was utilised to allow service users to access an updated interactive bus map ahead of the changes in April 2015. A new East Sussex Public Transport Map was printed and distributed at the end of March 2015. In addition, information was provided on alternative solutions to address travel needs. The website displays a directory of community transport schemes running in areas of the county. See Appendix 2.

## 2.3 Customer Feedback

2.3.1 The Transport Hub Team has analysed the correspondence received about the Strategy and revised bus network following the Cabinet decision in December 2014. A total of 330 items of correspondence were recorded up until the middle of February 2016, including correspondence received directly via phone, email, post, on-bus survey feedback forms or via other departments and the Contact Centre. (Multiple items of correspondence relating to the same correspondent about a specific issue were recorded as a single correspondence item). Items such as concerns over late running buses are considered to be operational issues so have been excluded from this figure.

2.3.2 330 items of correspondence equates to 2% of the estimated 14,900 weekly number of people travelling on supported bus services. The volume of correspondence received is relatively small, which would suggest that the effectiveness of the communications plan in explaining the background to the Strategy and the likely future shape of the supported bus network. 87 of the 330 items were requests for further information about the Strategy or the revised bus network, 70% of which were received in March and April 2015 around the time the detail of the new supported bus services, including individual route timetables, was made public.

2.3.3 32 items of correspondence were compliments about the outcome or implementation. The remaining 211 items were complaints; 29 of these were concerns regarding the level of fares increases and the other 182 related to concerns over the level of service provision in the new network. 71 of the service related complaints are considered to now have been resolved through further mitigating actions. The remaining 111 complaints are considered not to have been resolved and relate to mainly individual service concerns.

2.3.4 Only 9 services generated 7 or more complaints for each service of which all apart from Heathfield school service 267/268/269 (for the imposition of a 30% fares increase) were with regard to reductions in the days of the week or frequencies. The highest number of complaints was 17 for Newhaven town service 145 (where the frequency was reduced from hourly to 2 hourly). Complaints relating to 2 of these 9 services are considered to have been resolved following mitigating interventions.

2.3.5 Since November 2015 complaints about the revised bus network have reduced to less than ten per month, most of which are from 'Have Your Say' forms. These Freepost comment forms are offered to passengers during the on-bus surveys who wish to comment about bus services. More information on the results of customer feedback is provided in Appendix 3.

2.3.6 On-bus surveys have now been undertaken on the revised bus network to understand how passenger use has changed. This has revealed that the number of passengers making shopping and medical trips has reduced slightly more than had been predicted on half the services surveyed. Service 123 (Newhaven-Lewes) had the biggest reduction from prediction in both trip categories, with 67 fewer shopping trips and 10 fewer medical trips. Compared to predictions, the total for all services surveyed showed 31 fewer shopping trips and 16 fewer medical trips. Tables can be viewed in Appendices 3 and 5.

## 2.4 Financial Analysis

2.4.1 The financial and commercial performance of supported services is regularly monitored to confirm that expenditure continues to represent value for money in the context of available budgets. The average subsidy per passenger for the revised bus network is £0.75, compared to the figure of £0.81 for the supported network before April 2015. However there are four services in excess of £5 of which three are dial-a-ride services and the other is the Ticehurst-Wadhurst rail link. A table showing subsidy per passenger for each service is in Appendix 4.

2.4.2 The high cost per passenger reflects the inevitably low utilisation associated with this type of service but dial-a-ride is considered to be important in mitigating the affects of the Strategy and revised bus network. The Eastbourne and Polegate dial-a-ride service has the highest subsidy per passenger at £18.04 and is considered to be poor value for money. The average number of passengers per day is 8. The operator's bookings log indicates on average 4 are shopping trips, 3 are social and 1 is a medical trip. The operator has implemented a plan to boost service usage over the next six months. It should be noted that there were no reductions in daytime bus services resulting from the revised bus network in the area served by the Eastbourne and Polegate dial-a-ride at the time it operates, which may account for its very low level of use. Unless usage of the service increases significantly it is recommended that steps are taken to reduce costs, possibly by reducing the service to two days a week or removing the service altogether.

2.4.3 The saving to East Sussex County Council from implementing the Strategy and revised bus network is £1.36m in 2015/16. This has contributed significantly to achieving the Departmental £2.23m savings target for transport services during the Reconciling, Policy, Performance and Resources process approved in February 2013. In conjunction with savings to concessionary fares payments and Transport Hub Team costs, this will produce the saving required of £1.66m in 2015/16.

### **3. Conclusion and Reasons for Recommendations**

3.1 The new Public Transport Strategic Commissioning Strategy and reformulated supported bus network has been successfully implemented and delivered savings of £1.36m. This will have had some negative impact on service users, however the mitigation measures put in place have reduced this impact.

3.2 Negotiations with operators throughout the course of the commissioning process have focussed on solutions for service users. This has led to new ways of addressing service needs, using information gained from service monitoring, user feedback and pro-active engagement with local communities. The relatively low volume of complaints received would indicate that a significant level of mitigation has been achieved.

3.3 Monitoring of services and correspondence will continue to be undertaken over the length of the Strategy. Discussions with the operators of contracted services and partnership working with commercial bus operators, to identify further improvements for service users and better value for council tax payers, are ongoing as an integral part of the strategy.

3.4 Scrutiny Committee is recommended to note the successful introduction of the revised bus network and the mitigation measures put in place to reduce the impact of the changes on users of the service. The Transport Hub will continue to work in collaboration with local communities, partners and service providers to ensure we are making the best use of our resources to meet the needs of our communities.

RUPERT CLUBB

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#### LOCAL MEMBERS

All

#### BACKGROUND DOCUMENTS

None

## Appendix 1 – The Reformulated Supported Bus Network Outcomes

### 1.1. Introduction

This appendix sets out how the services in the proposed reformulated supported bus network ('RSBN'), as agreed by Cabinet in December 2014, has developed whilst maintaining consistency with the new Public Transport Strategic Commissioning Strategy.

The report in December 2015 described how the County Council and bus operators had worked proactively over a number of years to develop a bus network in East Sussex that can flourish without being dependent upon public funding. The commissioning strategy process continues to build on this approach.

The benefit for service users has been that bus operators have risen to the challenge of closing the funding gap by taking over a number of services previously supported by the County Council on a commercial basis. The negotiations with operators throughout the course of the commissioning process have centred on solutions to reduce the impact of funding reductions on service users. This has led to new ways of addressing service needs through the use of information gained from service monitoring, user feedback and pro-active engagement with local communities.

Many of the mitigation measures described have resulted from negotiations with the successful tenderers of the contracted bus services awarded after Cabinet's decision. This enabled revisions to the proposed RSN to be implemented from the introduction of the new RSN in April 2015. Discussions with the operators of contracted and commercial bus operators, to identify further improvements for service users and better value for council tax payers, are ongoing as an integral part of the strategy.

### 1.2. The Reformulated Supported Bus Network

The RSN offers peak time access to education and employment, and reduced daytime services to key centres on Mondays to Saturdays. In summary the main characteristics of the RSN are:

- supported peak time services are largely unchanged;
- supported off-peak daytime services that previously operated hourly or better will continue operate Monday to Saturday but with a reduced frequency (generally 2 hourly);
- supported off peak daytime services that previously operated less than hourly will generally be reduced to a service that operates 2 days a week (on most services around 2 hourly);
- financial support for evening and Sunday services has been withdrawn;
- funding will be provided for 3 day a week Dial a Ride services..

It was anticipated that the changes described above would have had the following impact on passengers:

a) No significant change for the vast majority of passengers using the network at peak times (between 8-9am and 5-6pm), apart from the customers of the 355 Taxi Rider service. This remains to be the situation having implemented the RSN.

b) Off peak (between 9am and 5pm) daytime passengers on a number of supported services will experience a change in the frequency of their service compared to that which existed before the RSN:

- Financial support for 7 evening and Sunday services was withdrawn. The average number of daily passengers on these 7 services was 468. As of February 2016 only 3

of these services have been withdrawn, affecting what was a daily average of about 185 passengers. The 4 services still running are:

- service 28 (Hastings-Ore-Conquest Hospital) as the Hastings Parking Board agreed to fund the service for one year from the parking surplus;
  - service 126 (Seaford-Eastbourne) as Cuckmere Buses has received kick-start financial contribution for marketing the service from the South Downs National Park local sustainable transport fund. This will allow the operator to run a Sunday service 126 without further funding;
  - service 252 (Heathfield-Tunbridge Wells) as Stagecoach agreed to provide the Saturday journeys within the same price of the Monday to Friday contract;
  - service 344 (Hastings-Rye) as the Hastings Parking Board agreed to fund Stagecoach to run service 101 on Sundays for one year from the parking surplus;
- 7 supported off peak daytime services were expected to operate 2 days a week, on most services around 2 hourly, 4 of which would run on Monday to Friday school days/peak times too. The average daily passengers on these services, excluding scholars, was 217. As of February 2016 there are only 2 services which have been reduced to 2 days a week, affecting what was a daily average of 19 passengers. The 5 services still running are:
    - service 166 (Lewes-Haywards Heath) as Compass agreed to run the off-peak service on Mondays to Fridays within the same contract price;
    - service 226 (Rotherfield-Crowborough) which runs on 3 days a week as a result of the section 106 development contribution;
    - service 256 (Wadhurst-Tunbridge Wells) as Autocar submitted the lowest acceptable tender and this also undertook to provide the Monday to Friday off-peak service within the same price;
    - service 318 (Heathfield-Hurst Green) as Sussex Bus agreed to extend their commercial service 31 (Haywards Heath-Uckfield-Heathfield) to Hurst Green on Mondays to Fridays for the same price as the lowest tender received for a 2 day a week off-peak service;
    - service 824 (Village Rider) as Compass agreed to run an hourly service for the main part of the day as part of taking it on commercially;
- 2 supported off peak daytime services were expected to operate 3 days a week, on around a 2 hourly frequency. The average number of daily passengers on these 2 services was 22. As of February 2016 a third service (service 226 Rotherfield-Crowborough) also operates 3 days a week having been expected to run on 2 days. This improvement results from a Section 106 development contribution.
- 13 supported off-peak daytime services were expected to operate with generally a 2 hourly frequency on weekdays. The average number of daily daytime passengers on these 13 services was 1354. As of February 2016 there are 7 services which have been reduced to a 2 hourly frequency, affecting what was a daily average of 664 passengers. The 6 services which have been retained at a higher frequency are:
    - service 7 (Hastings) following negotiations with the contractor, Stagecoach, an improved frequency was introduced in November 2015 without additional cost to ESCC;
    - service 24 (Hastings) as Stagecoach subsequently agreed to take on commercially and retained the hourly frequency;
    - service 95 (Bexhill-Conquest Hospital) as Renown agreed to run hourly at no additional contract cost;
    - service 121 (Lewes-Newick) as Compass agreed to run an hourly service for the main part of the day as part of taking it on commercially;
    - service 129 (Lewes-Winterbourne) as Compass agreed to provide an hourly



- frequency on this contracted service from September 2015, by integrating it more efficiently with their new commercial service 128;
- service 312 (Rye Harbour-Rye-Tenterden) as Renown agreed to run an improved service, including an hourly frequency for Rye Harbour, at no additional contract cost.

As a result of bus operators agreeing to take on a number of services commercially, it was reported in December 2014 that 90 of the 101 supported bus services would continue to have a service. Support was withdrawn from 2 Saturday services and 7 evening and Sunday services that do not meet the strategic priorities set out in the Strategic Commissioning Strategy and from 2 Taxi Rider services with a high per passenger subsidy.

Between the Cabinet decision and the implementation of the RSBN in April 2015, further positive engagement with bus operators and other partners resulted in the retention of 1 additional Saturday service and 3 additional Sunday services. The services lost have been 1 Saturday service, 3 evening services and 2 Taxi Rider services. The RSBN outcome from April 2015 was 95 of the 101 supported bus services continued to have a service.

Further information on the services changed is in Table 1.

### **1.3. Impact of Commercialisation**

It was reported in December 2014 that positive discussions between County Council officers and a number of bus operators would lead to 23 services subsidised by the County Council being operated on a commercial basis from April 2015. Between the Cabinet decision and the implementation of the RSBN in April 2015 and after, ongoing engagement with bus operators has resulted in 5 more services being taken on commercially.

One of these newly commercialised services was service 318, which Sussex Bus agreed to take on by extending their commercial service 31 (Haywards Heath-Uckfield-Heathfield) to cover Etchingham and Hurst Green too. During and after the RSBN public consultation significant concerns had been expressed by the local community about the reduction of the off-peak service 318 to 3 days a week. Sussex Bus was successful in the tender process for a contract to run the 318 school service. Informed by engagement with local Members and consultees, officers were able to put forward a successful proposal to Sussex Bus to expand their service so to run across the day on Mondays to Saturdays. As well as avoiding a reduction in service, the resulting service incorporated the improved bus and rail connections at Etchingham Station requested by the local community. This was achieved within the cost of funding a 2 day week daytime service.

Another of the newly commercialised services is 267/268/269 to Heathfield Community College, which Seaford & District started running in September 2015. Seaford & District are a new operator of local bus services, having first stepped in to take on Ringmer Community College services 141/142 after Renown decided to give up their commercial operation in June 2015. Seaford & District also took over the commercial operation of service 261 between East Grinstead and Uckfield in September 2015, though not the new section of route introduced by Compass in April 2015 between Uckfield and Lewes. Although these have been the only instances of commercial market failure since the introduction of the RSBN, it is fortunate that Seaford & District have been willing to take on the services.

A list of those services that have been commercialised can be found in Table 2. Engagement with the bus operators will continue as County Council officers look to further reduce the impacts of any reduced levels of funding.

**Table 2: Newly Commercialised Services***Note # denotes developments since the report to Cabinet and Scrutiny in December 2014*

<b>Service</b>	<b>Route</b>	<b>Commercialisation</b>	<b>Operator</b>
20,21, 22	Ore-Hollington	Full evenings service & Sundays daytime from April 2015	Stagecoach
24	Hastings-Church Rd-Silverhill	Full service from April 2015 #	Stagecoach
26	Hastings-Conquest Hospital	Full Sundays service from April 2015	Stagecoach
28,29	Lewes-Tunbridge Wells	Evenings service from April 2015	Brighton & Hove
95	Bexhill-Conquest Hospital	Peaks and schools journeys from April 2015	Renown
121	Lewes-Newick	Full service apart from 2 journeys (plus Uckfield-Chailey School bus from April 2015 #)	Compass
123	Lewes-Newhaven	Full service excluding 1 school bus from April 15	Compass
125	Barcombe-Lewes-Alfriston	Lewes-Alfriston section (plus Barcombe-Lewes on Monday to Fridays from April 2015 and Saturdays too from Sept 2015 #)	Compass
126	Seaford-Alfriston-Eastbourne	Alfriston-Eastbourne section on Mondays to Saturdays from April 2015	Compass
126	Seaford-Alfriston-Eastbourne	Sunday service from April 2015 #	Cuckmere Buses
127	Lewes-Landport Estate	Full service on an hourly frequency (improved to up to 30 mins from Sept 2015 #)	Compass
128	Lewes-Nevill Estate	Full service on an hourly frequency (improved to up to 30 mins from Sept 2015 #)	Compass
141,142	Eastbourne-Ringmer College	Full service (Seaford & District from June 15 #)	Renown
143	Lewes-Ringmer-Eastbourne	Full service from April 2015	Compass
252	Heathfield-Tunbridge Wells	2 early evening Sat journeys from April 2015 #	Stagecoach
253	Burwash-Uplands College	Full service from April 2015	Hams
254	Tun Wells-Uplands College	Full service from April 2015	Hams
256	Tun Wells-Uplands College	Full service from April 2015	Hams
258	Kilndown-Uplands College	Full service from April 2015	Hams
261	Uckfield-East Grinstead	Mondays to Fridays from April 15 (Seaford & District from Sept 2015 including Saturdays #)	Compass
267,268 269	Hailsham/Boreham Street-Heathfield College	Full service from Sept 2015 #	Seaford & District
318	Hurst Green-Heathfield (and Uckfield on Saturdays)	Full service from April 2015 #	Sussex Bus
320	Bexhill-Claverham College	Full service from April 2015	Renown
326	Rye Local	Full service from April 2015	Rye CT
340	Hastings-Tenterden	Full service from April 2015	Stagecoach
341	Hastings-Tenterden	Full service from April 2015	Stagecoach
344	Hastings-Rye-Northiam	Hastings-Rye on Mon-Sat from April 2015	Stagecoach
345	Fairlight-Rye school service	Full service	Stagecoach

## Appendix 2 – Communications Plan

### 2.1. Introduction

A communications plan was developed to ensure that as wide an audience as possible was aware when the strategy was formally adopted and what this means for the community. It would also ensure that they are aware of any agreed changes to the supported bus network and when these will be implemented.

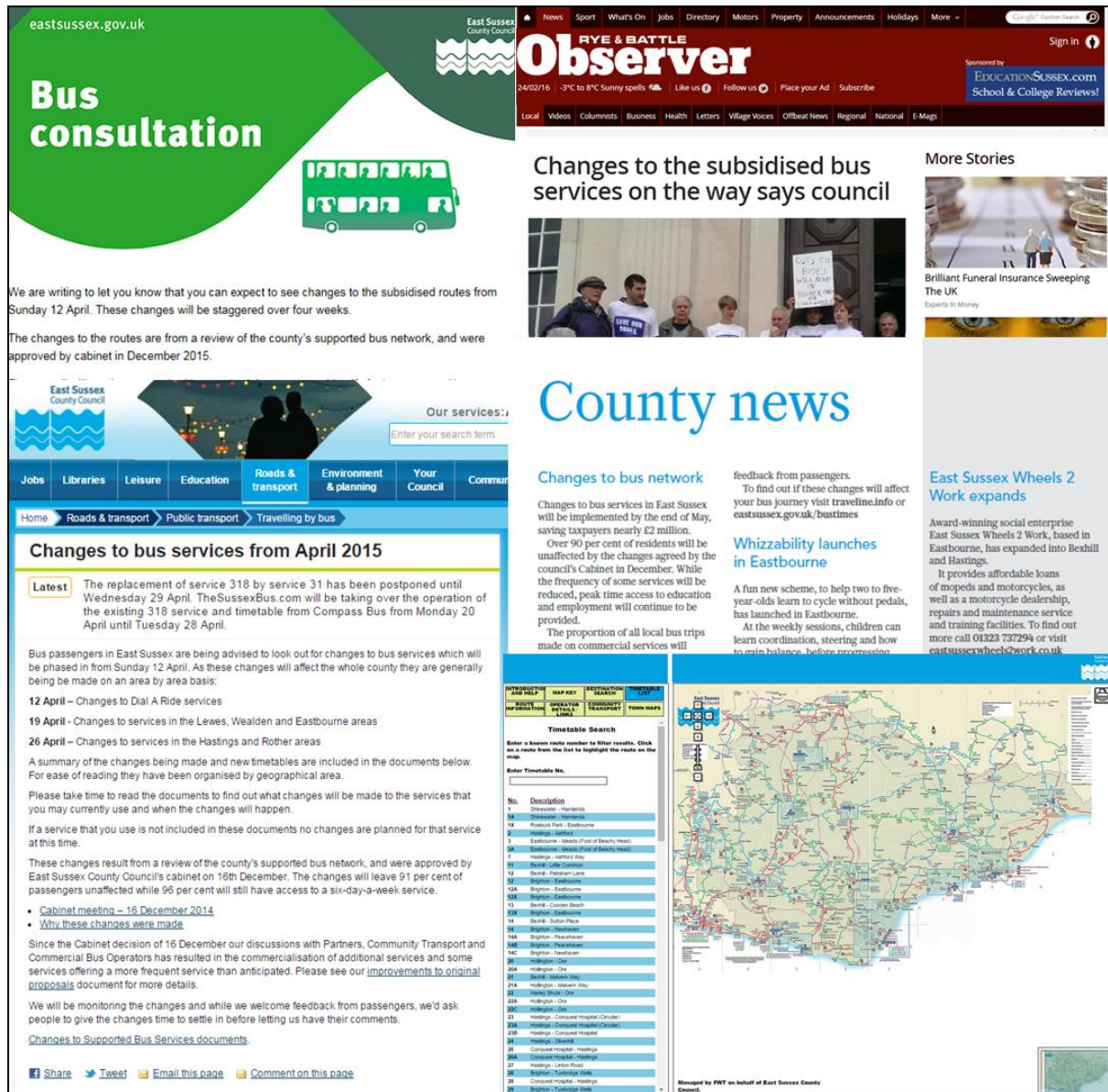


Fig 1: On-bus poster, press, ESCC Website, Your County, Interactive Bus Map



## Appendix 3 – Monitoring the Strategy

### 3.1. Introduction

In developing and implementing a strategic commissioning approach to determining service priorities, it is essential that the impact of any decisions and subsequent service changes are carefully and comprehensively monitored. In addition, the Equality Impact Assessments require the mitigation measures and their effectiveness to be monitored, including any alternative models of provision.

The Transport Hub Team monitor the supported bus network performance through an ongoing dialogue with partners and contractors. Regular quantitative and qualitative surveys of passengers are undertaken as part of this work. They also monitor closely the performance of the commercial bus network and seek to anticipate any changes to the network which may lead to travel needs not being met or access to key services being affected. The Team is therefore well-placed to assemble data on service performance, operational and support costs and any key service issues as they arise.

### 3.2. Alternative Models

In pursuing the Strategy, consideration has been given to alternative models of service delivery and funding mechanisms. These alternative models are informed by the challenges on a national level to deliver local public transport networks within tighter fiscal restrictions.

As further mitigation it was agreed that the County Council would work with Borough, District, Town or Parish councils to identify potential sources of funding or set up alternative travel solutions such as wheels2work and car share schemes and to actively promote these or any alternative travel solutions such as walking and cycling. We undertook to liaise with other relevant parties including other County Council departments, the NHS, Clinical Commissioning Groups and developers to identify and implement alternative solutions.

The adopted Strategy also suggests opportunities to secure additional funding for supported bus services through a number of sources, all of which have been considered and nearly all pursued in the course of mitigating the effect of reduced funding for the RSBN.

#### 1. Discretionary Spending by District, Borough, Town and Parish Councils

**Context:** There are some limited examples in East Sussex of clusters of parish and town councils using their precept powers to help finance community transport services, but district and borough councils in East Sussex do not contribute to local transport services to the extent that is seen in many other parts of the south east. For example in West Sussex, districts contribute about 5%, but in Surrey and Hampshire in the latest year they contributed 15% and 23% respectively of the total bus operator support.

**The Strategy says:** *While the agreements elsewhere may be historical one offs to retain threatened services, we should establish whether the loss of a service is of sufficient concern to secure complementary funding from a district or borough council or even, perhaps, parish or town councils.*

**What we've done since December 2014:** We have worked with a number of additional Councils with the aim of securing funding for service improvements. This has helped to build positive relationships and increased their understanding of the commissioning process. Whilst the high cost of additional service provision has been found to be a considerable barrier, some progress has been made.

- Rotherfield Parish Council have made a contribution to the operator of service 224 to secure the secure in the area, the service already being funded by Wadhurst and Mayfield and Five Ashes Parish Councils to secure the service on 3 days a week

- Lewes Town Council made a contribution to Compass which has assisted the company in increasing the frequency of their commercial town services 127 and 128. Advice was provided by officers in the early stages of the proposal and significant work undertaken with the bus operator in reconfiguring these commercial town services in an integrated way to also improve supported service 129 too. Its successful outcome was reported to Lead Member Transport Environment on 19 October 2015.
- Northiam, Peasmarsch and Beckley Parish Councils in February 2016 confirmed their agreement to funding additional journeys on service 313. As a result of this community funding an improved bus service from Spring 2016 will aid passengers in make shopping and medical trips as well providing better train connections at Rye.

## **2. Use of Parking Charge Surpluses**

**Context:** East Sussex County Council is permitted to use any surplus from on-street parking schemes in, Eastbourne Borough, Hastings Borough and Lewes District to support 'public passenger transport services'. This provides a potential continuing funding stream for the supported bus network, subject of course to the relative merits of competing applications for the funding.

**The Strategy says:** *Data provided by the Council's Parking Business Officer, in June 2013 shows a forecast annual surplus of around £800k going forward, assuming continuation of current levels of both income and expenditure. If 50% of this was allocated to the supported bus service budget, an additional £400k of funding would be available.*

**What we've done since December 2014:** County Council in its meeting on 9 February 2016 agreed the use of the Parking Surplus to contribute towards the supported bus network budget and concessionary fares budget. Historically, the Parking Surplus has been used to support integrated transport schemes. At the same time, we have funded a gap in the grant funding for the statutory concessionary fare scheme and used revenue budget for support parts of the bus network. Both of these would be legitimate uses for any parking surplus. Any integrated bus schemes with committed funding would not be impacted. However, there is likely to be a far reduced fund that may be available for integrated transport schemes in the future. There remains a risk that a parking surplus will not be generated, in which case the department would have to find alternative ways to meet this savings pressure.

- Members of the Hastings Parking Board agreed that some of the parking surplus be used to secure the continuations of Hastings Sunday service 128 and Hastings-Pett Level-Rye Sunday service 101. Funding is initially for one year from April 2015 with a view that any future funding would be reduced with an expected increase in the bus operator's income from fares.

## **3. Contributions from Schools and Colleges**

**Context:** Provision of transport to children who are not eligible for statutory free home to school transport and are not travelling to their nearest available school or college is not one of needs based priorities of the Strategy. We will however work with children, parents, schools and operators to find alternative travel solutions where currently non entitled children are travelling beyond their nearest available school on supported local buses, which do not meet our Priority 1 or 4 criteria.

**The Strategy says:** *Schools and colleges can choose to subsidise or fund transport services to attract pupils from a wider area, and, by doing this, the schools and colleges can get additional pupil premium payments.*

**What we've done since December 2014:** It has been necessary to stand firm to the

priorities in the Strategy in the face of pressure from parents who have campaigned for support to be provided for additional services to more distant schools.

- In Spring 2015 parents from the Newick area requested that the County Council funded additional seating capacity on the Sussex Bus commercial service 31 to Uckfield Community Technology College. This was due to concerns that the existing service would not cope with the additional children who were expected to use the service from September 2015. In line with the strategy we worked with the all parties to help find an alternative travel solution which culminated in an agreement between Sussex Bus and the school to provide an additional school bus.
- Schools in general appear to now have a reduced expectation of the County Council's ability to fund improved services for non-entitled pupils. Some schools are now approaching commercial operators directly to secure improved access for children travelling from more distant areas.

#### **4. Raising Home to School Fares**

**Context:** Where the income from services does not meet the cost of their provision, it is reasonable to consider the extent to which users could be asked to make a greater contribution to costs. This is particularly relevant for home to school transport where the cost of peak service provision is relatively expensive.

**The Strategy says:** *If fares were raised by 30% for schoolchildren not entitled to free travel, we estimate that fares income could increase from around £290k per year to £350k. Similarly if fares were raised by 60%, income might approach £400k per year. If the additional income was used to fund supported bus services, these actions would increase the available budget by £60-110k.*

**What we've done since December 2014:** Bus operators factored into their tender submissions for supported school services that they would receive higher fares income as a result of increasing fares, with the outcome that the County Council benefitted from lower contract prices.

- In line with the agreed Strategy from April 2015 adult and child fares were increased by up to 30%. Following discussions with officers, most bus operators of contracted bus services proceeded with increases of less than 30% as they felt this would be counter-productive. Stagecoach along with most operators adopted increases in the region of 10%.
- Compass was an exception as they took the decision to generally increase fares on its services by up to 30%. The additional income allowed them to commercialise a significant number of previously supported school and daytime services.
- In the case of Heathfield College service 267/268/269 it was reported to Scrutiny and Cabinet that fares would increase from £11 to £16 per week so as to retain this long established service as it did not otherwise meet the priorities in the Strategy. This service, along with several other services, was tendered after the Cabinet decision in December 2014. The increase in fares income was sufficient for Seaford & District to take a decision to run the service on a commercial basis.

#### **5. Development Contributions**

**Context:** New commercial and residential developments require the planning authority to consider their transport impact. Where appropriate, the County Council will consult with commercial transport providers. This is to recommend measures to try and ensure the detailed design is likely to offer public transport providers the ability to serve the development on a commercial basis once established and fully occupied. In particular, best

public transport practice estate design can be critical in ensuring a commercial bus service. Development contributions may be necessary to improve the public transport infrastructure, e.g. bus stop provision, and to kick-start a new or enhanced bus service over the early years of the development.

**The Strategy says:** *Two opportunities arise with development contributions:*

- *to ensure that all previously promised contributions have been collected and managed for the full term of the S106 agreement*
- *to identify local transport and school bus support requirements earlier with developers and encourage greater contributions, while recognising the need to avoid onerous or excessive demands out of step with the National Planning Policy Framework:*

**What we've done since December 2014:** The County Council's Transport Hub team continues to liaise closely with the CET teams which manage development contributions. This includes working with the Transport Development Control and where appropriate, the Borough and District planning authorities, to secure transport access contributions in accordance with policy frameworks. The resulting transport solutions will of course only be realised once the contribution payment has been triggered by the specified stage in the development, which can often be a number of years after the contribution was agreed.

- Where the scale and nature of the development requires significant interventions to support transport access it can be appropriate to specify development contributions to kick-start new or additional bus service provision. A previous example of this is the Hellingly Roebuck Park development where we expect Stagecoach will be able to maintain their service 1/51 once the S106 development contribution support their bus contract runs out. A similar S106 contribution for bus service improvements and related bus stop infrastructure has recently been secured relating to the north east Bexhill development.
- The vast majority of transport access contributions secured relate to small and medium size developments. Due to the limited scale of these contributions these will often be used to improve bus stop infrastructure including the provision of real time signs where there will be a significant number of bus users. Apart from addressing access equality issues, such improvements also help to support increased use of bus services which helps to sustain their commercial viability.

## **6. Support from the Health Sector**

**Context and what the Strategy says:** *The change in NHS commissioning arrangements, and the replacement of Primary Care Trusts (PCTs) by five Clinical Commissioning Groups (CCGs), may provide a new opportunity in East Sussex for more imaginative support of bus services – particularly any supported bus services that are known to carry passengers to hospitals or community health facilities.*

**What we've done since December 2014:** Progress in this area has been more difficult to achieve as the CCGs is on clinical arrangements. This said, there have been some notable developments:

- Coperforma has very recently been awarded the contract by the CCGs for the delivery of Patient Transport Services (PTS) for Sussex. They are keen to work with and fund different transport partners to deliver the service, including community transport providers. This model will potentially provide opportunities for individual community transport providers, with the desire and capability to do so, to expand into new service area with potential cross-benefits for the communities they serve.



- The community transport provider CTLA has been contracted by the High Weald Lewes Havens CCG to provide free patient transport to surgeries and the Victoria Hospital in Lewes. The aim of the project is to improve access to health care, with associated benefits for the CCG too in reducing the number of missed appointments and improving the utilisation of Victoria Hospital whilst relieving pressure on the Royal Sussex County Hospital. The Transport Hub team has engaged with CTLA to learn from the project and to explore opportunities to replicate the model.
- Access to the new centralised primary health care provision is ultimately a matter for the CCGs and the East Sussex Healthcare NHS Trust. However, East Sussex County Council agreed to continue to work with all relevant partners to facilitate opportunities to develop a sustainable shuttle bus service between the Eastbourne District General Hospital and the Conquest Hospital, Hastings. Progress on this has proven to be difficult as such a service is unlikely to be provided on a commercial basis due to the low number of passengers expected to travel between the two hospital sites.
- At a more local level we continue to work with local communities, transport providers and surgeries to address concerns expressed over healthcare access. This work includes engaging Rother Voluntary Action to expand the provision of voluntary car schemes where interest is shown by the local communities. One recent example of this is work to develop a medical car scheme in the Peasmarsh area.

### **3.3. Customer Feedback**

The Transport Hub Team has analysed the correspondence received about the Strategy and RSBN changes following the Cabinet decision in December 2014. 267 items were recorded up until the middle of February 2016, including correspondence received directly via phone, email, post, on-bus survey feedback forms or via other departments and the Contact Centre. Multiple items of correspondence relating to the same correspondent about a specific issue were recorded as a single correspondence item. Items such as concerns over late running buses are considered to be operational issues and directly related to the outcome of the RSBN, so have been excluded from this figure.

The Transport Hub Team has analysed the correspondence received about the Strategy and RSBN changes following the Cabinet decision in December 2014. 330 items were recorded up until the middle of February 2016, including correspondence received directly via phone, email, post, on-bus survey feedback forms or via other departments and the Contact Centre. Multiple items of correspondence relating to the same correspondent about a specific issue were recorded as a single correspondence item. Items such as concerns over late running buses are considered to be operational issues and directly related to the outcome of the RSBN, so have been excluded from this figure.

330 items of correspondence is 2% of the estimated 14,900 weekly number of people travelling on supported bus services. The volume of items could be regarded as relatively small, which would appear to indicate the effectiveness of the communications plan in explaining the background to the Strategy and the likely future shape of the supported bus network. 87 of the 330 items were requests for further information about the Strategy or the RSBN, 70% of which were received in March and April 2015 around the time the detail of the new supported bus services, including individual route timetables, was made public.

32 were compliments about the outcome or implementation. The remaining 211 were complaints. 29 of these were concerns regarding the level of fares increases and the other 182 related to concerns over the level of service provision in the new network. 71 of the service related complaints are considered to now have been resolved through further

mitigating actions. The remaining 111 complaints are considered not to have been resolved relate to mainly individual service concerns.

Only 9 services generated 7 or more complaints for each service of which all apart from Heathfield school service 267/268/269 (for the imposition of a 30% fares increase) were with regard to reductions in the days of the week or frequencies. The highest number of complaints was 17 for Newhaven town service 145 (where the frequency was reduced from hourly to 2 hourly). Complaints relating to 2 of these 9 services are considered to have been resolved following mitigating interventions.

Since November 2015 complaints about the new RSBN have reduced to less than 10 per month, most of which are from 'Have Your Say' forms. These Freepost comment forms are offered to passengers during the on-bus surveys who wish to comment about bus services. More information on the results of customer feedback is provided in Appendix

The 6 services with the most recorded complaint resolutions are shown below:

Service	Complaints
7	10
129	8
167/168	5
127	5
31	5
166	4

The 7 services with most recorded complaints that have not been resolved are shown below:

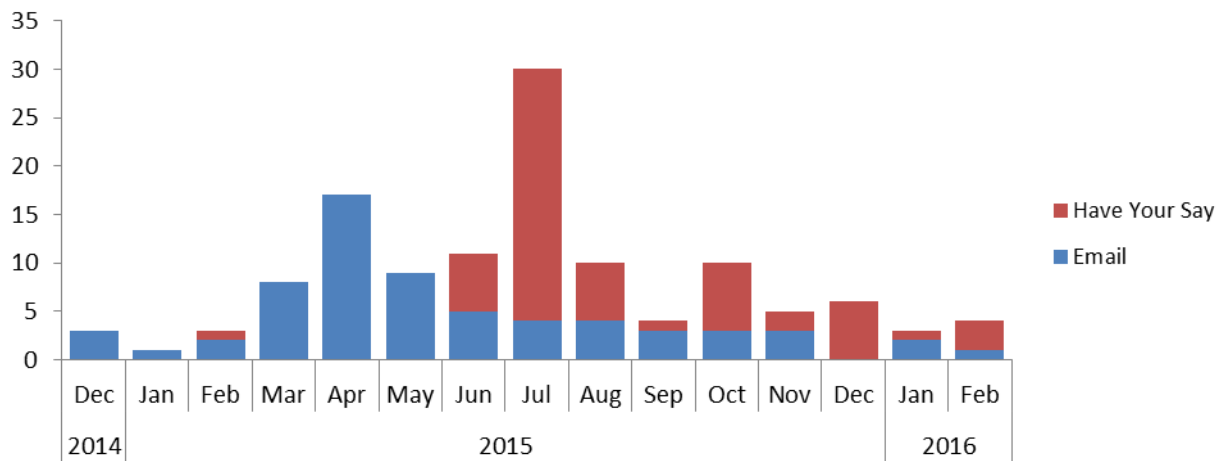
Service	Complaints
145	17
313	15
267/268/269	12
225	9
123	7
121	7
126	7

The service with the second highest correspondence volume is service 313 with 15 items. The concerns expressed for this service, linking the rural communities of Northiam, Beckley and Peasmarsch with Rye, centre on the difficulties in making shopping and medical appointments through the reduction in frequency from hourly to 2 hours. Whilst the concerns relating to service 313 are not yet considered to be resolved, the Transport Hub Team and the Parish Councils are working collaboratively in various ways to reduce the impact of the change. These include promoting the use of the Rye area dial-a-ride as way of meeting local transport need, the setting up of a community medical car scheme run by local volunteers with assistance from Rother Voluntary Action, and using Parish precepts to fund an additional morning journey on service 313.

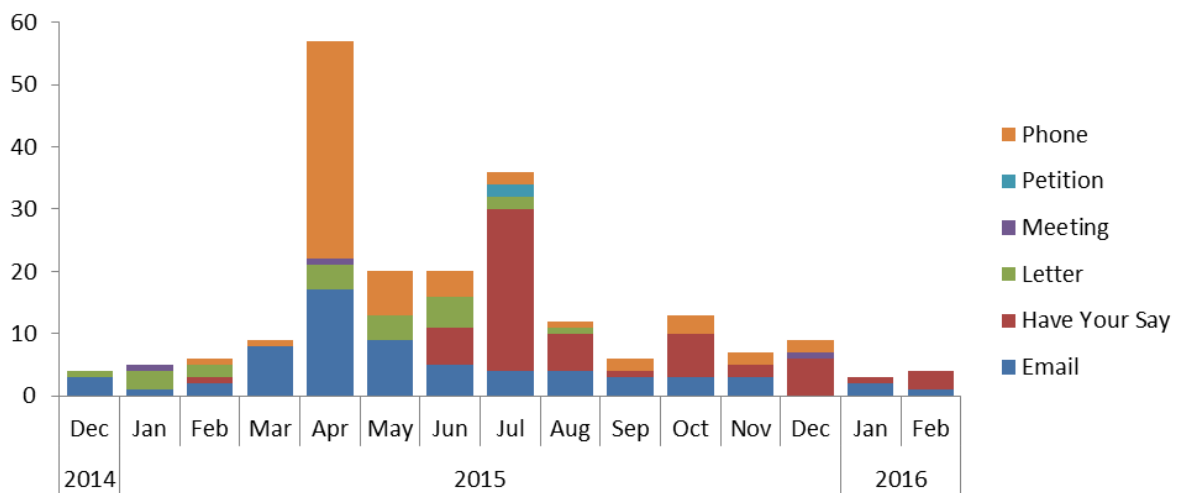
Services 7 (St Helens area of Hastings) and service 129 (Winterbourne and the Spences Lane area of Lewes) were also service with higher volumes of correspondence, with 10 and 8 items respectively. Both services were the subject of petitions presented to County Council on 14 July 2015. These petitions called on the County Council to improve the frequency of these services, which had reduced to 2 hourly having been hourly before the RSBN. The Transport Hub Team was already actively engaged in seeking solutions in conjunction with

the two contracted service operators. In the case of service 7 the bus schedule was reconfigured to provide an improved frequency from November 2015. With regard to service 129 an improved timetable was implemented in September 2015 by re-configuring the contracted bus schedule more efficiently with that of the Compass commercial Lewes bus service 128.

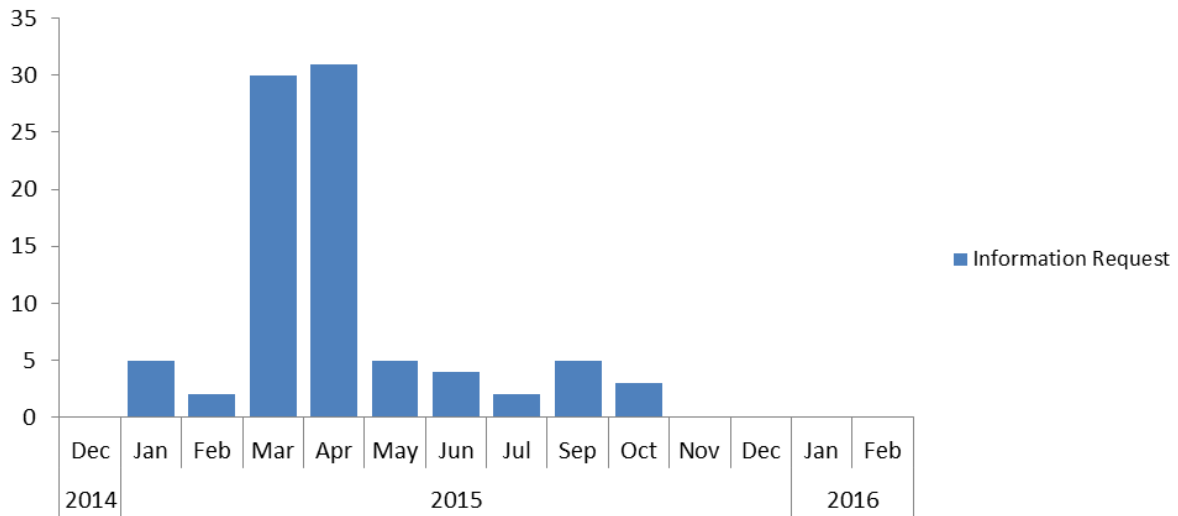
### Types of complaint by month



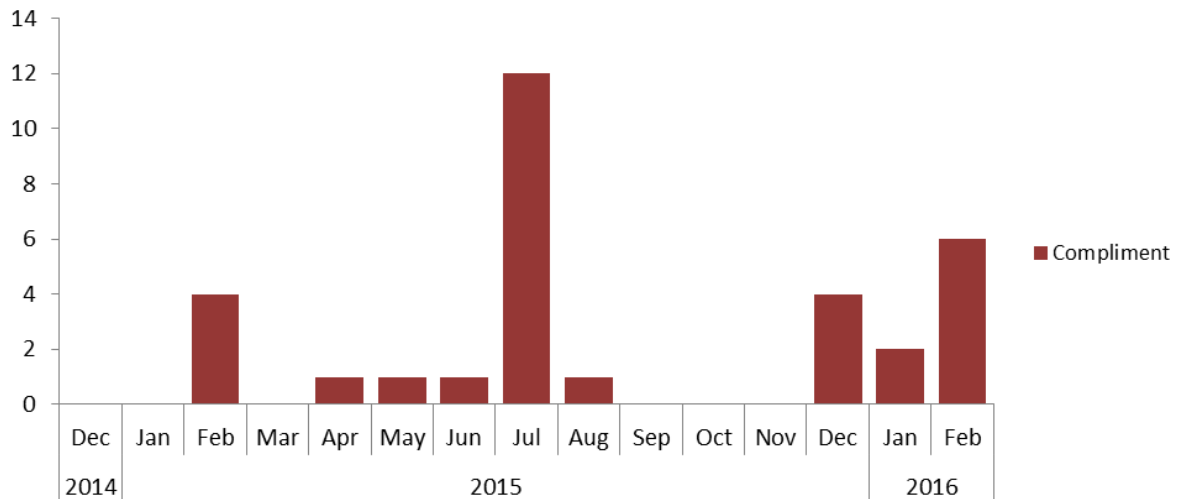
### How were we contacted?



## Information Requests by Month



## Compliments by Month



### 3.4. Daily Passenger Numbers

The impact of the proposed RSBN considered by Scrutiny and Cabinet was estimated to result in 93% of bus users being able to continue to use buses after introduction of the changes. Future figures were calculated on daily passenger numbers estimated using the County Council's passenger data records as at April 2014, with standard industry demand elasticity factors applied that describe the relationship between service level and bus use.

With the take up of services commercially by operators, circa 600,000 trips per year previously made on the supported network were estimated to transfer to the commercial sector. This was expected to increase the proportion of all local bus trips made on commercial services in East Sussex from 80% to 85%.

## Impact on Employment, Shopping and Medical Trips

### Employment

The Strategy places access to employment as a high priority and the reformulated supported bus network has been designed to maintain this.

### Shopping and Leisure

It was estimated that in April 2014 4,300 people used the supported bus network on an average day for shopping and leisure purposes. 216 shopping trips were expected to be lost per day as a result of implementing the proposed network.

The table below shows services where it is forecast that there will be a reduction in shopping trips:

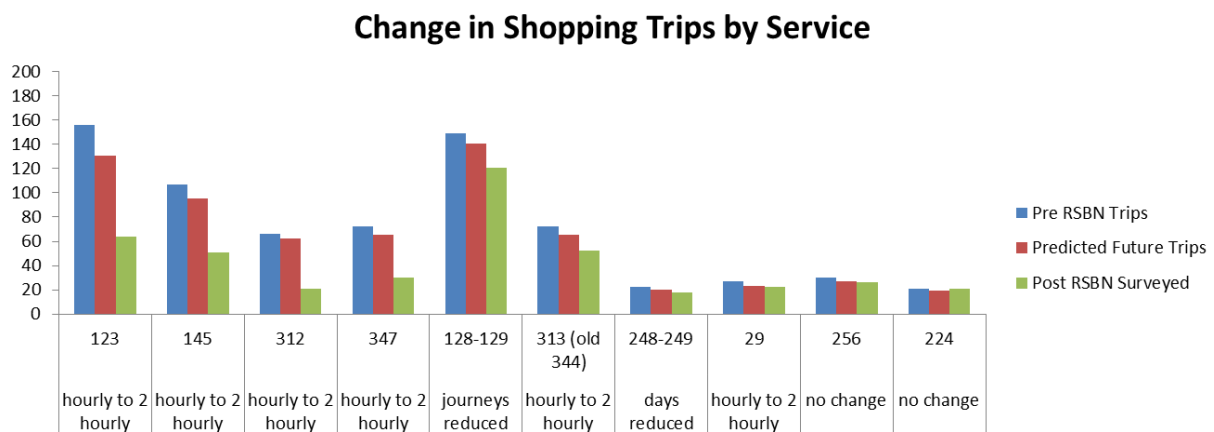


Fig 2: Data in Appendix 5: 5.1

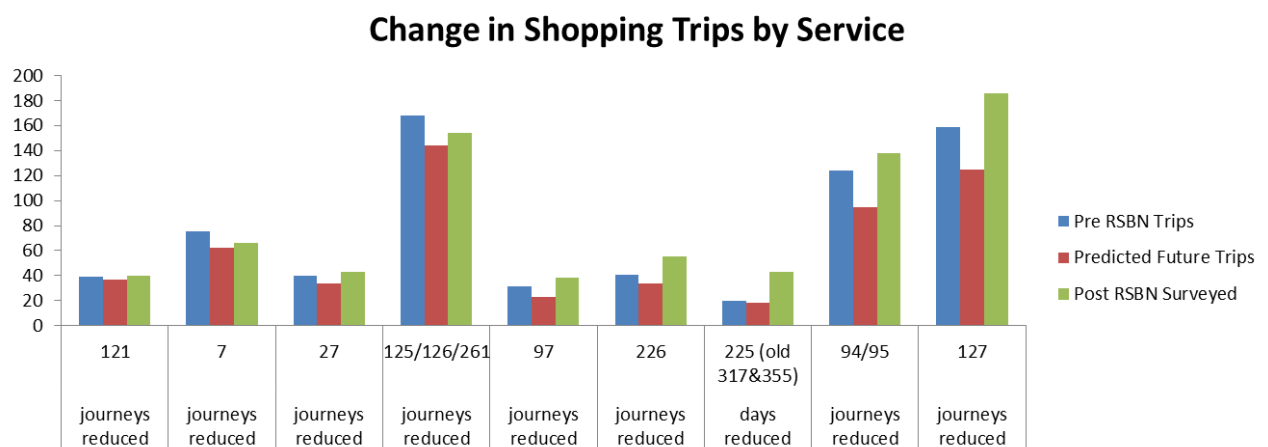


Fig 3: Data in Appendix 5: 5.1

### Impact on Medical Trips

Our estimate was that around 400 people per day used a supported bus service to get to a health or medical appointment. Following the revisions to the supported bus network, around 85% were expected to be able to continue to use a 5 or 6 day a week service with a two hourly or better frequency.

We estimated that around 25 medical trips a day could have been compromised by the proposed change to the network presented in December 2014. A small number of these were likely to be people who will continue to have access to a daily service, but who are not

able to cope with the reduced service timetable. However, most of these lost trips were expected to be on services that would no longer operate daily. These included those people using dial-a-ride services to get to an appointment, and other users of public bus services that would in future operate two days a week only.

One of the key concerns has been to help people reach a medical appointment the days the service is no longer operating. We wrote to hospitals and surgeries to explain that some people will have less flexibility in terms of appointment times. We asked that non-emergency appointments be arranged to fit with patients' travel options. Patients themselves too need to clear, when arranging appointments, about the days and times that they can attend.

The tables below show the estimated trips that would be made on the amended proposed network for medical purposes and those that would potentially be lost.

### Change in Medical Trips by Service

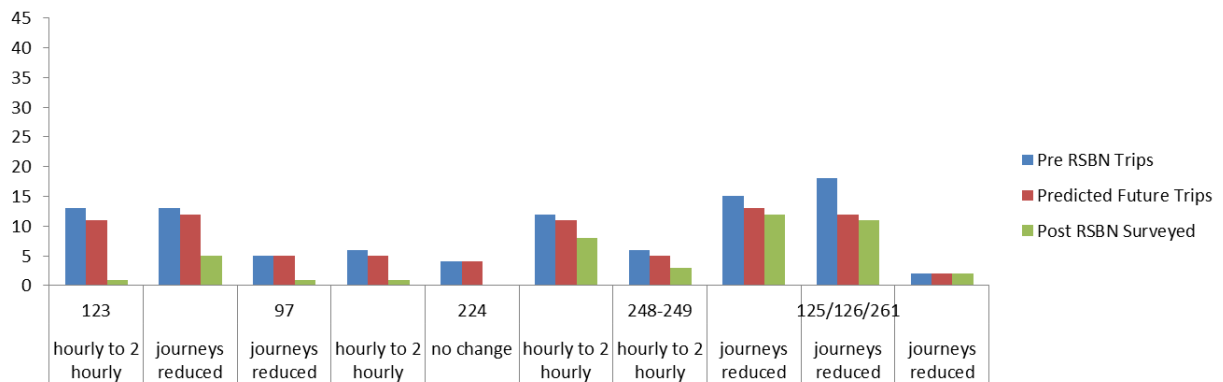


Fig 4: Data in Appendix E: E2

### Change in Medical Trips by Service

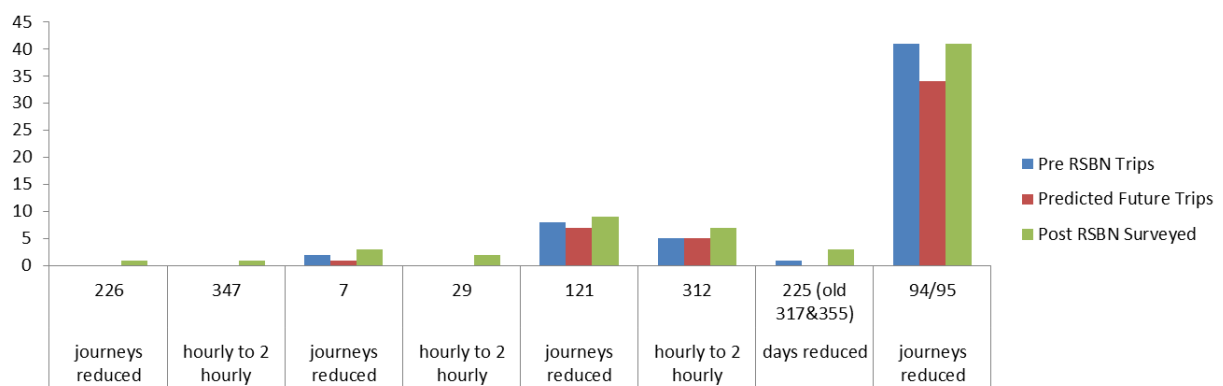


Fig 5: Data in Appendix E: E2



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## Appendix 4 – Financial Analysis

### 4.1. Introduction

In line with our intention to deliver the lowest possible council tax, all Council spending must demonstrate value for money and represent a cost effective use of funds.

The Strategy sets that once data is available for passenger numbers and trip purposes on the new network, a value for money analysis will be carried out for each route. This will take into account:

- the number of passengers using it
- the purpose of their trips
- the subsidy per passenger

Those routes with relatively low subsidies that carry large numbers of passengers on 'high priority' trips, will be favoured for ESCC funding over routes that operate with high subsidies or carry mostly passengers using the bus for 'lower priority' purposes.

### 4.2. Findings

The net cost of RSBN from April 2015 has been calculated. The net cost is the cost to the Council's CET budget after taking account of funding received from Children's Services for Freedom Tickets and other sources such as developer contributions and cross-boundary income. The overall net cost also includes a fixed payment of £425,906 from the Government's Bus Service Operators Grant (BSOG) which was previously paid to individual bus operators of tendered services in East Sussex.

To provide a measure of value for money, this net cost has been divided by the estimated annual number of passengers per service based on data to the end of December 2015, to give a net subsidy per passenger.

The average subsidy per passenger for the new RSBN is £0.75, compared to the figure of £0.81 for the supported network before April 2015.

**Table 3: Subsidy per passenger**

Service	Route	Payment to Operator	ENCTS retained by ESCC	Freedom Tickets	Other Revenue	Net Subsidy	Estimated Passengers	Subsidy per Passenger
153	Eastbourne & Polegate Dial a Ride	£28,426.00	£0.00	£0.00	£0.00	£28,426.00	1,576	£18.04
354	Ticehurst-Wadhurst rail link	£26,920.52	£0.00	£0.00	£0.00	£26,920.52	2,135	£12.61
152	Lew es Dial a Ride	£19,185.24	£0.00	£0.00	£0.00	£19,185.24	1,570	£12.22
151	Seaford Dial a Ride	£21,035.24	£0.00	£0.00	£0.00	£21,035.24	3,622	£5.81
493	Seahaven Academy-Denton	£20,221.92	£0.00	£0.00	£0.00	£20,221.92	4,447	£4.55
225	Crow borough-Heathfield-Battle	£16,572.00	£3,785.09	£0.00	£0.00	£12,786.91	3,093	£4.13
143	Lew es-Hailsham	£11,481.24	£0.00	£0.00	£0.00	£11,481.24	2,800	£4.10
252	Heathfield-Tunbridge Wells	£14,042.00	£0.00	£0.00	£1,260.97	£12,781.03	3,136	£4.08
23B	Hastings-Conquest Hospital	£13,928.72	£0.00	£0.00	£0.00	£13,928.72	3,447	£4.04
349	Bodiam-Hastings	£12,706.70	£0.00	£0.00	£0.00	£12,706.70	3,306	£3.84
494	Seahaven Academy-Saltdean (pm)	£19,661.18	£0.00	£0.00	£0.00	£19,661.18	5,172	£3.80
318	Heathfield-Uckfield-Ringmer College	£17,821.28	£0.00	£0.00	£0.00	£17,821.28	4,742	£3.76
156	Rye Dial a Ride	£7,973.92	£0.00	£0.00	£0.00	£7,973.92	2,146	£3.72
129,423	Lew es-Winterbourne; Lew es-New haven	£90,384.67	£5,450.29	£0.00	£0.00	£84,934.38	27,994	£3.03
460	Etchingham-Bexhill College	£21,042.00	£0.00	£2,890.20	£0.00	£18,151.80	5,993	£3.03
305	Haw khurst-Battle	£31,585.63	£0.00	£0.00	£3,455.47	£28,130.16	9,328	£3.02
246,248,249,262	Uckfield Area Service; Uckfield Rover	£19,460.99	£6,567.44	£0.00	£0.00	£12,893.55	4,396	£2.93
40,42	Berwick-Seaford; Berwick-Hailsham	£11,020.08	£0.00	£0.00	£0.00	£11,020.08	4,062	£2.71
166,167,168	Lew es-Haywards Heath; Lew es-Burgess Hill	£157,886.33	£4,755.37	£12,747.10	£11,629.31	£128,754.55	47,862	£2.69
484	St Leonards-Robertsbridge CC	£22,192.63	£0.89	£3,774.60	£0.00	£18,417.14	6,865	£2.68

**Table 3: Continued**

Service	Route	Payment to Operator	ENCTS retained by ESCC	Freedom Tickets	Other Revenue	Net Subsidy	Estimated Passengers	Subsidy per Passenger
B67-79	Battle Area Community Bus	£15,266.63	£0.00	£0.00	£0.00	£15,266.63	5,904	£2.59
349	Bank Holiday bus service	£1,805.86	£0.00	£0.00	£480.35	£1,325.51	537	£2.47
54	Uckfield Town Service	£18,576.15	£0.00	£0.00	£0.00	£18,576.15	7,626	£2.44
124	Alfriston-Ringmer College	£16,632.12	£0.00	£0.00	£0.00	£16,632.12	6,867	£2.42
411	Pett-Rye College	£28,640.00	£0.00	£10,697.00	£0.00	£17,943.00	7,527	£2.38
461	Peasmarsh-Bexhill College	£21,042.00	£0.00	£3,313.10	£0.00	£17,728.90	7,579	£2.34
122	Barcombe-Lewes	£31,358.92	£0.00	£0.00	£0.00	£31,358.92	14,838	£2.11
254,304	Bank Holiday bus service	£2,806.02	£0.00	£0.00	£399.20	£2,406.82	1,283	£1.88
256	Wadhurst-Tunbridge Wells	£44,431.72	£0.00	£0.00	£16,482.41	£27,949.31	14,938	£1.87
31	Heathfield-Hurst Green	£24,172.73	£0.00	£0.00	£0.00	£24,172.73	13,080	£1.85
356	Hove-Claverham CC	£32,220.00	£0.00	£11,874.20	£0.00	£20,345.80	11,725	£1.74
95	Bexhill-Battle-Conquest Hospital	£4,475.45	£0.00	£0.00	£0.00	£4,475.45	2,776	£1.61
94,96,97	Bexhill Local	£65,138.11	£22,748.93	£0.00	£0.00	£42,389.18	28,645	£1.48
51	Cavendish School-Bridgemere	£15,308.65	£0.00	£0.00	£0.00	£15,308.65	10,470	£1.46
155	Hastings Dial a Ride	£7,746.90	£0.00	£0.00	£0.00	£7,746.90	5,600	£1.38
252	Heathfield-Tunbridge Wells	£34,358.40	£0.00	£914.80	£4,483.78	£28,958.82	22,939	£1.26
426	Argos Hill-Crow borough	£33,120.00	£0.00	£21,282.20	£0.00	£11,837.80	9,874	£1.20
55	Beachlands-Langney	£61,790.28	£0.00	£24,448.20	£10,500.00	£26,842.08	22,649	£1.19
342,382	Northiam-Westfield; Westfield-Robertsbridge	£32,399.00	£0.00	£13,929.40	£0.00	£18,469.60	16,167	£1.14
23,23A	Hastings-Conquest Hospital	£25,659.61	£0.00	£0.00	£0.00	£25,659.61	22,827	£1.12
483	Peasmarsh-Robertsbridge CC	£32,037.00	£0.00	£14,024.40	£0.00	£18,012.60	16,197	£1.11
71	Silverhill-William Parker School	£17,096.31	£396.84	£400.00	£0.00	£16,299.47	15,515	£1.05
224	Wadhurst-Mayfield-Crow borough	£15,555.12	£6,762.75	£0.00	£5,083.58	£3,708.79	3,576	£1.04
123,126	Lewes-New haven enhancement; 126 am sch jou	£16,212.90	£0.00	£0.00	£0.00	£16,212.90	15,900	£1.02
72,75,76	Hastings-Helenswood School	£87,922.47	£286.15	£21,383.40	£0.00	£66,252.92	70,468	£0.94
121	Lewes-New ick 1835 journey	£1,200.18	£0.00	£0.00	£0.00	£1,200.18	1,287	£0.93
226	Crow borough-Rotherfield local service	£22,068.28	£7,064.41	£0.00	£10,276.76	£4,727.11	5,566	£0.85
150	Four towns service	£7,778.52	£0.00	£0.00	£0.00	£7,778.52	9,423	£0.83
312,313,342	Rye Area services	£127,896.19	£18,625.43	£34,937.30	£31,362.98	£42,970.48	63,702	£0.67
228,229	Crow borough Town Service	£35,101.94	£0.00	£0.00	£0.00	£35,101.94	59,172	£0.59
7,27,29,347	Hastings Town Service; Hastings-Pett	£85,749.00	£51,826.43	£12,927.60	£0.00	£20,994.97	36,813	£0.57
357,359	Hastings-St Richards College	£38,276.19	£589.82	£12,620.50	£0.00	£25,065.87	48,905	£0.51
313	Northiam-Rye school journeys	£33,544.73	£0.00	£26,839.80	£0.00	£6,704.93	13,086	£0.51
95	Bexhill-Conquest Hospital	£31,711.76	£0.00	£0.00	£0.00	£31,711.76	89,647	£0.35
259	Bodle Street-Heathfield Community College	£2,976.00	£0.00	£0.00	£0.00	£2,976.00	8,593	£0.35
455	Netherfield-Claverham CC	£27,566.00	£0.00	£25,349.60	£0.00	£2,216.40	9,892	£0.22
119,120,492	Seaford Local-Seahaven Academy	£75,385.65	£60,044.09	£9,474.20	£0.00	£5,867.36	63,372	£0.09
145	New haven Town Service	£29,527.13	£28,127.20	£0.00	£0.00	£1,399.93	20,062	£0.07
228,229	Crow borough Town Service	£33,528.77	£766.37	£0.00	£32,762.40	£0.00	3,084	£0.00
1,51	Eastbourne-Roebuck Park	£141,223.46	£0.00	£0.00	£141,223.46	£0.00	60,053	£0.00
28	Hastings-West Hill-Ore-Conquest Hospital	£8,786.40	£0.00	£0.00	£8,786.40	£0.00	24,551	£0.00
101	Hastings-Fairlight-Winchelsea Beach-Rye	£16,800.00	£0.00	£0.00	£16,800.00	£0.00	10,769	£0.00
125	Lewes-Alfriston-Eastbourne	£7,897.60	£0.00	£0.00	£7,897.60	£0.00	4,575	£0.00
126	Seaford-Alfriston-Eastbourne	£9,827.37	£0.00	£0.00	£9,827.37	£0.00	4,449	£0.00
261	East Grinstead-Uckfield-Barcombe-Lewes	£7,897.60	£0.00	£0.00	£7,897.60	£0.00	4,022	£0.00
<b>Total</b>		<b>£2,014,063.41</b>	<b>£217,797.50</b>	<b>£263,827.60</b>	<b>£320,609.64</b>	<b>£1,211,828.67</b>	<b>1,044,216</b>	<b>£1.16</b>
<b>Average</b>								<b>£1.16</b>
Overall subsidy per passenger after £425,906 Bus Services Operators Grant paid to ESCC from Government:								<b>£0.75</b>

Of the 65 service contracts, 21 have a subsidy under £1 per passenger; 17 have a subsidy between £1 and £2; 11 between £2 and £3; 7 between £3 and £4; and 5 between £4 and £5. However there are 4 in excess of £5 of which 3 are dial-a-ride services and the other is the Ticehurst-Wadhurst rail link.

One of the key mitigation measures to reduce the impact of the proposals for those with protected characteristics was the implementation of an amended proposal for dial-a-ride services. For those dial-a-rides that received financial support from the Council it was agreed to provide funding to ensure at least a 3 day a week service with some actually being offered for 4-6 days following successful discussion with the service providers.

The high cost per passenger of dial-a-ride services reflects the inevitably low utilisation associated with this type of service, but the Eastbourne and Polegate dial-a-ride service has the highest subsidy per passenger at £18.04 and is considered to be poor value for money. The operator has implemented a plan to boost service usage over the next 6 months. Unless usage of the service increases significantly it is recommended that steps are taken to reduce costs, possibly by reducing the service to 2 days a week or removing it altogether.

The financial and commercial performance of supported services is, and will continue to be, regularly monitored to confirm that expenditure continues to represent value for money in the context of available budgets and the service need.



## Appendix 5 – Supporting Data

## 5.1: Shopping Trips by Service

Daily Shopping Trips						
Service	Frequency Change	Pre RSBN Trips	Predicted Future Trips	Predicted Lost Trips	Post RSBN Surveyed	Difference to Prediction
123	hourly to 2 hourly	156	131	25	64	-67
145	hourly to 2 hourly	107	95	12	51	-44
312	hourly to 2 hourly	66	62	4	21	-41
347	hourly to 2 hourly	72	65	7	30	-35
128-129	journeys reduced	149	141	8	121	-20
313 (old 344)	hourly to 2 hourly	72	65	7	52	-13
248-249	days reduced	22	20	2	18	-2
29	hourly to 2 hourly	27	23	4	22	-1
256	no change	30	27	3	26	-1
224	no change	21	19	3	21	+2
121	journeys reduced	39	37	2	40	+3
7	journeys reduced	75	62	13	66	+4
27	journeys reduced	40	34	6	28	-6
125/126/261	journeys reduced	168	144	24	154	+10
97	journeys reduced	31	23	8	38	+15
226	journeys reduced	41	34	7	55	+21
225 (old 317&355)	days reduced	20	18	2	43	+25
94/95	journeys reduced	124	95	29	138	+43
127	journeys reduced	159	125	34	186	+61
<b>Total</b>		1419	1220	200	1174	-46

## 5.2: Medical Trips by Service

Daily Medical Trips						
Service	Pre RSBN Trips	Pre RSBN Trips	Predicted Future Trips	Predicted Lost Trips	Post RSBN Surveyed	Difference to Prediction
123	hourly to 2 hourly	13	11	2	1	-10
128-129	journeys reduced	13	12	1	5	-7
97	journeys reduced	5	5	0	1	-4
145	hourly to 2 hourly	6	5	1	1	-4
224	no change	4	4	0	0	-4
313 (old 344)	hourly to 2 hourly	12	11	1	8	-3
248-249	hourly to 2 hourly	6	5	1	3	-2
127	journeys reduced	15	13	2	12	-1
125/126/261	journeys reduced	18	12	6	11	-1
27	journeys reduced	2	2	0	1	-1
226	journeys reduced	0	0	0	1	+1
347	hourly to 2 hourly	0	0	0	1	+1
7	journeys reduced	2	1	1	3	+2
29	hourly to 2 hourly	0	0	0	2	+2
121	journeys reduced	8	7	1	9	+2
312	hourly to 2 hourly	5	5	0	7	+2
225 (old 317&355)	days reduced	1	0	1	3	+3
94/95	journeys reduced	41	34	7	41	+7
<b>Total</b>				24		-17

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**Appendix 6; Outcome reformulated supported bus network including services commercialised**

**A Original summary of changes to frequency of supported bus services - as presented to Scrutiny Committee and Cabinet in December 2014:**

Proposed changes to supported network, as reported to Scrutiny and Cabinet in December 2014	Number of services	Average daily bus passengers before RSBN	Hastings	Lewes	Rother	Wealden	Eastbourne	Number of electoral divisions affected
Change to hourly	2	318	0	2	0	0	0	2
Change to 2 hourly off peak and maintain current days of operation	13	1351	6	4	5	1	0	19
Change to Monday to Friday school days/peak and reduce to 2 days per week off peak	4	348	0	2	1	2	0	8
Change to 2 days per week and frequency remains broadly the same	3	47	0	0	1	3	0	6
Change to 3 days per week and frequency remains broadly the same	2	22	0	0	0	2	0	4
Change to number of journeys	7	685	3	2	3	3	0	22
Removed service (Saturdays)	2	99	0	1	0	1	0	3
Removed services (Evenings and Sundays)	7	468	4	1	3	4	1	26
School Services – remain broadly the same	29		6	6	13	14	2	38
Days and frequency remain broadly the same	23		7	8	7	11	4	39
Supported Dial a Ride and Taxi Rider services – Proposed changes in table below	9		1	3	2	3	1	30
<b>Total</b>	<b>101</b>	<b>3338**</b>	<b>27</b>	<b>29</b>	<b>35</b>	<b>44</b>	<b>8</b>	

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**B Current summary of changes to frequency of supported bus services - actual provision of services as at February 2016:**

Actual changes to supported network as at February 2016, compared to network before April 2015 (for effect on individual services see following pages)	Number of services	Average daily bus passengers before RSBN	Hastings	Lewes	Rother	Wealden	Eastbourne	Number of electoral divisions affected
Change to hourly	0	0	0	0	0	0	0	0
Change to 2 hourly off peak and maintain current days of operation	7	664	3	2	3	0	0	13
Change to Monday to Friday school days/peak and reduce to 2 days per week off peak	0	0	0	0	0	0	0	0
Change to 2 days per week and frequency remains broadly the same	2	19	0	0	1	2	0	4
Change to 3 days per week and frequency remains broadly the same	3	50	0	0	0	3	0	5
Change to number of journeys	15	1605	5	7	6	3	0	26
Removed service (Saturdays)	1	100	0	1	0	0	0	3
Removed services (Evenings and Sundays)	3	185	2	0	2	2	0	12
School Services – remain broadly the same	29		6	6	13	14	2	38
Days and frequency remain broadly the same	32		10	10	8	17	5	52
Supported Dial a Ride and Taxi Rider services –changes in table below	9		1	3	2	3	1	30
<b>Total</b>	<b>101</b>	<b>2623**</b>	<b>27</b>	<b>29</b>	<b>35</b>	<b>44</b>	<b>8</b>	

Appendix 6

\*\* The totals shown for average daily passengers exclude services which remain broadly the same and Dial a Ride/Taxi Rider services.

NB –The number of services by area do not add up to 101 as some services operate across two or more districts/boroughs. There were 97 supported services as at December 2014; the figure of 101 reflects partial commercialisation of some services creating two new routes to replace one old one

**Supported Network as at February 2016, showing changes to services from network before April 2015**

Service has been commercialised
---------------------------------

**Changed to 2 hourly off peak and maintain current days of operation**

Service Number	Route	Days of Operation Before RSBN	Frequency Before RSBN	Frequency After RSBN	Divisions Served	Areas Served	Daily passengers before RSBN Average weekday			Availability of alternative public transport provision
							Scholars	Others	Total	
27	Hastings Town Services	Mon-Sat	Hourly	2 hourly off peak	Braybrooke & Castle	Hastings	0	36	36	Hastings Dial a Ride offers a limited facility for those with impaired mobility
29 (now part of 347)	Hastings Town Services	Mon-Sat	Hourly	2 hourly off peak	Braybrooke & Castle	Hastings	0	24	24	Hastings Dial a Ride offers a limited facility for those with impaired mobility
96	Bexhill Town Service	Saturday only	Hourly	2 hourly off peak	Bexhill East, Bexhill King Offa, Bexhill West	Rother	0	88	88 (Sat)	None
123	Lewes-Newhaven	Mon-Sat	Hourly	2 hourly off peak	Lewes, Newhaven & Ouse Valley West, Ouse Valley East, Ringmer & Lewes Bridge	Lewes	124	128	252	Lewes Dial a Ride (in Lewes) and the Four Towns Community Bus (in Newhaven and Piddinghoe) offer a limited facility for those with impaired mobility
145	Newhaven Local	Mon-Sat	Hourly	2 hourly off peak	Newhaven & Ouse Valley West Ouse Valley East	Lewes	2	68	70	Lewes Dial a Ride offers a limited facility for those with impaired mobility
344 (now 313)	Rye-Northiam	Mon-Sat	Up to hourly	2 hourly off peak	Northern Rother, Rye & Eastern Rother	Rother	23	75	98	Rye Dial a Ride offers a limited facility for those with impaired mobility
347	Hastings-Pett	Mon-Sat	Up to hourly	2 hourly off peak	Baird & Ore, Braybrooke & Castle, Brede Valley & Marsham, Old Hastings & Tressell	Hastings Rother	21	75	96	Stagecoach provides services except to Pett
<b>Total</b>							<b>170</b>	<b>494</b>	<b>664</b>	

**Changed to 2 days per week and frequency remains broadly the same**

Service Number	Route	Days of Operation Before RSBN	Frequency Before RSBN	Frequency After RSBN	Divisions Served	Areas Served	Daily passengers before RSBN Average weekday			Availability of alternative public transport provision
							Scholars	Others	Total	
317 (now part of 225)	Heathfield Town Service	Mon, Wed, Fri	3 journeys	Tue & Thu	Heathfield	Wealden	0	8	8	Heathfield Age Concern offers a limited facility for older people
355 (now part of 225)	Heathfield-Battle	Tue & Thu	2 return journeys	Tue & Thu	Battle & Crowhurst, Heathfield, Rother North West	Rother, Wealden	0	11	11	Battle Area CT services between Netherfield and Battle on Mon, Wed & Fri; Cuckmere Buses service 195 between Heathfield, Rushlake Green and Eastbourne on Wed.
<b>Total</b>							<b>0</b>	<b>19</b>	<b>19</b>	

**Changed to 3 days per week and frequency remains broadly the same**

Service Number	Route	Days of Operation Before RSBN	Frequency Before RSBN	Frequency After RSBN	Divisions Served	Areas Served	Daily passengers before RSBN Average weekday			Availability of alternative public transport provision
							Scholars	Others	Total	
226	Rotherfield-Crowborough Locals	Mon-Sat	4 journeys	Tue, Thu & Sat	Crowborough, Wadhurst	Wealden	0	28	28	Service 224 links Rotherfield with Crowborough on Mon, Wed & Fri. Wealdlink Dial a Ride also available.
248	Uckfield-Hadlow Down	Mon-Fri	1-2 journeys	Mon, Wed & Fri	Buxted Maresfield, Uckfield	Wealden	0	11	11	Rail service in Buxted
249	Uckfield-Crowborough	Mon-Fri	1-2 journeys	Mon, Wed & Fri	Buxted Maresfield, Crowborough, Forest Row, Uckfield	Wealden	0	11	11	Rail service in Buxted
<b>Total</b>							<b>0</b>	<b>50</b>	<b>50</b>	



**Changed number of journeys**

Service Number	Route	Days of Operation Before RSBN	Frequency Before RSBN	Frequency After RSBN	Divisions Served	Areas Served	Daily passengers before RSBN			Availability of alternative public transport provision
							Average weekday			
							Scholars	Others	Total	
7	Hastings Town Services	Mon-Sat	Hourly	Approx hourly	Braybrooke & Castle, St Helens & Silverhill	Hastings	0	52	52	Hastings Dial a Ride offers a limited facility for those with impaired mobility
20,21 & 22	Ore-Hastings-Hollington	Mon-Sat evening and Sundays	Every 20 mins	Every 20 mins; Sunday evening journeys withdrawn	Ashdown & Conquest, Baird & Ore, Braybrooke & Castle, Central St Leonards & Gensing, Hollington & Wishing Tree, Maze Hill & West St Leonards, Old Hastings & Tressell, St Helens & Silverhill	Hastings	0	258	258	None
95	Bexhill-Conquest Hospital	Mon-Sat	Hourly	Hourly except Little Common reduced to 2 hourly as part of new service 94	Ashdown & Conquest, Battle & Crowhurst, Bexhill East, Bexhill King Offa, Bexhill West, Hailsham & Herstmonceux	Hastings, Rother, Wealden	112	169	281	None
97	Bexhill Town Service and Hooe	Mon-Sat	Hourly	60-90mins	Bexhill East, Bexhill King Offa, Bexhill West, Hailsham & Herstmonceux	Rother, Wealden	0	35	35	None
119	Seaford local service	Mon-Sat	30-60 mins	Removal of two journeys	Ouse Valley East, Seaford Blatchington, Seaford Sutton	Lewes	19	119	138	Seaford Area Dial a Ride and the Four Towns Community Bus offer a limited facility for those with impaired mobility
121	Lewes-Newick	Mon-Sat	Hourly	Removal of 2 journeys	Chailey, Lewes, Ringmer & Lewes Bridge	Lewes	80	78	158	Compass Travel service 122 offers an alternative service from Cooksbridge to Lewes. Lewes Dial a Ride offers a limited facility for those with impaired mobility
126	Alfriston-Seaford	Daily	Up to every 2 hours	Mon-Sat 3 return journeys. Unchanged on Sunday	Alfriston, E Hoathly & Hellingly, Seaford Blatchington, Seaford Sutton	Lewes, Wealden	0	15	15	None
127	Lewes-Landport Estate	Mon-Sat	20-30 mins	Approx 30 mins	Lewes, Ringmer & Lewes Bridge	Lewes	21	164	185	Lewes Dial a Ride offers a limited facility for those with impaired mobility
128	Lewes-Nevill Estate	Mon-Sat	Every 30mins	Approx 30 mins	Lewes, Ringmer & Lewes Bridge	Lewes	20	113	133	Lewes Dial a Ride offers a limited facility for those with impaired mobility
129	Lewes-Winterbourne	Mon-Sat	Hourly	Removal of one journey	Lewes, Ringmer & Lewes Bridge	Lewes	0	33	33	Lewes Dial a Ride offers a limited facility for those with impaired mobility
254	Wadhurst Rail Link	Mon-Fri peaks	4-5 journeys	Reduced to 3 journeys a day	Rother North West, Wadhurst	Rother, Wealden	3	26	29	None
312	Rye-Tenterden	Mon-Sat	Hourly	Hourly for Rye Harbour as part of service 313; rest 2 hourly	Northern Rother, Rye & Eastern Rother	Rother	34	88	122	Rye Dial a Ride offers a limited facility for those with impaired mobility
342	Hastings-Rye	Mon-Fri	Peak and schools	Removal of one journey	Ashdown & Conquest, Baird & Ore, Brede Valley & Marsham, Braybrooke & Castle, Northern Rother, St Helens & Silverhill	Hastings, Rother	27	20	47	Stagecoach services 340/341 between Hastings and Broad Oak
344	Hastings-Rye-Northiam	Sundays	8 journeys	Removal of journeys between Rye & Northiam (rest of service funded by Hastings Parking Surplus)	Baird & Ore, Braybrooke & Castle, Brede Valley & Marsham, Northern Rother, Old Hastings & Tressell, Rye & Eastern Rother	Hastings, Rother	0	69	69	None
824 (now 167 & 168)	Village Rider	Mon-Fri	Up to 9 journeys	Removal of off peak journeys on one day a week	Chailey, Lewes, Ringmer & Lewes Bridge	Lewes	16	34	50	Dial a Ride extended to serve East Chilington area. Most other communities have alternative services.
<b>Total</b>							<b>332</b>	<b>1273</b>	<b>1605</b>	

**Removed service (Saturdays)**

Service Number	Route	Days of Operation Before RSBN	Frequency Before RSBN	Frequency After RSBN	Divisions Served	Areas Served	Daily passengers before RSBN Average weekday			Availability of alternative public transport provision
							Scholars	Others	Total	
166	Lewes-Haywards Heath	Mon-Sat	2 hours	Mon-Fri only	Chailey, Lewes, Ringmer & Lewes Bridge	Lewes	46	54	100	None apart from Train stations at Lewes, Plumpton and Haywards Heath
Total							46	54	100	

**Removed service (Evenings and Sundays)**

Service Number	Route	Days of Operation Before RSBN	Frequency Before RSBN	Frequency After RSBN	Divisions Served	Areas Served	Daily passengers before RSBN Average weekday			Availability of alternative public transport provision
							Scholars	Others	Total	
229	Tunbridge Wells-Rotherfield	Fri & Sat evening	1 journey	Removed	Crowborough, Forest Row, Wadhurst	Wealden	0	4	4	None apart from train stations at Crowborough, Eridge and Tunbridge Wells
254/304	Tunbridge Wells –Hawkhurst-Hastings	Sundays	4 journeys	Removed	Rother North West, Wadhurst, Ashdown & Conquest, Battle & Crowhurst, Braybrooke & Castle, Central St Leonards & Gensing, Hollington & Wishing Tree, Northern Rother, Rother North West, St Helens & Silverhill	Rother, Wealden, Hastings	0	137	137 (Sun)	None apart from train stations at , Hastings, Battle, Robertsbridge, Wadhurst and Tunbridge Wells
349	Hastings-Hawkhurst	Summer Sundays	4 journeys	Removed	Ashdown & Conquest, Braybrooke & Castle, Brede Valley & Marsham, Central St Leonards & Gensing, Northern Rother, St Helens & Silverhill	Hastings, Rother	0	44	44 (Sun)	None
Total							0	185	185	

**Public ‘open door’ school services – now broadly the same**

Service number	Route	Days of Operation	Divisions served	Areas served
51	Bridgemere-Cavendish School	School days	Devonshire, Meads, Old Town, St Anthony's, Upperton	Eastbourne
71	Silverhill-William Parker School	School days	Baird & Ore, Braybrooke & Castle, Central St Leonards & Gensing, Old Hastings & Tressell, St Helens & Silverhill	Hastings
72, 74-76	Hastings-Helenswood School	School days	Ashdown & Conquest, Baird & Ore, Braybrooke & Castle, Central St Leonards & Gensing, Hollington & Wishing Tree, Maze Hill & West St Leonards, Old Hastings & Tressell, St Helens & Silverhill	Hastings
92a (now 492)	Tideway School-South Heighton (pm)	School days	Newhaven & Ouse Valley West, Ouse Valley East,	Lewes
92b (now 493)	Denton - Tideway School	School days	Newhaven & Ouse Valley West, Ouse Valley East	Lewes
92c (now 494)	Tideway School-Saltdean (pm)	School days	Newhaven & Ouse Valley West, Peacehaven & Telscombe Towns	Lewes
95	Bexhill-Conquest Hospital	School days / College days	Ashdown & Conquest, Battle & Crowhurst, Bexhill East, Bexhill King Offa, Bexhill West, Hailsham & Herstmonceux	Hastings, Rother, Wealden
124 (now 125)	Alfriston-Ringmer College	School days	Alfriston, E Hoathly & Hellingly, Ouse Valley East, Ringmer & Lewes Bridge	Lewes, Wealden
141/142	Eastbourne/Polegate - Ringmer College	School days	Alfriston, E Hoathly & Hellingly, Devonshire, Hailsham & Herstmonceux, Langney, Polegate, Willingdon & E Dean, Pevensey & Westham, Ringmer & Lewes Bridge, St Anthonys, Sovereign	Eastbourne, Lewes, Wealden
226	Argos Hill-Crowborough	School days	Crowborough, Wadhurst	Wealden
252	Heathfield – Tunbridge Wells	School days	Buxted Maresfield, Forest Row, Framfield & Horam, Heathfield, Wadhurst	Wealden
253	Burwash-Uplands College	School days	Rother North West, Wadhurst	Rother Wealden
254	Tunbridge Wells – Uplands College	School days	Wadhurst	Wealden

256	Tunbridge Wells – Uplands College	School days	Wadhurst	Wealden
258	Kilndown – Uplands College	School days	Wadhurst	Wealden
259	Bodle Street-Heathfield College	School days	Alfriston, E Hoathly & Hellingly, Hailsham & Herstmonceux, Heathfield	Wealden
267,268,269	Hailsham/Boreham Street – Heathfield College	School days	Alfriston, E Hoathly & Hellingly, Framfield & Horam, Hailsham & Herstmonceux, Heathfield, Pevensey & Westham	Wealden
311	Pett-Winchelsea-Rye	School days	Brede Valley & Marsham, Rye & Eastern Rother	Rother
318	Heathfield – Ringmer College	School days	Alfriston, E Hoathly & Hellingly, Framfield & Horam, Heathfield, Ringmer & Lewes Bridge, Uckfield	Lewes, Wealden
320	Bexhill-Claverham College	School days	Battle & Crowhurst, Bexhill King Offa, Bexhill West, Hailsham & Herstmonceux	Rother, Wealden
342	Northiam-Westfield School	School days	Brede Valley & Marsham, Northern Rother, Rye & Eastern Rother	Rother
345	Fairlight-Rye	School days	Brede Valley & Marsham, Rye & Eastern Rother	Rother
355	Netherfield-Battle-Claverham College	School days	Battle & Crowhurst	Rother
356	Hooe-Claverham College	School days	Battle & Crowhurst, Bexhill East, Bexhill King Offa, Hailsham & Herstmonceux	Rother, Wealden
357/359	Ore-St Richards College	School days	Ashdown & Conquest, Baird & Ore, Bexhill King Offa, Bexhill West, Braybrooke & Castle, Central St Leonards & Gensing, Hollington & Wishing Tree, Maze Hill & W St Leonards, Old Hastings & Tressell, St Helens & Silverhill	Hastings, Rother
360-361	Etchingam/Peasmarsh-Bexhill College	College days	Ashdown & Conquest, Battle & Crowhurst, Bexhill East, Bexhill King Offa, Brede Valley & Marsham, Hollington & Wishing Tree, Maze Hill & West St Leonards, Northern Rother, Rother North West, St Helens & Silverhill	Hastings, Rother
382	Westfield-Robertsbridge College	School days	Battle & Crowhurst, Brede Valley & Marsham, Northern Rother	Rother
383	Peasmarsh-Robertsbridge College	School days	Battle & Crowhurst, Brede Valley & Marsham, Northern Rother	Rother
384	St Leonards-Robertsbridge College	School days	Ashdown & Conquest, Baird & Ore, Battle & Crowhurst, Braybrooke & Castle, Central St Leonards & Gensing, Hollington & Wishing Tree, Northern Rother, St Helens & Silverhill	Hastings Rother

### Days and frequency now broadly the same

Service Number	Route	Days of Operation	Current Frequency	Divisions Served	Areas Served
1/51	Eastbourne-Roebuck Park	Daily	Every 30 minutes	Alfriston, E Hoathly & Hellingly, Dean, Hampden Park, St Anthonys, Meads, Devonshire, Old Town, Ratton	Eastbourne, Wealden
23b	Hastings-Harley Shute-Conquest	Mon-Fri	1 peak am journey	Ashdown & Conquest, Braybrooke & Castle, Central St Leonards & Gensing, Hollington & Wishing Tree, Maze Hill & West St Leonards	Hastings
24	Hastings-Church Rd-Silverhill	Mon-Sat	Hourly	Braybrooke & Castle, Central St Leonards & Gensing	Hastings
26	Hastings-Conquest Hospital	Sundays	Hourly	Ashdown & Conquest, Braybrooke & Castle, Central St Leonards & Gensing, Maze Hill & West St Leonards, St Helens & Silverhill	Hastings
28	Hastings-Ore-Conquest Hosp	Sundays	Hourly (funded from Hastings Parking Surplus)	Ashdown & Conquest, Baird & Ore, Braybrooke & Castle, Old Hastings & Tressell, St Helens & Silverhill	Hastings
28/ 29	Tunbridge Wells -Lewes	Mon-Sat evening	Hourly	Alfriston, E Hoathly & Hellingly, Buxted Maresfield, Crowborough, Framfield & Horam, Forest Row, Lewes, Ringmer & Lewes Bridge, Uckfield, Wadhurst	Lewes, Wealden
40	Berwick-Seafood	Tue & Fri	1 return journey	Alfriston, E Hoathly & Hellingly, Polegate, Willingdon & E Dean, Seaford Blatchington, Seaford Sutton	Lewes, Wealden
42	Berwick - Hailsham	Wed & Fri	1 return journey	Alfriston, E Hoathly & Hellingly, Hailsham & Herstmonceux	Wealden
47	East Saltdean - Brighton	Mon-Sat	Hourly	Peacehaven & Telscombe Town	Lewes
54	Uckfield Town Service	Mon-Sat	Hourly	Uckfield	Wealden

55	Beachlands - Langney	Mon-Fri	Hourly	Langney, Pevensey & Westham	Eastbourne, Wealden
57	East Saltdean - Hove	Sunday	Hourly	Peacehaven & Telscombe Town	Lewes
120	Seaford Local Services	Saturday	Hourly	Ouse Valley East, Seaford Blatchington	Lewes
125 (now 122)	Barcombe-Lewes	Mon-Sat	2 hours	Lewes, Ringmer & Lewes Bridge	Lewes
125/25	Lewes - Alfriston	Mon -Sat	2 hourly	Alfriston, E Hoathly & Hellingly, Lewes, Ouse Valley East, Ringmer & Lewes Bridge	Lewes, Wealden
126	Alfriston - Eastbourne	Mon-Sat	2 hourly	Alfriston, E Hoathly & Hellingly, Devonshire, Meads, Polegate, Willingdon & E Dean, Ratton, Upperton	Wealden, Eastbourne
126	Seaford-Eastbourne	Sundays	5 journeys	Alfriston, E Hoathly & Hellingly, Devonshire, Meads, Polegate, Willingdon & E Dean, Ratton, Seaford Blatchington, Seaford Sutton, Upperton	Eastbourne, Lewes, Wealden
143	Lewes - Eastbourne	Mon - Fri	5 return journeys	Alfriston, E Hoathly & Hellingly, Devonshire, Hailsham & Herstmonceux, Lewes, Meads, Old Town, Polegate, Willingdon & E Dean, Ratton, Ringmer & Lewes Bridge, Upperton	Eastbourne, Lewes, Wealden
224	Wadhurst - Crowborough	Mon, Wed, Thu	4 journeys (funding contributions from Mayfield & Five Ashes Parish Council and Wadhurst Parish Council)	Crowborough, Wadhurst	Wealden
228/229	Crowborough Town	Mon-Sat	30-60 mins	Crowborough	Wealden
246	Uckfield – Fletching	Thursday	1 return journey	Buxted Maresfield, Chailey, Uckfield	Lewes, Wealden
252	Heathfield–Tunbridge Wells	Sat evening	2 early evening journeys	Buxted Maresfield, Forest Row, Framfield & Horam, Heathfield, Wadhurst	Wealden
256	Wadhurst-Tunbridge Wells	Mon-Fri	5 journeys	Wadhurst	Wealden
261	E Grinstead-Uckfield	Mon-Sat	2 hours	Buxted Maresfield, Forest Row, Uckfield	Wealden
305	Hastings-Robertsbridge-Hawkhurst	Mon-Sat	2 peak return journeys (daytime service provided commercially by Stagecoach)	Ashdown & Conquest, Battle & Crowhurst, Braybrooke & Castle, Central St Leonards & Gensing, Hollington & Wishing Tree, Northern Rother, Rother North West, St Helens & Silverhill	Hastings, Rother
318	Hurst Green-Heathfield (and Uckfield on Saturdays)	Mon-Sat	7-9 journeys as part of extended commercial service 31	Heathfield, Framfield & Horam, Rother North West, Uckfield	Rother, Wealden
326	Rye Area Services	Mon-Sat	30-60mins	Brede Valley & Marsham, Rye & Eastern Rother	Rother
340	Hastings - Tenterden	Mon-Sat	Hourly peak	Ashdown & Conquest, Baird & Ore, Brede Valley & Marsham, Braybrooke & Castle, Northern Rother, St Helens & Silverhill	Hastings, Rother
341 (23/23A)	Hastings - Tenterden	Mon-Sat	Hourly off-peak (service 23/23A serves St Helens)	Ashdown & Conquest, Braybrooke & Castle, Brede Valley & Marsham, Central St Leonards & Gensing, Hollington & Wishing Tree, Northern Rother, St Helens & Silverhill	Hastings, Rother
344	Hastings - Rye	Mon-Sat	Hourly	Baird & Ore, Braybrooke & Castle, Brede Valley & Marsham, Northern Rother, Old Hastings & Tressell, Rye & Eastern Rother	Hastings, Rother
349	Hastings-Staplecross	Mon-Sat	1 pm peak journey	Ashdown & Conquest, Braybrooke & Castle, Brede Valley & Marsham, Central St Leonards & Gensing, Northern Rother, St Helens & Silverhill	Hastings, Rother
B67 - 79	Battle area Community Bus	Mon, Tue & Fri	1 or 2 return journeys	Ashdown & Conquest, Battle & Crowhurst, Northern Rother, Rother North West, Brede Valley & Marsham	Hastings, Rother

**Supported Dial a Ride and Taxi Rider services**

Service Number	Service	Days of Operation Before RSBN	Availability	Days of Operation After RSBN	Divisions Served	Areas Served	Daily passengers Average weekday			Additional Information
							Scholars	Others	Total	
151	Seaford Dial a Ride	Mon, Wed, Fri	On demand	Mon, Wed, Fri	Ouse Valley East, Seaford Blatchington, Seaford Sutton	Lewes	0	23	23	Seaford Town Council additionally funds the Four Towns Community Bus
152	Lewes Area Dial a Ride	Mon - Fri	On demand	Mon - Fri	Chailey, Lewes, Ringmer & Lewes Bridge	Lewes	0	14	14	CTLA provides Lewes Area Dial a Ride on 3 of these days without funding from ESCC
153	Polegate Taxi Rider	Mon-Fri	On demand	Merged with Eastbourne dial a ride to run on 4 days a week	Polegate, Willingdon & E Dean	Wealden	0	4	4	
154	Eastbourne Dial a Ride	Mon-Fri	On demand	Merged with Polegate Taxi Rider to run on 4 days a week	Devonshire, Hampden Park, Langney, Meads, Old Town, Ratton, St Anthony's, Sovereign, Upperton	Eastbourne	0	8	8	
155	Hastings Dial a Ride	Mon-Fri	On demand	Mon- Fri	Ashdown & Conquest, Baird & Ore, Braybrooke & Castle, Central St Leonards & Hastings , Hollington & Wishing Tree, Old Hastings & Tressell, St Helens & Silverhill	Hastings	0	15	15	Hastings Borough Council provides additional funding for the dial a ride provision
156	Rye Area Dial a Ride	Mon-Fri	On demand	Mon - Fri	Rye & Eastern Rother	Rother	0	8	8	
262	Uckfield Rover	Mon-Fri	On demand	Mon, Wed & Fri on pre-RSBN times of availability, plus on Thu between 1045 and 1230	Framfield & Horam, Uckfield	Wealden	0	3	3	
Peacehaven Taxi Rider	Peacehaven	Mon-Fri	On demand	Removed due to high subsidy per passenger	Peacehaven & Telscombe Towns	Lewes	0	16	16	The Four Towns Community Bus offers a facility which will be supplemented to cater for Peacehaven Taxi Rider users. The Four Towns Community Bus receives funding from Peacehaven, Telscombe, Newhaven and Seaford Councils.
355 Taxi Rider	Heathfield - Battle	Mon-Fri peaks	2 return journeys	Removed due to high subsidy per passenger	Battle & Crowhurst, Heathfield, Rother North West	Rother, Wealden	0	2	2	

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# Agenda Item 8

**Report to:** Economy, Transport and Environment Scrutiny Committee

**Date of meeting:** 16 March 2016

**By:** Chair of the Review Board

**Title:** Scrutiny Review of Highway Drainage

**Purpose:** To present the outcomes of the scrutiny review and make recommendations.

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**RECOMMENDATION:** That the Committee considers the report of the Review Board and makes recommendations to Cabinet for comment, and County Council for approval.

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## 1. Background

1.1 Through its work on the Highways contract re-procurement, the Economy, Transport and Environment Scrutiny Committee understands the important role that highways drainage has in prolonging the life of the carriageway surface, preventing flooding and ensuring road safety.

1.2 The Economy, Transport and Environment Scrutiny Committee established the Scrutiny Review of Highway Drainage in East Sussex to consider the maintenance, repair and investment in the systems of drains, gullies and ditches forming the underlying infrastructure of East Sussex roads. The review examines the factors that lead to the efficient and effective management of highways drainage infrastructure.

1.3 The review looked at all the factors involved with highways drainage including:

- the arrangements for gully emptying;
- maintenance of drainage ditches and grips (grips are small channels connecting the drainage ditch with the edge of the road);
- maintenance and renewal of highway drainage pipes and culverts; and
- the impact of street cleansing on highway drainage.

## 2. Summary

2.1 The members of the Review Board are Councillors Richard Stogdon (Chair), Michael Pursglove, Pat Rodohan, and Barry Taylor.

2.2 The attached report (appendix 1) contains the findings and recommendations of the Review Board. An evidence pack of supporting documentation is available on request from the contact officer.

2.3 The Committee is recommended to receive the Review Board's report for submission to Cabinet and County Council on 26 April 2016 and 10 May 2016 respectively.

## 3. Recommendation

3.1 The Committee is requested to consider and endorse the report of the Review Board for submission to Cabinet and Full Council.

RICHARD STOGDON  
Chair of the Review Board

Contact Officer: Martin Jenks  
Tel No. 01273 481327

Email: martin.jenks@eastsussex.gov.uk

LOCAL MEMBERS: All.

APPENDICES:

Appendix 1. Scrutiny Review of Highway Drainage in East Sussex, Report of the Review Board.

BACKGROUND DOCUMENTS: None.



# Scrutiny review of highway drainage in East Sussex

## Report by the Review Board

of the Economy, Transport and Environment Scrutiny Committee

Councillor Richard Stogdon (Chair)

Councillor Michael Pursglove

Councillor Pat Rodohan

Councillor Barry Taylor

March 2016

Economy, Transport and Environment Scrutiny Committee – 16 March 2016

Cabinet – 26 April 2016

Full Council – 10 May 2016



# Report of the scrutiny review of highway drainage in East Sussex

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## Introduction by the Chair of the Review Board

### Councillor Richard Stogdon

Since 2010, the combined effect of hard or exceptionally wet winters has taken its toll on all parts of the network of our roads in East Sussex. In some cases, the impact of failure in the drainage network can be almost alarming. Whatever cleaning qualities water may have, the overall effect of its activity in regard to our roads in more recent years has been damaging and inimical to the overall lifespan of the network. Nor is damage to our road system the whole of the story. The effect of run-off from our roads on residential property has given rise to claims in the past five years of £64,000.

As far as the County's highways asset is concerned, one of our Senior Highways Officers told us that "***the drainage network is the most important asset we have***".

With all that in view, a Review Board was set up by the County Council's Economy, Transport and Environment Scrutiny Committee to consider the maintenance, repair and investment in the systems of drains, gullies and ditches forming the underlying infrastructure of East Sussex roads.

When Scrutiny looked at these issues prior to 2010, the Committee was made aware of the extent to which records and data relating to the location and specification of large parts of our highways drainage network had either been lost, or, was missing. While physical damage arising through either fire or flooding was, in part, responsible for destroyed data, a further factor related to the significantly diminished workforce having long term, but unrecorded knowledge, skill and experience of the maintaining the network. By way of further background, in the context of diminishing resources, the Council's policy of blanket routine maintenance changed to a risk based approach based on the known requirement for intervention.

While the locations of gullies and ditches are mostly known along with the function they perform, what is not known relates to the dimensions of pipework, the condition of the drainage pipes and most particularly, where they outfall. The Department is taking steps to complete a satisfactory survey to create a detailed "map" for effective maintenance purposes of the highway drainage infrastructure. The Review Board greatly regrets that the full picture of the road drainage network in East Sussex is not available to those charged with the maintenance and care of our roads and recommends further investment to speed up the completion of survey information.

The beneficial effect of the investment made over the past six years of increased re-surfacing of East Sussex roads was noted with favour by the Review Board. Prior to that, East Sussex was one of the worst performing Local Highway Authorities in the UK. Since then, the County Council's significant investment in road re-surfacing has borne fruit, placing the County in the top quartile for Authorities such as ours. All that illustrates the point that, if we regard our road network as a significant asset, then, investment is what is now required for that which underpins it, namely the drainage network. It is for that reason the Board recommends such capital investment as part of an "invest to save" programme. This would also help correct some of the historic under investment in the highway drainage infrastructure.

The Review Board's recommendations are grouped under four principle headings below.

### Councillor Richard Stogdon Chair

<b>Recommendations</b>		Page
1	<p><b>Maintenance arrangements for highway drainage</b></p> <p>The Board recognises the value of the Council’s changed approach away from routine maintenance of drains and gullies to a risk based approach which focusses on actual need. The Board endorses the following key performance indicators in the new Highway Maintenance contract (below) which incentivise actions to keep the drainage infrastructure in good working order:</p> <p>(1) The percentage progress of gully cleansing against the agreed (Accepted) Service Delivery Programme.</p> <p>(2) The percentage of emergency response incidents attended within the specified timescales.</p> <p>(3) The percentage of safety intervention defects (including drainage related) repaired within required response time.</p> <p>It therefore recommends that the department ensures the new Highways Maintenance contractor develops this approach, and uses all the contractual tools available. The department should also check satisfactory performance of the highway drainage network and that all elements of the highway drainage system work effectively, to ensure surface water is captured and discharged efficiently.</p>	10
2	<p><b>Responsibilities of adjacent landowners</b></p> <p>The Review Board considers that clear information needs to be communicated to residents regarding their responsibilities as adjacent landowners and householders to the Highway drainage network. The Board recommends that clarification is provided as to that for which the County Council is responsible, and that for which landowners and householders are responsible.</p>	10
3	<p><b>Investment in the highway drainage infrastructure</b></p> <p>The Board:</p> <p>(1) recommends that measures are taken accelerate the projects underway to ascertain a fully and more detailed knowledge of the scope, condition and location of the East Sussex highway drainage infrastructure including its connecting pipework and outfall arrangements;</p> <p>(2) advocates and wholly supports the application of additional capital investment in the highways drainage infrastructure – invest to save – as part of the Department’s capital financing process; and</p> <p>(3) endorses the principles of the draft Highways Asset Strategy Management Drainage Strategy 2015-2018 (appendix 2) and recommends its adoption.</p>	12 13 13
4	<p><b>Working with others</b></p> <p>The Board considers the Director of Communities, Economy &amp; Transport and the County Council generally are well placed to co-ordinate its strategy in regard to flooding with the strategies of different organisations and agencies charged with responsibility within East Sussex for flood management. That particularly applies, to Southern Water, Environment Agency, Boroughs, Districts, Town &amp; Parish Councils along with the local drainage boards. The Review Board therefore recommends:</p> <p>(1) The creation of a forum to include such organisations to align strategies and increase local knowledge of highway drainage assets and the impact on them from the surrounding land and built form;</p>	14 14

	<p>(2) In the County Council's capacity as statutory consultee with regard to planning applications and as Lead Local Flood Authority, the County Council needs to focus particularly on securing adequate highway drainage in respect to new development within East Sussex;</p>	14
	<p>(3) By working with the Joint Waste Partnership the County Council needs to establish pilot projects to tackle flooding "hot spot" areas to gauge the impact of street and road cleaning activity on flooding events and frequency of gulley blocking.</p>	16

## Overview

1. The maintenance and improvement of the road network, and the drainage networks that run alongside and beneath it, are vital to the prosperity of East Sussex. East Sussex County Council (ESCC) has a statutory duty to maintain the adopted highway within East Sussex. This includes 'A', 'B', and 'C' roads as well as unclassified roads, but excludes the strategic road network, which is the responsibility of Highways England (formerly the Highways Agency).
2. The Economy, Transport and Environment (ETE) Scrutiny Committee, through its work on the Highways contract re-procurement, understands the important role that highway drainage has in prolonging the life of the carriageway surface, preventing flooding and ensuring road safety. The current highways drainage asset is comprised of:
  - 98,000 gullies (N.B. there are a number of different types of gully pot);
  - 500 kilometres of ditches;
  - 10,000 grips;
  - an unknown number of soakaways; and
  - unknown lengths and specification of connecting pipework.
3. Given the extent to which elected Members receive complaints from residents about blocked gullies, drains and local highway flooding within their Divisions, the Scrutiny Committee considered that it would be worthwhile to conduct a Scrutiny Review of this service area.
4. The Review has examined the factors that lead to the efficient and effective management of highways drainage infrastructure in order to prolong the life of the carriageway surface, prevent flooding and ensure road safety. The review examined all the factors involved with highways drainage including: the arrangements for gully emptying; maintenance of drainage ditches and grips (grips are small channels which are cut through the verge to connect the drainage ditch with the edge of the road); maintenance and renewal of highway drainage pipes and culverts; and the impact of street cleansing on highway drainage.
5. Officers are undertaking work to improve the highway drainage infrastructure and the information the department holds on the highway drainage assets. A Highways Asset Management Drainage Strategy has been developed which outlines the work needed and makes the case for additional investment in highway drainage infrastructure.
6. The new Highways Maintenance contract has incorporated improvements to the routine maintenance of the drainage infrastructure including the maintenance of drainage ditches and grips. The use of 'outcome based' specifications in the new contract (e.g. the requirement for all gullies to be kept free flowing) will also improve highway drainage condition and performance.
7. The Board is conscious of the financial challenges ESCC faces, and in particular, the constraints on the future capital programme. However, without additional investment, the pace of improvement will be slower, and the backlog of known drainage problems will not be tackled as quickly as residents and Members would like.
8. This report makes a number of recommendations to address the issues identified in the review, with some focussed on how ESCC uses existing resources and works with other organisations. Having a complete knowledge of the highway drainage asset is of key importance as this will ensure ESCC makes the most effective use of any investment available.

## 1. Highway drainage budget and maintenance contract arrangements

9. At present £3.1m a year is spent on highway drainage maintenance. The service includes an emergency flood response, which operates during periods of heavy rainfall and extreme weather events. Two high-pressure jetting machines are available to respond to reported incidents.
10. The department spends £1.7m from the revenue budget on routine maintenance. This is split between:

- Gulley emptying: £1.3m
- Ditch and grip clearance: £400,000

There is a £1.4m capital budget. This is spent on:

- Drainage investigation and improvement: £1.2m
- Surveys: £200k

11. The majority of the gulley emptying budget, approximately £1.1m is spent on routine maintenance. This breaks down to a cost of approximately £7 per gulley, which includes the disposal cost of the waste taken out of the gulley.
12. The current Highway Maintenance contractor (running until 30th April 2016) is Kier Ltd. (formerly May Gurney) who have operated the contract since September 2005. Under this contract, Kier is required to empty gullies and provide an emergency flooding response service. Kier sub-contract the specialist gulley cleansing work to FM Conway Ltd. The new Highway Maintenance contract starts on the 1 May 2016 and will be operated by Costain Ltd. Under the new contract arrangements, Costain will be responsible for the routine maintenance of highway gullies, ditches and grips, as well as an emergency flooding response service.

## 2. Quality and frequency of gulley maintenance

### *Gulley emptying frequencies*

13. The Board identified the area of most concern was road flooding and the initial focus of the review was on highway gullies and the frequency that they are emptied. The current highways contract includes a schedule of rates for gulley emptying and other maintenance activities and a contract requirement to attend all gullies on a fixed frequency. The department's approach to gulley emptying was changed in 2013 to a risk based approach in order to achieve departmental savings targets so that:
  - Only gullies that need cleaning are emptied through revised maintenance frequencies, rather than emptying all gullies at fixed intervals whether they need it or not.
14. This 'intelligent' approach means the frequency of maintenance is based on recorded silt levels in the drains. Data on silt levels has been collected over the last two years, and is added to on an ongoing basis. The frequency of emptying has been adjusted to reflect how quickly the drain fills up with silt, or are known to be prone to flooding, as part of a two year programme of routine maintenance. Gullies will usually be emptied when they are 50% full. Over a two year period, gullies are emptied on one of the following frequency levels:

- Once every 3 months
  - Once every 6 months
  - Once every 12 months
  - Once every 24 months
15. These frequencies are applied to whole sections of road, rather than on a drain by drain basis. The gullies that are emptied once every 24 months tend to be the ones in urban areas e.g. residential roads where evidence suggests that a reduced frequency of maintenance is appropriate. The contractor is required to jet the connecting pipe five metres either side of the gully when it is emptied. If the drain is still blocked it is reported for further investigation by a specialist team. By the start of the new Highway Maintenance contract in May 2016, all of the gullies will have been emptied at least once since 2014.
16. The Board heard that in order to reduce the revenue cost of cyclical maintenance (the number of times the gully has to be emptied within the two year maintenance programme period) there is a need to invest in the drainage infrastructure (mainly capital) to bring it up to a maintainable standard.

### ***Gulley emptying performance***

17. Prior to the changes introduced in 2013, the gully emptying maintenance was not wholly effective. This is because the benefits of cyclical maintenance were not fully understood and teams were diverted from cyclical maintenance operations towards reactive maintenance. This practice has stopped and Kier believe this has improved the overall standard of maintenance. This ensures the cyclical maintenance plan is delivered without hindrance whilst a separate team deals solely with reactive maintenance.
18. Kier holds a weekly meeting to monitor performance by looking at whether it is following the cyclical maintenance plan and whether the work has been carried out properly. Kier also carries out a programme of random inspections to check the quality of work.
19. The Board heard that the industry has raised the standard of services on offer in order to secure more contracts and are offering 'intelligent' emptying services. Kier sub-contracts the gully emptying work in East Sussex to FM Conway which is offering high levels of service and, importantly, has invested in recycling facilities for gully waste. This has led to the company tendering and winning a significant number of gully emptying contracts in the South East.
20. The new Highway Maintenance contract specification is outcome based meaning that, amongst other things, the contractor will be required to keep all gullies free flowing at all times. The new contractor will have responsibility for all aspects of highways drainage. The department will have a greater ability within the new contract to incentivise good performance including financial penalties for non-performance.

### ***Gulley waste***

21. The debris removed from gullies tends to be mostly silt and organic matter such as leaves. Silt levels are usually highest where there is run-off from fields and adjacent land. Officers gave evidence that there is a relationship between the frequency of street sweeping carried out by the Boroughs and Districts, and the frequency with which gullies need to be emptied. This is explored in detail in section 6.
22. FM Conway has invested in the specialist vehicles and disposal facilities needed for gully emptying work and carry out gully emptying for a number of local authorities. The waste collected in gully sucking machines is taken to a site in Dartford, Kent for processing.



23. Typically, between 25 – 50 kg of waste taken out of each gully which is contaminated with harmful residues requiring specific treatment, recycling, and disposal as set by the Environment Agency (EA). Environmental regulations have changed over the years and gully waste now has to be disposed of in line with these regulations. The cost of waste disposal and transport makes up a significant part of the cost of gully emptying work.
24. Whilst there are other gully emptying contractors, FM Conway currently provides the most cost effective overall solution for East Sussex. Alternatives would require investment in specialist waste treatment facilities.

### ***Ditch maintenance***

25. The current revenue budget allocated for drainage ditch maintenance work is £400,000 - £500,000 per year. The department has an inventory of all the ditches and has established a two year maintenance programme for ditches. Ditch clearing work is done by teams who clear whole lengths of ditch. In rural areas the material taken out of the ditch will be placed next to the ditch on the verge if there is room.
26. The Board heard that the drainage revenue budget has reduced over recent years. Ditching maintenance work was stopped in 2007 due to budget constraints and was started again in 2010. A consequence of the pause was that more work has to be carried out now to get ditches back into a maintainable condition. The target is to get all ditches on 3-4 year programme of cyclical maintenance, with flooding hot spots cleared annually.

### ***Adjacent Landowners and householders***

27. The Board heard evidence that adjacent landowners and householders have a role to play in clearing gullies and ditches, but are generally unaware of their responsibilities and opportunities to help. Landowners should be made aware that it is illegal to discharge water onto the highway and should take steps to maintain their drainage ditches and systems. They should also be encouraged to adopt land management practices that reduce the run-off of water and silt from their land onto the highway.
28. Householders (and Parish Councils) could be encouraged to adopt highway verges to maintain drainage ditches and enhance the visual amenity of their local area. This could operate in the same way as householders who maintain grass verges outside their homes. Better awareness of their responsibilities, together with advice on safety and liabilities, could help encourage people to maintain highway drainage (as was the case with snow clearance). As with anyone working on the highway, householders should only be encouraged to carry out work where it is safe to do so.
29. Information on landowners and householders responsibilities could be provided via the ESCC web site and Your County. Evidence suggests that this would be more cost effective than taking enforcement action against individual landowners, due to the staff resources needed and the costs involved in undertaking prosecutions. Householders and other community organisations could be encouraged to undertake the drainage management and 'adopt' highway verges as part of a community action scheme in a similar way to some of the schemes in the current Community Match programme.

### **Findings**

30. Regular gully emptying reduces highway flooding problems but does not, of course, deal with pipework damaged by tree roots or other pipework breakdown. For that reason the requirement for intelligence led gully emptying programmes, is approved by the Board. Work to repair and replace non-working drains is examined in more detail in section 4 (below).

31. The quality of gully emptying operations has improved and there are provisions in the new Highway Maintenance contract to incentivise good contract performance. The current gully emptying operations are cost effective and it is unlikely that further efficiencies can be achieved without additional, significant investment in local gully waste treatment facilities.
32. The Board welcomed the incorporation of regular, routine ditch and grip maintenance into the new Highway Maintenance contract. Evidence from Dorset County Council indicated that this is a significant factor in reducing localised highway flooding in rural areas.
33. The Board considered that it would be beneficial for adjacent landowners and householders to be made aware of their responsibilities in respect of highway drainage and the role they can play in reducing run-off and keeping drains, ditches, grips etc. in good working order.

#### **Recommendations**

**1. The Board recognises the value of the Council's changed approach away from routine maintenance of drains and gullies to a risk based approach which focusses on actual need as indicated by the following key performance indicators (below) in the new Highway Maintenance contract:**

**(1) The percentage progress of gully cleansing against the agreed (Accepted) Service Delivery Programme;**

**(2) The percentage of emergency response incidents attended within the specified timescales;**

**(3) The percentage of safety intervention defects (including drainage related) repaired within required response time.**

**It therefore recommends that the department ensures the new Highways Maintenance contractor develops this approach, and uses all the contractual tools available. The department should also check satisfactory performance of the highway drainage network and that all elements of the highway drainage system work effectively, to ensure surface water is captured and discharged efficiently.**

**2. The Review Board considers that clear information needs to be communicated to residents regarding their responsibilities as adjacent landowners and householders to the Highway drainage network. The Board recommends that clarification is provided as to that for which the County Council is responsible, and that for which landowners and householders are responsible.**

### **3. The asset management approach to maintaining the highway drainage infrastructure**

#### ***Knowledge of the highway drainage infrastructure***

34. Silt removal, gully and ditch clearing has been rationalised over recent years. However, challenges remain due to underinvestment in the highway drainage infrastructure and its maintenance over a number of years. The condition of drainage assets has deteriorated. The department and contractor currently have an incomplete knowledge of the condition and location of all the highways drainage assets, in particular the connecting pipework. Without this information, it is difficult to determine the optimum future maintenance requirements. Plans are therefore in place to capture the missing information through the new highway maintenance contract.
35. While the department's knowledge of its gullies, ditches and grips is extensive, it can realistically only establish the location of any connecting pipework via survey work and excavation on finding a drainage problem. The survey team is gradually building up knowledge of the drainage infrastructure as it undertakes reactive and investigatory work into blocked drains. All this information is systematically being added to the asset management database.
36. An inventory survey of drainage ditches and grips was completed in the summer of 2014. In the spring of 2015 a survey of all newly adopted roads identified a further 2,000 gullies.
37. ESCC is still in the process of establishing the location and condition of some of its drainage assets and the connection to outfalls. The next step is to survey the pipes and soakaways and establish how they are connected to outfalls. Outfalls could be a connection to Southern Water's sewer network, a field drain system, a natural watercourse, or some other drainage feature.

#### ***The asset management approach***

38. The Board considered the draft Highways Asset Management Drainage Strategy 2015 – 2018, and the Highway Asset Management Strategy 2015 – 2022, as part of the Review. There is a significant commitment to improve our understanding of the drainage network in order to target investment effectively and develop intelligent routine maintenance programmes.
39. There is evidence that ESCC is advanced in its approach to highways drainage and is in a similar position to many other local authorities. For example, a scrutiny review by Manchester City Council (July 2014) endorsed a proposal to adopt a cyclical intelligence-led approach to drainage cleansing and to target priority gullies for the programme of repair work, based on agreed criteria and in consultation with Members.
40. The process of involving Members was explained in a follow up report: *"We were awarded £800,000 of Clean City funding to undertake drainage repairs and a programme has been developed identifying known problem locations in each ward. This information has been sent to ward Members for them to review and add any additional schemes that may be required. Work has already begun on a number of known and high priority locations across the city and once all feedback is received from ward Members, we will begin by cleaning all of the drains to better understand the exact nature of the problem and arrange for camera surveys and begin construction repairs."*

## Findings

41. The evidence presented to the Board indicates that most highway authorities do not have a complete picture of the drainage system they are managing. It can be very expensive to carry out a complete survey of all drainage assets all in one go and yet without this picture, it is difficult to target maintenance work effectively and efficiently. For example, Hampshire County Council estimated that it would cost £500,000 to camera survey all the pipes and soakaways. ESCC is similar position to many highway authorities in tackling this issue because of its established asset management approach.
42. There is clear evidence of the continuing work by ESCC to gain a better knowledge and understanding of the drainage asset. However, Officers acknowledged that further work is required. The Board consider that developing a full knowledge of the drainage asset is a priority and steps should be taken to accelerate this process.
43. The Highways Asset Management Drainage Strategy is a long term plan to invest in the drainage infrastructure over a ten-year period. If the department is able to secure additional investment (see also section 4, below) it may reduce the need for cyclical maintenance over the term of the plan.

### Recommendations

**3. (1) The Board recommends that measures are taken accelerate the projects underway to ascertain a fully and more detailed knowledge of the scope, condition and location of the East Sussex highway drainage infrastructure including its connecting pipework and outfall arrangements.**

## 4. Work to repair and replace non-working drains

### ***Investment to bring the highway drainage infrastructure up to a maintainable standard***

44. The department estimates that a further investment of £27.3m over the next seven years is required to bring the highway drainage asset up to a maintainable standard. This is based on the current capital expenditure of £1.4m per year plus an additional £2.5m per year over the next seven years. This is the amount that the department estimates is needed to survey and improve the drainage infrastructure based on an extrapolation of existing costs of undertaking the surveys and the associated costs of fixing and repairing blocked drains. The seven year term is based on the term of the next Highways contract.
45. The current the capital programme for drainage is £1.4m per year. With this level of investment it has not been possible to target all the flooding hot spots. At present the team are trying to deal with these problem areas in a prioritised way, and give priority to those issues that are likely to represent a safety issue for road users and cause flooding damage to property. The Review Board was informed that the department is seeking an additional £2.5m per year of capital funds.
46. The Board heard evidence from ESCC's current Highway contractor was that if the drainage network is in good condition then the need for cyclical routine maintenance may be lower.

## Findings

47. There are currently 4,000 – 5,000 outstanding drainage problems, where repair work is needed to fix damaged or blocked drains, logged on the fault reporting system. Many of these have been reported as a result of routine maintenance work, where the gulley emptying teams have been unable to get the drainage working.
48. The department is developing a prioritisation policy for dealing with drainage problems, and currently takes a risk based approach to prioritising remedial work. Those problems where there is a risk of household flooding, or damage to other property, are given a higher priority.
49. It was confirmed that if additional capital investment is not forthcoming, the department would continue with the current maintenance regime which will only deal with the most urgent problems where houses or property are at risk.
50. Further investment is needed in the highway drainage infrastructure to reduce flooding and routine maintenance costs.

### Recommendations

- 3. (2) The Board advocates and wholly supports the application of additional capital investment in the highways drainage infrastructure – invest to save – as part of the Department’s capital financing process.**
- 3. (3) The Board endorses the principles of the draft Highways Asset Strategy Management Drainage Strategy 2015-2018 (appendix 2) and recommends its adoption.**

## 5. Working with other organisations

51. In order to achieve an effective solution to drainage problems, a co-ordinated approach needs to be taken with other organisations e.g. the Environment Agency (EA), Southern Water, land owners and Borough and District Councils. For example, strategies need to be aligned so that work undertaken by the different organisations supports the resolution of drainage problems and shares information on the drainage system. The Assistant Director, Operations is currently involved in a project where the Environment Agency and the water utility companies are working with Highways Authorities across the South East to develop their understanding of drainage infrastructure and work on drainage issues.

### ***Involvement of volunteers and Parish Councils in drainage work***

52. There is an opportunity to involve Parish Councils and volunteers in addressing some of the drainage issues. The Board heard how Hampshire County Council operates a “Parish Lengthsman” scheme to carry out certain types of drainage work (e.g. keeping ditches free flowing). In particular, communities can assist by clearing leaves and other debris from gulley covers and drains. A notice requesting community help with this has been included in the latest edition of Your County.

## ***Future drainage requirements***

53. Highways experts maintain that no drainage system is designed to cope with severe weather events and periods of extremely heavy rain (such as one in a fifty year rainfall events). The Board heard evidence that it appears that unusual weather events are becoming more frequent. This may have design implications for drainage systems in the future.
54. Sustainable urban drainage systems (SUDs) are a requirement for many new developments as Southern Water will no longer allow surface water from housing developments to be discharged into the sewer network. SUDs are designed to reduce surface run-off and often feature permeable surfaces. These surfaces still require positive drainage systems to transport water away and have a maintenance cost associated with them. ESCC is not responsible for the maintenance of SUDs, but is now the consenting authority through its role as Lead Local Flood Authority.

## **Findings**

55. The Board considered that there would be benefits in establishing a forum with other organisations to focus on improving highway drainage and flooding issues, as well as sharing information on drainage infrastructure. Work could involve aligning strategies for investing in drainage infrastructure and tackling flooding problems in East Sussex.

### **Recommendations**

#### **Working with others**

**4. The Board considers the Director of the Communities, Economy & Transport and the County Council generally are well placed to co-ordinate its strategy in regard to flooding with the strategies of different organisations and agencies charged with responsibility within East Sussex for flood management. That particularly applies, to Southern Water, Environment Agency, Boroughs, Districts, Town & Parish Councils along with the local drainage boards. The Review Board therefore recommends:**

**4. (1) The creation of a forum to include such organisations to align strategies and increase local knowledge of highway drainage assets and the impact on them from the surrounding land and built form.**

**4. (2) In the County Council's capacity as statutory consultee with regard to planning applications and as Lead Local Flood Authority, the County Council needs to focus particularly on securing adequate highway drainage in respect to new development within East Sussex.**

## **6. Street sweeping and highway drainage**

### ***Street sweeping operations***

56. It is important to remove debris from the drainage channels of roads to reduce the need to empty gullies and to prevent gully covers from becoming blocked. Street sweeping is therefore a contributing factor in keeping drains clear and preventing flooding. In rural areas, street sweeping becomes more significant due to the increase in debris in these areas, but is less routinely carried out than in urban areas.

57. Sweeping operations are the responsibility of District and Borough councils and are undertaken in line with the requirements of the Code of Practice for Litter and Refuse (COPLAR), issued under section 89 of the Environmental Protection Act 1990. Street sweeping includes the removal of litter (including dog excrement) and detritus from roads and other highways. The waste removed from streets is, in contrast to common perception, predominately detritus (i.e. dust, mud, soil, grit, gravel, stones, rotted leaf and vegetable residues, and fragments of twigs, glass, plastic and other finely divided materials) and not litter.
58. Detritus, left unattended, blocks drains and poses a safety hazard if left on road surfaces. It is important to note that COPLAR sets out the standard of cleanliness that has to be met and does not specify the frequency with which areas have to be cleaned. The Code states that: *“It seeks to encourage duty bodies to maintain their land within acceptable cleanliness standards. The emphasis is on the consistent and appropriate management of an area to keep it clean, not on how often it is cleaned.”* COPLAR categorises land into four zones:
- High intensity of use
  - Medium intensity of use
  - Low intensity of use
  - Areas with special circumstances
59. Duty bodies (i.e. District and Borough councils) are expected to allocate all land into one of the four zones and manage it accordingly. The Code categorises the standard of cleaning required in the four zones depending on the type of environment. So for high streets (high intensity of use/zone 1) the standard to be achieved means it is typically swept once a day and sometimes twice a day (e.g. in Hastings town centre). For rural roads (low intensity use) the standard is lower and means sweeping might only be undertaken once a year or not at all.
60. The Board heard that on rural roads, it may be acceptable to have a level of detritus at the edge of road where there is no curb or defined edge of the metalled surface. It is better to let verges build up in order to have something to sweep up against and mark the edge of the highway. Rural roads are swept once per year, but the road will not be swept if it does not need it, and generally, rural lanes are not swept.
61. The Borough and District Councils set their cleansing standard (as per COPLAR) and the street sweeping contractor (usually same as the waste contractor e.g. Kier) then decide on frequencies. The Boroughs and Districts are responsible for policing and monitoring the condition of roads for litter and detritus.
62. Grass cutting (on verges) and leaf fall also need to be considered when looking at the factors relating to gullies and street cleansing.

### ***Co-ordinating street cleansing and highway drainage routine maintenance***

63. Borough and District Councils base sweeping frequencies on the visual appearance of an area (i.e. the amount of litter and detritus present), rather than need to keep drains clear. The Board explored whether it might be better if street sweeping was overseen by ESCC, so that sweeping frequencies could be better aligned with highways drainage needs.
64. The Board was informed that if the same contractor does both street cleaning and gully emptying it could lead to efficiencies, but the evidence shows that in practice it has proved difficult to effectively co-ordinate such different work (which requires different types of machinery) across such a large area as East Sussex.

## ***Contractual and financial arrangements***

65. The Joint Waste Contract includes the cost of street sweeping, as well as refuse and recycling collections, in the four areas covered by the Contract ( Eastbourne, Hastings, Rother and Wealden). Contractual arrangements have changed from having two separate contracts (one for domestic refuse collections and one for street cleansing), to one contract, and then one combined contract under the Joint Waste Contract arrangements.
66. ESCC Officers believe that if it is possible to combine street sweeping and gulley emptying operations under one contract, it would then be possible to look at doing more of what is cheaper i.e. street cleansing. However, there are obstacles to doing this as the source of funding is with the Boroughs and Districts, and there are differing priorities to do with appearance and need. Evidence needs to be gathered to evaluate the cost benefit impact of increasing street cleaning frequencies in highway flooding “hot spots”.

## ***Finding solutions***

67. Officers believe there is enough flexibility in the existing contract arrangements to apply more resource in drainage problem areas, in an effort to find solutions. More could be done to co-ordinate work, but because councils have reduced client resources in contracts, it would probably need more client resources to bring about more co-ordination.

## **Findings**

68. There are key differences between scheduled highways drainage maintenance work, and street sweeping teams which are deployed to react to the prevailing weather conditions and the condition of the streets. There are a number of practical difficulties in using one contractor for both types of work, but it would be worth exploring measures to better co-ordinate the two areas of work.
69. The Highways Team and the Joint Waste Partnership should set up a project to explore whether there is a correlation between an increase in street sweeping frequency and a reduction in the amount of detritus going into the gulley and subsequent reduction in highway flooding in flooding “hot spot” areas.

## **Recommendations**

### **4. The Review Board recommends:**

- 4. (3) By working with the Joint Waste Partnership the County Council needs to establish pilot projects to tackle flooding “hot spot” areas to gauge the impact of street and road cleaning activity on flooding events and frequency of gulley blocking.**

## **7. Concluding comments**

70. If ESCC does nothing, the evidence suggests that the backlog of outstanding drainage problems will remain and will potentially undermine the investment in carriageway repairs and resurfacing. Without a full knowledge of the highway drainage infrastructure, ESCC may be spending more on routine and reactive maintenance. The capital budget that is available now for drainage work, is insufficient to get through the backlog of drainage problems.



71. It is clear that gaining a full knowledge of the location and condition of all highways assets is key to delivering improvements and ensuring any investment is targeted to get the most benefit for road users and residents alike. This approach has been demonstrated by the work the department has done to establish an Asset Plan for highway carriageways that has delivered both a reduction in maintenance revenue budgets and an improvement in road condition.
72. The Review Board is aware of the financial challenges that ESCC faces, but believes a long-term plan for investment in highway drainage infrastructure is essential, and offers the best opportunity to maintain the roads in East Sussex in a safe and useable condition. Without additional investment the pace of change will be slower and may present further financial challenges.

# Appendix 1

## Scope and terms of reference

Through its work on the Highways contract re-procurement, the Economy, Transport and Environment Scrutiny Committee understands the important role that highways drainage has in prolonging the life of the carriageway surface, preventing flooding and ensuring road safety.

The scope of the review is to examine the factors that lead to the efficient and effective management of highways drainage infrastructure. The review will identify and confirm what is known about the key factors involved in highways drainage infrastructure maintenance and assess the impact of measures already put in place to maintain drainage assets including:

- The quality and frequency of gulley maintenance;
- The progress of work to fully understand the highway drainage infrastructure;
- The programme of work to repair/replace non- working drains;
- The maintenance arrangements for other highways drainage assets; and
- The role of other organisations in ensuring the highways drainage works efficiently and in particular the role of the Borough and District councils in street cleansing.

## Review Board Members

Councillors Richard Stogdon (Chair), Michael Pursglove, Pat Rodohan and Barry Taylor

### ***Support to the Board was provided by the following officers:***

Karl Taylor, Assistant Director – Operations, ESCC

## Witnesses

Madeleine Gorman, Partnership Manager, East Sussex Waste Collection Partnership  
Bernard Hodgkinson, Contract Manager, Kier  
Roger Williams, Head of Highways, ESCC

Chris Dyer, Team Manager – Asset Management, ESCC  
Tom Crawshaw, Senior Asset Technician

Peter Mitchell, Highway Manager (Asset Planning & Delivery) Hampshire County Council

Mike Hansford, Asset & Performance Team Leader, Dorset County Council

### ***Review Board meeting dates***

29 May 2015

30 September 2015

2 November 2015

18 February 2016

## List of evidence papers

Item	Date
Waste Management Licencing Regulations 1994	1994
Code of Practice on Litter and Refuse (DEFRA)	2006
Traffic Signs Manual – Chapter 8 - Traffic Safety Measures and Signs for Road Works and Temporary Situations	2009
Highways Maintenance Efficiency Programme (HMEP) Guidance on the Management of Highway Drainage Assets	November 2012
Manchester City Council – Neighbourhoods Scrutiny Committee – Drainage Maintenance Task and Finish Group	July 2014
Manchester City Council – Neighbourhoods Scrutiny Committee – Drainage Maintenance Task and Finish Group – six month update	February 2015
ESCC Highways Asset Management Drainage Strategy 2015-2018	October 2015
ESCC Highway Asset Management Strategy 2015-2022	October 2015
Your County - A notice requesting the community help to clear leaves and other debris from gully covers and drains.	Autumn 2015

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## DRAFT

### **Appendix 2 Highways Asset Management Drainage Strategy 2015 -2018**

The highway drainage asset is critical to ensuring the controlled removal of water from the carriageway to allow customers to use it safely. The impact that failure of the drainage asset can have on other highway assets, wider transport infrastructure and private property is significant.

The challenge facing East Sussex County Council in managing highway drainage and local flood risk is defining the location, specification and condition of highway drainage assets in order to identify what is needed to improve their performance. With a focus upon outcome delivery and performance at the core of the new Highways Maintenance Contract, the Highways Asset Management Drainage Strategy complements the new contract and sets the direction for collaborative working between both Client and Contractor.

The objectives and actions outlined in this strategy have been aligned to both deliver the council priorities and implement the industry guidance in order to achieve DfT capital funding for highway drainage improvements in East Sussex. By working to secure DfT capital funding and deliver drainage schemes, savings will be realised through reducing the maintenance cost to other highway infrastructure, especially carriageway which often suffers from accelerated deterioration as a result of failing highway drainage systems.

## East Sussex County Council

# Highways Asset Management Drainage Strategy

2015 – 2018

**Document History:**

Date	Document Version	Document Revision History	Document Author / Reviser
31 July 2015	1.3		Tom Crawshaw

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# Highways Asset Management

## Drainage Strategy



### Highway Drainage – A Critical Asset

The highway drainage asset is critical to ensuring the controlled removal of water from the carriageway to allow customers to use it safely. The impact that failure of the drainage asset can have on other highway assets, wider transport infrastructure and private property is significant.

The **Highways Act 1980** empowers highway authorities to construct and maintain drainage systems to remove surface water from the highway. More recently, the **Flood and Water Management Act 2010** gives local authorities a role for the management of local flood risk.

The biggest challenge facing highway authorities in managing highway drainage and local flood risk is **defining the asset to identify the need**. In many cases the location and condition of highway drainage assets are far from understood which presents real challenges in making the case for investment.

Highway drainage assets across East Sussex have suffered from significant under investment over many years. As a result **we have a dated drainage system that we have very little knowledge about** which is costing us more to maintain year on year. Our existing approach to maintaining highway drainage assets is largely reactive. This is very costly and does not address the issue of needing to understand where to invest to halt the deterioration.

# Highways Asset Management Drainage Strategy



## Council Priorities

The Highways Asset Management function and approach to highway drainage is following the '**One Council**' approach and will be steered by the Council's Priorities:

- **Helping People Help Themselves**
- **Driving Economic Growth**
- **Making Best Use of Our Resources**
- **Keeping Vulnerable People Safe**

The East Sussex County Council **Highway Asset Management Policy** establishes the Council's commitment to Highway Asset Management and demonstrates how this approach aligns with the Council Plan. The Policy has been published alongside the **Highway Asset Management Strategy** on the Council's website.

## Drainage Objectives

To help deliver the Council Priorities and implement the relevant recommendations from the **Highways Maintenance Efficiency Programme (HMEP) - Guidance on the Management of Highway Drainage Assets (2012)**, the objectives for highway drainage in East Sussex are as follows:

- **Define the Highway Drainage Asset**
- **Deliver an Efficient & Effective Highway Drainage Service**
- **Work in collaboration with People & Partnerships**

These objectives will guide the approach to highway drainage asset management in East Sussex and will focus the delivery of the actions identified within this strategy.



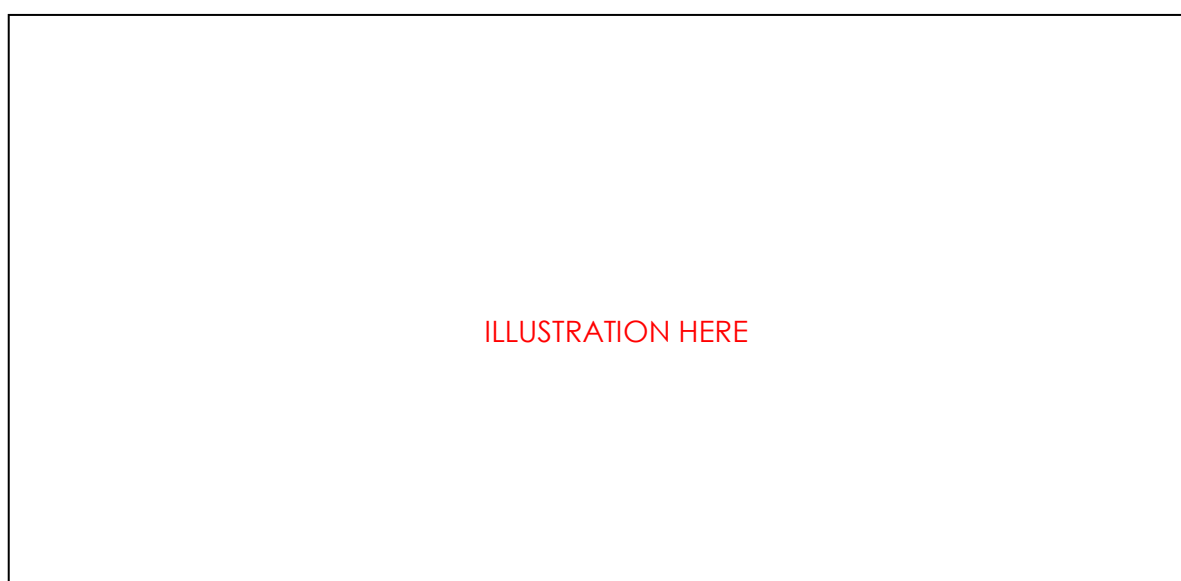
## The Drainage Asset

### Objective 1 – Define the Highway Drainage Asset

#### Improving our understanding

The current inventory of highway drainage assets across East Sussex includes approximately **98,000 gullies**, **10,000 grips** and **500km of drainage ditch**. In addition to details about the location and specification of these assets there is a good understanding of their condition from inspections and surveys. In particular, observation of silt levels in highway gullies at regular inspections provides useful statistics to help focus, support and inform a prioritised cyclical maintenance approach. What we do not know is the location, the specification and most importantly, the condition of the **pipes** connecting these assets (see **Figure.1**).

**Figure.1** – Illustration of highway drainage system (known/unknown assets).



To direct resources to define the highway drainage asset in areas of **greatest risk first**, targeted surveys will be undertaken in areas of East Sussex which are at risk of local flooding. We use a **'whole system'** approach to build an inventory of drainage assets from inputs (e.g. gullies) to outputs (e.g. ditches) and every element in between (e.g. pipes). An understanding of the drainage asset as whole systems in areas at risk of local flooding will help to identifying issues and constraints while focusing, supporting and informing maintenance activities.

## The Drainage Service

### Objective 2 – Deliver an Efficient & Effective Highway Drainage Service

Historically, the approach in East Sussex to repairing and improving our highway drainage assets has been **predominantly reactive**, rather than pro-active.

We are now shifting our focus to proactively maintain our drainage asset and **deliver a safe, serviceable and sustainable drainage service** into the future.

To achieve an efficient and effective drainage service we will deliver the following:

- **Safety** – Ensuring the controlled removal of water from the carriageway to allow customers to use it safely.
- **Serviceability** – Maintaining the drainage asset to a condition in which it remains functional for draining the highway.
- **Sustainability** – Designing, constructing and maintaining drainage assets to meet both current and future needs in a changing environment while making effective use of limited budgets.

### Future Delivery

The principles of Asset Management are at the core of the new Highways Contract beginning in May 2016. With a focus upon outcome delivery and performance, the new contract has been structured to accommodate the limited understanding of asset condition, meanwhile encouraging collaborative working between both Employer (County Council) and Contractor to improve this understanding through the life of the contract (2016-2023).

We will work with the incoming Contractor to deliver a safe, serviceable and sustainable drainage service while improving our understanding of the drainage asset.

## Efficiency and Effectiveness

The two elements of efficiency and effectiveness must be balanced appropriately to ensure the effective use of limited budgets.

We are addressing this balance by ensuring that our gully cleansing operations are undertaken efficiently by targeting **all** gullies along a whole road instead of individual gullies (see **Figure.2**). Whole roads are visited on a prioritised basis informed by recorded silt levels. Effectiveness of the operation is monitored by recording silt levels after cleansing in addition to site audits.

**Figure.2** – Illustration of cyclical gully cleansing operations.



We will continue to target our gully cleansing resource to areas where the gullies need cleansing more often. By **applying a risk factor to every one of our gullies based on flood risk and road hierarchy** we have been able to prioritise which gullies need to be fixed first when a problem is reported.

## Data & Systems

It is recognised that effective Asset Management planning and decision making relies on having the appropriate data available to those who need it and for that data to be appropriate, reliable and accurate.

We have worked with external software providers to build a **Data Management System** which holds our current drainage inventory along with condition information.

# Highways Asset Management

## Drainage Strategy



We will continue to develop this system further by mapping know areas at risk of flooding (hotspots) which will focus maintenance activities. The development of this system will ensure that we address the causes of failing drainage assets rather than just the symptoms.

### Working in Partnership

#### Objective 3 – Work in collaboration with People & Partnerships

County Council employees and other organisations responsible for drainage assets and flood risk management are a valuable source of asset management information. Therefore, both individuals and partnering organisations will be engaged and their knowledge captured and incorporated into data records.

We will be working with the Council's **Flood Risk Management Team** to draw upon flood history records from **Surface Water Management Plans**. These have been undertaken in areas at risk of local flooding across the County. Furthermore, we will assist in delivering the actions identified within the **Local Flood Risk Management Strategy**.

External organisations such as the Environment Agency and Southern Water will be engaged to address water management issues and share information and data to help **achieve shared objectives**.



# Highways Asset Management

## Drainage Strategy

### The Drainage Challenge

Due to historic under investment in the maintenance of our highway drainage systems there is a **significant backlog** of defective drainage assets across the county. Addressing this backlog will put pressure on limited revenue budgets and therefore we will **target capital investment** to resolve the cause of the drainage issues rather than just the symptoms.

By investing in capital drainage schemes, savings will be realised through reducing the maintenance cost to other highway infrastructure, especially carriageway which often suffers from accelerated deterioration as a result of failing drainage systems.

### The immediate future (2015-2016)

Asset Management will be at the core of the new Highways Contract beginning in May 2016. In preparation for this, we will begin building our understanding of the drainage asset by undertaking a series of targeted inventory surveys in areas at risk of local flooding. We will work to co-ordinate maintenance activities across our teams and drainage assets whilst collecting on-the-go inventory and condition data for use in the future. This will improve the performance of this critical asset in the short term and begin to set the building blocks in place for **future programmes of prioritised maintenance**.

### Department for Transport (DfT) - Future Funding

We will be improving our knowledge of drainage infrastructure across the county to develop **capital schemes of between £5-20m**. These schemes will demonstrate evidence based decisions on drainage improvements, enabling us to bid for capital funding under the **DfT Challenge Fund in 2017** and meet the requirements for the **DfT Incentive Fund**.

### Action Plan (2015-2018)

To achieve the County Council's Priorities and the objectives for highway drainage asset management in East Sussex a plan has been developed which will be delivered between 2015 and 2018.

**Action Plan (2015-2018)**

Drainage Objectives	Action	Timescale	Links to County Council Priority Outcomes	Links to the HMEP - Guidance on the Management of Highway Drainage Assets (2012)
Define the Highway Drainage Asset	Define investment required and <b>areas at risk of local flooding</b> for targeted inventory and condition surveys to be undertaken.	August 2016	Making Best Use of Our Resources Keeping Vulnerable People Safe	Recommendation 3 Recommendation 4
	Undertake targeted <b>inventory &amp; condition surveys</b> in areas at risk of local flooding	December 2018	Making Best Use of Our Resources Keeping Vulnerable People Safe	Recommendation 3 Recommendation 4
Deliver an Efficient & Effective Highway Drainage Service	Complete the agreed two-year targeted cyclical <b>gully cleansing</b> programme on-time.	April 2017	Making Best Use of Our Resources Keeping Vulnerable People Safe	Recommendation 1 Recommendation 6 Recommendation 9 Recommendation 11

Drainage Objectives	Action	Timescale	Links to County Council Priority Outcomes	Links to the HMEP - Guidance on the Management of Highway Drainage Assets (2012)
	Implement new process for <b>prioritising investigation of drainage defects</b>	<b>October 2015</b>	Making Best Use of Our Resources Keeping Vulnerable People Safe	Recommendation 1 Recommendation 6 Recommendation 11
	Develop <b>prioritised programme</b> of capital schemes in advance of <b>DfT's Challenge Fund 2017</b> .	<b>March 2017</b>	Making Best Use of Our Resources	Recommendation 1 Recommendation 6
<b>Work in collaboration with People &amp; Partnerships</b>	Engage with <b>internal teams and external organisations</b> especially in relation to flood risk management	<b>December 2015</b>	Making Best Use of Our Resources Helping People Help Themselves	Recommendation 2 Recommendation 7 Recommendation 8 Recommendation 10
	Develop existing <b>Data Management System</b> to include all known drainage asset inventory and mapped areas at risk of flooding to focus maintenance activities.	<b>December 2018</b>	Helping People Help Themselves	Recommendation 5

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Report to: **Economy, Transport and Environment Scrutiny Committee**

Date of meeting: **16 March 2016**

By: **Chief Executive**

Title: **Reconciling Policy, Performance and Resources for 2016/17 and beyond**

Purpose: **To review scrutiny's input into the Reconciling Policy, Performance and Resources (RPPR) process during 2015/16.**

---

## **RECOMMENDATIONS**

**The Committee is recommended to:**

- 1) Review its input into the Reconciling Policy, Performance and Resources process; and**
  - 2) Identify any lessons for improvement for the process in future**
- 

### **1 Background**

1.1 Reconciling Policy, Performance and Resources (i.e. aligning the Council's budget setting process with service delivery plans) has established an effective and transparent business planning process.

1.2 Scrutiny committees actively engage in the process, firstly to allow them to bring the experience they have gained through their work to bear and, secondly, to help inform their future work programmes.

### **2 Reconciling Policy, Performance and Resources (RPPR) and scrutiny in East Sussex**

2.1 In September 2015 each scrutiny committee considered extracts from the *State of the County* report and the departmental savings and Portfolio Plans. Requests for further information or reports were made to help the scrutiny committee evaluate proposals made in the respective Portfolio Plans.

2.2 The scrutiny committees established scrutiny boards to provide a more detailed input into the RPPR process. These met in December 2015 to consider the draft portfolio plans and the impact of proposed savings. The boards:

- considered any amendments to the Portfolio Plans and how they were being delivered against the proposed key areas of budget spend for the coming year;
- assessed the potential impact of these savings on services provided to East Sussex County Council customers.

2.3 Appendix 1 summarises the comments and recommendations made by the Economy, Transport and Environment Scrutiny Committee RPPR Board to Cabinet.

### **3. Conclusion and reasons for recommendations**

3.1 The committee is recommended to review its input into the RPPR process and in particular to establish whether there are lessons for improvement for the future.

**BECKY SHAW**  
**Chief Executive**

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LOCAL MEMBERS

All.

BACKGROUND DOCUMENTS

None.

APPENDICES

Appendix 1 – Comments and recommendations made by the Economy, Transport and Environment Scrutiny Committee RPPR board

**Appendix 1****Economy, Transport and Environment Scrutiny Committee RPPR Board****Overview and Scrutiny: Reconciling Policy, Performance and Resources (RPPR) Boards – 2015/16**

This is a summary of the outcomes, observations and findings of the scrutiny RPPR Board held in December 2015.

All the scrutiny boards considered draft Portfolio Plans and savings plans and attempted to assess the impact of both any significant budget cuts facing the County Council over the coming years and activities where savings were not necessarily being proposed but which accounted for significant use of resources.

Scrutiny boards commented on the plans being put in place and the means being proposed to protect front line services as far as practicable.

## **Economy, Transport and Environment Scrutiny Committee RPPR Board – 21 December 2015**

Present: Councillors Richard Stogdon, Mike Pursglove, Pat Rodohan, Rosalyn St. Pierre, Barry Taylor and Trevor Webb (substituting for Councillor John Hodges).

Lead Members: Councillors Carl Maynard, Rupert Simmons and Chris Dowling

### **Consultation results**

#### Pothole Repairs

The Board raised the issue of poor quality patching repairs and asked if this is something that will improve under the new contract. The Board questioned whether the current policy (intervention when potholes reach 40mm or over in depth) achieves best value in the long term, or whether it is better to intervene earlier. Earlier intervention may also reduce the number of successful insurance claims made against ESCC for pothole related damage.

While officers maintained that the Department's performance on pothole repairs is good with 95% of potholes (meeting the current intervention criteria) being repaired within 28 days and those on main roads being repaired within 5 days, this perception does not appear to be shared by Members and residents, bringing into question the validity of the current intervention criteria. The same applies in regard to the suggestion that the number of complaints received by the contact centre has reduced and the backlog of repairs is small.

The Board recommended that the value for money impact of the current pothole repair policy is evaluated in conjunction with the enhanced provisions of the new highways contract. The Board considered that account should be taken of the long term engineering implications of not properly curing damaged road (and pavement) surfaces at an earlier stage, and the cost implications of the current policy arising from successful claims on the County Council. The Board specifically requested costing information relevant to a change of the current policy, and will examine this issue through the future work of the Scrutiny Committee.

The Director and Assistant Director of Communities, Economy and Transport responded:

- It is important to bear in mind the scale of the problem and the number of complaints ESCC receives compared with the size of the asset ESCC maintains. The current policy is

to repair potholes that are greater than 40mm in depth, but if Members wished to change the intervention policy, then more resources will be required in the revenue budget to carry out the work. The change in emphasis to planned maintenance via capital investment in the road network, has improved road condition, and has started to address legacy issues from previous under investment. The department does make temporary repairs where roads are in a dangerous condition, until permanent repairs can be made.

- The Assistant Director, Operations added that the policies are linked to resources and are financially sustainable. It is possible for the Lead Member to agree a change in the policy, but this will have resource implications. The current revenue budget provision for repairing potholes is approximately £2m a year. The capital budget for patching repairs is between £1.5m to £2m per year, and £15m for resurfacing. Both budgets are used in a prioritised approach to get the best results from pothole repairs, patching, and resurfacing.
- Highway Stewards do have the discretion to order repairs for potholes that are not quite at the intervention level where it makes sense to do so.
- Utility companies can legally make temporary reinstatement of the highway and have up to six months to carry out a permanent reinstatement. The permanent repair is guaranteed for one year and the department closely monitors all repairs through the permit scheme.
- While it was reported that the department's performance on pothole repairs is good with approximately 95% of potholes (that meet the intervention criteria) are repaired within 28 days and those on main roads are repaired within 5 days and the number of complaints received by the contact centre is not high and the backlog of repairs is low please see also the Board's comments above.
- The quality of repairs is carefully monitored. Each repair is photographed and supervisors inspect a sample of repairs. The new Client Team will also check the quality of repairs. The Assistant Director, Operations agreed to examine examples provided by Cllr Stogdon, where resurfacing work has failed.
- There is evidence that resurfacing roads as part of the planned maintenance programme does reduce the need for pothole repairs. The asset management approach ensures that resurfacing investment is targeted at roads where it will provide the best value for money and minimum whole life cost.
- Lowering the intervention standard would lead to disproportionate increase in costs. The department could try and estimate what the increase might be, but it does not retain records of potholes that do not meet the current intervention standard.
- Since 2010 the Highways revenue budget has been reduced by £5.5m. Consequently there are some legacy issues that have affected road condition. Road condition is now improving through the asset management approach and planned capital investment.
- The new Highways Contract has the provision to repair 30,000 potholes annually with a lump sum payment of £1.5m. This is judged to be sufficient to meet current policy standards. The new contractor will also be incentivised to ensure timely and good quality repairs as it will be liable for claims management. The intent of the new contract is to get the best condition of the road network for the investment available.

#### Insurance Claims

The Board highlighted that the cost of successful claims also needs to be taken into account when evaluating the long term implications of pothole repair policy.

- The County Council repudiates approximately 70%-80% of insurance claims where ESCC can demonstrate that inspections and repairs have been carried out within the timescales in ESCC's highways maintenance policy (statutory defence under section 58 of the Highways Act). The two main reasons for the 20% of claims that are successful are where ESCC cannot provide evidence that repairs have been carried out within the timescales and where data has not been kept to record when repairs have been carried out (this will be addressed in the new contract through the use of hand held devices to record repairs in the field).

### Volunteers

The Board asked if there were more opportunities to use volunteers to undertake highway maintenance work and whether making owners' responsibilities clearer would help increase self-help and volunteering.

- The Director of CET outlined the current use of volunteers and the community match schemes that are in operation. Some Parish Councils are very proactive and the 'Social Value' element of the new contract may provide further opportunities for community involvement. Both the Director of CET and the Assistant Director, Operations highlighted the need to comply with health and safety requirements when volunteers work on or next to the highway as there are very clear legal responsibilities associated with working in the public highway. There are further possibilities, but it is important to select appropriate tasks for volunteers bearing in mind the health and safety issues.

### Land Disposal

The Board asked if there were any opportunities generate income or capital receipts from land disposal.

- The Director of CET replied that the department does not own much land, (which tends to be small 'slithers' acquired for road improvement schemes) so there is not much opportunity for further income generation. The Rights of Way and Countryside Sites commissioning strategy may offer some opportunities for different types of land management, or disposal to other organisations which may be better placed to manage countryside sites.
- The Lead Member for Resources commented that the CET property portfolio was small and most land has been disposed of previously when it was declared surplus. Work under the Spaces Programme and Property Strategy will seek to maximise the income from ESCC land and property

### Bexhill to Hastings Link Road BHLR and Infrastructure Improvements

The Board referred to the comment that ESCC should avoid 'vanity projects' like the BHLR.

- The Lead Member for Economy commented that the Link Road (Combe Valley Way) was now open and will lead to £1billion in value added benefits to the local economy. For example Glovers House has been built which has provided much need expansion space for an East Sussex business which might otherwise have moved out of the county. The Queensway Gateway road and the north Bexhill access road will unlock land for housing and employment.

- The Lead Member for Transport and Environment added that some of the environmental benefits, such as the greenways, will be delivered next year and reminded the Board of the development of the Combe Valley Countryside Park.

### Council Tax Increase

The Board observed that there were comments throughout the public consultation in support of an increase in Council Tax.

- The Director of CET informed the Board that the impact of the CSR announcement was still being assessed and the cap on Council Tax increase was still in place. A 2% increase in Council tax would produce approximately £4.5m in additional income.

### **Draft Portfolio Plans**

#### **Transport & Environment**

##### Supported Bus Network

The Board asked if the reformulated supported bus network took into account the work to increase tourism and the new housing schemes.

- The Director confirmed that the commissioning priorities took these issues into account when the network was reformulated, and housing developers are required to take into account the need for bus access. The Libraries' Strategy will also take into account bus transport access issues for libraries.

#### **Strategic Management and Economic Development**

##### Newhaven Port Access Road

- The Director of CET explained the details of the scheme and the additional Department for Transport funding that has been secured to deliver the road to unlock land for business development. The Lead Member for Economy added that Newhaven had been granted Enterprise Zone status and that £10m had been secured from the Local Economic Partnership and the Department of Environment for the harbour flood defence scheme.

##### Cultural Tourism

- This work is in the Economic Development portfolio which aims to broaden and increase the impact of visitor expenditure in the local economy.

##### Broadband Project

The Board asked if the £15m investment by ESCC in the Broadband project had delivered the benefits ESCC had hoped for, as it seems that broadband speeds in urban areas are good, but in rural areas this is not the case.

A report will be brought to the ETE Scrutiny Committee in March 2016 where there will be an opportunity to discuss this in more detail and consider broadband uptake data.

- The Director of CET disagreed that this was the case as there are examples of rural areas where broadband speeds have been greatly improved. To date 630km of fibre optic cable has been provided and 60,000 premises have fibre enablement. However, there are some areas where it is not viable to provide fibre access on value for money grounds, but these are not exclusively rural areas. The Government is now offering a satellite voucher scheme, which is a subsidy of around £300 against the cost of installation, to guarantee

minimum broadband access speeds of 2 mbps. This has some latency issues for 'streaming' applications.

- The Government's national targets for this scheme are to give 90% of the population access to 24mbps broadband, and the remaining 10% 2mbps broadband access. In East Sussex 96% of the population have access to 24mbps broadband speeds which will increase to 98% by the end of the second contract, leaving 2% who will have 2mbps access via the satellite scheme.
- It should also be borne in mind that:
  - Users can pay for superfast broadband services themselves.
  - BDUK have imposed a cap on the public subsidy per dwelling for fast/superfast broadband access.
  - The first contract will be completed in March 2016 and £6m has been secured for the second contract to in-fill provision in hard to reach areas (subject to value for money criteria).
  - Users can use the "Go East Sussex" web site to investigate broadband speeds and provision.
  - Users can specify the Internet Service Provider (ISP) and speed they require once fibre enabled.

### Increasing Inward Investment

The Board asked why the target specified only ten businesses.

- The Assistant Director, Economy explained that there was a time lag between creating new employment space and uptake by new businesses. It was hoped to increase this target through the work of Locate East Sussex and the possibility of doubling the investment available through a bid to the European Regional Development Fund in conjunction with the District and Borough Councils.

### Employability and Skills Strategy

The Lead Member for Economy highlighted the major investment in employability and skills that is taking place. Some businesses struggle to recruit the right staff locally and a Skills and Employability Board has been established to work with local colleges and universities to address this need, raise aspirations and influence the curriculum on offer.

### **Community Services**

#### Road Safety

- Public Health have made £1m available for a project to look at how ESCC and its partners can reduce KSI's. The joint ETE/ABVCS Scrutiny Board is due to meet early next year to examine the proposals for this project.

#### Libraries' Transformation Programme

- The Lead Member for Community Services outlined the proposal for the Libraries' Transformation Programme. This is a significant piece of work that aims not only to make a saving of £2m from a £6m budget, but also to create a sustainable, modern Library

Service for the future. This is a good opportunity to make positive changes to future library provision.

### Registration Service

The Board questioned whether there were increased opportunities in north Wealden for income generation as a result of Kent County Council's plans to reduce the number of registration offices.

- The Director of CET and the Lead Member for Community Services said they were aware of the situation, but constraints on how the income from Registration Services can be used, may make the business case for expanding ESCC services difficult to justify.

### **Proposed Savings Plans for 2016/17 – 2018/19**

The main factors contributing to the department's savings plan total are Parking, the Waste Reserve, and Libraries which total around £4.3m. Other smaller contributions come from Waste Operations, the Transport Hub, and the Rights of Way and Countryside Site commissioning strategy.

In response to the Board's request for further information, the following responses were provided:

### Trading Standards

The Board asked if service levels could be maintained with the proposed level of savings.

- The Director confirmed that service levels can be maintained with the savings coming from increased income generation and small changes to staffing.

### Planning and Development Control

- The Director of CET explained that this section currently recovers 95% of its costs through fees and charges. The savings proposal is to increase income so that 100% of costs are recovered. Some additional income will be generated by providing specialist advice to District and Borough Councils in areas such as ecology, archaeology, landscape etc.

### Waste Reserve

The Board asked if the saving proposal represented the maximum amount that the waste reserve could be reduced by.

- The Director of CET confirmed that the department had reviewed the reserve provision very carefully, and what is proposed is the right amount for the risks that remain.

### Conclusion

The majority of the Board endorsed the Communities, Environment and Transport (CET) Savings Plan for 2016/17 to 2018/19. Cllr Webb stated that the Labour Group were happy with the savings proposals in the Savings Plan as they stand, but could not support additional expenditure on highways pothole repairs in 2016/17 should there be a change in the intervention policy.



# Work Programme for Economy, Transport and Environment Scrutiny Committee



Future work at a glance

Updated: February 2016

This list is updated after each meeting of the scrutiny committee. Follow us on Twitter for updates: [@ESCCScrutiny](#)

<b>Items that appear regularly at committee</b>	
<p>The Council's <a href="#">Forward Plan</a></p>	<p>The latest version of the Council's <a href="#">Forward Plan</a> is included on each scrutiny committee agenda. The Forward Plan lists all the key County Council decisions that are to be taken within the next few months together with contact information to find out more. It is updated monthly.</p> <p>The purpose of doing this is to help committee Members identify important issues for more detailed scrutiny <i>before</i> key decisions are taken. This has proved to be significantly more effective than challenging a decision once it has been taken. As a last resort, the <a href="#">call-in</a> procedure is available if scrutiny Members think a Cabinet or Lead Member decision has been taken incorrectly.</p> <p>Requests for further information about individual items on the Forward Plan should be addressed to the listed contact. Possible scrutiny issues should be raised with the scrutiny team or committee Chairman, ideally before a scrutiny committee meeting.</p>
<p>Committee work programme</p>	<p>This provides an opportunity for the committee to review the scrutiny work programme for future meetings and to highlight any additional issues they wish to add to the programme.</p>

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Agenda Item 10

<b>Future Committee agenda items</b>		<b>Author</b>
<b>16 March 2016</b>		
Strategic Infrastructure	Strategic road, rail and IT infrastructure improvements, including an update on the Superfast Broadband project, examining take up and the next stage of the project.	James Harris, Assistant Director, Economy
Buy with Confidence scheme	The replacement of the Buy With Confidence Scheme with an alternative approved contractor scheme.	Nick Skelton, Assistant Director Communities
Reformulated Supported Bus Network	A report to examine the effectiveness of the mitigation measures that were put in place to offset the impact of the changes made to the supported bus network	Karl Taylor, Assistant Director Operations
Scrutiny Review of Highway Drainage	Results of the Scrutiny Review Board into Highway Drainage	Martin Jenks, Senior Democratic Services Advisor
Reconciling Policy, Performance and Resources (RPPR) 2015/16	To consider the Committee input into the RPPR process for the 2016/17 financial year and recommend improvements to the process.	Becky Shaw, Chief Executive
<b>15 June 2016</b>		
Waste PFI Contract	A review of the operation of the Waste PFI contract including opportunities for changes in the contract to reduce costs.	Karl Taylor, Assistant Director Operations
<b>14 September 2016</b>		
Reconciling Policy, Performance and Resources (RPPR) 2015/16	The committee will start the process of examining the Department's Portfolio Plans and budget for the 2017/18 financial year.	Becky Shaw, Chief Executive

<b>9 November 2016</b>		
Reconciling Policy, Performance and Resources (RPPR) 2015/16	To review information provided at September meeting and establish the RPPR Board to examine the Department's Portfolio Plan and budget for the 2017/18 financial year.	Becky Shaw, Chief Executive
<b>Further ahead</b>		
March 2017	Dutch Elm Disease Strategy Progress report	Andy Arnold, Environment Team Manager

## **Current Scrutiny Reviews and other work under way**

### **Highways Drainage**

The Committee will undertake a Scrutiny Review of gulley emptying and Highways drainage to examine:

- The costs and effectiveness for current arrangements for gulley emptying
- To look at other Highways drainage arrangements (such as ditches and grips), how surface water is removed from the highway and where it goes.

### **Rights of Way and Countryside Site Management Commissioning Strategy**

A Scrutiny Review Board has been established to work alongside officers and provide input into the strategic commissioning process for the Rights of Way and Countryside Management service.

### **Road Safety**

The ETE Scrutiny Committee agreed to form a joint review board to examine the delivery of road safety interventions and their effectiveness in reducing the number of people killed or seriously injured (KSI) in East Sussex. The board will consist of the following members of the ETE Scrutiny Committee: Councillors St. Pierre, Pursglove, Taylor and Stogdon, plus representatives from the ABVCS Scrutiny Committee.

**Highways Contract Re-procurement Project** – The award of the Highway Maintenance contract to Costain Ltd was agreed by the Council's Cabinet on 15 December 2015. The new contract commences on 1 May 2016. The Scrutiny reference group will continue to be involved with the delivery of the new contract throughout the mobilisation and implementation stages of the contract.

**Enquiries:** Democratic Services

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## EAST SUSSEX COUNTY COUNCIL'S FORWARD PLAN

The Leader of the County Council is required to publish a forward plan setting out matters which the Leader believes will be the subject of a key decision by the Cabinet or individual Cabinet member in the period covered by the Plan (the subsequent four months). The Council's Constitution states that a key decision is one that involves

- (a) expenditure which is, or the making of savings which are, significant having regard to the expenditure of the County Council's budget, namely above £500,000 per annum; or
- (b) is significant in terms of its effects on communities living or working in an area comprising two or more electoral divisions.

As a matter of good practice, the Council's Forward Plan includes other items in addition to key decisions that are to be considered by the Cabinet/individual members. This additional information is provided to inform local residents of all matters to be considered, with the exception of issues which are dealt with under the urgency provisions.

For each decision included on the Plan the following information is provided:

- Page 127 -
- the name of the individual or body that is to make the decision and the date of the meeting
  - the title of the report and decision to be considered
  - groups that will be consulted prior to the decision being taken
  - a list of other appropriate documents
  - the name and telephone number of the contact officer for each item.

The Plan is updated and published every month on the Council's web-site two weeks before the start of the period to be covered.

Meetings of the Cabinet/individual members are open to the public (with the exception of discussion regarding reports which contain exempt/confidential information). Copies of agenda and reports for meetings are available on the web site in advance of meetings. For further details on the time of meetings and general information about the Plan please contact Andy Cottell at County Hall, St Anne's Crescent, Lewes, BN7 1SW, or telephone 01273 481955 or send an e-mail to [andy.cottell@eastsussex.gov.uk](mailto:andy.cottell@eastsussex.gov.uk).

For further detailed information regarding specific issues to be considered by the Cabinet/individual member please contact the named contact officer for the item concerned.

EAST SUSSEX COUNTY COUNCIL

County Hall, St Anne's Crescent, Lewes, BN7 1UE

For copies of reports or other documents please contact the officer listed on the Plan or phone 01273 335138

**FORWARD PLAN – EXECUTIVE DECISIONS (including Key Decisions) –3 March 2016 TO 30 June 2016**

Additional notices in relation to Key Decisions and/or private decisions are available on the Council's website via the following link:

<http://www.eastsussex.gov.uk/yourcouncil/about/committees/download.htm>

Cabinet membership:

Councillor Keith Glazier - Lead Member for Strategic Management and Economic Development

Councillor David Elkin – Lead Member for Resources

Councillor Chris Dowling – Lead Member for Community Services

Councillor Rupert Simmons – Lead Member for Economy

Councillor Carl Maynard – Lead Member for Transport and Environment

Councillor Bill Bentley – Lead Member for Adult Social Care

Councillor Sylvia Tidy – Lead Member for Children and Families

Councillor Nick Bennett – Lead Member for Education and Inclusion, Special Educational Needs and Disability

Date for Decision	Decision Taker	Decision/Key Issue	Decision to be taken wholly or partly in private (P) or Key Decision (KD)	Consultation	List of Documents to be submitted to decision maker	Contact Officer
8 Mar 2016	Cabinet	To consider a report on the Three Southern Counties Devolution			Report, other documents may also be submitted	Lee Banner 01273 481857
8 Mar 2016	Cabinet	To consider the Council Monitoring report for Quarter 3, 2015/16.			Report, other documents may also be submitted	Jane Mackney 01273 482146
8 Mar 2016	Cabinet	To consider the findings of the recent Ofsted inspection of Children's Services			Report, other documents may	Fiona Wright, 01273 481231



					also be submitted	
8 Mar 2016	Cabinet	To consider a report on the Waste & Minerals Sites Plan – Regulation 19 Consultation – Response to objections	<b>KD</b>	South Downs National Park Authority and Brighton & Hove City Council	Report, other documents may also be submitted	Sarah Iles 01273 481631
14 Mar 2016	Lead Member for Transport and Environment	To consider the list of schemes and associated expenditure to be included in the Capital Programme for local transport improvements	<b>KD</b>		Report, other documents may also be submitted	Karl Taylor 01273 482207
14 Mar 2016	Lead Member for Transport and Environment	Community Match Funding 2016/17 – To consider the proposed allocation of match funding for a number of community led local transport improvement schemes	<b>KD</b>		Report, other documents may also be submitted	Sarah Valentine 01273 335274
14 Mar 2016	Lead Member for Transport and Environment	To consider the approval of the Implementation 2 report and associated planned transport infrastructure improvements for East Sussex over the five year period 2016/17 to 2020/21	<b>KD</b>		Report, other documents may also be submitted	James Harris 01273 482158
14 Mar 2016	Lead Member for Transport and Environment	Notice of Motion: Determination of Planning Applications within East Sussex - submitted by Councillor Field			Report, other documents may also be submitted	Tony Cook 01273 481653
14 Mar 2016	Lead Member for Transport and Environment	Proposed improvements at the Sackville Road Roundabout, Bexhill To consider the outcome of the review of		Local Members	Report, other documents may also be submitted	Chris Tree 01273 482247

		the detailed design work and agree which roundabout layout should be taken forward for construction as part of the 2016/17 capital programme for local transport improvements				
21 Mar 2016	Lead Member for Education and Inclusion, Special Educational Needs and Disability	Proposed enlargement of Cradle Community Primary School To seek approval to publish notices in relation to a proposal to enlarge Cradle Hill Community Primary School.	<b>KD</b>	The Local Authority will have consulted with the local community prior to the decision.	Report, other documents may also be submitted	Gary Langford 01273 481758
31 Mar 2016 Page 130	Lead Member for Adult Social Care	To consider the results of the consultation in relation to charging for Learning Disability Community Support and to consider whether, in future, Learning Disability Community Support Services should be a chargeable service.	<b>KD</b>		Report, other documents may also be submitted	Kay Holden 01323 464470
18 Apr 2016	Lead Member for Transport and Environment	To consider the proposed adoption of Bancroft Road Bexhill		Local Members	Report, other documents may also be submitted	Alex Jack 01273 482563
18 Apr 2016	Lead Member for Transport and Environment	To consider the Shoreham Harbour Joint Area Action Plan - revised Statement of Common Ground	<b>KD</b>		Report, other documents may also be submitted	Tony Cook 01273 481653
26 Apr 2016	Cabinet	External Audit Plan 2015/16 To consider in detail the work to be carried out by the Council's external auditors	<b>KD</b>		Report, other documents may also be submitted	Marion Kelly 01273 335078

26 Apr 2016	Cabinet	To consider the Rights of Way and Countryside Sites: Strategic Commissioning Strategy	<b>KD</b>		Report, other documents may also be submitted	Alice Henderson 01273 481804
26 Apr 2016	Cabinet	Scrutiny Review of Highway Drainage: To consider the report of the Economy, Transport and Environment (ETE) Scrutiny Committee from the Scrutiny review of highway drainage in East Sussex.			Report, other documents may also be submitted	Martin Jenks 01273 481327
27 Apr 2016 Page 131	Lead Member for Community Services	East Sussex Record Office Collection policies  To agree policies relating to collection development and management for the East Sussex Record Office			Report, other documents may also be submitted	Elizabeth Hughes 01273 482356
27 Apr 2016	Lead Member for Community Services	Provision of an on street advisory disabled bay in Blackman Avenue, St Leonards To consider concerns raised by objectors and approval of the provision of an advisory disabled parking bay in Blackman Avenue, St Leonards		Local residents and Local Members	Report, other documents may also be submitted	Clare Peedell 01424 726347
27 Apr 2016	Lead Member for Community Services	Provision of two bus stop clearways - Laton Road, Hastings To consider concerns raised by objectors and approve the provision of two bus stop clearways in Laton Road, Hastings		Local residents and Local Members	Report, other documents may also be submitted	Clare Peedell 01424 726347
27 Apr 2016	Lead Member for	Redundant assets of the Schools Library			Report, other	Nick Skelton

	Community Services	and Museum Service: Proposals to dispose of redundant museum stock belonging to the Schools Library and Museum Service (SLAMS)			documents may also be submitted	01273 482994
16 May 2016	Lead Member for Education and Inclusion, Special Educational Needs and Disability	Age range changes - Grovelands Community School To seek approval to publish notices in relation to Grovelands Community School			Report, other documents may also be submitted	Joanne Grogan 01323 464506
16 May 2016	Lead Member for Education and Inclusion, Special Educational Needs and Disability	Age range changes - Meridian Primary School To seek approval to publish notices in relation to Meridian Primary School			Report, other documents may also be submitted	Joanne Grogan 01323 464506
20 May 2016	Lead Member for Resources	Municipal Bonds Agency Participation To consider the formal approval for East Sussex County Council to participate in, and commit funding in the Municipal Bonds Agency (the Local Capital Finance Company Ltd).			Report, other documents may also be submitted	Marion Kelly 01273 335078
28 Jun 2016	Cabinet	Council Monitoring Quarter 4 - 2015/16 To consider the end of year Council Monitoring report for 2015/16			Report, other documents may also be submitted	Jane Mackney 01273 482146
28 Jun 2016	Cabinet	Reconciling Policy Performance and Resources - State of the County 2016 To begin the Reconciling Policy, Performance and Resources process for	<b>KD</b>		Report, other documents may also be submitted	Jane Mackney 01273 482146

		2017/18 and beyond				
28 Jun 2016	Cabinet	To consider the Treasury Management Annual Report			Report, other documents may also be submitted	Ola Owolabi 01273 482017

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