

PLACE SCRUTINY COMMITTEE

TUESDAY, 19 MARCH 2019

10.00 am COMMITTEE ROOM - COUNTY HALL, LEWES

MEMBERSHIP - Councillor Richard Stogdon (Chair)
Councillors Godfrey Daniel (Vice Chair), Martin Clarke, Chris Dowling,
Claire Dowling, Simon Elford, Nigel Enever, Darren Grover, Pat Rodohan,
Stephen Shing and Barry Taylor

A G E N D A

- 1 Minutes of the previous meeting (*Pages 3 - 10*)
- 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 Emergency Planning - Water Company response to severe weather event (*Pages 11 - 32*)
Report by the Director of Communities, Economy and Transport.
- 6 Reconciling Policy, Performance and Resources (RPPR) 2019/20 (*Pages 33 - 36*)
Report by the Chief Executive.
- 7 Libraries Strategic Commissioning Strategy (LSCS) - Implementation update report (*Pages 37 - 56*)
Report by the Director of Communities, Economy and Transport.
- 8 Scrutiny Review of Road Repairs (*Pages 57 - 76*)
Report of the Review Board.
- 9 Scrutiny Review of the Effectiveness of School Travel Plans (*Pages 77 - 92*)
Report of the Review Board.
- 10 Economic Development - Presentation
- 11 Work programme (*Pages 93 - 110*)
- 12 Any other items previously notified under agenda item 4

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11 March 2019

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PLACE SCRUTINY COMMITTEE

MINUTES of a meeting of the Place Scrutiny Committee held at Committee Room - County Hall, Lewes on 15 November 2018.

PRESENT Councillors Godfrey Daniel (Chair), Phil Boorman (substituting for Councillor Simon Elford), Martin Clarke, Angharad Davies (substituting for Councillor Richard Stogdon), Chris Dowling, Claire Dowling, Nigel Enever, Darren Grover and Barry Taylor

LEAD MEMBERS Councillors Bill Bentley, David Elkin and Rupert Simmons

ALSO PRESENT Philip Baker, Assistant Chief Executive
Rupert Clubb, Director of Communities, Economy and Transport
Kevin Foster, Chief Operating Officer
James Harris, Assistant Director, Economy
Nick Skelton, Assistant Director Communities
Karl Taylor, Assistant Director Operations
Victoria Eaton, Team Manager Emergency Planning
Dale Poore, Contracts Manager
Mark Andrews, East Sussex Fire & Rescue Service (ESFRS)

13 MINUTES OF THE PREVIOUS MEETING

13.1 The Committee RESOLVED to agree the minutes of the meeting held on 13 September 2018 as a correct record.

14 APOLOGIES FOR ABSENCE

14.1 Apologies for absence were received from Councillors Simon Elford, Pat Rodohan, Stephen Shing and Richard Stogdon.

15 DISCLOSURES OF INTERESTS

15.1 Councillor Martin Clarke declared a personal, non-prejudicial interest in item 6 as he is a trustee of the Hastings Centre which hosts the emergency planning service. Councillor Darren Grover declared a personal, non-prejudicial interest in item 6 as he is an employee of the East Sussex Fire and Rescue Service (ESFRS). Councillor Claire Dowling declared personal, non-prejudicial interest in item 5, the savings proposals for the Road Safety Services, as she is Chair of the Wealden Safety Partnership in her role as a Cabinet Member for Wealden District Council.

16 URGENT ITEMS

16.1 There were none.

17 RECONCILING POLICY, PERFORMANCE AND RESOURCES (RPPR) 2019/20

17.1 The Chief Operating Officer introduced report, which follows on from the RPPR report presented to the Committee at the September meeting. At that meeting the Committee requested more detail on the Core Offer which is provided in the Cabinet report of 13 November (see Appendix A of the report) and the current year savings plans (see Appendix B). The areas of search for savings were agreed by Cabinet on 13 November 2018 and are detailed in appendix 3 of the Cabinet report. The recommendations of the report invite the Committee to comment on the Core Offer, Medium Term Financial Plan (MTFP) and the areas of search for savings. It also asks the Committee to identify any further information it requires for the RPPR Board in December and to consider any other work for input into the RPPR process.

17.2 The Chair outlined that there appeared to be more unknowns than knowns in the MTFP. The Chair acknowledged that the Core Offer was an articulation of the services that a competent council should provide and is not intended to be the detailed budget proposals for the Council. These will be developed later through the RPPR process, following the announcement of the provisional local government settlement on or around 6 December 2018. The Chair noted that the Core Offer had been discussed in detail at the recent Cabinet meeting, and suggested that the Committee focus on the areas search for savings and any requests for further information for the December RPPR Board.

17.3 The Committee discussed the proposed savings for 2019/20 to 2021/22 (appendix 3 of the Cabinet report), and made the following requests for further information, or sought clarification on the savings proposals and impacts.

Road Safety Services

- The Committee asked for further information on what is intended for Road Safety Services and what this would mean in practice for Community Safety Partnerships (CSP's) and Joint Action Groups. The Director of Communities, Economy and Transport (CET) outlined that the Team will still attend community safety meetings and continue work with Public Health team on road safety issues (e.g. driver behaviour change initiatives).

Trading Standards

- The Committee asked for more information about the proposed changes to Trading Standards and in particular the work to protect people vulnerable to scams. The Committee also requested a more in depth explanation of the changes to food sampling regimes, especially in the light of national interest in food sampling to protect consumers.

Civil Parking Enforcement

- The Committee would like further detail on Civil Parking Enforcement (CPE) proposals for fee increases including where the fee increase are, residents parking permits, and whether there is scope to increase fees further. The Director of Communities, Economy and Transport (CET) explained that the existing CPE schemes started at different times and vary in nature. Any changes to fees needs to reflect local circumstances, but work in this area will look to rationalise the fee structure where possible. It is also important to look at what Borough and District councils are charging for off street car parking. The Committee noted that an insight into the Borough and District council proposals would also be helpful.

Libraries

- The Committee asked for clarification on whether there is ongoing work to examine further changes to Library services. The Assistant Director, Communities responded that the Team's current work is focussed on implementing the Library and Information

Service (LIS) Strategy, and is not looking at further changes currently. The proposed saving represents 15% of the remaining net budget for the LIS, and if the Core Offer goes ahead, the Team will look at further changes to Library services. The Committee asked if there was sufficient time to carry out this work. The Assistant Director, Communities indicated that there would be sufficient time. The Lead Member for Communities and Safety added that the LIS Strategy is a living document which will respond to changes in the way people use the new and existing library services over time (e.g. increased use of the e-library service).

Summary Comments

17.4 The Chief Operating Officer clarified that the saving proposals listed in appendix 3 of the Cabinet report are areas of search and are not fully worked up savings proposals at this stage. The Director of Communities, Economy and Transport added that officers have looked at the service offer over the next three years, and are indicating some areas for savings that ESCC will have to look at if it moves to the Core Offer.

17.5 The Committee asked what the impact of moving to the Core Offer will be on Legal Services in terms of the demand for legal work, advice, and potential legal challenge. The Assistant Chief Executive responded that the impact on Legal Services has been considered when the areas of search were discussed by the Corporate Management Team.

17.6 The Committee indicated that it did not wish to discuss the Core Offer in detail until further information on the local government settlement is available. The Committee asked if a budget for 2019/20 and an updated MTFP will be available by the date of the RPPR Board meeting on 17 December 2018. The Chief Operating Officer responded that it is hoped the Council will have the information on the local government settlement by 6 December 2018, but the Council has received this information later in previous years. It is hoped that it will be possible to provide updated budget information for the RPPR Board meeting.

17.7 The Committee stated that it would like to have as much budget information as possible for RPPR Board meeting on 17 December 2018. The Chair invited Committee members to indicate if they wished to take part in the RPPR Board meeting. Councillors Martin Clarke, Darren Grover, Chris Dowling, Claire Dowling, and Godfrey Daniel indicated that they would attend the RPPR Board meeting on Monday 17 December 2018. Councillors Nigel Enever and Barry Taylor indicated that they may possibly attend the RPPR Board meeting.

17.8 The Committee RESOLVED to:

- 1) note the Core Offer proposals, MTFP and the 2018/19 savings plans;
- 2) request further information on the savings proposals as detailed under minute 17.3 (above) to be presented at the December RPPR Board; and
- 3) agree that the Place Scrutiny RPPR Board will be comprised of all Place Scrutiny Committee members who wish to attend.

18 EMERGENCY PLANNING - UPDATE REPORT

18.1 The Team Manager, Emergency Planning introduced report. East Sussex County Council (ESCC) is part of the East Sussex Resilience and Emergencies Partnership (ESREP) established in 2013 to provide Emergency Planning services for the partners under a Memorandum of Understanding. The East Sussex Fire and Rescue Service (ESFRS) joined the Partnership in 2015.

18.2 The report gives details of the work undertaken by Emergency Planning Team including responses to local and national incidents and emergency planning exercises which test plans and rehearse responses for major incidents (e.g. exercise Galileo for a mass casualties plan;

exercise Snail for a major fire in the Cuilfail Tunnel). There will be a large scale multi-agency Sussex Resilience Forum exercise in February/March 2019 to test the recovery from an adverse weather event.

18.3 The Committee asked why Rother District Council (RDC) is not part of the Partnership as all the other East Sussex councils are members of ESREP. The Assistant Director, Communities responded that when the Memorandum of Understanding was drawn up, RDC decided that they did not want to join as they have their own Emergency Planning officer. However, if there is an incident and RDC request assistance, ESREP members would provide mutual aid (and vice versa). The Team Manager, Emergency Planning added that she would welcome it if RDC decided to join ESREP.

18.4 The Committee enquired about what ESCC is doing to encourage RDC to join ESREP, and what their reasons were for not joining. The Director of Communities, Economy and Transport explained that the Emergency Planning Team have an ongoing dialogue with RDC about joining ESREP, but the RDC staffing structure may be one of the reasons why they do not want to join at this point in time. It is a matter of demonstrating the compelling reasons why RDC should join the Partnership.

18.5 The Committee commented that ESCC local Members are not always notified when an incident has occurred in their Division. It is important that all local Members (ESCC as well as Parish, Town, Borough and District councils) are made aware of incidents and kept updated. It is also important for ESCC Councillors to know what their role is in the response to an incident and where that role ends. For example, it would be helpful to have a point of contact in the Emergency Planning Team to feed information into about reports of an incident.

18.6 The Lead Member for Communities and Safety outlined that the Team is developing a guide, which will include all 3 tiers of local government. So it will be possible to offer guidance in due course and the Team will undertake work to brief ESCC Councillors on their role. The Team Manager, Emergency Planning added that generic plans on what to do will be developed for Councillors.

18.7 Mark Andrews, ESFRS outlined the strong partnership working and support from the Local Resilience Forum (LRF), and assured the Committee that it has robust plans in place to deal with major incidents. He commented that it is important for local Members to know how they can support the work of LRF, and acknowledged the importance of communications.

18.8 The Committee discussed the resolve of the report and the Chair moved a motion to amend the resolve to add that "the Director is requested to encourage Rother District Council to join the East Sussex Resilience and Emergencies Partnership". The motion was put to the vote, but was not carried.

18.9 The Committee RESOLVED to note the progress being made in Emergency Planning across East Sussex.

19 TRANSPORT FOR THE SOUTH EAST (TFSE)

19.1 The Director of Communities, Economy and Transport introduced the report. Transport for the South East (TfSE) is a Sub National Transport Body (SNTB) which has been formed by 16 local authority bodies in the south east. The aim of TfSE is to facilitate economic growth by developing and putting in place strategic transport policies for the whole geographic area. The 16 bodies have formed a shadow body and have co-opted representatives from the five Local Enterprise Partnerships (LEP's) that cover the region onto the TfSE Board. The strength of having a SNTB is that the Secretary of State for Transport has to have regard to the strategic transport priorities established by TfSE.

19.2 ESCC is the accountable body for the shadow body, and is the hosting body for accounting, staff, and receiving Department for Transport (DfT) monies. There is a monetary contribution (levy) from each authority which is being used to fund a small interim staff team to take forward the submission to Government and develop the Transport Strategy. All staff costs are funded by the levy and there is an Inter Authority Agreement (IAA) to protect against redundancy or wind up costs should the Government not agree to formally establish TfSE.

19.3 So far TfSE has obtained £1m from the DfT to develop the Transport Strategy, which was helped by the partners' willingness to contribute to development of the SNTB via the levy. TfSE has also responded to consultations (e.g. the second Road Investment Strategy RIS2; the Network Rail consultations on the East Grinstead pinch point; Hasting and Bexhill rail link development; and improvements to the A21 and A27). It has also highlighted the impact of the Southampton and Dover ports on East Sussex economy.

19.4 The Committee discussed the report and raised a number of points which are summarised below.

19.5 The Committee asked from an East Sussex Resident's point of view, what more is going to happen than if ESCC did not take part in TfSE. The Director of Communities, Economy and Transport explained that once TfSE has official status, the Secretary of State for Transport has to have regard to the strategic transport priorities established by TfSE and cannot ignore them. This provides a strong cohesive view on where transport investment priorities lie for the area. The main benefit is that it allows ESCC to have an influence on the national transport infrastructure that benefits East Sussex, but is not in East Sussex. It fills the current gap in spatial planning between local and national planning policies. There is also the benefit of influencing where DfT money is invested in the future.

19.6 Some of the Committee Members felt that the £58,000 contribution appeared to be unfair on the smaller councils, and asked whether an allocation based on population or geographic area would be a fairer way of apportioning contributions. The Director of Communities, Economy and Transport responded that the view the TfSE Board took was that each county or unitary authority would have one vote and an equal contribution to reflect this (although unitary bodies contribute a slightly smaller amount as they have a smaller budget). It was felt that it was better to get all parties working together. It is also important to bear in mind that TfSE has successfully levered in around £1m from the DfT, and hopes to lever in more money in the future (e.g. Midlands Connect currently receives £50m for smart ticketing alone).

19.7 The Review Board asked if TfSE will deliver schemes locally. The Director of Communities, Economy and Transport responded that projects like the Bexhill Link Road would not have been funded if East Sussex did not have a more strategic outlook. The Economic Connectivity Review, produced by TfSE in March this year, shows the thinking on where key transport corridors are and there is also a recognition of the importance of ports to the East Sussex economy. It is also possible that funding for improvements to the A27 (e.g. the construction of dual carriageway between Lewes and Polegate) will get into the second Road Investment Strategy (RIS2).

19.8 The Director of Communities, Economy and Transport clarified that all the staff costs (including on costs such as pension contributions) of the interim staff structure are fully recovered via levy payments, but his time is not charged to the TfSE budget. He also confirmed that the Governance structure in the submission to Government will include the level of contributions made locally to fund TfSE.

19.9 The Lead Member for Economy outlined that TfSE is critical for economic growth in the County. It is important to get the best opportunity for investment in strategic infrastructure in East Sussex. Central Government regards SNTB's as a way for authorities to put local priorities forward, so it is critical that ESCC is a participant in TfSE. It has also enabled representatives from East Sussex to meet with Ministers to discuss the County's needs.

19.10 The Committee RESOLVED to:

- 1) Note the significant progress that has been made with the establishment of Transport for the South East as a Shadow Sub National Transport Body; and
- 2) Note the potential implications of the establishment of TfSE for East Sussex County Council and transport in East Sussex.

20 HIGHWAY GRASS CUTTING SERVICE- UPDATE REPORT

20.1 The Contracts Manager introduced the report, which updates the Committee on the outcomes of changes to the grass cutting service. The changes to the service included an option for Parish, Town, District and Borough councils to top up the ESCC grass cutting service and pay for extra cuts, or elect to receive a contribution from ESCC and self-deliver the service. Of the 106 local authorities, 52 bought an additional 4 cuts (24 of which were funded by Rother District Council), 26 opted to remain with the ESCC provided 2 cuts per season, and 16 elected to receive a contribution and manage the grass cutting themselves.

20.2 The table in paragraph 3.1 of the report shows the number of customer contacts regarding grass cutting. There was a high level of contacts in May and June, in part due to the delay in starting the grass cutting the service. The number of contacts was much lower in July, August and September, which is thought to be due to the dry growing season and people getting used to new service. It is possible that there will be a difference in the number of contacts next year if the growing season is different.

20.3 Following feedback from the local councils, the Team is consulting earlier with them on the grass cutting service for next year. The service options will be the same as this year, with responses due back by end of November. Based on the responses received to date, there is a slight shift in Parish Councils wishing to pay for extra cuts. The Director of Communities, Economy and Transport added that he had attended a recent Sussex Association of Local Councils (SALC) meeting to talk about grass cutting, and the concept of adding this to the precept to fund grass cutting if it is important to the councils and the communities they serve. The Chair observed that this is not an option in areas where there are no Parish or Town councils such as in Eastbourne and Hastings.

20.4 The Committee asked if the Council is making the planned savings of £400,000 per year, bearing in mind the damage to equipment and it taking longer to carry out the cuts. The Committee also asked if the longer grass cuttings (arisings) were blocking road drains and whether the Council has had to compensate the contractor for damaged equipment.

20.5 The Contracts Manager outlined that there has been a slight increase in machinery breakdowns costing around £2,000-£3,000, but ESCC is still determining if any compensation was due to the contractor as the cutting season had not quite finished. He was not aware that there had been a particular problem with grass cuttings blocking drains, and the cuttings are blown back onto the grass verges. The Contract Manager confirmed that the planned savings had been achieved. There has been a minimal adverse impact resulting from the changes to the grass cutting service. This is due in part to the growing season and the purchase of additional cuts by local councils.

20.6 The Committee agreed that they would like to see the outcomes of the grass cutting service changes for the next year, to take into account differences in the growing season. The Committee would also like an update on the local council's response to the option to pay for additional cuts, or self-deliver the grass cutting service. The Committee agreed to request an update report for the November 2019 Place Scrutiny Committee meeting and add this to the work programme.

20.7 The Committee outlined that when the Grass Cutting Review Board met it identified that there was a possible saving in the highway tree maintenance budget. The Contracts Manager clarified that this had not been included in the savings made by the changes to the grass cutting service. The Committee indicated that it would like this budget taken forward as an area of search for savings, and requested that a short paper be presented at the RPPR Board looking at the highway tree maintenance budget.

20.8 The Committee RESOLVED to:

- 1) Note the service options offered and the outcomes of the changes to the urban grass cutting following a budget change from 2018/19 onwards;
- 2) Receive a report at the November 2019 Place Scrutiny Committee meeting to update the Committee on the outcomes and changes to the grass cutting service; and
- 3) Request a report on the highway tree maintenance budget is presented to the Place Scrutiny Committee RPPR Board in December.

21 WORK PROGRAMME

21.1 The Senior Democratic Services Advisor introduced the report and outlined that this was the Committee's opportunity to discuss the future work programme to:

- Review the reports and agenda items in the existing work programme (appendix 1);
- Consider any changes or additions to the work programme, ensuring that the amount of business for each meeting is balanced;
- Discuss and agree potential topics for scrutiny reviews; and
- Review the Council's Forward Plan (appendix 2) for any items of interest, or that require further scrutiny.

Emergency Planning

21.2 The Committee discussed the issue raised by the earlier agenda item on what the local Member's role is and whether the Committee could have some input to the guidelines that are being developed for local Members. The Assistant Director, Communities explained that the Emergency Planning Team is undertaking work to update the information for Councillors on web site, and agreed to circulate it to the Committee.

House Waste Recycling Sites (HWRS)

21.3 The Committee discussed the changes to the HWRS service and requested a report on the implementation of charging at HWRS and impact on fly tipping. The Director of Communities, Economy and Transport outlined that the implementation of charging has gone smoothly, and there is no evidence of an increase in fly tipping. However, there has been a decline in the amount of waste brought to HWRS sites which was anticipated. The Director has asked the District and Borough councils about fly tipping, and they did not report an increase in fly tipping. The Committee agreed to have an update report at the September 2019 Place Scrutiny Committee meeting and add this to the work programme.

Scrutiny Reviews

21.4 Councillor Grover suggested that there might be merit in undertaking a review of properties owned by ESCC that are either empty or underutilised, and to examine the plans for them. The Committee discussed the suggested topic and added that it would be useful to understand how the SPACES programme is being delivered, and to look at vacant properties especially where buildings have been empty for a long time. The Director of Communities, Economy and Transport outlined that there is a process to declare property surplus to the Council's requirements, which is followed before other options such as disposal or re-use are explored.

21.5 The Committee agreed to carry out some initial scoping with Property Team and report back to the Committee meeting in March 2019. It was agreed that Councillor Darren Grover and Councillor Chris Dowling would undertake the initial scoping work on behalf of the Committee.

Forward Plan

21.6 The Committee reviewed and noted the Forward Plan for the period 1 November 2018 to 28 February 2019.

The meeting ended at 11.40 am.

Councillor Godfrey Daniel
Chair

Report to: Place Scrutiny Committee

Date of meeting: 19 March 2019

By: Director of Communities, Economy and Transport (CET)

Title: Emergency Planning – Water Companies response to water supply interruption in March 2018

Purpose: The report outlines the Water Companies’ response and the Emergency Planning Team’s involvement in the water supply interruption that occurred following the severe weather event in March 2018.

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

- 1) Note the Water Companies’ response to the severe weather event contained in their action plans submitted to Ofwat;**
 - 2) Note the response to the incident by the Sussex Reliance Forum and the Council’s Emergency Planning Team**
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1 Background

1.1 The Place Scrutiny Committee considered a report on the work of the Council’s Emergency Planning Team at the meeting held on 15 November 2018. At the request of the Chair, consideration of the part of the report that dealt with the water supply interruption incident in March 2018 was deferred until this meeting. This report outlines the background behind the interruption to the water supply, the water supply companies’ and the regulator’s response to the incident as well as the involvement of the Council’s Emergency Planning Team.

2 Supporting information

2.1 In late February and early March 2018 there was a period of severe freezing weather conditions. As a result of this severe weather event many water supply pipes froze and when the rapid thaw followed large parts of the north of the County, and to a lesser extent the east of the County, were left without water supplies. The water supply companies involved were South East Water in the north of the County, and Southern Water in the East of the County around Hastings and Battle. In some cases it took a number of days to restore water supplies, and the availability of emergency supplies of water were limited and widely criticised by affected residents.

2.2 The water industry regulator, Ofwat, launched an investigation into the water companies’ response to the severe weather incident and published a report called “Out in the Cold”. As part of the report recommendations Ofwat required four water companies, including South East Water and Southern Water, to publish an action plan on how they are going to improve their response to severe cold (freeze then thaw) weather events like the ‘Beast from the East’.

2.3 The response and action plan from South East Water can be found on their web site (<http://corporate.southeastwater.co.uk/actionplan>). The response and action plan from Southern Water can be found on the web site ([https://www.southernwater.co.uk/freeze-thaw-response\[southernwater.co.uk\]](https://www.southernwater.co.uk/freeze-thaw-response[southernwater.co.uk])). Ofwat then wrote to each company in November 2018 regarding their action plan and the steps the company should take.

2.4 The most serious water supply interruptions were experienced in the north of the County where South East Water is responsible for water supplies. In their Action Plan, South East Water identify a number of issues in their response to the incident and the factors that led to the severity of the impacts experienced by residents and businesses. These can be summarised as follows:

Water Supplies and Burst Pipes

- Water supplies and restoring supplies were affected by the number of water supply 'assets' that were not in use due to planned maintenance, making supplies less resilient and some reservoirs ran empty.
- Although steps were taken to increase water supplies before the incident, the large number of burst pipes due to the rapid freeze thaw meant that demand exceeded supply and supplies were not restored as quickly as customers would have liked. Some residents were without water for more than 48 hours

Emergency Water Supplies.

- Supplies of bottled water were limited on 3rd and 4th March (especially at Crowborough) due to the same bottled water supply company being used by a number of water companies, who all called on this resource at the same time.
- Emergency water distribution stations in some locations had to be relocated, due to congestion.
- Emergency water supplies had to be provided to livestock farmers to maintain animal welfare, and non-potable water was made available for toilet flushing, washing etc.

Communications.

- Information updates were not localised enough so customers found it hard to get information on what was happening in their village or location.
- Accurate information about emergency supply water deliveries was not available (e.g. water supplies did not arrive at emergency water stations at the advertised time).
- There were also issues with customers not being able to access the call centre.

Vulnerable Customers.

- 77 additional customers were added to the Priority Service Register (PSR) during the incident.

2.5 In the Hastings and Battle area, supplied by Southern Water, the disruption of water supplies was not as widespread. However, there were issues shared in common with South East Water such as assets being out of use due to planned maintenance (Weir Wood), and the number of water supply bursts which affected supply resilience. There was also a shortage in the supply of emergency bottled water, and a 'brown out' power cut event which also contributed to supply problems by taking a water treatment facility out of use.

2.6 The Sussex Resilience Forum (SRF) and the Council's Emergency Planning Team were also involved in responding to the severe weather incident as outlined in paragraph 4.4 of the previous report to the Place Scrutiny on 15 November 2018 (see appendix 1).

2.7 In order to address some of the lessons identified following the response to the incident Southern Water have produced a document entitled Emergency Planning Information for Local Resilience Forums and Emergency Responders (see appendix 2) and this includes a section on Local Authority responsibilities.

3. Conclusion and reasons for recommendations

3.1 The Committee is asked to note the Water Companies' response to the incident, including the key actions outlined within the plans submitted to Ofwat, and the response to the incident by the Sussex Reliance Forum and the Council's Emergency Planning Team.

RUPERT CLUBB

Director of Communities, Economy and Transport

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BACKGROUND DOCUMENTS

'Out in the Cold' Ofwat report and information: <https://www.ofwat.gov.uk/out-in-the-cold-next-steps/>

'Beast from the East' Incident Response, South East Water Action Plan, September 2018. <http://corporate.southeastwater.co.uk/actionplan>

Southern Water, Freeze Thaw Action Plan and response to Ofwat, September 2018. <https://www.southernwater.co.uk/freeze-thaw-response> [southernwater.co.uk]

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Report to: Place Scrutiny Committee

Date of meeting: 15 November 2018

By: Director of Communities, Economy and Transport

Title: Emergency Planning Update Report

Purpose: To inform Scrutiny Committee on progress with Emergency Planning

RECOMMENDATION:

(1) Scrutiny is recommended to consider the progress being made in Emergency Planning across East Sussex.

1. Background Information

1.1 The East Sussex Resilience and Emergencies Partnership Board (ESREP) continues to meet quarterly, and includes East Sussex County Council (ESCC), East Sussex Fire & Rescue (ESF&R), Hastings Borough Council, Eastbourne Borough Council, Lewes District Council and Wealden District Council.

1.2 The team continues to contribute to several Sussex Resilience Forum (SRF) work streams. ESCC co-chair the Risk, Emergency Welfare, and Weather and Environment groups, and contribute to the Response, Community Resilience, Training and Exercising, and Warning and Informing work streams.

1.3 In order to address some of the identified emergency planning training needs in ESREP, a comprehensive package of training will be delivered by the Cabinet Office Emergency Planning College and will include;

- Strategic Emergency and Crisis Management
- Tactical Emergency Management
- Principles of Recovery Planning
- Local Authority Chief Officers - Delivering Civil Protection
- Cabinet members - Your Role in Disaster Management

1.4 Further information on a Member's role in an emergency can be found at Appendix 1.

2 National Occupational Standards (NOS)

2.1 The Civil Contingencies National Occupational Standards (NOS) are a nationally recognised framework of standards that category 1 and 2 responders under the Civil Contingencies Act 2004 (CCA) use to demonstrate competence and performance of its activities. The NOS provide a benchmark for basic skills for individuals and organisations to aspire to in developing their professionalism and practice.

2.2 By recording this information and activity against this framework it provides ESCC with a clear auditable programme of evidence, and enables the Authority to demonstrate it is meeting legislative requirements and statutory obligations.

3 Resilience Standards

3.1 There has been an ongoing programme of work undertaken by the Civil Contingencies Secretariat in the Cabinet Office, in conjunction with the Ministry for Housing, Communities and Local Government Resilience and Emergencies Division (MHCLG RED), to create a set of Resilience Standards for Category 1 and 2 responders, the voluntary sector and colleagues in the devolved administrations. These standards will produce a coherent set of expectations and codified good practice doctrine for those colleagues working in the resilience field.

3.2 The standards effectively underpin our statutory obligations and when embedded they will provide ample opportunity to provide auditable evidence of how we actively meet our obligations. The first 6 Resilience Standards have been published for consultation and further standards will be circulated shortly.

4 Operational Update

4.1 A potentially large data protection issue and discovery of Picric Acid (class 1.1 explosive) at the Aquascience site in Uckfield resulted in a multi-agency response which was led by ESCC.

4.2 Over the Christmas period 2 pollution/salvage incidents occurred at sea which had the potential to affect East Sussex; although neither came ashore within our jurisdiction, significant planning activity was undertaken. The incidents were;

- MEKHANIK YARSEV - oil spill whilst bunkering.
- EPIC BURANO – partial loss of load (wood).

4.3 Parts One (Severe Cold) and Two (Snow Linking) of ESCC's Severe Weather Plans/ESCC's Business Continuity (BC) Management System were put to the test during the adverse weather (snow) incidents. ESCC's Business Continuity Management System as a whole was tested in real-time during this incident, under the direction of ESCC's Corporate BC Lead.

4.4 Following the cold spell in March a number of water mains burst in the north of the County, affecting in excess of 100,000 households for over 48 hours, although many had their supplies restored within this time period. Whilst responsibility for repairing bursts and for the supply of water while mains water supply is disrupted rests with the relevant water companies, there were a series of multi-agency meetings chaired by Sussex Police, and the vulnerable persons plan was initiated through the SRF. A debrief took place with a number of recommendations for all agencies and the ESCC Emergency Planning Team fed in to the resulting OFWAT 'Out in the Cold' review. Following this report, each of the companies were required to publish how they are responding to the issues raised and develop an action plan on their websites. OFWAT had significant concerns about Southern Water and South East Water's responses overall and they are required to provide external assurance on this action plan. Learning from this incident was captured in the multi-agency SRF Operation Kirkwall debrief.

4.5 Learning from the adverse weather in the summer months (heatwave) will be incorporated in the review of the SRF and ESCC framework triggers that is currently being undertaken. The Adverse Weather Framework will incorporate key changes in standing up Tactical Advisory Groups and weather warnings processes and will be included in the ESCC Heatwave Plan.

4.6 Learning from the Manchester Arena bombing has resulted in a number of recommendations, the relevant ones being incorporated into appropriate work streams. The report can be found at https://www.kerslakearenareview.co.uk/media/1022/kerslake_arena_review_printed_final.pdf

4.7 With the last draft revision dating from March 2013, the ESCC Coastal Pollution plan has been thoroughly reviewed and in many places rewritten, to bring it up-to-date and in line with National structures for emergency response. Many links to useful resources have been added, including the process for activating the clean-up contract with Adler and Allan.

4.8 The Severe Cold Plan has been extensively reworked to include the latest statistics and research on winter mortality, and aligning and cross-referencing with SRF processes and the Cold Weather Plan for England.

4.9 Work has started on understanding the implications of the multi-agency flood planning recommendations from the recent national review (<https://www.gov.uk/government/publications/multi-agency-flood-plan-mafp-review>). The Weather and Environment Group (WEG) will be publishing guidance in due course regarding Part 2 Flood Plans.

4.10 The Animal Diseases Plan review is underway as there have been significant changes to how the Department for Environment, Food and Rural Affairs (DEFRA) will set up a response to an incident. The

SRF plan will be amended accordingly and work will then commence with Trading Standards to update the ESCC plan.

4.11 Work continues within the SRF working group on the Volunteer Management Plan which will enable the efficient and safe use of volunteers during an incident, thereby increasing our ability to respond and recover across the SRF. As part of this work sites that could serve as Volunteers Reception Centres across the County have been identified. This will aid incident response and recovery, and protect against reputational damage if volunteers present during an incident. In addition, the EP Team have been working with insurance officers to understand the cover required for volunteers who deploy on behalf of the Authority to provide a model process for SRF partners.

4.12 The SRF recovery Plan has been reviewed and is awaiting sign off by the Delivery Group.

4.13 The Emergency Planning (EP) team have supported Safety Advisory Group activity for the Lewes bonfire event and provided the Chair of the Eastbourne Tennis and Airbourne Safety Advisory Groups.

4.14 A very successful Town and Parish Emergency Group Conference was held in November. Approximately 60 people attended, with Mark Andrews, ESF&RS delivering the opening address and Cllr Bentley, ESCC Lead Member for Communities and Safety, giving the closing address. In addition, a SRF Emergency Planning Symposium was held in March.

4.15 The following exercises have taken place;

- Ex SNAIL – test and exercise of the Cuilfail Tunnel Plan
- Ex REFINE - test and exercise of the Tradebe COMAH (Control of Major Accident Hazards) site
- Ex GALILEO –Brighton & Sussex University Hospital Live exercise
- Ex BENWICK, Wealden DC's Rest Centre exercise
- Tabletop exercise to test Eastbourne Air Show Plans
- Tabletop exercise to test Eastbourne Tennis Plans

4.16 A large-scale multi-agency SRF exercise is due to take place in February/March 2019 and this will be centred around recovery from an adverse weather incident.

5 Conclusion and reasons for recommendation

Scrutiny is therefore asked to note the progress being made in Emergency Planning across East Sussex.

RUPERT CLUBB

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LOCAL MEMBERS

All

BACKGROUND DOCUMENTS

None

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Emergency Planning Information for Local Resilience Forums & Emergency Responders

November 2018
Version 1

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Introduction

This document includes information for Local Resilience Forum partners (LRFs) and emergency responders about Southern Water’s emergency planning and how we respond to incidents that affect the local water and sewerage distribution system.

It’s designed for incident leads and civil commanders responding to an incident at tactical and strategic levels, but also aims to provide an overview of the water industry and what to reasonably expect during a supply interruption or sewer flooding.

Company overview

Southern Water Limited operates in the South East of England. We provide water and treat wastewater across an area of 10,530km², from East Kent through to Sussex, Hampshire and the Isle of Wight.

We supply 521 million litres of drinking water a day – from 83 water treatment works along 13,905km of water mains. Each day we treat and recycle 718 million litres of wastewater at 365 treatment works after it’s been pumped through a network of 3,321 pumping stations and 39,726 km of sewers.

Service area



Emergency response

Southern Water has round the clock processes to enable a quick response to any incident affecting water services. All day, every day monitoring of the water and waste water services is managed by our Regional Control Centre (based at our operational centre in Durrington, West Sussex).

We maintain significant storage levels of potable water (typically 24 hours). Should a failure in a major production or water transfer asset occur, this would maintain drinking water supply to our customers, enabling us to respond and correct many failures without any impact on our service.

Many parts of the network can also be re-zoned by remote or local means to enable supplies to be restored quickly. First line response teams are capable of investigating and re-zoning or isolating supplies as necessary and have round the clock access to repair teams who are fully equipped to carry out all temporary or permanent repairs in order to restore supplies.

Although the restoration strategy will take critical services and vulnerable customers into account, in practice the most effective and equitable method of supply restoration is to restore supplies to all customers as quickly as possible. All options for supply restoration will be considered including the use of temporary repairs and the provision of temporary overland pipes (in the case of water) or overland temporary pumping systems (in the case of sewerage), although the best option is often permanent repair or replacement to avoid the need for further supply interruptions later in the process.

Customer Information

As well as reporting the loss of water supply, customers contacting the emergency telephone numbers (available online, in directories and on their bills), will be provided with regular information updates and the closest estimated supply restoration as more detailed information becomes available.

Automated messaging and contact logging systems are used in conjunction with contact centre advisors to maximise the number of customers receiving a response even when the incident affects supplies to a large number of customers across a wide area; specific arrangements are in place to provide regular feedback on request, particularly to vulnerable customers registered on the Priority Services Register. Customers can also obtain updates from our social media channels and website at southernwater.co.uk.

We're increasingly using social media such as Facebook and Twitter, to interact with customers on a more personal level and give real time updates.

Vulnerable Customers

Our response

Our Priority Services Register is a database containing information on all our customers who have a need for extra assistance, including:

- home dialysis
- medical condition
- medication to be taken
- mobility problems
- visual impairment.

Customers can register online at southernwater.co.uk/register-for-individual-needs or by phone on Freephone 0800 027 0800 from 8am–7pm, Monday to Friday.

Those on the register can benefit from:

- additional meter reading services – arrange for meter to be read regularly and customer will receive details of the readings.
- alternative formats of bills - braille or large print.
- talking bills – when bill is produced we will telephone customer to inform how much it is before posting.
- nominated bill facility – customer can chose an allocated person to receive bills.
- minicom service – customer type direct to southern water who talk to customer over the phone. 0330 303 1265 (calls charged at local rate) from 8am–7pm, Monday to Friday, and 8.30am–2pm on Saturday.
- type talk relay service – customer type to independent operator who relays the message to southern water. southern water talk to independent operator who types response to customer.
- free delivery of bottled water in an incident.

Local Authority response

As stated above, during an incident Southern Water will deliver bottled water to customers on our Priority Services Register. This will typically involve the delivery of packs of water to meet the requirements of 10 litres per head per day to the customer's home.

This process will not encompass all individuals classed as 'vulnerable' by the Local Authority. We expect the Local Authority to identify and coordinate the listing of those customers that they deem to be 'vulnerable'. It's also likely that those listed may need extra assistance, for example, delivery of bottled water to their home may not be sufficient – they may need assistance with opening bottles.

Southern Water will work together with the Local Authority for onward distribution to their listed 'vulnerable' customers. This will be on the basis of 10 litres per head for five days/20 litres per head per day after five days.

Emergency response – major incidents

Southern Water has emergency plans in place to deal with major incidents affecting water or wastewater services. We're aware of the types of external influences that can cause problems and have appropriate monitoring in place to escalate any response. The emergency plan includes the establishment of an internal strategic, tactical and operational structure and arrangements for coordination of all available employees in the response as well as the activation of water industry mutual aid where appropriate.

Severe weather

The most common current weather threats to Southern Water are freeze-thaw conditions, intense rainfall and prolonged dry weather.

Freeze-thaw

A freeze-thaw cycle has a tendency to burst water pipes. This is either due to water freezing inside the pipe, expanding, and then splitting the pipe (leaking when the water thaws) or due to the freeze-thaw process causing ground movement, then causing pipes to crack. The pipes that fail can be either the responsibility of customers or Southern Water.

Pipes owned by Southern Water are typically buried in the ground to a depth where the water does not freeze inside the pipes. These burst pipes can cause localised interruption of water services and if widespread/prolonged can cause wider interruption to supplies if demand is outstripping production capacity to the wider area. Ground covered with snow or ice also makes it difficult to identify leaks. Localised problems have been encountered in our supply area during the winters of 2010 and 2017.

Intense rainfall

Increased levels of rain which are higher than average can lead to localised flood events which affect the sewer network where combined sewers (those that carry both sewage and rainwater) are in operation. The combined sewers may not be capable of carrying the volume of rainfall if there is severe increased rainfall and as such the sewers may surcharge – either through manholes, or backing-up through the sewer network into properties. Typically, this would affect a very small proportion of the sewer network but can be a very stressful experience for customers should it flood their property.

Threats, including metal theft, cyber-attack and terrorism

Southern Water is actively involved in preparation and response planning at a national and local level for all types of threats which may affect water services, including steps to protect those elements of the critical national infrastructure owned and operated by us. This information is subject to security restrictions but can be obtained where appropriate from our security team or the police Counter Terrorism Security Advisers (CTSAs).

Civil Contingencies Act partner engagement

Our plan for major incidents includes roles to meet our obligations as a Category 2 responder under the Civil Contingencies Act 2004.

The number of Local Resilience Forum and Local Authority areas we cover presents us with considerable resource issues for regional events. We're committed to supporting partner agencies as much as possible but cannot compromise our response to an event by deploying front line commanders to LRF incident command rooms.

Partners can request assistance and advice with any water service-related emergency, round the clock – through our operations control centre out of hours, and from our Emergency Planning team during working hours. To ensure an effective and swift deployment of resource we'd prefer to attend via teleconference where possible. This also enables our Resilience Adviser to be based at our operations centre and obtain the most up to date information. We'll try to attend all levels of teleconference but will normally need to deploy the same individual as a single point of contact.

Where the situation requires it, or where partners specifically request, we'll deploy a Resilience Advisor to a local or regional command centre. While we have sufficient resources to maintain a presence for the full duration of any incident, we're unlikely to be able to support more than one location at a time and would prefer to attend the most senior coordinating group in any one event.

We'll proactively contact partners, using the call out procedures on resilience direct, during very large scale events. Such as where 10,000 population will be without water supply for more than 24 hours. Due to the nature of the water supply system (storage capacity of potable water) it's unlikely that we'll immediately lose supply to very large numbers of customers, and should therefore be able to inform our partners prior to a major incident affecting customers.

Partners can request our involvement with any water service-related incident. Contact details are available through the relevant contact directory of the Resilience Direct website.

Information sharing

We're clear that accurate and timely information is essential in dealing with the consequences of a water service interruption. During an incident, the number of localised problems (for example, during intense sporadic rainfall), the complexity of the work and the weather, travel and site conditions mean that we often don't have our normal level of detailed information.

We use automated messaging on our call centre telephony system to provide an overview of the major incident to explain why the nature of the event is causing reduced level of service response compared to normal service levels.

During a water service related major incident, we provide generic updates to Defra and these can be made available to partners on request. We can also provide copies of media statements that we've issued although due to the area we cover, we may not be able to contribute to a joint media statement with partners. We also aim to provide partners with the following on request:

- An overview map of the locations affected.
- A summary postcode listing of areas we know to be affected by faults.
A separate list of customers (with property details) registered on our Priority Services Register known to be affected, that we're keeping updated as much as possible. Due to GDPR this information can only be shared in an emergency and must be deleted after the incident.

Wherever possible, we prefer to use de-personalised data to avoid any potential issues with the Data Protection Act/General Data Protection Regulation, but we recognise that this information is being provided in the interests of individual safety and will release additional information following an appropriate request. Partners should note that the level of information available depends upon the nature and type of event:

- Customers affected by specific incidents, where the extent of affected equipment is known early in the response, are relatively easy to identify.
- Customers affected by multiple widespread incidents are not easy to identify until a full understanding of the situation is available after initial specific site assessments.

Information requests can be made through the relevant liaison officer or single point of contact. When we have not activated our major incident plan, our regional control centre will help as far as resources allow.

Emergency planning

National

All water companies must comply with the Security and Emergency Measures (Water and Sewerage Undertakers) Direction 1998. This is part of the Water Industry Act 1991. The SEMD instructs the water companies to have necessary plans in place for providing essential water supply and sewerage services at all times. This is not necessarily the normal piped services.

Each water company must produce an internal annual report to confirm that it is complying with the SEMD. An independent certifier (approved by Defra) also confirms company compliance with SEMD. Both of these reports are required under the SEMD and are sent to Defra each year.

All water companies share industry mutual aid through a formal agreement which coordinates additional resource allocation across the country in an emergency. Southern Water Limited also has a formal contract in place with a logistics company, which would utilise their resources and expertise in distribution and refilling water tanks that would be deployed on the streets in an incident.

Regional and local

Southern Water is a Category 2 responder under the terms of the Civil Contingencies Act and works closely with Local Authorities, the emergency services, other utilities and all other partner agencies. This includes attending relevant Local Resilience Forum meetings, taking part in exercises and participating in response command groups as necessary.

Risk assessment

In common with all water companies, Southern Water has well developed emergency plans to ensure a coordinated response to a range of events. There are three main currently identified risks to the water supply services:

Failure of water Infrastructure or loss of drinking water (H39)

Loss of, or no availability for drinking, of the piped water supply for up to 50,000 people, for more than 24 hours and up to three days. There hasn't been an incident of this scale in our area in recent times.

Reservoir dam failure/collapse (H44)

Reservoir (capacity > 25,000 cubic metres) dam failure or collapse, collapse without warning resulting in almost instantaneous flooding, significant movement of debris (including vehicles) and sediment, complete destruction of some residential and commercial properties and serious damage to a large number of other properties. This type of event has never occurred in the Southern Water region.

Drought (H50)

There are two sets of indicators used to define a drought these are rainfall and water levels. Both indicators are monitored across the region. Water levels are monitored in three different locations: groundwater, rivers and reservoirs. Flows are derived from water level measurements taken in a river. These measurements are typically taken at discrete points called gauging stations. By using these two different types of measurements we can then assess the prevailing conditions to determine whether a drought is developing by calculating the rainfall deficit.

Consideration should be taken into account for other risks that would have an immediate knock-on effect to the water supply such as Disruption to regional electricity transmission (H45).



Western water resource zones

- Kingsclere, Hampshire**
100% groundwater
- Andover, Hampshire**
100% groundwater
- Isle of Wight**
47% groundwater,
23% river, 30% transfers
- Rural Hampshire**
100% groundwater
- Winchester, Hampshire**
100% groundwater
- Southampton East, Hampshire**
52% river,
48% groundwater
- Southampton West, Hampshire**
100% river

Central water resource zones

- North Sussex**
35% groundwater, 51% river,
8% reservoir, 6% transfers
- Worthing, Sussex**
98% groundwater,
2% transfers
- Brighton, Sussex**
100% groundwater

Eastern water resource zones

- Medway East, Kent**
100% groundwater
- Medway West, Kent**
56% river and reservoir
44% groundwater
- Thanet, Kent**
77% groundwater,
2% river, 21% transfers
- Hastings, Sussex**
5% groundwater, 79% reservoir,
16% transfers

Plan for major incidents

The Southern Water Incident Management Plan covers all the policies and procedures required to respond to any major incident that has the potential to affect water or wastewater services. The plan incorporates coordination with other water companies and the government for national water service emergencies.

Information sharing and exercise attendance

Partners may request information to assist them in developing multi-agency plans and carrying out local risk assessments through the appropriate single point of contact. Response timescales will depend upon the complexity of the information requested. Southern Water will support multi-agency exercises and events wherever possible. We find these events supplement the internal training offered to our liaison officers and may ask for them to participate or attend as an observer.

In order to provide meaningful information for water service-related, multi-agency exercises, we need to conduct considerable 'what if...?' scenario investigations to produce information from our real-time systems. The resources required limit our ability to participate fully in multi-agency exercises and we may need to provide generic response information rather than incident specific.

Customer resilience and advice

In the event of issues with water supply or flooding, we have lots of information and advice for domestic and business customers on our website at southernwater.co.uk/emergencies.

Simple advice for customers with no water includes:

- Check the internal stop tap of the property to make sure it's fully on.
- If it is, check with your neighbours to see if they're affected too.
- If you live in an upstairs flat, you may be on a joint supply with the downstairs flat. Check with your downstairs neighbour to see if they have turned off their supply internally as this may be affecting yours.
- Call us on 0330 303 0368 if you and your neighbours have suddenly lost water. We'll be able to advise if there's a problem with the supply in your local area.

Due to essential maintenance, or in an emergency, it may be necessary to temporarily turn off or re-direct a water supply. When possible we'll notify all customers with a card through the door, or a loud hailer, with expected timescales for completing the work.

Beat the freeze

Simple advice for customers during winter months includes:

- Ensure pipes are properly lagged/insulated, both inside and out, to prevent freezing.
- Keep heating turned on, or on a timer for short periods every day, to maintain warmth.
- Check for draughts around windows and doors and insulate if needed as pipes can freeze if near a draught.
- Make sure pipes and tanks in the loft are lagged/insulated.
- Customers should find out where the property's internal private stop tap is located and check that it works in case of an emergency. If it doesn't work, contact a plumber to fix it.
- Turn off valves to outside taps and drain any excess water.
- If the property is going to be unoccupied, the water supply should be turned off at the private stop tap and internal water pipes and tanks should be drained. If we get long cold spells, static water in pipes will eventually freeze despite lagging

If pipes do freeze:

- Apply gentle heat to the pipes. Use a hair dryer, heat lamp or fan heater. Do not use a naked flame or blow torch. Start at the tap and work away from it, leaving the tap open to allow thawed water to escape.
- Watch the pipes for any splits which may develop.
- If any bursts are found, turn the water off and call a plumber who will be able to help.

Customers can access this information online at southernwater.co.uk/prepare-for-winter.

Reporting leaks

We also encourage customers around the region to help us in the drive to stop leaks, especially in icy conditions, by reporting any leaks they spot either out in public or outside their property.

To report a leak customers can phone us on 0800 820 999 or use our online form at southernwater.co.uk/report-a-leak.

Sewer flooding

Sewer flooding is a very serious issue and we're committed to reducing the risk of it occurring in our region. While we're able to identify the cause and resolve a great number of flooding problems quickly, there are occasions when more detailed investigations are needed. To ensure that all customers receive the same high level of service, all incidents of sewer flooding are dealt with under our sewer flooding procedures.

Simple advice for customers experiencing sewer flooding includes:

- Contact your household insurance company to inform them of an incident, your insurers will provide advice when dealing with any loss or damage to your property.
- Turn off your gas and electricity supply if the inside of your property is flooded.
- Please phone us on 0330 303 0368 providing as much information as possible so we can accurately record details of the flooding.

The water industry

The water industry comprises four main areas reservoirs, water treatment, water distribution, and sewage treatment.

Reservoirs

A reservoir is a large, natural or man-made lake used for collecting and storing water when there's plenty for people to use. Few large cities today could survive periods of drought without their reservoirs. Even where most of their water is obtained by direct abstraction from a river, reservoirs are still needed to make sure water is available during drought periods so that too much water isn't taken from the environment. There are two main types of reservoir:

- Direct supply – stores water and supplies it straight to a water treatment works.
- River regulating – stores water during rainy periods and releases extra water into rivers when needed so that it can be taken out further downstream for treatment.

Water treatment

We clean water to take the colour and dirt out of it, and remove any germs. The germs that can be found in unclean water could cause diseases like cholera and typhoid, as well as diarrhoea.

There are four main stages in water treatment:

- Abstraction – taking water out of a river or other water source.
- Clarification – making the water clearer by removing the dirt and colour.
- Filtration – filtering the water to trap anything floating in it.
- Disinfection – killing any germs with chlorine.

At all points along the way, water is continuously tested and monitored to ensure it's being treated correctly, following compliance and that the water is flowing smoothly.

Water distribution

The distribution system is a network of pipes, pumps and tanks which ensures that enough water is available when needed and that it's delivered safely to people's homes and places of work or leisure.

Once treated, the water passes along water mains to a service reservoir where it's stored until needed. From the service reservoir water passes down the water mains to the stop tap (normally beneath the pavement outside customers' homes). At this point their private water supply pipes take over and carry the water into their homes.

Sewage treatment

The majority of used water drains away and enters the sewerage system. Sewage is the water found in sewers. It can be a mixture of water which has been used for a variety of purposes in the home, at work or in leisure activities, rainwater from roads, footpaths and roofs and water used for business and industrial purposes.

Sewage contains a wide range of waste products including:

- solids suspended in the water
- things dissolved in the water
- bacteria and other sewage micro-organisms living in the water.

Sewage treatment works remove things from sewage that could harm the environment, so that the water can be returned to a river or the sea.

There are six stages in sewage treatment:

- Preliminary – removes the large bits, sand and grit.
- First settlement – removes the small solids.
- Biological phase – removes things that are dissolved.
- Second settlement – removes dead bacteria and their waste.
- Tertiary treatment – removes any harmful germs.
- Sludge drying – removes water so that it can be recycled as a fertiliser or a fuel.

Water

196 Service reservoirs



1.1 Million properties served



13,905 Kilometres of water mains



83 Water treatment works



Wastewater

365 Wastewater treatment works



2.0 Million properties served



39,729 Kilometres of sewers



3,321 Pumping stations

The above illustrates the assets we manage, monitor and maintain on a daily basis to make sure our services are as resilient as possible, as well as the number of properties that rely on us.

Network resilience

Although typically, water and wastewater services are available to customers almost 100% of the time, it's not possible to guarantee a continuous service.

There's currently no regulatory or water industry standard which sets an acceptable level of resilience for water supply networks. A resilience event may be caused by the catastrophic failure of a critical asset, for example a raw water source, a critical water treatment works, or a critical asset in the distribution network such as a service reservoir.

Reasons for the catastrophic failure could include:

- contamination of the raw water supply
- loss of a major river or rail crossing
- fire at a water treatment works causing widespread damage to systems and processes.

Southern Water continues to invest millions of pounds each year to improve network resilience so that a resilience event is even more unlikely.

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Report to: Place Scrutiny Committee

Date of meeting: 19 March 2019

By: Chief Executive

Title: Reconciling Policy, Performance and Resources

Purpose: To review scrutiny's input into the Reconciling Policy, Performance and Resources process during 2018/19 for the financial year 2019/20.

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 of the process in future;
-

1 Background

1.1 Reconciling Policy, Performance and Resources (RPPR - 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 and scrutiny in East Sussex

2.1 In September/October 2018 each scrutiny committee considered extracts from the *State of the County* report, and current Portfolio Plans. At the November scrutiny committee meetings the committees considered the Council's proposed Core Offer, Medium Term Financial Plan and savings proposals contained in the October Cabinet report. Requests for further information or reports were made to help the scrutiny committee gain a full understanding of the context for budget and service planning.

2.2 The scrutiny committees established scrutiny boards to provide a more detailed input into the RPPR process. These met in December 2018 to consider the draft 2019/20 Portfolio Plans and the impact of proposed savings. The Place Scrutiny Committee RPPR Board also met on a second occasion in January 2019. The boards:

- considered any amendments to the Portfolio Plans and how priorities were reflected against the proposed key areas of budget spend for the coming year;
- assessed the potential impact of proposed savings on services provided to East Sussex County Council customers.
- made comments and recommendations to Cabinet on the budget proposals for 2019/20.

2.3 Appendix 1 summarises the comments and recommendations made by the Place 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 establish whether there are lessons for improvement for the future.

BECKY SHAW
Chief Executive

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LOCAL MEMBERS: All.

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Scrutiny Committee RPPR Boards

Place Scrutiny Committee RPPR Board 17 December 2019

Attendees: Councillors Richard Stogdon (Chair), Godfrey Daniel (Vice Chair), Martin Clarke, Chris Dowling, Claire Dowling, Nigel Enever, Pat Rodohan and Barry Taylor

The Place Scrutiny RPPR Board reviewed in detail the proposed savings and draft Portfolio Plans covering the Communities Economy and Transport (CET), Business Services and Governance Services Departments at its meeting on 17 December 2018.

The Board sought further information in relation to a number of the proposed savings and further clarification with regard to impact. In particular the Board examined how the savings, or additional income, are to be achieved and made comments about the timing of some of the proposed savings in year 3 of the MTFP. Set out below are the Board's agreed comments to Cabinet.

The Board highlighted two areas that it would wish to comment on to Cabinet:

- The Place Scrutiny Committee would like more detail of the proposed Orbis savings and their impact when they are available; and
- The timing of significant changes to CET services needs to be carefully considered.

The Board considered that it could not comment fully on the RPPR process without seeing the draft Council budget. The Board agreed that it would like to hold another RPPR Board meeting in January to discuss and comment on the draft budget when it is available.

Place Scrutiny Committee RPPR Board 15 January 2019

Attendees: Councillors Godfrey Daniel (Chair), Martin Clarke, Chris Dowling, Simon Elford, Nigel Enever, Pat Rodohan, Stephen Shing and Barry Taylor.

The Place Scrutiny Committee RPPR Board met for a second time on 15 January 2019 to consider the Council's draft budget for 2019/20. The Board discussed the revised Medium Term Financial Plan (MTFP) and the proposed savings for Communities, Economy and Transport (CET) and Business Services (Orbis).

The Board noted that the Council has made up the gap in savings by a variety of movements in the MTFP totalling round £11m, and is not looking at having to make additional savings affecting front line services. Some of the savings and additional funding are one-off amounts and therefore there may be a need for further savings if the Council's financial position does not change in the longer term following the Government's Fair Funding Review.

The Place Scrutiny Committee RPPR Board made the following additional comments to Cabinet on the proposed Council budget for 2019/20:

- The Board is relieved that the savings needed to close the budget gap and the impact on front line services, are not as severe as thought.
- It noted that some of the additional savings had been achieved through one-off measures or increases in specific areas of funding, which may not be repeated in future years.
- The Board remains concerned about the financial position in the longer term and the possibility of the need to make further savings from front line services in future years, for example, from the Library Service in 2021/22.

Report to:	Place Scrutiny Committee
Date of meeting:	19 March 2019
By:	Director of Communities, Economy and Transport
Title:	Implementation of the Libraries Strategic Commissioning Strategy
Purpose:	To provide the Committee with a report on how the changes to the Library and Information Service have been introduced and their impact on service users

RECOMMENDATIONS:

- (1) To note how the changes to the Library and information Service have been introduced and their impact on service users**
 - (2) To endorse the progress that has been made to deliver the Libraries Strategic Commissioning Strategy as set out in the report and Appendix 1.**
-

1 Background Information

1.1. In March 2018, following a 12 week public consultation, the County Council's Cabinet agreed a revised Libraries Strategic Commissioning Strategy (LSCS) which will create a modern, sustainable library service that reflects the changing ways people access the service and which prioritises resources more closely towards specific groups and communities where the Council has identified highest need.

1.2. The Vision for the LSCS is to provide a Library and Information Service (LIS) that promotes reading and knowledge as a route to leading fulfilling lives, prioritising our resources and expertise to support the needs of residents and communities in East Sussex to achieve four key outcomes:

- improving child and adult literacy and numeracy
- supporting the economy
- better health and wellbeing
- increasing digital inclusion

1.3 The Vision and Strategic Outcomes for the LSCS were developed from an extensive evidence base contained within the Technical Appendices of the Strategy which demonstrated that libraries can and do support a wide range of needs, directly and indirectly. In terms of implementation, each Strategic Outcome is delivered through a range of different offers, or services, provided according to evidence of need.

1.4 Savings of £1.25 million were achieved from an Internal Review of the service in 2018/19 which included a reduction in back office staff (£500k), the implementation of new opening hours (£500k) and a reduction in the libraries stock fund (£250k). A further saving of £653k was achieved as a result of the implementation of a needs-based library service and through a combination of income generation and shared efficiencies by co-locating LIS services with other ESCC services. Overall, this equated to £1.903m of total savings delivered over the last three years and a consequent reduction in staff numbers of 30 fulltime equivalent. The net revenue budget for the LIS has been reduced by 46% since 2014/15.

1.5 Cabinet agreed that, as part of the LSCS, Langney, Mayfield, Ore, Pevensey Bay, Polegate, Ringmer and Willingdon libraries and the Mobile Library Service would close on 5 May 2018, and support to Northiam Village Library would also cease from this date. Cabinet agreed that the County Council would consider any viable community proposals to take over the running of the seven libraries or the Mobile Library Service. For further information on community libraries see Appendix 1. The Technical Appendices to the LSCS demonstrated that the remaining network of 17 libraries would still provide people in East Sussex with a high level of access to a library within a reasonable journey time of 20-25 minutes, and that, together with the eLibrary and specific mitigations for vulnerable people such as that provided by the Home Library Service, the county would continue to have a comprehensive and efficient library service.

2 Supporting Information

Action to implement the LSCS in 2018/19

2.1 Implementation of the LCSC will take place over the lifetime of the Strategy. However, significant progress has been made in the first year, with a range of new library services introduced during the last 12 months. These include an enhanced, modern eLibrary with greater investment, a new Children and Young People's Offer to support literacy and numeracy, increased outreach work in our most disadvantaged communities, and new Community Library Membership and Teachers Library Memberships.

Strategic Outcomes

2.2 A summary of the progress in implementing the strategy against the four Strategic Outcomes is provided below. Further detail is provided in Appendix 1.

Improving child and adult literacy and numeracy

2.2.1 Central to the above Strategic Outcome has been the launch of the new Children and Young People's Offer, which provides literacy and numeracy support, including outreach work for pre-school and school age children and their families. The Summer Reading Challenge supported 4,800 children in East Sussex to maintain their reading skills during the 2018 school summer holidays by reading six books, and Librarians actively supported 11 schools in the areas of highest need in the county with visits to encourage participation in the challenge.

2.2.2 The LIS has also launched the Teachers' Membership, a service for primary and special schools, which enables teachers to borrow up to 40 books from our special Teachers' Collection. 35 teachers have signed up and 13 are actively using their tickets. The LIS will review the scheme during the Spring Term, contacting those already signed up, to identify whether there are improvements that could be made to encourage greater take-up of the scheme and/or better promotion of it.

2.2.3 In addition, the LIS offers support to schools in areas with highest needs free of charge (within our available resources), for example, working with Ore Village Primary Academy to improve their library and resources. The LIS also continues to provide some charged services to all schools, including participation in the Children's Book Award (39 schools participated and over 600 pupils enjoyed author visits in 2018), supporting schools to make the best of their budgets by selecting a range of titles for them, and advice and training on management of a school library.

2.2.4 The LIS's outreach activities include delivering rhymetimes and storytimes in Shinewater, East Hastings, Ticehurst and Crowborough Children's Centres to an average of 50 people (adults and children) per week, as well as providing three sessions at the summer school for a total of 45 Looked After Children.

2.2.5 The LIS provides rhymetime/storytime sessions in all libraries subject to the availability of volunteers. Supported by volunteers, 13 rhymetime and 5 storytime sessions are delivered in libraries every week, and an estimated 400 children and adults attend these sessions on a weekly basis.

2.2.6 The LIS has also delivered two training sessions for Children's Centre staff, Health Workers and Early Years staff about the library offer, specifically advising these staff how to promote the eLibrary and other online resources. These sessions were well-attended and well-received.

Supporting the economy

2.2.7 The LIS continues to be actively supported by a large number of dedicated volunteers. Five Code Clubs in locations across the County, run by volunteers, have now been established. The 60 children who attend or attended Code Clubs have learned computing skills that could potentially unlock a wide range of future career opportunities.

2.2.8 In order to implement its offer to provide support for adults with low literacy and numeracy the LIS has been awarded a £100,000 contract by the East Sussex College Group to deliver accredited courses in English, Maths and ICT at Eastbourne and Hastings libraries. This funding replaces the funding previously received from Learndirect. This contract has strengthened the

LIS's relationship with local colleges and will enable the service to signpost learners to the colleges and vice versa.

2.2.9 The LIS now offers volunteer-led IT For You sessions at nine libraries. In the course of 2018/19 to date, it is estimated that 56 adults have been supported through these sessions with IT skills that can help them into work or study. This is supplemented with free online training resources at all libraries to help people look for and secure jobs as well as improving their ICT skills. Resources include access to job sites, video guides on how to produce an excellent CV, as well as support to use the most popular computer software, including Microsoft, Apple and Google products.

Better health and wellbeing

2.2.10 As part of the LSCS's revised offer for better health and wellbeing, a comprehensive range of self-help materials are now provided both in libraries and online. The LIS has developed Wellbeing Boxes to help people to take ownership of their health. These boxes contain interactive resources, local service information and literature about different areas of wellbeing, using the NHS '5 steps to mental wellbeing' and the LIS has recently launched Teen Wellbeing Bags at Seaford Library at an event for parents and practitioners.

2.2.11 As part of the LIS's commitment to support children and adults with disabilities and long term health conditions such as visual impairments to be confident using adapted reading materials and technology Supernova software, which provides a screen magnifier and screen reader, has been installed on all library computers. The LIS has also purchased specialist equipment for Bexhill, Eastbourne and Hastings Libraries, as well as for Lewes Prison Library.

2.2.12 Over 450 people receive a Home Library Service from volunteers who deliver books and other resources from the local library to those who cannot easily use a library due to disability or frailty, or are caring for someone who cannot be left. This helps these customers maintain the pleasure and wellbeing benefits that come from reading, as well as the important social contact from a regular visit by a volunteer. There was a slight increase in demand when the Mobile Library Service closed, which the LIS was able to meet as it had recruited more volunteers prior to the closure. The number of people receiving the Home Library Service remains stable.

Increasing digital inclusion

2.2.13 The LIS provides an increased number of activities to increase digital inclusion, including the support provided by Computer Buddies and the IT for You sessions run by volunteers. A basic course is available to help people to get online (Learn My Way), and LIS Tutors support people to gain qualifications in ICT, English and Maths when they undertake online courses.

Capital investment

2.3 The County Council is committed to maintaining a quality physical environment that meets the needs of our customers in every library, and is delivering a programme of capital schemes to refurbish and modernise library buildings. Hastings Library reopened in March 2018 following a major refurbishment and modernisation which has resulted in an increase of 20% in items issued from April to December 2018, compared to the same period prior to the refurbishment. Crowborough Library reopened in January 2019, following refurbishment which included new carpeting, new shelving and new furniture. At the time of writing whole monthly usage statistics on items issued are not yet available.

Community Libraries and Community Collection Membership

2.4 Following the closure of seven libraries and the Mobile Library Service in May 2018, proposals to establish Community Libraries at six of these libraries were received. The County Council has supported these proposals with the offer of stock, fixtures and fittings, and where former library buildings are in the ownership of the County Council, with the opportunity to set up Community Libraries on a peppercorn lease in these buildings. The LIS ran a training day on running libraries for the community groups who are developing their projects, and continues to provide support and advice. All of the community groups involved have worked hard to raise funding and a volunteer base to establish their libraries, and two Community Libraries have now opened. The Ringmer Village Library opened in June 2018 and the Langney Community Library opened in the late autumn of last year in a new rent-free unit in Langney Shopping Centre. The LIS is continuing to work with interested parties to establish Community Libraries in Ore, Polegate, Pevensey Bay and Willingdon in 2019. No proposals were received to take over the running of the Mobile Library Service.

2.5 The LIS also launched the Community Collection Membership (CCM) in 2018. This allows communities to borrow a range of items which can be made available locally to the community, for example in a village hall, café etc. Five CCMs have been set up in Fairlight, Pett, Chelwood Gate, Northiam and Ticehurst. Although this offer was established primarily as mitigation for the withdrawal of the Mobile Library Service, there does not seem to be a significant need for the CCM within communities, as those wishing to set up local community book swaps or small village libraries seem to receive large quantities of donations from local people. In many cases, communities have advised the LIS that they prefer this kind of informal book swap to having County Council stock, which involves a periodic trip to an ESCC library to exchange stock. The LIS will continue to operate the scheme, advertise it on the website and support those communities who wish to operate a CCM. However, additional resources will not be put into its development. The LIS will continue to provide advice to communities wishing to set up book swaps or similar local schemes.

Stock and eLibrary

2.6 The County Council continues to invest over half a million pounds annually in stock and has continued to promote the eLibrary in a range of ways. Loans of eBooks and eAudiobooks from the eLibrary are up by 43% in 2018/19 (year to date) compared with 2017/18. Expenditure on materials in electronic formats increased by 3% in 2018/19. Particularly popular are eMagazines and newspapers. New services have been added to online reference resources including Kompass (business directory) and Aptem (employment). In a recent survey, customers rated both the choice of books and the condition of the stock as higher this year compared to 2015, when the last user survey was undertaken.

Impact on service users – data

2.7 When comparing data for April – December 2018 to April – December 2017, it can be seen that visitor numbers have decreased by 15% to 828,772 and the number of items issued has decreased by 10%, whilst the number of eBooks and e Audiobooks issued has increased by 43% and the number of people borrowing eBooks and eAudiobooks has increased by 34%. The data reflects the closure of 7 libraries and the mobile library in May 2018 and the increasing use of online resources by customers.

2.8 We carried out the Public Library User Survey (PLUS) in November 2018. This is carried out every three years to give a broad understanding of how customers (over 16) rate Library Services. The results for 2018 demonstrate the effectiveness of the new Strategy in maintaining high quality services as planned. 91% rated their overall levels of satisfaction with libraries as very good/good compared to 92% previously, and 94% of customers rated customer care as very good/good, compared to 98% previously. There was a decrease in satisfaction with opening hours to 67% from 88%, following a 25% reduction in opening hours in November 2016 and the closure of libraries in May 2018. Further detail is provided in Appendix 1.

Key priorities for 2019/20

2.9 The main focus for 2019/20 for the LIS is to further improve and develop its range of activities to support child and adult literacy and numeracy in East Sussex. We are planning innovative activities to engage children in this year's Summer Reading Challenge, Space Chase. In line with the new offer for Children and Young People, when new capital schemes to improve library buildings are being developed, the LIS will seek to reconfigure the space so that new activities such as Homework Clubs and Study Clubs can be provided, where appropriate. Capital schemes currently in development at Lewes, Eastbourne, Hampden Park and Heathfield libraries will ensure the space for children and young people is attractive, welcoming and fit for purpose. As described above, the LIS will also consult with both users and non-users of the Teachers' Membership to determine if there are ways to improve the way the membership works for teachers that better meets their needs.

2.10 The LIS will continue to ensure that stock meets the needs of customers, particularly stock which supports their health and wellbeing and which supports learning. To ensure as many residents as possible have access to library stock, the LIS will continue to extend the range and number of titles in the eBook offer, demonstrating how this can be accessed in outreach sessions, targeted to areas of higher need. The LIS will continue to promote the eLibrary widely, ensuring that customers have a much better understanding of the resources it offers and confidence to use it. In 2019/20 the LIS will launch and promote short 'how to' video guides on the LIS website and eLibrary apps, showing customers how to do things like download an eBook.

2.11 As described earlier in this report, the range of health and wellbeing materials has been improved in 2018/19, at the same time as maintaining a wide range of stock to support reading for

pleasure and expanding the range of eBooks. The LIS will review this for 19/20 as part of an ongoing programme to ensure that stock spend continues to be aligned with the priorities set out in the LSCS.

2.12 In the coming year the LIS will also promote Home Library Service further by writing to all parish and town councils with an article about the Home Library Service and asking them to include it in parish magazines, as well as contacting all relevant community organisations, including East Sussex Seniors' Association, to provide information about the Home Library Service and asking for help in promoting it through their channels.

2.13 Building upon elements of the LIS's successful Advantage East Sussex project, funded by the Department for Digital, Culture, Media and Sport (DCMS) and administered by Arts Council England, the LIS will seek to work more closely with other cultural and heritage institutions in East Sussex to promote libraries as spaces that can be used for the arts, covering activities such as creative writing workshops, book and poetry readings, exhibition areas, and venues for outreach by other cultural organisations. The extent to which the LIS can develop its Culture Offer is dependent on the desire of the creative sector to work with libraries, and to some extent, the availability of external funding.

2.14 Finally, a key priority for 2019/20 is to put measures in place to evaluate the impact of the offers set out in the LSCS. Where the LIS is working with individuals and families in areas of need, this is likely to include the collection of case studies to demonstrate how their lives have been affected by interaction with library services. The LIS will continue to collect and analyse a broad range of management information to show trends and inform business planning.

3 Conclusion and Reasons for Recommendations

3.1 This report provides an update of how the changes to the LIS agreed by Cabinet as part of the LSCS have been introduced and their impact on service users. The impact of library closures and a reduction in resources have been minimised by the implementation of the mitigations set out in the LSCS and the introduction of new initiatives to support the most disadvantaged residents with the highest needs..

3.2 The report and accompanying appendix describe in detail the excellent progress being made to deliver the LSCS in the context of a 46% reduction in budget in the past four years. Library user survey data provides evidence that the County Council continues to provide a high quality library service, with overall customer satisfaction levels for libraries at 91%.

3.3. It is recommended that the Committee note the changes to the LIS that have been introduced and their impact on service users and endorse the progress that has been made to deliver the LSCS as set out in this report and its appendix.

RUPERT CLUBB

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LOCAL MEMBERS

All

BACKGROUND DOCUMENTS

None

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Appendix 1 Detailed progress report

1 Closure of Libraries and proposals for Community Libraries

1.1. On 5 May 2018 seven libraries (Langney, Mayfield, Ore, Pevensey Bay, Polegate, Ringmer and Willingdon) and the Mobile Library Service closed. Cabinet agreed that the County Council would consider any viable community proposals to take over the running of the seven libraries or the Mobile Library Service and proposals to establish Community Libraries at six of these libraries were received. Details of the current progress with each of these libraries is provided in the table below.

1.2. The County Council has supported these proposals with the offer of stock, fixtures and fittings, and where former library buildings are in the ownership of the County Council, with the opportunity to set up Community Libraries on a peppercorn lease in these buildings. The Library and Information Service (LIS) held a training day on running libraries for the community groups who are developing their projects, and continues to provide support and advice. All of the community groups involved have worked hard to raise funding and a volunteer base to establish their libraries, and two Community Libraries have now opened.

Community Library	Progress
Langney	The Langney Community Library opened in the late autumn of 2018 in a different unit within the Langney Shopping Centre, provided rent-free by the landlord of the shopping centre. The LIS has provided stock, shelving and furniture for the library. The County Council has surrendered the lease on the unit formerly occupied by Langney Library.
Mayfield	No proposals were ultimately received for a Community Library. The library has been decommissioned and the licence to occupy the building surrendered to Mayfield Primary School, in which the library was located.
Ore	The Ore Community Association submitted a proposal to operate a Community Library in the closed Ore Library building. The County Council has offered a peppercorn lease on the building, free loan of starter stock, fixtures and fittings, and is in discussion with the Ore Community Association about the operating procedures that will need to be in place before the lease can be completed.
Pevensey Bay	Pevensey Volunteers CIC submitted a proposal to operate a Community Library in the closed Pevensey Bay Library building, which the County Council leases from a private landlord. The County Council has offered to sublet the building on a peppercorn basis, with a free loan of starter stock, fixtures and fittings. Grant of sublease requires permission from the landlord. This permission has now been granted in principle and the Council is in the process of finalising the underlease and licence with the landlord and Pevensey Volunteers CIC. We expect the Community Library to open in the spring of 2019.
Polegate	The County Council is in discussions with Polegate Town Council about the options for operating a Community Library in the closed Polegate Library Building, either under a Service Level Agreement which would be funded by the Town Council and run along very similar lines to that provided when the library was run by ESCC (the proposal agreed last year by ESCC) or by setting up a Trust to run the library.
Ringmer	The Ringmer Village Library opened in June 2018 in the former Ringmer Library building within the village hall. The LIS has provided stock, shelving and furniture for the library.
Willingdon	Willingdon Parish Council submitted a proposal to operate a

	Community Library in the closed Willingdon Library building. The County Council has offered a peppercorn lease on the building, free loan of starter stock, fixtures and fittings. Works are currently being undertaken by the County Council to improve the energy efficiency of the building, to bring it up to the required standard for it to be let. It is hoped that the building will be handed over in mid-March.
Mobile Library Service	No proposals were received to take over the running of the Mobile Library Service.

2 Community Collection Membership

2.1. The LIS launched the Community Collection Membership (CCM) in 2018. This allows communities to borrow a range of items which can be made available locally to the community, for example in a village hall, café etc. The Community Collection is a stock of around 100 items which can be changed by making reservations online from the collection in the ESCC library catalogue and exchanging stock at a library of the community's choice. It requires someone in the community to apply for the membership and take a lead role to organise the collection and make it available. This person acts as a guarantor.

2.2 Five CCMs have been set up in Fairlight, Pett, Chelwood Gate, Northiam and Ticehurst. Although this offer was established primarily as a mitigation for the withdrawal of the Mobile Library Service, there does not seem to be a significant need for it within communities, as those wishing to set up community collections seem to receive large quantities of book donations from local people. Feedback which the LIS has received from communities who have considered but decided not to go ahead with a CCM suggest that they prefer an informal community book swap to having ESCC library stock, with the responsibilities that come with it for looking after the stock and acting as a guarantor, as well as the need to make periodic trips to an ESCC library to exchange the books. The LIS will continue to operate the scheme, advertise it on the website and support those communities who wish to operate a CCM. However, additional resources will not be put into its further promotion. The LIS will continue to provide any advice to communities wishing to set up book swaps or similar local schemes.

3 eLibrary and stock

3.1. This year the Stock Fund has been reprofiled in order to support delivery of the LSCS. The stock fund for 2018/19 is £510,000 of which £110,000 is allocated to eBooks, eAudiobooks and other online resources. There has been an increase of 34% in the number of people borrowing eBooks and eAudiobooks between April and December 2018 compared to the same period in 2017, and an increase of 43% in online items borrowed over the same period.

3.2 The LIS takes every opportunity to promote the eLibrary, for example Librarians undertaking outreach work with partners and in areas of need such as Children's Centres demonstrate the eLibrary and how to access it. Computer buddies demonstrate it to people learning to go online and the LIS regularly promotes it in the eNewsletter currently reaching more than 20,000 customers. The LIS intends to promote the guides which are already available on the eBook service in 2019/20, helping show customers how easy it is to download materials from the eLibrary.

3.3 The LIS will undertake a review of the stock spend for 2018/19 as part of an ongoing programme to ensure spend in 2019/20 continues to be aligned with the key priorities set out in the Libraries Strategic Commissioning Strategy (LSCS). In 2018/19 Librarians have been buying new stock to refresh collections of essential skills (literacy), reminiscence, dyslexia, Aspergers/autism, English for Speakers of Other Languages and numeracy materials to support outreach work. The LIS launched Wellbeing Boxes which aim to empower people to take ownership of their own health. Each portable box contains interactive resources, local service information and literature about different areas of wellbeing, using the NHS 5 steps to mental wellbeing (connect; be active; take notice; keep learning; give). The boxes contain leaflets, flyers and posters about local groups, organisations and activities, which can be kept by the borrower. They also contain interactive resources that aim to enhance the information learned from the literature. The whole box can be borrowed from the library

for up to three weeks. The LIS has also worked with CAMHS to produce Wellbeing Bags for teenagers to support their health and wellbeing.

4 Parking partnership

4.1 In July 2018 the County Council introduced the Libraries and Parking Partnership (The Partnership), involving the Library and Information Service and Parking Services and the parking contractor NSL. The Partnership was introduced to make better use of the county's libraries because of the significant historical decrease in visits by customers to libraries and loans of items. By offering both parking and library services in one place the County Council has been able to make best use of our resources, and providing parking services in libraries enables parking customers to access library services during their visit and vice versa.

4.2 In The Partnership NSL have use of back office space as well as welfare facilities for office staff and Civil Enforcement Officers (CEOs) in Eastbourne, Lewes and Hastings libraries. A number of preparations were made for The Partnership at the three libraries. Changes were made to non-public space to create office and welfare facilities, while at Lewes Library two public toilets were converted to a changing room and in Hastings Library offices were installed on the third floor. As well as the appointment of an additional 2.3 full time equivalent Library Assistant posts across the three libraries, all staff were trained on the new systems and services.

5 HMP Lewes

5.1 The library in Lewes Prison is provided by the Library and Information Service as a traded service, which means that it is self-financing. The LIS will continue to provide this service subject to any future negotiations with the prison authorities, and is currently finalising a Service Level Agreement for the prison library for 2019/20 with the prison.

Review of Offers to deliver the Strategic Outcomes

Table 1 Our offer for improving child and adult literacy and numeracy

Offer	Commitment	Progress
Fiction and non-fiction reading materials for all ages and needs.	We will provide a wider range of quality materials and tailored support for people’s different needs, so they can enjoy the pleasure of reading and the better life chances that literacy and numeracy unlock for people. The choice of titles and websites available to download from the eLibrary, the online library service, will be increased and prioritised according to countywide needs.	We have improved our health and wellbeing materials by adding to the range of self help eBooks on offer and developing Wellbeing Bags in 2018/19, at the same time maintaining a wide range of stock to support reading for pleasure and expanding our range of eBooks. We will review this for 19/20 to ensure we continue to align stock spend with our priorities.
<p>A new Children and Young People’s Literacy and Numeracy offer. We will work closely with other services for children and young people of all ages (including pre-school) and in all settings, to encourage children and their families to use the library service. The new offer comprises:</p>		
Literacy and numeracy support for pre-school children and their families.	We will aim to provide rhyming and storytelling activities in all libraries or community settings, prioritised according to local needs. This supports pre-school learning and development of speech and language.	We provide rhymetime/storytime sessions in all libraries, subject to the availability of volunteers. 26 volunteers are helping us to deliver 18 sessions per week, with an average of 400 children and parents/carers attending across the county every week. We deliver Bookstart, a national programme run by Booktrust and funded by the Department for Culture, Media & Sport via Arts Council England that provides free packs of books to every child in the UK at 6/12 months (Baby Packs) and then again between 3-4 years (Treasure Packs). These packs are designed to give children the very best start in life with reading, books and literacy and encourage parents and carers to enjoy books with their children from as early an age as possible. Each pack contains an invitation to register at their library and a leaflet outlining our services. In 2018/19 we delivered 5,022 Bookstart Baby packs through our Health Partners and 5,055 Bookstart Treasure packs to our Early Year Settings. We also gifted over 200 dual language packs and over 45 additional needs packs to those children who are blind or visually impaired, deaf or are hearing impaired/or have disabilities that impact on or delay the development of

Offer	Commitment	Progress
<p>Literacy and numeracy support for school age children and young people.</p>	<p>We will work with schools and other providers to improve children and young people's literacy, numeracy and personal development by promoting the library service, its resources and targeted activities, such as the Summer Reading Challenge.</p>	<p>their fine motor skills.</p> <p>39 schools took part in the 2018 East Sussex Schools Book Award, which culminated in an event for 300 children. Children read a shortlist of books and over 600 children enjoyed author visits. In 2018, over 4,800 children took part in the Summer Reading Challenge. We are members of the operational advisory group working to deliver the literacy campaign for the Hastings Opportunity Area. This group brings together key individuals and organisations which contribute to literacy outcomes through their expertise and knowledge of policy and of local delivery programmes. The group assists with delivery and development of the Hastings Literacy Hub to improve literacy.</p>
<p>Outreach services for pre-school children and their families.</p>	<p>We will work with Early Years services to support family learning and development in areas of higher need, delivering services in Children's Centres and through health workers.</p>	<p>We work very closely with Early Years practitioners to target our resources effectively in areas of need. We deliver weekly rhymetime/storytime sessions in Shinewater, East Hastings and Ticehurst Children's centres, aiming to reach families with complex needs. On average, 50 children and adults attend these sessions per week. Families are encouraged to join the library. We will evaluate this outreach work in 2019.</p> <p>We delivered two training sessions for Early Years staff to inform them about the Library Offer and in particular to promote our online resources so that they can pass this information on to families.</p>
<p>Support for schools</p>	<p>We will offer more targeted, free services in areas of identified need and provide resources to support literacy and numeracy to all schools on a pay-as-you-go basis. We will no longer provide the Schools Library and Museum Service (SLAMS).</p>	<p>We have identified two schools in areas of high deprivation and are offering free support to promote literacy and improve their school libraries. We will continue to offer free support to schools in areas of high deprivation.</p> <p>We launched a new ticket for teachers in the autumn to enable them to borrow books to support their teaching. 35 teachers have signed up and 13 are actively using</p>

Offer	Commitment	Progress
		their tickets. We will review the scheme during the Spring Term, contacting those already signed up, to ensure it works for teachers.
Homework clubs in libraries.	We will pilot Homework Clubs aimed at 9 -13 year olds in selected libraries. These will run during term-time at the end of the school day on one or two days per week during library opening hours. These will either be staff or volunteer led, and will provide a quiet space for children to do their homework, with some supervision and support, although children can, of course, use the library at any other time to do their homework.	We will begin recruiting volunteers for the pilot Homework Clubs and identifying locations for them towards the end of 2018/19. The aim is to have Homework Clubs running for the Summer Term of 2019 onwards, to support children during the run-up to the summer exam period.
Study Clubs in libraries.	For older children and young people aged 14-18, we will pilot Study Clubs in selected libraries. These will operate in the run-up to exam periods and provide a quiet study space for revision or self-directed study on one or two days per week when the library is closed, including one evening. We would not provide any academic support during these sessions, but the library will be supervised by a member of staff, with the support of volunteers. Children and young people can, of course, use the library at any other time for study or revision	We will begin recruiting volunteers for the pilot Study Clubs and identifying locations for them towards the end of 2018/19. The aim is to have Study Clubs running for the Summer Term of 2019 onwards, to support children and young people during the run-up to the summer exam period.
Literacy and numeracy support for children and adults with disabilities.	We will support children and adults with disabilities and long term health conditions, such as visual impairments, to be confident using adapted reading materials and technology.	We have installed Supernova software, which provides a screen magnifier and screen reader, on all library computers, and have also purchased specialist equipment for Bexhill, Eastbourne and Hastings Libraries, as well as for HMP Lewes. We are about to launch a scheme to lend specialist keyboards to individuals and organisations.
Literacy and numeracy support for adults with low literacy and numeracy.	Building on the success of our Advantage East Sussex project and Learndirect schemes, we will seek external funding to provide courses to improve basic literacy and numeracy in libraries in areas with higher needs, working with other adult education providers to signpost people to the right offer for them.	We have achieved funding of up to £100,000 from the East Sussex College Group to provide courses in literacy and numeracy, as well as ICT over the academic year 2018/19. It's likely that 150 people will complete courses and achieve qualifications.
Home Library Service for isolated or vulnerable residents.	We will provide a free Home Library Service supported by volunteers to deliver books and other resources from the local library to people who cannot easily use a library due to disability or frailty, or are caring for someone who cannot be left.	ESCC volunteers deliver Home Library Services to 168 residents across the County. In Bexhill this service is provided in partnership with Care for the Carers, who deliver books to a further 300 people approximately. We

Offer	Commitment	Progress
		<p>have promoted the Home Library Service in our eNewsletter and include information about the Home Library service when promoting library services through outreach activities. In 2019/20 we will promote the service further by writing to all parish and town councils with an article about the Home Library Service and ask them to include it in parish magazines, contacting all relevant community organisations, including East Sussex Seniors' Association, to provide information about the Home Library Service and asking them to promote it through their channels.</p>

Table 2 Our offer for supporting the economy

Offer	Commitment	Progress
<p>Support to improve IT skills for work</p>	<p>We will provide free online training resources to help people look for and secure jobs as well as improving their ICT skills. Resources include access to job sites, video guides on how to produce an excellent CV, as well as support to use the most popular computer software, including Microsoft, Apple and Google products</p>	<p>We are offering IT for You sessions at nine libraries. 28 volunteers support an average of 56 people per week on a one to one or group basis, particularly providing support for those who are seeking work. People are supported to improve their IT skills, use online resources, write CVs etc.</p> <p>A recent example of the success of this initiative is a lady who attended IT for You sessions in Eastbourne Library for a period of 3 months.</p> <p>The lady came to us as a job seeker in receipt of Job Seekers Allowance. Our volunteers gave her tuition focussed on key job seeking skills such as using social media, CV preparation and making online job applications. They worked closely with the lady, helping her to secure three job interviews. We also referred her to our Learning Services team with whom she achieved an English Level 2 qualification. The lady subsequently secured work as a care home assistant. She is looking to come back and improve her computer skills in the near future to support her goal of finding accounting and office work.</p> <p>We provide a video-based how-to training resource covering more than 500 of today's most popular software applications on both PCs and Macs. There have been 522 hits on this resource from April – December 2018 and we will promote this resource more widely.</p>
<p>Space to work and study</p>	<p>We will provide free space in all libraries for children and adults to study or work, with free access to computers, the internet and other library resources</p>	<p>All libraries have space to work and study, free access to computers and the internet. There have been 168,316 sessions on the computers and wifi in libraries from April – December 2018.</p>
<p>Code Clubs for children</p>	<p>We will provide Code Clubs in selected libraries. Our Code Clubs are part of a nationwide network of after-school coding clubs for children aged 8–12 years old. Using specially created Code Club</p>	<p>We are running code clubs for children in five libraries, Eastbourne, Battle, Lewes, Hastings and Uckfield. These are run by 12 volunteers on a weekly basis for 12 week</p>

Offer	Commitment	Progress
	materials, the sessions are designed to build confidence and encourage creativity in 3 different coding languages, helping children learn computing skills that could unlock a wide range of future career opportunities.	courses. They are regularly attended each week by 9-12 children per library, approximately 60 children per week. We plan to launch a new code club for children in Newhaven in the Spring, as well as launching a code club for adults on a trial basis.
A new Culture Offer	We will work closely with other cultural and heritage institutions in East Sussex to provide an expanded programme of free or paid events in libraries to support personal development and the wider cultural economy, with particular emphasis on local literature and the creative industries in the county. Wherever possible, we will seek external funding to deliver free events and activities. We will also promote libraries as spaces that can be used for the arts, covering activities such as creative writing workshops, book and poetry readings, exhibition areas, and venues for outreach by other cultural organisations.	Building upon elements of our successful Advantage East Sussex project, funded by the Arts Council England, the LIS will seek to work more closely with other cultural and heritage institutions in East Sussex to promote libraries as spaces that can be used for the arts, covering activities such as creative writing workshops, book and poetry readings, exhibition areas, and venues for outreach by other cultural organisations. The extent to which the LIS can develop its Culture Offer is dependent on the desire of the creative sector to work with libraries, and to some extent, the availability of external funding.

Table 3 Our offer for better health and wellbeing

Offer	Commitment	Progress
Fiction and non-fiction reading materials for all ages and needs.	We will provide these in all libraries to support the health and wellbeing benefits of reading for pleasure. Different formats and a choice of titles will be provided in each library, prioritised according to local needs	We provide a comprehensive range of items, both in libraries and online. We will review stock provision in 2019/20
Self-help materials and support for all ages and needs.	We will provide self-help materials online and in all libraries, as well as signposting to other services, prioritised according to local needs.	We have a comprehensive range of self-help materials both in libraries and online, including eBooks as well as Wellbeing Bags for families and young people. We work with health practitioners, including CAMHS, to select and promote stock e.g. we launched the Teen Wellbeing Bags at Seaford Library at an event for parents and practitioners.

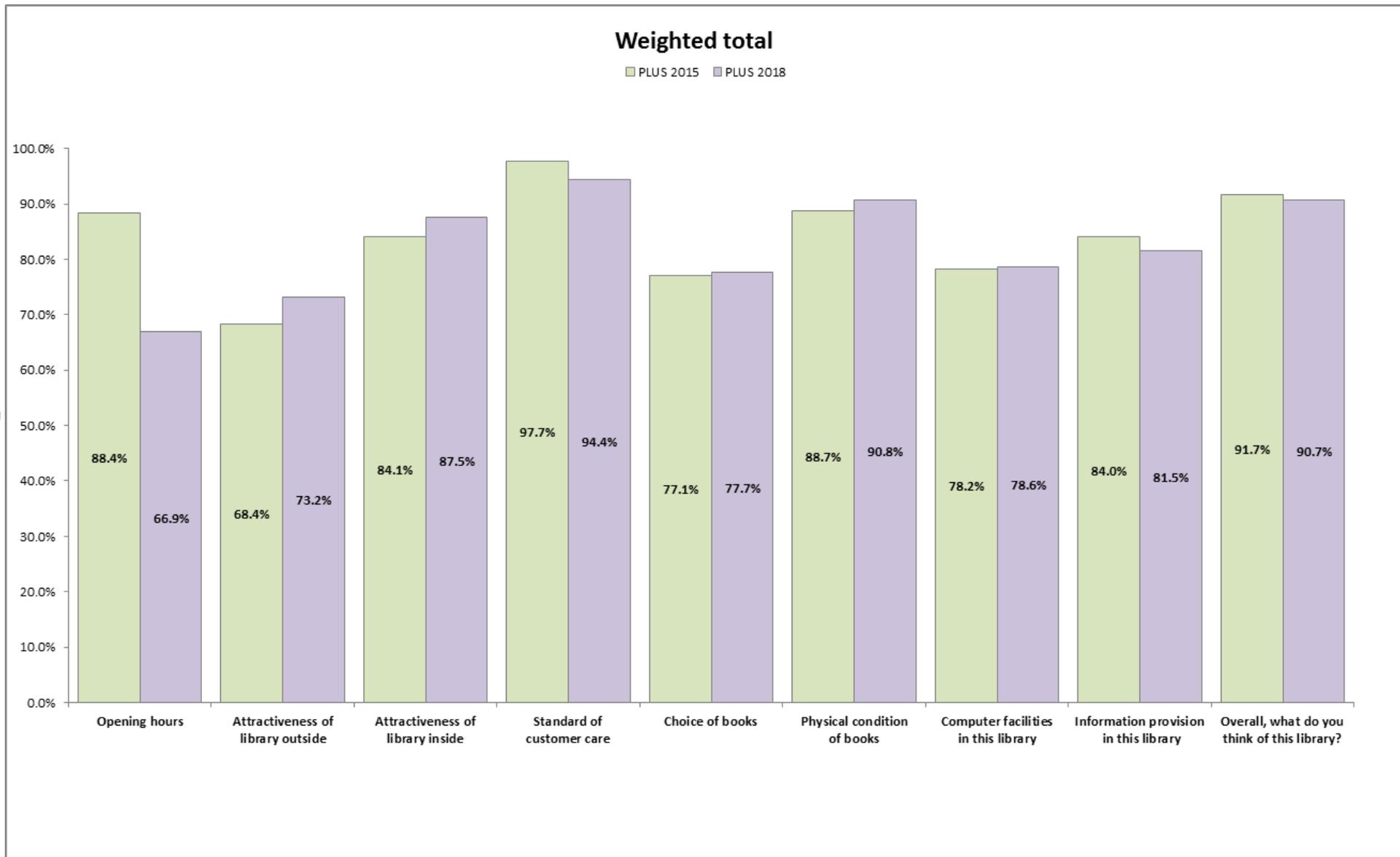
Offer	Commitment	Progress
Health and wellbeing information for all ages and needs.	We will provide reliable sources of health information online and in all libraries with guidance to other services. We will work with Adult Social Care and Health to develop ESCIS as the main website for health and wellbeing information for East Sussex.	<p>In addition to books, we have developed Wellbeing Boxes to help people to take ownership of their health. Each box has interactive resources, local service information and literature about different areas of wellbeing, using the NHS 5 steps to mental wellbeing (connect, be active, take notice, keep learning, give). The Family and Activity Wellbeing Box provides activities and information for parents/carers with children aged 0–11. Teen Wellbeing Bags are suitable for 11–18 year olds, with a focus on physical, emotional and mental wellbeing.</p> <p>ESCIS, our community information database is now used by Locality Link Workers to signpost people in their areas to activities and organisations that support health and wellbeing.</p>
Physical and mental health support.	We will work with other services, such as Public Health, to increase the range of health initiatives offered within libraries. These will be prioritised according to local needs and by the services providing them. We will work with partners, including Adult Social Care and Health, to provide resources to support positive mental health.	We have recently had a programme of free Health Checks delivered in libraries by Public Health as part of One You. Over 30 people came to libraries to have their basic health indicators checked.
Outreach for isolated or vulnerable residents.	<p>We will continue to offer our Home Library Service to provide reading materials for isolated or vulnerable residents, and we will enhance it by offering Make Every Contact Count training for Home Library Service volunteers, to enable them to support vulnerable individuals in their physical and mental health through signposting and early intervention.</p> <p>At present our Home Library Service has enough volunteers to serve all of our isolated and vulnerable customers, but we will work with partners to develop additional volunteering capacity and opportunities within the service, to ensure that we retain the capacity to continue to serve an increasingly elderly population with more complex needs.</p> <p>Initial discussions have taken place with the East Sussex Fire and Rescue Service to explore opportunities for joint working. We will</p>	ESCC volunteers deliver Home Library Services to 168 residents across the County. In Bexhill this service is provided in partnership with Care for the Carers, who deliver books to a further 200 people approximately. We aim to offer our volunteers Make Every Contact Count training in 2019/20. We have promoted the Home Library Service in our eNewsletter and include information about the Home Library service when promoting library services through outreach activities. In 2019/20 we will promote the service further by writing to all parish and town councils with an article about the Home Library Service and ask them to include it in parish magazines, contacting all relevant community organisations, including East Sussex Seniors' Association, to provide information about the Home Library Service and asking them to promote it through

Offer	Commitment	Progress
	also continue to advertise volunteering opportunities via our ESCC website, in libraries, and through our existing voluntary and community sector networks, for county-wide volunteering opportunities	their channels. We will resume discussions with East Sussex Fire and Rescue Service to look at how we can work more closely together.

Table 4 Our offer for increasing digital inclusion

Offer	Commitment	Progress
Access and support to use computers and Wi-Fi.	We will continue to provide free access to People’s Network computers and Wi-Fi in all libraries. We will review usage of computers to ensure we have good access in all libraries and promote this offer more effectively.	We have 237 computers available for public use in our libraries, and also provide wifi in all libraries. From April – December 2018, there were 138,209 sessions on the computers and 25,607 wifi sessions.
Support to use technology and the internet	Computer Buddies volunteers will provide personalised support in libraries, prioritised according to local need. This will be expanded to offer support to people to use the eLibrary confidently	All libraries have Computer Buddy volunteers (subject to availability) who provide one to one support to help people to get online. There are 32 Computer Buddies across the County, providing 52 hours support a week to residents. They help people with basic IT skills such as setting up an email account.

Comparison of Public Library User Survey Results



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Report to: Place Scrutiny Committee

Date of meeting: 19 March 2019

By: Chair of the Review Board

Title: Scrutiny Review of Road Repairs

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

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

1. Background

1.1 The condition of the County's roads is something that is of interest to all residents and businesses in East Sussex and is the most frequent topic raised with councillors. Of particular concern has been the Council's approach to repairing potholes and whether this represents value for money. Many residents question the Council's approach to pothole repairs, asking why some potholes are repaired and others nearby are not. Some people do not believe this represents value for money and that it would be more economic to repair all the potholes at the same time rather than coming back repeatedly to the same location

1.2 The Place Scrutiny Committee established a Scrutiny Review in June 2018 to examine this issue and number of other road maintenance concerns reported to the Committee. Members of the Review Board undertook a number of site visits to help understand the issues and determine the scope of the review. The scope of the review includes:

- Road repairs, both reactive pothole repairs and planned resurfacing work;
- The quality of repairs;
- How the Council tackles highway drainage problems; and
- The repair of pavements (added following initial scoping work).

1.3 The lines of enquiry which have been explored in this review are:

- How the Council communicates its approach to highway maintenance;
- Whether the current approach to pothole repairs is the right one and represents value for money;
- The quality of the repair and resurfacing work;
- The time it takes to repair blocked drainage infrastructure once it is reported and initial work carried out; and
- The repair of pavements and the factors that affect their condition.

1.4 The Review Board has examined a considerable amount of evidence in the course of undertaking the review. It has heard evidence from key officers, the highways maintenance contractor, and submissions from other county councillors. The challenge for the Board has been to develop recommendations that will bring about improvements, whilst taking into account the Council's current financial position.

1.5 Overall the Review Board finds that the Council's arrangements for road repairs are robust and there is a commitment to continuously improve the approach to highways maintenance. The Board has made a number of recommendations which it believes will help improve highway maintenance and highlight issues that warrant further attention.

2. Summary

2.1 The members of the Review Board are Councillors Richard Stogdon (Chair), Chris Dowling, Claire Dowling, Simon Elford, Nigel Enever, Pat Rodohan, Stephen Shing and Barry Taylor.

2.2 The attached report (appendix 1) contains the findings and recommendations of the Review Board. Copies of evidence papers listed in the report and other support documentation are 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 23 April 2019 and 14 May 2019 respectively.

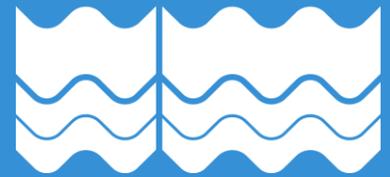
3. Recommendations and conclusion

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

COUNCILLOR RICHARD STOGDON Chair of the Review Board

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Tel No. 01273 481327
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LOCAL MEMBERS: All.



Scrutiny Review of Road Repairs

Report of the Review Board:

Councillors: Chris Dowling
Claire Dowling
Simon Elford
Nigel Enever
Pat Rodohan
Stephen Shing
Richard Stogdon (Chair)
Barry Taylor

March 2019

Place Scrutiny Committee – 19 March 2019

Cabinet – 23 April 2019

Full Council – 14 May 2019

The report of the Scrutiny Review of Road Repairs

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Recommendations

Recommendations		Page
1	The Council examines how it could better communicate with residents on highways maintenance policies and practices, and the Committee would welcome the opportunity to work with Officers to achieve this (e.g. how the Council achieves value for money).	6
2	Officers conduct a pilot into the feasibility of introducing a new approach to repair all neighbouring potholes at the same time, within a given distance of a category 2 or 3 intervention standard pothole using the funding allocated from the Department for Transport (DfT) pothole fund for the pilot.	6
3	Scrutiny should be consulted on the use of any future one-off highways funding from Government, before work has been programmed via a Review Board of the Committee.	6
4	That the existing level of capital investment in roads through planned maintenance and the Asset Management approach is maintained and if possible increased, as this is the most cost effective way of repairing potholes.	8
5	The Council explores the possibility of identifying additional funding to improve the condition of pavements, via existing sources of funding and partnership working.	10
6	The condition of the remaining 50% of pavements is surveyed, and a measure of the condition of pavements is developed within the next 2 years, so that their condition can be monitored and the impact of any additional investment can be assessed.	10
7	The Council considers using its powers to ban parking on pavements and verges in problem areas, as part of regular parking reviews.	10
8	Safety defect intervention criteria are defined for the different types of pavement surfacing, and insurance claims for pavements are separately recorded.	10
9	Increase the amount of sampling and inspections to 20% to monitor and assure the quality of road repairs or reinstatements, and the work carried out prior to resurfacing, particularly those carried out by utility companies.	11
10	Officers develop a work programme to complete the Council's knowledge of the highway drainage network, including determining the cost and timeframe for this work, focussing initially on utilising the remaining additional capital investment to gain knowledge of parts of the network that require repair and replacement as a priority. The work programme is to be reported to the Scrutiny Committee in September 2019.	13
11	Joint work is undertaken with District and Borough Councils to improve street sweeping, particularly in autumn, to prevent highway gullies and other drainage becoming blocked with leaves and other debris.	13

Summary

1. The condition of the County's roads is something that is of interest to all residents and businesses in East Sussex and is the most frequent topic raised with councillors. Of particular concern has been the Council's approach to repairing potholes and whether this represents value for money.
2. The Place Scrutiny Committee established a Scrutiny Review in June 2018 to examine this issue. The scope of the review also includes the quality of repairs; how the Council tackles highway drainage problems and; the repair of pavements. Members of the Review Board have undertaken a number of site visits to examine road maintenance issues. They have also taken evidence from key officers and representatives from the Highways Contractor involved in delivering highway maintenance.
3. The Review found that the Council's approach to reactive and planned road repairs is effective and does represent value for money. However, the need to prioritise resources and the nature of the County's road network means that unclassified roads are more likely to need resurfacing, and may be subject to repeated pothole repairs before more extensive work is possible.
4. The Review recommends that steps are taken to better explain the Council's approach to road repairs, and to test the feasibility of repairing clusters of potholes, rather than just those that meet the Council's intervention criteria, particularly on unclassified roads.
5. Although improvements have been made to the quality assurance processes used to ensure the quality of roads repairs, the Review is recommending that the amount of work audited is increased to provide further quality assurance, particularly for utility company reinstatement work.
6. Good progress has been made in tackling highways flooding 'hot spots' and a strategic approach is being taken to gaining the information needed to manage the highways drainage network effectively. However, the Board agrees that further targeted work needs to be undertaken to gain a full knowledge of the highways drainage asset.
7. During the course of the review it became evident that the condition of the County's pavements is becoming an increasing concern to residents and councillors. The Review found the current levels of funding are low in comparison with the amount of repair work identified, and there is a risk that the condition of pavements will deteriorate further.
8. The Review makes a number of recommendations to address this issue, although finding additional funding to invest in the repair of pavements is challenging in the Council's current financial position.
9. Overall the Review finds that the Council's arrangements for road repairs are robust and there is a commitment to continuously improve the approach to highways maintenance. The Review makes recommendations, where possible, that focus on how the Council could bring about improvements within existing resources.

Background

10. Many residents question the Council's approach to pothole repairs, asking why some potholes are repaired and others nearby are not. Some residents do not believe this represents value for money and that it would be more economic to repair all the potholes at the same time rather than coming back repeatedly to the same location.

11. The Place Scrutiny Committee (incorporating the former Economy, Transport and Environment Scrutiny Committee) also received a substantial amount of correspondence regarding the quality of road repairs. This led to questions over the quality of resurfacing work, and the possibility that this might undermine the Council's Asset Management approach. The Committee has also received questions about the Council's approach to repairing blocked drains.

12. In response to this Members of Scrutiny Committee have undertaken site visits to examine issues on the ground. The main themes that emerged from this work which have been explored in this review are:

- Whether the current approach to pothole repairs is the right one and represents value for money;
- The quality of the repair and resurfacing work; and
- The time it takes to repair blocked drainage infrastructure once it is reported, either by a member of public or following routine inspection or maintenance.

13. The Review Board subsequently added the repair and maintenance of pavements (footways) to the scope of the review. Residents and councillors have expressed some concerns over the condition of pavements and the potential for trip hazards to result in falls.

Review Board Findings

Communications

14. The Council's policies and approach to repairing potholes can be complex and difficult to understand. They are based on best practice guidance and are comparable with the approach taken by other highway authorities. Spending on road maintenance is limited by the Council's financial position and the external funding it receives. Therefore work has to be prioritised to meet the Council's legal duties to maintain roads in a safe condition, whilst maximising value for money in the way it resurfaces roads.

15. During the course of the review it became apparent that members of the public and councillors do not fully understand the way the highway maintenance contract is structured and the policy approach that is being taken. For example, the reactive repair of potholes as safety defects is covered by a fixed price element within the contract. So the Council does not pay extra money for subsequent or repeated visits. Any perceived inefficiency from return visits to repair adjacent potholes is a cost managed by the contractor while the Council only pays a fixed price irrespective of the number of visits.

16. Work has already been undertaken to provide better information on the approach to highway repairs, including a handbook for Councillors and Parish Councils and information on the East Sussex Highways web site. The Review Board acknowledges the work that is being done, and would welcome the opportunity to work with Officers on how better to communicate the Council's approach to highway maintenance (e.g. how the Council achieves value for money, and the terminology it uses when communicating with the public). The Board has agreed with Officers that a hard copy of the handbook will be made available for reference purposes.

Recommendation 1

The Council examines how it could better communicate with residents on highways maintenance policies and practices, and the Committee would welcome the opportunity to work with Officers to achieve this (e.g. how the Council achieves value for money).

Road Repairs

Reactive Pothole Repairs

17. The Review Board found that the current intervention policy for the reactive repair of potholes is sustainable and is keeping the road network in a safe condition. Overall the Board considers that the approach to reactive repairs under the new contract arrangements has improved compared with the previous Highways Maintenance Contract. For example, all category 3 pothole defects are now repaired within 28 days, rather than by the time of the next inspection (for further detail of the evidence reviewed please see appendix 1).

18. However, the current policy does not deal with the situation where one or two potholes that meet the intervention criteria are repaired, and other adjacent potholes nearby (that are not at the intervention standard yet) are not repaired. The Board considered that if the repair teams have to come back a number of times in a twelve month period to carry out reactive repairs to the adjacent potholes when they do reach the intervention standard, then this does not appear to the public to represent value for money.

19. Undertaking reactive pothole repairs enables the Council to meet its statutory duty to maintain the highway in a safe condition. However, it is evident that members of the public do not understand why the Council does not repair all adjacent potholes at the same time.

20. The Board suggests examining whether it would be feasible to introduce an approach where all potholes within a given distance, say 5 metres, of an intervention level pothole are repaired at the same time. This is similar to the way the Highways Contractor currently repairs neighbouring potholes as 'Advisories' and 'Observations' at the same time or a later date (depending on location and complexity), but the scope of this work is limited by budget constraints. The Board is aware that the timescales required for safety defect repairs (category 1, 2 hours; category 2, 5 days and; category 3, 28 days) and the budget constraints may make a wider approach to repairing potholes difficult to achieve in practice.

21. The Board heard from officers that they would not support this wider approach, but nevertheless the Board felt it is worth piloting a wider approach to pothole repairs, targeting category 2 and 3 defects on unclassified roads. A wider "360 degree" repair approach, coupled with better communicating the Council's approach to repairs to the public, may provide an answer to councillors and local people's concerns about the current approach to repairing potholes.

Recommendation 2

Officers conduct a pilot into the feasibility of introducing a new approach to repair all neighbouring potholes at the same time, within a given distance of a category 2 or 3 intervention standard pothole using the funding allocated from the Department for Transport (DfT) pothole fund for the pilot.

Recommendation 3

Scrutiny should be consulted on the use of any future one-off highways funding from Government, before work has been programmed via a Review Board of the Committee.

Planned Road Repairs

22. The Council has a capital programme budget of £15 million per year to maintain roads (carriageways). In 2013 when this level of funding was introduced, it was considered sufficient to maintain the condition of the road network in a stable state. The most recent performance figures as measured by the percentage of roads requiring repair and those for 2013, prior to when the Asset Management Strategy was implemented, are given below:

Road Category	Actual 2012/13 % requiring repair	Actual 2017/18 % requiring repair	Target 2018/19 % requiring repair	% of Road Network
Principal (A)	8%	4%	8%	13%
Non-principal (B&C)	10%	7%	9%	32%
Unclassified	19%	14%	20%	55%

23. The performance targets give priority to the maintenance of principal and non-principal roads, which carry the most traffic compared with unclassified roads. The Board heard that the Council does not have enough resources to resurface all roads requiring repair and therefore planned resurfacing work has to be prioritised.

24. The Review Board found that condition of East Sussex roads, measured by the percentage requiring repair, is stable and has improved with the current level of capital funding. This is likely to have been helped in part by the efficiencies included within the new highways maintenance contract arrangements. Progress is being made in the planned maintenance of roads and the Council is now able to schedule maintenance at the optimum time, before road condition deteriorates too far and repairs become more costly. As a result of its Asset Management approach the County Council has secured Band 3 status (highest) and as a consequence receives all of the Incentive Element of its DfT funding.

25. Under the Asset Management approach, reactive pothole repairs are undertaken to keep the highway network in a safe and useable condition, until planned resurfacing work can be carried out. Planned maintenance schemes take into account the overall condition of roads, their classification (A, B, C or unclassified) together with the volume of traffic they carry to prioritise investment where it will make the most improvement. The high cost per square metre for filling potholes as part of reactive maintenance, makes it more expensive to repair potholes using that method and does not represent value for money in comparison with planned road resurfacing. Further details of the evidence the Review Board examined is contained in appendix 1.

26. However, 55% of road network in East Sussex is made up of unclassified roads and 14% of unclassified roads are assessed as being in need of repair. This means that the unclassified roads outside residents' houses and in rural areas are more likely to need repairing because over half of the County's roads are unclassified, but do not have the highest priority for resurfacing. This position, in combination with the reactive repair policy, may explain why some residents are dissatisfied with the condition of their local roads, which are more likely to be unclassified roads.

27. The Review Board is of the view that on the whole, the way planned maintenance work is being carried out is better than under the previous contract. Based on the evidence, the Board finds that planned maintenance work is the most cost effective way of dealing with potholes, and does represent value for money.

28. It may take longer for an unclassified road to be resurfaced as part of the planned maintenance programme, and therefore it may be subject to repeated pothole repairs to keep the road safe to use until more extensive resurfacing is undertaken. The introduction of a wider “360 degree” pothole repair approach may help bridge the outcomes of the reactive repair and planned maintenance policies, but would need to be affordable.

29. If investment in road repairs is reduced in the future, there is a risk that it will increase the costs incurred by the Council for road maintenance and reduce value for money. The Board considered that maintaining and improving the level of capital investment in the County’s road network is essential for the wellbeing of residents and the economy of East Sussex.

Concrete Roads

30. The Board heard that there are slightly different maintenance issues for roads that are surfaced with concrete. Concrete roads make up approximately 5% of all unclassified roads in the County where the main issue is repairing any cracking of the surface to prevent water ingress. This prolongs the life of the road and the Board understands that reconstructing concrete roads is very expensive.

31. Some concrete roads have had a thin layer of tarmac applied in the past to improve the road surface appearance and to reduce road noise. This has in some cases started to wear away, but does not constitute an intervention level repair. Of particular concern to residents is the issue of ‘stick on kerbs’ attached to the concrete surface, which are easily damaged. However, there is no budget to replace them (e.g. by resetting the kerbs behind the concrete slab) and they do not currently represent a priority for maintenance under the Asset Management Strategy.

Road Sub-base Construction

32. The construction of many roads in East Sussex do not meet modern standards, due to the historical construction methods that were used or simply the way roads have evolved from tracks. With modern volumes of traffic this can lead to the failure of the sub-base of the road, requiring expensive reconstruction work to be undertaken. Typically some roads may only have a 20-30mm wearing course of tarmac laid on top of a ‘hoggin’ sub base (‘hoggin’ is a mixture of sand, clay and gravel, or what was available locally when the road was built). In many cases, where the road surface is crazed and a depression forms, this is due to the underlying sub-base failing.

33. The Board heard that the amount of survey data available on the quality of the sub-base of roads is limited. Data from the Scanner survey the Council undertakes every year only gives an indication of the condition of the road surface and not the underlying foundations. The Asset Management Team therefore take core samples every 50m or 100m when designing appropriate repairs to determine the underlying condition. In some cases repair work has to be carried out before more extensive road reconstruction works can be undertaken due to budget constraints.

Recommendation 4

That the existing level of capital investment in roads through planned maintenance and the Asset Management approach is maintained and if possible increased, as this is the most cost effective way of repairing potholes.

Repair of Pavements

34. The Review Board heard evidence that residents and ESCC councillors are becoming increasingly concerned about the condition of pavements, with some councillors reporting that this is now the number one highways issue that residents contact them about. The Review Board heard that a reactive and planned maintenance programme is in place for pavements in a similar way to road repairs.

35. There are 2,373 kilometres of pavements in the County. Regular condition surveys are carried out and in 2017, 50% of the pavements in the County were surveyed. This revealed that 53,566 linear metres (around 2.25% of the total) were in 'red' condition and needed major work. Overall, 54% of pavements are in either a 'red' or 'amber' condition, and 46% are in a good or 'green' condition.

36. The Board heard evidence that based on an average repair cost of £40 per square metre for a 1.8 metre wide pavement, it would cost an estimated £3.85m to resurface all the 'red' condition pavements. If it is assumed that the other half of the pavements in the County are in a similar condition, then the estimated cost to repair all 'red' condition pavements will be around £7.7m (for around 4.5% of the total). The estimated cost to bring the whole of the East Sussex pavement network up to a 'Good' condition is £45.6m (based on the notional cost of repair of £20 per square metre for the remaining 1,159,717 linear metres). This is compared with an annual capital maintenance budget of £1.6m.

37. The Board found that there is a considerable amount of work that is required on 'red' condition pavements, which are in need of immediate repair, in comparison with the size of the available capital budget. Although new survey data is becoming available to monitor the condition of pavements, there are no targets set for the condition of pavements, as is the case with roads.

38. Vehicles parking on pavements and verges are often responsible for damage to pavements, particularly where paving slabs are used. This undermines the Council's work to keep pavements in good condition, and options to prevent pavement parking in problem areas should be explored.

39. The Review Board heard that the intervention criteria for safety defects in pavements is 20mm or more difference in level and less than 600mm in width or length. The criteria is in line with the one used by other Highway Authorities and is applied to all types of pavement surfacing. The Board considered that it would also be beneficial to have safety defect intervention criteria defined for different types of pavement surfacing (e.g. one for tarmac, one for paving slabs etc.) to provide clarity for when changes in level should be repaired. The Board also heard that insurance claims made for accidents (trips and falls) on pavements are not separately recorded, and considered it would be helpful to separately record them.

40. The Board concluded that that ways of increasing investment in pavement repairs should be explored. Options to increase investment could include, but are not limited to:

- The use of the DfT pothole fund money for pavement works;
- Joint working with other councils (e.g. District, Borough, Town and Parish Councils);
- Exploring the use of Public Health funding for fall prevention (in a similar way to the £1m that was allocated to the East Sussex Road Safety Programme);
- Use of Local Transport Plan funding (for walking and cycling);
- Re-allocation of existing capital sums within the highways structural maintenance core programme;
- Utilisation of any un-spent Community Match funding;
- Additional capital allocation funded by one-off capital receipts, or new borrowing.

41. The Review Board also found that it would be beneficial to develop a baseline and measure for the condition of pavements, so that their condition can be monitored and investment targeted to improve footway condition over time.

42. The Review Board considered that it would be worth exploring the use of powers to ban parking on pavements through annual parking reviews, where this would prevent damage to pavements, or resolve problems with obstructing the pavement.

Recommendation 5

The Council explores the possibility of identifying additional funding to improve the condition of pavements, via existing sources of funding and partnership working.

Recommendation 6

The condition of the remaining 50% of pavements is surveyed, and a measure of the condition of pavements is developed within the next 2 years, so that their condition can be monitored and the impact of any additional investment can be assessed.

Recommendation 7

The Council considers using its powers to ban parking on pavements and verges in problem areas, as part of regular parking reviews.

Recommendation 8

Safety defect intervention criteria are defined for the different types of pavement surfacing, and insurance claims for pavements are separately recorded.

Quality of Repairs

43. The Board has heard evidence concerning the works undertaken prior to surfacing dressing or resurfacing. The evidence given by the Highway Contractor emphasised that there is no incentive for not getting the standard of work right first time, as the contractor pays for any work that has to be re-done because of quality defects. The work undertaken as part of resurfacing schemes includes:

- repairing existing defects such as pot holes and previous utility reinstatements;
- adjusting surfacing levels and falls to improve drainage and;
- raising ironwork (e.g. drains, inspection covers etc.) or including other features such as granite setts across driveways.

44. The Highways Contractor has given evidence of the changes it has made to the quality control processes, including holding a defects 'walk through' with sub-contractors whilst they were still on site so that any defects could be rectified more quickly, and monthly performance monitoring of supply chain partners. There is a robust performance management process in place which monitors key performance indicators and is overseen by the ESCC Contract Performance and Compliance Team. The Team also undertakes quality control inspections and reviews.

45. The Board heard that there are six utility company works on the road network for every one carried out by East Sussex Highways. Given that the greater proportion of utility workings compared to ESCC works, it is likely that some of problems reported on the road network could be due to work carried out by public utilities.

46. Anyone wishing to carry out work on the highway has to apply for a permit to work through the Street Works Permit scheme operated by the East Sussex Highways contractor under the New Roads and Street Works Act (1991). The contractor employs a team of Permit Inspectors who inspect on a randomised basis 10% of utility company works in progress; 10% of works 6 months after completion and; 10% within the 2 year guarantee period. This includes taking core samples from the reinstated road works, to check the quality of work.

47. There is evidence that utility company road openings can reduce the structural life of the carriageway by up to 30% and local authorities on average spend 11% of their highway maintenance budget addressing premature maintenance arising from utility road openings (Annual Local Authority Road Maintenance survey 2018).

48. The Board heard evidence that 98% of potholes are repaired permanently on the first visit, and all potholes are repaired permanently with 28 days. The Highways Contractor is using advanced, durable materials for emergency repairs and those undertaken in wet weather conditions. Repair failure rates are monitored through quality assurance work and quality auditing levels are increased if necessary.

49. The Board noted and welcomed a number of recent improvements in the quality monitoring and control processes. The Board found that the direction of travel in the monitoring of quality is encouraging, but considered more time was needed to assess the impact of these changes.

50. The Board heard that the failure rate of pothole repairs is low, but there are challenges in using the reporting system to monitor situations where repairs have failed. This is due to the level of accuracy of the information in reports and recording the location of defects. The Board supports the work being undertaken to improve information in this area

51. The Board considered that 10% auditing of repair and reinstatement work is insufficient and would like to see 20% of works audited, whether they are planned repairs such as resurfacing schemes, reactive pot hole repairs, and particularly reinstatement work carried out by utility companies. The current cost of auditing utility works is funded through the Street Works Permit scheme, and there will be an increased cost to the Council of undertaking additional audits if this is not related to higher reinstatement failure rates.

Recommendation 9

Increase the amount of sampling and inspections to 20% to monitor and assure the quality of road repairs or reinstatements, and the work carried out prior to resurfacing, particularly those carried out by utility companies.

Highway Drainage and Gulley Emptying

52. The Review Board's interest in highway drainage problems is centred on the situation where a drainage problem has been reported and it has not been possible to resolve the issue by simply jetting the drain run to remove the blockage. In these circumstances it is often necessary carry out further investigations which rely on good information about the drainage infrastructure, and in particular the connecting pipework and drain outlets. It can also require the use of temporary traffic lights and road closures in order to carry out site investigations and survey work safely.

53. Historically the Council did not have a good picture of where all the drain runs were located and how they were connected to outlets. Information on the condition of the drainage pipes and other infrastructure was also limited. However, since the Scrutiny Review of Highway Drainage further investment has been made and a strategic approach taken to gaining this information. The Board heard that there are currently a number of strands of work taking place to improve drainage information:

- the digitisation of highway drainage infrastructure records;
- Surveys and site investigations;
- the new Mapping Outlet Programme which includes whole area surveys; and
- new asset management software being used for gulley cleansing.

54. Survey data now includes detailed photographic and map based information on the condition of the drainage infrastructure gathered through whole areas surveys. These surveys are targeted at areas where there are a number of known drainage problems or flooding 'hotspots'. The Board heard that some drainage investigations are very complex and can result in finding drainage assets that the Council was not aware of. Establishing the ownership, and therefore the responsibility for maintenance, of some drainage assets is problematic and can lead to delays in resolving drainage issues.

55. The Board heard evidence of the work being undertaken to improve the resolution of known highway drainage problems. This work includes:

- Improved knowledge and better mapping of drainage systems, thus making it easier and quicker to identify and resolve problems;
- The addition of specialist sub-contractors to the supply chain, so there is more resource available to investigate problems;
- Looking at larger problem areas, through whole area surveys;
- A better understanding of the need to improve efficient planning for jetting/ clearing and the establishment by the Highways Contractor of a dedicated co-ordinator for drainage work; and
- The Asset Team will also keep work processes under review to improve systems.

56. If there is serious flooding of the highway it will be made safe within 2 hours, and rectified within 5 days. If a property is at risk of flooding due to a highway drainage issue, the aim is to clear the problem within 28 days. However, there are some circumstances where this might not be possible, especially where there is a long standing or complex drainage issue and ESCC is not responsible for the drainage outlet.

57. The Review Board noted the improvements that had been made to speed up the resolution of drainage problems. In particular the measures taken to improve the information held about the drainage infrastructure and speed up drainage problem resolution mean highway drainage problems are more likely to be resolved in a timely way.

58. The Review Board noted the progress that has been made to reconstruct drainage ditches and that all identified highway flooding 'hot spots' are being investigated. The Board recognises the need to fix the problems revealed through the detailed investigations that have taken place, but considers further work should be undertaken to improve the information the Council holds on the highway drainage network.

59. The Board considered that the good progress had been made, and the increased capital budget of £1.0 million per year is helping. However, the Board is unsure whether this is having enough impact, especially on the time it may take to gain a more complete knowledge of the highways drainage infrastructure network.

60. The blocking of highway drains with leaves and other debris remains a problem, particularly in the autumn. The Board understands that street sweeping is the responsibility of District and Borough Councils and suggests ESCC liaises with them regarding joint working on any problem areas.

Recommendation 10

Officers develop a work programme to complete the Council's knowledge of the highway drainage network, including determining the cost and timeframe for this work, focussing initially on utilising the remaining additional capital investment to gain knowledge of parts of the network that require repair and replacement as a priority. The work programme is to be reported to the Scrutiny Committee in September 2019.

Recommendation 11

Joint work is undertaken with District and Borough Councils to improve street sweeping, particularly in autumn, to prevent highway gullies and other drainage becoming blocked with leaves and other debris.

Conclusions

61. The recommendations the Review Board has made are based on the evidence that it has heard and aim to address the key issues in the areas of highway maintenance covered by the review. The Council is achieving value for money in the approach it has taken to reactive and planned road repairs, but the Board believes there are improvements that could be made in the way the Council communicates its approach to road repairs and how it deals with clusters of potholes, particularly on unclassified roads.

62. Improvements have been made in the quality assurance processes used by the Council and the way highway drainage problems are tackled. The Board considers further work needs to be undertaken to improve the Council's knowledge of the highway drainage network. The condition of the County's pavements is becoming an increasing concern, and the Board has made a number of recommendations to address this issue.

63. The Review Board recognises that the Council's increasingly difficult financial position, however the issues under consideration are pivotal to wellbeing of residents and economy of East Sussex and investment now will save money in the long run. There are risks associated with under investment in the County's Highways infrastructure, which the Council should avoid if it possibly can.

Appendix 1:– Summary of additional evidence examined by the Review Board

Road Repairs

Repair of Potholes – Reactive Repairs

1. The Council has a duty under Section 28 of the Highways Act (1980) to maintain highways, maintainable at public expense, in a safe condition. As one of a number of measures to do this, the Council has defined criteria for repairing potholes according to their severity. Other measures include regular inspections carried out by Highway Stewards and undertaking detailed condition surveys which feed into planned maintenance work programmes. The current intervention criteria has three categories of pothole repair:

- Category 1 - Potholes which are greater than 100mm deep and at least 300mm wide in all directions are made safe or repaired within 2 hours.
- Category 2 - Potholes which are greater than 60mm deep and less than 99mm deep, and at least 300mm wide in all directions are made safe or repaired within 5 days.
- Category 3 - Potholes which are greater than 40mm deep and less than 59mm deep, and at least 300mm wide in all directions are made safe or repaired within 28 days.

2. This policy ensures that the worst potholes are made safe or repaired quickly, and all potholes are made safe or repaired within 28 days. The Review Board heard evidence that under the Highways Contract approximately 30,000 potholes are repaired each year, of which 98% are permanently repaired on the first visit. The response time for category 3 repairs has been improved under the current Highways Contract as all defects are repaired within 28 days, rather than by the time of the next inspection. The Board heard that the majority of councils use the 40mm depth intervention criteria for pothole repairs, but not all councils make safe or repair all potholes with 28 days.

3. The Board has reviewed the current intervention policy for the reactive repair of potholes and the use of 40mm depth as a trigger for intervention. This policy is judged to be sustainable because it is affordable within the existing resources (i.e. the timescales for repairs can be met and there is sufficient budget to carry out the repairs), and it accords with good industry practice. Evidence examined by the Board indicates that the current policy is achieving the aim of maintaining highways in a safe condition, and has reduced the number of insurance claims.

4. The Board has heard evidence that the cost of repairing all pot holes that meet the intervention criteria is around £1.5m a year, which is funded from the core revenue budget. It is estimated that there are four times as many non-intervention pot holes, which if repaired, would cost approximately £6m. Evidence presented to the Board indicates that the cost of repairing pot holes in a reactive way is less cost effective than repairing them through planned maintenance work based on a cost per square metre.

5. The Review Board understands that work is underway looking at how the Council could better communicate its approach to highway maintenance. The Board supports this work to better explain the work the Council undertakes so that the public has confidence that the Council is acting in a way that achieves value for money, whilst ensuring safety requirements are met.

Repair of Potholes – Planned Repairs

6. The Council's policy approach to highway maintenance is driven by national and local policies, with maintenance regimes derived from national codes of practice, which in turn determine local levels of service. The Council has adopted an Asset Management approach to planned maintenance work that looks at the whole life cost of each asset, and determines an annual resurfacing work programme for roads based on condition surveys and the road hierarchy.

7. The Board reviewed the standards the Council has set for the condition of the East Sussex road network. The road network has been divided into a hierarchy of principal roads (A roads), non-principal roads (B and C roads) and unclassified roads. These standards are monitored quarterly through Council monitoring reports. Evidence was also presented that the level of Department for Transport (DfT) funding for road repairs is contingent upon the Council using an Asset Management approach.

8. However, unclassified roads make up 55% of the road network in East Sussex and are the roads on which most journeys start and finish (e.g. the road outside your house, whether that is in a housing estate or on a country lane, is likely to be an unclassified road). The Board also examined evidence that indicates that the previous one-off additional capital investment of £10m (spread over 2 years) for resurfacing unclassified roads, is likely to have led to the condition of unclassified roads improving from 25% in need of repair in 2013/14, to 14% in 2017/18.

9. The Board heard evidence from the Asset Management Team that resurfacing roads when they are in 'amber' condition, but before they deteriorate to 'red', is the optimum time to intervene and is the most cost effective (value for money) approach. There is evidence that the backlog of 'red' condition roads has been reduced and the Council is in a position to intervene at the optimum time.

10. The Council measures value for money based on the 'whole life cost' of each asset such as roads. There are occasions where budget constraints mean that work is undertaken to extend the life of an asset when renewal would have been preferable, but unaffordable at the time. The Asset Management Team devise planned maintenance programmes for all types of highway assets. Allocating the capital budget to meet the competing needs of the different assets such as roads, pavements, drainage, bridges and other structures is challenging.

Pavements

11. The main types of pavement repairs are slurry sealing and the reconstruction or resurfacing of pavements using tarmac. Structural reconstruction may involve renewing kerbs and the surface of the footway, providing edging, replacing damaged paving slabs or replacing slabs with tarmac. Tarmac is considered to be the most cost effective type of surfacing and as it is long lasting. Damaged concrete slabbed pavements are resurfaced with black tarmac where possible, but other surface materials are used in conservation areas and where communities fund other materials (e.g. red tarmac, paving slabs, concrete pavements etc.).

12. The Review Board also saw evidence of the particular maintenance issues involved where the roots of mature street trees have started to damage pavements and cause trip hazards. It was evident that in extreme cases, different approaches to dealing with the surface level changes may be needed to ensure pedestrian safety whilst preserving the mature street trees (e.g. the mature Elm trees in Eastbourne).

Appendix 2:

Scope and terms of reference of the review

The scope of the review includes the repair of roads (carriageways) covering the reactive repair of pot holes and planned maintenance work to resurface or reconstruct roads by examining current policies, quality of work and value for money. The review also examines the arrangements for the repair of blocked highways drainage and the maintenance of pavements (footways), following a decision by the Review Board to extend the scope of the review.

The Review was established to examine a number of lines of enquiry and make recommendations on the following:

- Are the current intervention criteria and maintenance policies producing the intended outcomes?
- At what point is it more cost effective to resurface a section of road rather than patch repair it and how is this decision made?
- What happens when a Highway Steward reports a section of road that is likely to need repairing/resurfacing in the near future but it is not yet at the intervention standard, and how is this work prioritised?
- Would it be more cost effective to carry out more substantial/extensive pothole repairs rather than re-surfacing?
- Has the adopted contract model got the right amount of resources to monitor the quality of re-surfacing work and other road repair operations in order to assure the longevity of the road surface and protect the investment the Council is making?
- What steps could be taken to improve the time it takes to resolve cases of blocked drainage infrastructure, once they have been reported for attention?
- How are pavements (footways) maintained and what measures could be taken to improve the condition of pavements.

Board Membership and project support

Review Board Members:

Councillors Chris Dowling, Claire Dowling, Simon Elford, Nigel Enever, Pat Rodohan, Stephen Shing, Richard Stogdon (Chair) and Barry Taylor.

Martin Jenks, Senior Democratic Advisor provided support to the Board throughout the review.

Review Board meeting dates

4 October 2018

29 October 2018

3 December 2018

29 January 2019

12 February 2019

1 March 2019

Witnesses providing evidence

The Board would like to thank all the witnesses who provided evidence in person:

Karl Taylor, Assistant Director Operations

Dale Poore, Contract Manager Highway Infrastructure Services

Mathew Jasper, Team Manager Asset Management

Mike Egleton, Service Director Costain/Jacobs

Hannah Cawley, Team Manager Contract Performance and Compliance

Councillor Nick Bennet, Lead Member for Transport and Environment

East Sussex County Council Members who submitted written evidence:

Councillors Godfrey Daniel, Angharad Davies, Deirdre Earl-Williams, David Elkin, Steve Wallis.

Evidence papers

Item	Date
East Sussex County Council - Highway Asset Management Strategy 2015 – 2022	August 2015
Annual Local Authority Road Maintenance (ALARM) survey 2018	March 2018
Road Conditions in England 2017 (Department for Transport statistical release)	January 2018
RAC Report on Motoring 2018	September 2018
Well-Managed Highway Infrastructure: A Code of Practice (UK Roads Liaison Group)	October 2016

Contact officer: Martin Jenks (Senior Democratic Service Advisor)

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Report to:	Place Scrutiny Committee
Date of meeting:	19 March 2019
By:	Chair of the Review Board
Title:	Scrutiny Review of the Effectiveness of School Travel Plans
Purpose:	To present the outcomes of the scrutiny review and make recommendations.

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

1. Background

1.1 At its meeting on 13 September 2018, the Place Scrutiny Committee agreed to form a Review Board to undertake a Scrutiny Review of the Effectiveness of School Travel Plans. This followed initial scoping work by a small group of Committee Members and Officers.

1.2 A recurring feature of objections to expansions of schools in the County is the effect on traffic conditions in the area, particularly anti-social parking at pick-up and drop-off times. In the minds of objectors an increase in pupil numbers equates to an inevitable increase in cars, traffic and negative impact on their amenity.

1.3 A School Travel Plan is a statement by the School of its plans to encourage sustainable methods of transport to the School, and to reduce reliance on cars to pick up and drop off pupils. When applying for planning permission, especially in cases of significant expansion, the provision or updating of a School Travel Plan is usually made a formal condition of that permission.

1.4 Members of the County Council's Planning Committee, which determines applications made by County Council controlled schools, have expressed reservations as to the enforceability and effectiveness of School Travel Plans.

1.5 The purpose of the Scrutiny Review is to make recommendations:

- To support greater effectiveness of the monitoring of school travel plans secured through the planning process, and
- Ensure existing information in relation to school travel initiatives and guidance in relation to school travel is readily available to access for schools, parents and carers.

2. Summary

2.1 The members of the Review Board are Councillors Godfrey Daniel (Chair), Claire Dowling and Nigel Enever.

2.2 The attached report (appendix 1) contains the findings and recommendations of the Review Board. Copies of evidence papers listed in the report and other support documentation are 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 23 April 2019 and 14 May 2019 respectively.

3. Recommendations and conclusion

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

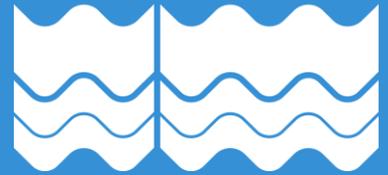
COUNCILLOR GODFREY DANIEL Chair of the Review Board

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LOCAL MEMBERS: All.



Scrutiny Review of the effectiveness of School Travel Plans

Report by the Review Board:

Councillor Godfrey Daniel (Chair)

Councillor Claire Dowling

Councillor Nigel Enever

March 2019

Place Scrutiny Committee – 19 March 2019

Cabinet – 23 April 2019

Full Council – 14 May 2019

The report of the Scrutiny Review of the effectiveness of School Travel Plans

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Recommendations

Recommendation	Page	
1	<p>The Board recommends that schools continue to return data on pupils' modes of travel through the annual school census run by the Research and Information Team, to enable schools which have travel plans to monitor these with a consistent set of data.</p>	5
2	<p>The Board recommends that Communities, Economy and Transport Officers encourage schools to nominate a senior post-holder to have responsibility for the review of the School Travel Plan, and for this to be included in the School's Development Plan.</p>	5
3	<p>The Board recommends further promotion of the active travel initiatives offered by the Active Access for Growth Programme 2017-2020 to educational establishments.</p>	6
4	<p>The Board recommends that future external funding be sought to support active travel with schools and other organisations, alongside signposting to schools of other funding streams which they can apply for, to support these types of measures.</p>	6
5	<p>The Board recommends the Planning Team include a Condition requiring a new or revised (as appropriate) School Travel Plan, including a stipulated review period. Consideration should also be given to including an Informative, encouraging schools to nominate a senior post-holder to undertake responsibility for its review, and for this to be included in the School Development Plan.</p>	7
6	<p>The Board recommends that the Communities, Economy and Transport department ensure that advice and guidance to develop School Travel Plans and Walking Buses is available electronically, on CZone (the Intranet for schools) and the East Sussex County Council website.</p>	7
7	<p>The Board encourages staff to continue to co-ordinate work in relation to active travel, to support the delivery of key departmental objectives relating to the economy, planning, the environment and health.</p>	7

Background

1. A School Travel Plan is a statement by a school of its plans to encourage sustainable methods of transport to the school, and to reduce reliance on cars to pick up and drop off pupils. When applying for planning permission, especially in cases of significant expansion, the provision or updating of a School Travel Plan is usually made a formal condition of that permission, in accordance with national guidance and established good practice. This contributes to mitigating the impact of an increase in journeys to and from the school site, and to addressing concerns and objections raised by local residents with regard to increases in traffic. Members of the County Council's Planning Committee, which determines applications made by County Council controlled schools, have expressed reservations as to their enforceability and effectiveness.
2. A recurring feature of objections to expansions of schools in the County is the effect on traffic conditions in the area, particularly anti-social parking at pick-up and drop-off times. In the minds of objectors, an increase in pupil numbers equates to an inevitable increase in cars, traffic and negative impact on their amenity.
3. The School Travel Plan is a document produced by the school which sets out how it intends to encourage pupils, parents and staff to travel in a more sustainable way through a set of identified measures and initiatives: cycling, scootering, walking and walking buses, car sharing and school buses. It is also an expression of its ambition to reduce the reliance on car usage and provide greater transport choice.
4. The purpose of the Scrutiny Review is to make recommendations:
 - to support greater effectiveness of the monitoring of School Travel Plans secured through the planning process; and
 - to ensure that existing information in relation to school travel initiatives and guidance in relation to school travel is readily available to access for schools, parents and carers.
5. It is important to note that the County Council had a duty placed on it by the Education and Inspections Act 2006 to produce a Sustainable School Travel Strategy, which it did for 2007-2011. There was an incentive, in the form of capital grants, for schools to adopt a plan, and this resulted in considerable commitment from schools through the development of plans. This duty still applies, despite there being no government funding available to support this. Subsequent iterations of the strategy have been incorporated in the County Council's Local Transport Plan 2011-2026 (extract at appendix 2). Therefore a summary of the Sustainable School Travel Strategy is currently being developed, which will include current advice for parents/carers on travelling to school and the initiatives available to schools. This will be available electronically in 2019.

Review Board Findings

School Travel Plans – current situation

6. Responsibility for a School Travel Plan, once adopted by a school, rests with the headteacher. Consequently, schools are required to monitor the effectiveness of their school Travel Plan with the information that is available to them. The Review Board heard evidence that at Telscombe Cliffs School, whose 2016 School Travel Plan was reviewed in 2018, there was of a drop in car journeys from 50% to 40%. The school used information provided by way of an annual survey conducted by the school to monitor the plan, in response to requirements of the Children’s Services Department.

7. Officers informed the Board that East Sussex County Council still collects data on pupils’ modes of travel through the annual school census, run by the Research and Information Team, although there is no longer a statutory requirement for the authority to collect and report this data. The data is freely available to schools and can be utilised both by officers in supporting the design of traffic infrastructure projects and initiatives, and by schools to inform the review and monitoring of School Travel Plans. The Board recommended the continued collection of this data.

8. The Board considered the results of a questionnaire circulated to a range of schools that had recently received planning consent which had included a condition regarding a School Travel Plan. The Board heard evidence that School Travel Plans used to form part of a school’s overall Development Plan, with a named member of staff or post-holder responsible for reviewing it. The Board considered that this approach should continue to be encouraged as it appeared to be effective.

Recommendation 1.

The Board recommends that schools continue to return data on pupils’ modes of travel through the annual school census run by the Research and Information Team, to enable schools which have travel plans to monitor these with a consistent set of data.

Recommendation 2.

The Board recommends that Communities, Economy and Transport Officers encourage schools to nominate a senior post-holder to have responsibility for the review of the School Travel Plan, and for this to be included in the School’s Development Plan.

Active Access for Growth

10. The Board’s attention was drawn to the £1.2m of funding the County Council secured to deliver the Active Access for Growth programme in 2017 for a three year period. This is a programme of cycling and walking initiatives targeting those that are currently inactive and are struggling to access work opportunities, with the aim to broaden employment and training horizons and support greater access to educational opportunities.

11. As part of the programme the County Council launched the Active Access for Growth Community Fund, to enable organisations and schools to apply for small grants to enable them to deliver cycling and walking initiatives. The scheme offered:

Individual grants to support small projects which enable improved access to work, education and healthy lifestyles, through the Active Access for Growth Fund programme (AAfG). AAfG is funded through the Department for Transport's Access Fund, and focuses on inspiring and enhancing existing and longer term active travel (cycling, walking and public transport) across the three key growth areas of Newhaven, Eastbourne/South Wealden, Bexhill and Hastings.

12. So far the scheme has assisted Seaford Head School, Oakwood Primary Academy, Eastbourne; Sandown Primary School, Hastings; and Annecy Primary School, Seaford with projects ranging from new cycle storage to cycle promotion initiatives.

13. The County Council has commissioned Sustrans (a national walking and cycling charity) to lead the management of the Active Access for Growth Programme. The Board strongly encouraged the promotion of this programme to schools, alongside the signposting to other potential funding streams, and the County Council exploring the opportunities for future funding for these types of measures.

14. A summary of the Active Access for Growth Programme can be found at the link below:

<https://www.eastsussex.gov.uk/roadsandtransport/localtransportplan/funding/active-access-for-growth/active-access-for-growth/>

Recommendation 3.

The Board recommends further promotion of the active travel initiatives offered by the Active Access for Growth Programme 2017-2020 to educational establishments.

Recommendation 4.

The Board recommends that future external funding be sought to support active travel with schools and other organisations, alongside signposting to schools of other funding streams which they can apply for, to support these types of measures.

Review of Planning Conditions

15. The Board considered that ensuring greater prominence for the monitoring and review of Travel Plans, either by way of re-drafted Planning Conditions or an additional note (Informative), would be beneficial. Officers confirmed that the wording of Conditions had been discussed with the Head of Planning and other team members. A standardised Condition, applicable to all applications, is difficult to achieve, given the range of school settings. The Planning Team prefer to consider the individual merit of each application, and tailor the Conditions accordingly. A selection of previously applied Conditions is at appendix 3.

16. The Board considered the appropriate interval between reviews. Officers commented that a period for review and a nominated post-holder in a school responsible for the review is included in all approved Travel Plans. Typically the first review is at the end of the first year with subsequent reviews every two years. The Board considered the benefits of including these requirements in an Informative to the planning consent, which would draw the applicant's attention to the matter and set out best practice.

Recommendation 5.

The Board recommends the Planning Team include a Condition when issuing a planning permission, requiring a new or revised (as appropriate) School Travel Plan, including a stipulated review period. Consideration should also be given to including an Informative, encouraging schools to nominate a senior post-holder to undertake responsibility for its review, and for this to be included in the School Development Plan.

On-line material

17. Officers remarked that guidance on a range of options (walking buses, school travel plans) was previously available on CZone (ESCC's Intranet for schools). This could assist schools in developing School Travel Plans, taking into account the local geography.

18. Officers provided the Board with examples of the material, confirmed that it had been reviewed, and was currently with Legal Services and the Insurance Team for their input. Officers confirmed that this material, once finally approved, will be made available on CZone and the County Council website. The Board considered that this would ensure a consistency of approach, and economy of effort.

Recommendation 6.

The Board recommends that the Communities, Economy and Transport department ensure that advice and guidance to develop School Travel Plans and Walking Buses is available electronically, on CZone (the Intranet for schools) and the East Sussex County Council website.

Public Health

19. The Board considered the link between School Travel Plans and Public Health outcomes, and the Board discussed how School Travel Plans could be used as part of a holistic approach. Officers confirmed that the Public Health Team is currently reviewing the "Healthy Weight" strategy, which could include reference to School Travel Plans. School Travel Plans could complement the work schools undertake on Health Improvement Plans by the County Council's Public Health department.

20. The Board encouraged the continued sharing of information, knowledge and sources of funding, especially between those staff in Communities, Economy and Transport and Public Health with commissioning roles. This will have the twin effect of raising the profile of School Travel Plans and assist with supporting the delivery of key departmental objectives in relation to the economy, planning, the environment and health.

Recommendation 7.

The Board encourages staff to continue to co-ordinate work in relation to active travel, to support the delivery of key departmental objectives relating to the economy, planning, the environment and health.

Conclusion

21. In reviewing the effectiveness of School Travel Plans, the Board found areas of good practice that they recommend should continue, such as completion of the relevant sections of the school census, and promotion of the Active Access for Growth programme. By addressing the matter through the planning process, whether in granting consent or providing strategic transport advice, the County Council can encourage schools and their pupils, parents and staff to reduce reliance on cars and choose sustainable methods of travel. Further promotion of the benefits of Travel Plans and opportunities for funding initiatives are also encouraged by the Board.

Appendix 1

Scope and terms of reference of the review

The Review was established to consider and make recommendations on the following:

- a) the effectiveness of School Travel Plans
- b) how schools can be encouraged to develop and maintain School Travel Plans

Board Membership and project support

Initial scoping was undertaken by Councillor Godfrey Daniel, Councillor Claire Dowling and Councillor Darren Grover.

Review Board Members were Councillor Godfrey Daniel, Councillor Claire Dowling and Councillor Nigel Enever.

The Project Manager was Simon Bailey, Democratic Services Officer.

Review Board meeting dates

16 October 2018

14 November 2018

9 January 2019

25 February 2019

Witnesses providing evidence

The Board would like to thank all the witnesses who provided evidence in person:

Alex Jack, Transport Development Control Team Manager

Andrew Keer, Transport Planning Manager

Lisa Simmonds, Principal Transport Policy Officer

David Vickers, Principal Planner

Headteachers at Burfield Academy and Cavendish School

Evidence papers

Item	Date
East Sussex County Council's Local Transport Plan (LTP) 2011-2026	Various
Questionnaire responses	Winter 2018/19

Appendix 2 - East Sussex County Council Local Transport Plan (LTP) 2011-2026 [extracts]

Active Travel – Walking and cycling (pp 38-39)

Our approach to providing walking and cycling is ...:

Through school travel plans, promote walking to school and encourage schools to provide adequate, secure, covered cycle parking and provide on-road training for year 6 pupils

Sustainable School Travel 4.60 (page 40)

The County Council has a statutory duty to promote sustainable travel to schools. Our strategy for sustainable school travel focuses on measures and initiatives which move away from a car based school run and encourage more walking and cycling in order to make the school journey experience better for families and reduce the impact that school travel has on the environment.

- **SUSTAINABLE SCHOOL TRAVEL**

Facilitate the school community and governing bodies, to introduce sustainable school travel initiatives through school travel plans, which:

- reduce the use of cars on school journeys and increase the number of children walking, cycling, car sharing and using public transport,
- reduce the negative environmental impacts of car travel,
- promote the positive benefits of physically active travel,
- increase and promote sustainable school travel choices, and
- raise awareness of road safety issues.

Local Transport Plan Background Paper D – Strategic Context (page 9-10)

35 Changing travel behaviours to more sustainable modes of travel will be delivered through our 'Travelchoice' brand, by a range of initiatives and measures including...

- School Travel Plans – as identified in the Sustainable School Travel Strategy, outlined later in the chapter, we will focus on working with schools to ensure that the school travel plans, which have been developed are kept up to date are relevant to existing journey patterns, and introduce measures and initiatives which reduce the number of car borne school journeys.

Sustainable School Travel (page 11)

38 The County Council has a statutory duty to promote sustainable travel to school under the Education and Inspections Act 2006. A strategy has been developed to co-ordinate both policies and partnerships that enable the delivery of services that focus on making the school journey experience better for families, and reduces the impact that school travel has on the environment.

39 All schools in the county have developed or are developing a school travel plan. We will continue to work with schools and governors to maintain their school travel plans as active and relevant to their needs; continue to deliver education and safety programmes and provide practical advice for families about travel and the transport choices available to schools in the county.

40 By moving away from a car based school run and encouraging more families to walk and cycle, there is significant potential to contribute to tackling climate change by reducing local congestion, carbon emissions and improving air quality. This will also positively impact on families' health therefore improving quality of life.

41 Improving road sense in children, through child pedestrian and year 6 on-road cycle training programmes, complemented by highway safety measures, will contribute to a key aspect of this strategy for safety on the school journey. Finally, a reduced number of car journeys at peak times can also contribute to improving economic competitiveness and growth by improving journey time reliability for businesses.

Appendix 3 - Examples of Travel Plan conditions attached to planning permissions

LW/3226/CC, condition 18 (Tideway School, Newhaven, January 2015)

Before the first occupation of the development hereby permitted, a Travel Plan shall be submitted to and be approved in writing by the Director of Communities, Economy and Transport. The Travel Plan shall include targets for reduced car use and an associated monitoring programme together with procedures for review. The approved Travel Plan shall be implemented in full and thereafter reviewed in accordance with the approved details.

Reason: To increase awareness and use of alternative modes of transport for school journeys in accordance with Saved Policy T1 of the Lewes District Local Plan 2003.

WD/3252/CC, condition 18 (Burfield Academy, Hailsham, March 2015)

Before the first occupation of the development hereby permitted, a Framework Travel Plan shall be submitted to and approved in writing by the Director of Communities, Economy and Transport. The Travel Plan shall be implemented and thereafter reviewed in accordance with the approved details.

Reason: To help increase awareness and use of alternative modes of transport for school journeys in accordance with Saved Policy TR2 of the Eastbourne Borough Plan 2003.

EB/3238/CC, condition 14 (Cavendish School, Eastbourne, June 2015)

Before the first occupation of the development hereby permitted, a Framework Travel Plan shall be submitted to and approved in writing by the Director of Communities, Economy and Transport. The Travel Plan shall be implemented and thereafter reviewed in accordance with the approved details.

Reason: To help increase awareness and use of alternative modes of transport for school journeys in accordance with Saved Policy TR2 of the Eastbourne Borough Plan 2003.

LW/3332/CC, condition 12 (Meridian CP School, Peacehaven, December 2016)

An updated Travel Plan is required to support this development and shall be submitted to the Director of Communities, Economy and Transport for written approval before the occupation of the development hereby permitted. The Travel Plan should include targets for reduced car use and a monitoring programme to ensure these targets are met. This will need to recommend realistic proposals in providing for and improving non-car modes of travel through walking, cycling and the use of public transport and assess the residual impact of the development on the surrounding highway network including ameliorative measures, as necessary, which shall be first agreed in writing with the director of Communities, Economy and Transport. The Travel Plan shall be carried out in accordance with the approved proposals.

Reason: To ensure that private car trips to and from the site are reduced to contribute to meeting the objectives of sustainable development, in accordance with Core Policy 13 of the Lewes District Joint Core Strategy 2016 and the provisions of Part 4 of the National Planning Policy Framework 2012.

WD/3385/CC, condition 10 (Willingdon Community School, April 2018)

No part of the development shall be occupied until a Draft Framework Travel Plan has been submitted to and approved in writing by the Director of Communities, Economy and Transport. Thereafter the approved Travel Plan shall be implemented and reviewed as specified within the approved document.

Reason: To encourage and promote sustainable transport options in accordance with Saved Policy TR3 in the Wealden Local Plan 2003.

WD/3388/CC, condition 12 (Polegate Primary School, June 2018)

No part of the approved development shall be occupied until a Draft Framework Travel Plan has been submitted to and approved in writing by the Director of Communities, Economy and Transport. Thereafter the approved Travel Plan shall be implemented and reviewed as specified within the approved document.

Reason: To encourage and promote sustainable transport options in accordance with Saved Policy TR3 in the Wealden Local Plan 2003.

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Report to:	Place Scrutiny Committee
Date of meeting:	19 March 2019
By:	Assistant Chief Executive
Title:	Place Scrutiny Committee future work programme
Purpose:	To review and agree items for the Place Scrutiny Committee's future work programme.

RECOMMENDATIONS: The Place Scrutiny Committee is recommended to:

1) Review and agree agenda items for the future Committee meetings, including items listed in the work programme in appendix 1;

2) Agree topics for Scrutiny Reviews to be included in the Committee's future work programme; and

3) Review upcoming items on East Sussex County Council's (ESCC) Forward Plan in appendix 3 to identify any issues that may require more detailed scrutiny.

1 Background

1.1 The work programme is an important tool in ensuring the correct focus and best use of the Committee's time in scrutinising topics that are of importance to the residents of East Sussex, and the efficient and effective working of the Council. It also provides clarity for those who may be requested to give evidence to the Committee on the issues under review, and the questions the Committee requires answers to.

1.2 Discussion of the work programme provides the Committee with the opportunity to examine topics that it may be of value to scrutinise, and to decide whether further scoping work is required. This provides a basis for deciding the best way of scrutinising a topic, the timescale, and who from the Committee will be involved in carrying out the review work. If there are a number of topics for review, the Committee can determine the priority of the work within the resources available to the Committee.

2 Work programme and future scrutiny reviews

2.1 The Committee is asked to review the items in the work programme contained in Appendix 1 of the report, and agree the future agenda items and other scrutiny work of the Committee.

2.2 The Committee is asked to consider whether there are any potential topics for future scrutiny reviews, or agenda items for future meetings, that should be included in the work programme. This should include any topics or issues identified through the Committee's work on the Reconciling Policy, Performance and Resources (RPPR) process.

2.3 The Committee is asked when considering potential topics for scrutiny reviews to take into account whether:

- It is relevant to the Council's Corporate Priorities
- The issue is of concern or of relevance to East Sussex residents
- Scrutiny can have an impact and add value by scrutinising this issue, service or policy
- The issue is one that the Committee can realistically influence
- The resources needed to undertake the review are available

2.4 Councillors Chris Dowling and Darren Grover have met with Officers to carry out the initial scoping of a potential scrutiny review to examine how the Council deals with vacant properties and the work of the SPACES programme. The recommendation based on the outcome of the initial scoping work (see Appendix 2) is not to proceed with a scrutiny review, but to have a report at a future meeting to update the Committee on property matters.

3 Forward Plan

3.1 A copy of the Council's Forward Plan of executive decisions for the period 1 March 2019 to 30 June 2019 is included in Appendix 3. The Committee is requested to review the forthcoming items on the Forward Plan to identify any issues that may require more detailed scrutiny. The Forward Plan is revised and published on a monthly basis, and Committee members should regularly review the Forward Plan.

4 Conclusion and reasons for recommendations

4.1 The Place Scrutiny Committee is recommended to agree the agenda items and topics for scrutiny reviews to be included in the future work programme, as described in this report and appendices. The Committee is also recommended to review the Council's Forward Plan of decisions to identify any issues that may require more detailed scrutiny.

PHILIP BAKER
Assistant Chief Executive

Contact Officer: Martin Jenks
Tel. No. 01273 481327
Email: martin.jenks@eastsussex.gov.uk

BACKGROUND DOCUMENTS

None.

Place Scrutiny Committee – Work Programme

Current Scrutiny Reviews		
Title of Review	Detail	Proposed Completion Date
Scrutiny Review of Road Repairs	<p>The report of the Review Board will be presented to the Committee for discussion and agreement. Once agreed, the Scrutiny Review of Road Repairs will be reported to Cabinet for comment alongside the departmental response to the recommendations of the review, and then Full Council for approval on the following dates:</p> <ul style="list-style-type: none"> • 23 April 2019 report to Cabinet • 14 May 2019 report to Full Council 	19 March 2019
Scrutiny Review of the Effectiveness of School Travel Plans	<p>The report of the Review Board will be presented to the Committee for discussion and agreement. Once agreed the Scrutiny Review of the Effectiveness of School Travel Plans will be reported to Cabinet for comment alongside the departmental response to the recommendations of the review, and then Full Council for approval on the following dates:</p> <ul style="list-style-type: none"> • 23 April 2019 report to Cabinet • 14 May 2019 report to Full Council. 	19 March 2019
Initial Scoping Reviews		
Subject area for initial scoping	Detail	Proposed Dates
Vacant ESCC property and SPACES programme	The Committee wishes to investigate the process for dealing with vacant ESCC property and the work of the SPACES programme with Officers, and the time it takes for vacant property to be developed/disposed.	Initial scoping to be reported to the March meeting if possible.

List of Suggested Potential Future Scrutiny Review Topics

Suggested Topic	Detail
To be agreed	

Scrutiny Reference Groups

Reference Group Title	Subject Area	Meetings Dates
Countryside Access Strategy – Countryside site management	<p>Future management arrangements for Countryside Sites.</p> <p>The Review Board has met on three occasions to consider the progress in establishing new management arrangements for the 8 ESCC managed countryside sites. The Review Board has considered the initial options appraisal, based on the submissions of interest, and will comment on the final proposals for the future management of sites prior to a decision being made by the Lead Member for Transport and Environment.</p>	March/April 2019

Reports for Information

Subject Area	Detail	Proposed Date
To be agreed		

Training and Development

Title of Training/Briefing	Detail	Proposed Date
Emergency Planning – Role of Local Members	Information and guidance for Members on their role in the event of an emergency planning incident.	21 & 22 March 2019

Future Committee Agenda Items		Author
All meetings		
Committee Work Programme	To manage the committee's programme of work including matters relating to ongoing reviews, initial scoping reviews, future scrutiny topics, reference groups, training and development matters and reports for information.	Senior Democratic Services Adviser
11 June 2019		
Scrutiny Review of Superfast Broadband.	Update monitoring report on the implementation of the recommendations of the Scrutiny Review at the end of Contract 2 and commencement of Contract 3.	Assistant Director/ Team Manager, Economic Development.
18 September 2019		
East Sussex Road Safety Programme	To receive progress report on the East Sussex Road Safety Programme including an update on the Behavioural Change and Speed Management projects.	Head of Communities/Project Manager Road Safety
Reconciling Policy, Performance and Resources (RPPR)	To start the Committee's work on the RPPR process for 2020/21, by reviewing Portfolio Plans and service based information.	Chief Executive / Senior Democratic Services Adviser
Household Waste Recycling Site (HWRS) Service Changes	To receive a report on the implementation of charging for some types of waste at HWRS, including the impact on fly tipping and the delivery of anticipated savings.	Waste Team Manager / Assistant Director Operations
20 November 2019		
Reconciling Policy, Performance and Resources (RPPR)	The Committee will examine any additional information requested at the September meeting and consider any updated RPPR information for 2020/21.	Chief Executive / Senior Democratic Services Adviser
Highway Grass Cutting Service and Roadside Vegetation	To receive an update report on the amended highway grass cutting service, including the number of customer contacts/complaints, the councils electing to top up or self-deliver services, and the savings achieved.	Contracts Manager / Assistant Director Operations

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Scrutiny of Vacant Properties and the SPACES Programme – Scoping Board

4 MARCH 2019

PRESENT: Cllr Darren Grover and Cllr Chris Dowling

ALSO PRESENT: Kevin Foster, Chief Operating Officer (KF)
Graham Glenn, Acquisition and Disposals Manager (GG)
Simone Cuthbert, SPACES Programme Manager (SC)

1 The purpose of the meeting was clarified, as an initial exploration of the need for a Scrutiny Review of vacant properties and the SPACES Programme, brought about by a discussion at the November Places Scrutiny Committee meeting [Minute 21.4].

2 Councillor Dowling set out his expectation for an update on the principles and objectives of the SPACES programme and recent transactions, and an understanding of the context of the programme. Councillor Grover explained his concerns, arising principally from examples of long-standing vacant or under-utilised properties within his division (the Meeching Centre and Newhaven Library), and whether there was a more systemic question to be explored.

SPACES Programme

3 Kevin Foster (KF) set out the background of the Strategic Property Asset Collaboration in East Sussex (SPACES) Programme which aims to identify and realise opportunities for co-location and collaboration between public sector and community and voluntary sector partners. The partners include the County Council, all district and borough councils, Brighton & Hove City Council, three emergency services, representatives from the voluntary and community sector, NHS including CCGs, Trusts and NHS Property Services and some central government departments such as Job Centre Plus (DWP) and Department for Transport.

4 Simone Cuthbert (SC) explained the recent shift in activity, now that the easier to deliver projects had been completed, with more ambitious projects under consideration. This includes seven projects involving the emergency services which have progressed to the feasibility stage.

5 KF set out the role of One Public Estate (OPE), as the central Government initiative between the Local Government Association and the Office of Government Property within the Cabinet Office. OPE offers funding rounds and invites bids for grants and loans to explore the feasibility of projects. SPACES Programme has a track record of successful bids, including the most recent Phase 7. This has secured £450k for four projects in Hailsham, Hastings, Eastbourne and Newhaven. KF explained that the Programme was also aimed at technical solutions, to create greater opportunities for remote working and shared work space. Some of the drop-in centres that have been developed by the partners are also available to central Government staff, which helps during travel disruption.

Estates Management

8 KF highlighted the suite of property policies that the Council has in respect of its estate. This includes the Community Asset Transfer Policy, which is being used in respect of 12 Claremont, the building next door to Hastings Library. This became too expensive to convert to form part of the Library, so it is in the process of being transferred for conversion to community usage.

9 GG set out the various classes of assets that the County Council holds, and that different considerations are required for each type of asset, to align with the Council's business objectives:

- Office portfolio – County Hall, St Marks House, St Marys House, Ocean House
- Operational estate – Libraries, Children's Centres
- Non-operational estate – highway verges
- Investment portfolio
- Schools
- Highways

GG explained that there are usually 30-60 projects ongoing at any one time, 80% of which are open to discussion within SPACES.

10 In respect of the Office portfolio and Operational estate, these are largely subject to decisions regarding how the authority wishes to run its estate, and where to accommodate its staff, taking into account local demographics and demand. GG and KF explained the move to a corporate landlord model, as a way of encouraging a "one council" approach, and corporate responsibility for health and safety, together with efficiencies of scale when contracting services.

11 KF and GG outlined the Property Asset Disposal and Investment Strategy that had been agreed by Cabinet in April 2018, and highlighted the focus on investment within the County to support service need as being the preferred approach. GG set out the details of some of the projects which were also covered in a report to the Audit Committee.

12 GG went through the office accommodation currently occupied by the Council, and the considerations involved in each one, in particular the leases at St Marys, St Marks and Ocean Houses. These three properties accommodate 1500 staff in the centre and east of the County. In particular regard to Newhaven Library, it was acknowledged that there had been a number of negotiations with various bodies to occupy the first floor, but these had all been unsuccessful.

13 GG explained that much of the Estates Team's work was affected by external factors, such as the complexity of establishing title, and unpicking covenants and charges over land, especially where property has transferred from the NHS. KF and GG confirmed that officers would always be willing to respond to concerns raised by Members in respect of specific properties.

Recommendation

14 The Scoping Board recommend that the Places Scrutiny Committee request an update report from Orbis/Business Services Department (BSD) in respect of Estates management, and that no Scrutiny Review is required.

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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 103 -
- 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 website 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 website 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 1UE, or telephone 01273 481955 or send an e-mail to 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 335274.

FORWARD PLAN – EXECUTIVE DECISIONS (including Key Decisions) –1 March 2019 TO 30 June 2019

Additional notices in relation to Key Decisions and/or private decisions are available on the [Council's website](#).

Cabinet membership:

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

Councillor David Elkin – Lead Member for Resources

Councillor Bill Bentley – Lead Member for Communities and Safety

Councillor Rupert Simmons – Lead Member for Economy

Councillor Nick Bennett – Lead Member for Transport and Environment

Councillor Carl Maynard – Lead Member for Adult Social Care and Health

Councillor Sylvia Tidy – Lead Member for Children and Families

Councillor Bob Standley – 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
5 Mar 2019	Cabinet	Council Monitoring: Quarter 3 2018/19 To consider the Council Monitoring report for the third quarter of the financial year 2018/19 as part of the Council's Reconciling Policy, Performance and Resources (RPPR) budget monitoring process.	KD		Report, other documents may also be submitted	Jane Mackney 01273 482146
5 Mar 2019	Lead Member for Economy	Scale Up/High Growth Pilot programme Seeking endorsement of work to support high growth companies to maximise their contribution to the economy			Report, other documents may also be submitted	Richard Dawson 01273 482305

18 Mar 2019	Lead Member for Transport and Environment	Capital Programme for Transport Improvements 2019/20 To approve the list of transport schemes and associated expenditure in 2019/20 to be included in the programme.	KD		Report, other documents may also be submitted	Andrew Keer 01273 336682
18 Mar 2019	Lead Member for Transport and Environment	Victoria Drive, Eastbourne, pedestrian improvements To consider the results of the local consultation on the proposed improvements to the pedestrian crossings along Victoria Drive, and to determine how the scheme will be taken forward		Local Members	Report, other documents may also be submitted	Tracey Vaks 01273 482123
25 Mar 2019	Lead Member for Education and Inclusion, Special Educational Needs and Disability	Proposed SEN facility at Grovelands Community Primary School Determination of the statutory notice in respect of a proposal to establish a Special Educational Needs facility at Grovelands Community Primary School.		Local Members	Report, other documents may also be submitted	Gary Langford 01273 481758
26 Mar 2019	Lead Member for Resources	10 Harrison Road, Seaford Declaration of the property as surplus to operational requirements and delegation of authority to dispose of the asset.		Local Members	Report, other documents may also be submitted	Graham Glenn 01273 336237
26 Mar 2019	Lead Member for Resources	Annual Write-off of Debts	P		Report, other documents may	Janyce Danielczyk

					also be submitted	01273 481893
26 Mar 2019	Lead Member for Resources	Lower Willingdon Nursery Lease To consider a long term lease			Report, other documents may also be submitted	Graham Glenn 01273 336237
15 Apr 2019	Lead Member for Transport and Environment	Implementation of the Well Managed Highway Infrastructure Code of Practice Updates on the implementation of the New Well Managed Highway Infrastructure Code of Practice and to seek approval for proposed changes to highway policies and practices in response to the Code's 36 recommendations.			Report, other documents may also be submitted	Pippa Mabey 01273 335506
15 Apr 2019	Lead Member for Transport and Environment	Proposed Policy position on connections to highway drainage To adopt a County Council Policy position for how it will consider and determine requests for new developments to connect to and dispose of surface water to the highway drainage.	KD		Report, other documents may also be submitted	Ed Sheath 01273 481632
23 Apr 2019	Cabinet	External Audit Plan 2018/19 To consider the work to be carried out by the Council's External Auditors for the financial year 2018/19.	KD		Report, other documents may also be submitted	Ian Gutsell 01273 481399

23 Apr 2019	Cabinet	<p>Integrated Working with the NHS in East Sussex</p> <p>To consider proposals on future partnership arrangements with NHS organisations and priorities for integrated care in East Sussex.</p>	KD	<p>East Sussex Healthcare Trust</p> <p>Eastbourne Hailsham and Seaford CCG</p> <p>Hastings and Rother CCG</p>	Report, other documents may also be submitted	Vicky Smith 01273 482036
23 Apr 2019	Cabinet	<p>Internal Audit Strategy and Annual Plan 2019/20</p> <p>To consider and approve an Internal Audit Strategy and Annual Plan for 2019/20</p>			Report, other documents may also be submitted	Russell Banks 01273 481447
23 Apr 2019	Cabinet	<p>Scrutiny Review of Road Repairs</p> <p>To consider the report of the Place Scrutiny Committee on the Scrutiny Review of Road Repairs</p>			Report, other documents may also be submitted	Martin Jenks 01273 481327
23 Apr 2019	Cabinet	<p>Scrutiny Review of the Changing Care Market: Information and Signposting</p> <p>To consider the report of the People Scrutiny Committee on the Scrutiny Review of the Changing Care Market: Information and Signposting</p>			Report, other documents may also be submitted	Claire Lee 01273 335517
23 Apr 2019	Cabinet	Scrutiny Review of the Effectiveness of			Report, other	Simon Bailey

		School Travel Plans To consider the report of the Place Scrutiny Committee on the Scrutiny Review of the Effectiveness of School Travel Plans			documents may also be submitted	01273 481935
25 Apr 2019	Lead Member for Communities and Safety	Southover Grange – Changes to Services & Packages			Report, other documents may	Anna Goddard 07734 301730
29 Apr 2019	Lead Member for Education and Inclusion, Special, Education Needs and Disability	Lead Member to consider the recommendation to issue a concession contract for delivery of a Music Service for East Sussex.			Report, other documents may	Lucy Morgan-Jones 01273 482149
20 May 2019	Lead Member for Children and Families	Children's Services Early Help Strategy To provide the Lead Member for Children and Families with the findings of the strategic commissioning review of Early Help Services for 0-19 year olds, and for the Lead Member to consider consulting on the draft Children's Services Early Help Strategy for a 10 week period May to July 2019.	KD		Report, other documents may also be submitted	Liz Rugg 01273 481274
20 May 2019	Lead Member for Transport and Environment	On-street car parking charges and tariff review To approve proposed changes to on-street parking permit and parking tariff charges	KD		Report, other documents may also be submitted	Carl Valentine 01273 336199

17 Jun 2019	Lead Member for Transport and Environment	<p>Countryside Access Strategic Commissioning Strategy: recommendation for future management of Countryside Sites</p> <p>Recommendations on the organisations and terms for the future management of the County Council's countryside sites.</p>	<i>KD</i>		Report, other documents may also be submitted	Nick Mawdsley 01273 335222
25 Jun 2019	Cabinet	<p>Ashdown Forest Trust Fund (2018/19)</p> <p>To consider the Ashdown Forest Trust Income and Expenditure Account and Balance sheet for 2018/19.</p>			Report, other documents may also be submitted	Jill Fisher 01273 482542
25 Jun 2019	Cabinet	<p>Council Monitoring: Quarter 4 2018/19</p> <p>To consider the Council Monitoring report for the fourth quarter of the financial year 2018/19 as part of the Council's Reconciling Policy, Performance and Resources (RPPR) budget monitoring process.</p>	<i>KD</i>		Report, other documents may also be submitted	Jane Mackney 01273 482146

