

## **Communities and Place Committee**

**Thursday, 14 June 2018 at 10:30**

**County Hall, West Bridgford, Nottingham, NG2 7QP**

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### **AGENDA**

1	Minutes of the last meeting held on 17 May 2018	3 - 8
2	Apologies for Absence	
3	Declarations of Interests by Members and Officers:- (see note below) (a) Disclosable Pecuniary Interests (b) Private Interests (pecuniary and non-pecuniary)	
4	Transport Focus Bus Passenger Survey 2017	9 - 16
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## **Notes**

- (1) Councillors are advised to contact their Research Officer for details of any Group Meetings which are planned for this meeting.
- (2) Members of the public wishing to inspect "Background Papers" referred to in the reports on the agenda or Schedule 12A of the Local Government Act should contact:-

Customer Services Centre 0300 500 80 80

- (3) Persons making a declaration of interest should have regard to the Code of Conduct and the Council's Procedure Rules. Those declaring must indicate the nature of their interest and the reasons for the declaration.

Councillors or Officers requiring clarification on whether to make a declaration of interest are invited to contact Martin Gately (Tel. 0115 977 2826) or a colleague in Democratic Services prior to the meeting.

- (4) Councillors are reminded that Committee and Sub-Committee papers, with the exception of those which contain Exempt or Confidential Information, may be recycled.
- (5) This agenda and its associated reports are available to view online via an online calendar - <http://www.nottinghamshire.gov.uk/dms/Meetings.aspx>

Meeting	Communities and Place Committee
Date	17 May 2018 (commencing at 10:30 am)

**Membership**

Persons absent are marked with an 'A'

**COUNCILLORS**

John Cottee (Chairman)  
Gordon Wheeler (Vice-Chairman)  
Kevin Rostance (Vice-Chairman)

Pauline Allan  
Glynn Gilfoyle  
Kevin Greaves  
Tom Hollis  
Vaughan Hopewell

John Knight  
Bruce Laughton  
John Ogle

**OTHER COUNCILLORS IN ATTENDANCE**

Jim Creamer  
Eric Kerry

**OTHER ATTENDEES**

James Palmer - SERCO  
Jack Garner - SERCO

**OFFICERS IN ATTENDANCE**

Derek Higon	-	Place Department
David Hughes	-	Place Department
John Hughes	-	Place Department
Mark Croston	-	Place Department
Sally Gill	-	Place Department
Cathy Harvey	-	Place Department
Neil Hodgson	-	VIA
Doug Coutts	-	VIA
Kevin Sharman	-	Place Department
Mark Walker	-	Place Department
Dave Hennigan	-	Place Department
Martin Gately	-	Resources Department

## **1. MINUTES OF THE LAST MEETING**

The minutes of the meeting held on 19 April 2018, having been circulated to all Members, were agreed to be a correct record and signed by the Chairman.

## **2. APOLOGIES FOR ABSENCE**

None. Councillor Vaughan Hopewell permanently replaced Councillor Tony Harper, and Councillor Phil Rostance permanently replaced Councillor Kevin Rostance. However, on this occasion, Councillor Kevin Rostance replaced Councillor Phil Rostance for this meeting only.

## **3. DECLARATIONS OF INTEREST**

None.

## **4. ANNUAL REVIEW: HOLME PIERREPONT COUNTRY PARK**

Jack Garner and James Palmer from SERCO made a short presentation on progress and achievements at Holme Pierrepont Country Park over the last year. Members heard that the park provides both recreational and elite facilities, and has been subject to an investment of £6.7 million. The park's website is mobile friendly, and through Facebook advertising digital contact has reached £2.8 million people. Investment has taken place in the white water area, and British Canoeing have recently relocated to the park.

Park revenue is sensitive to adverse weather, and the poor weather over the Easter Holidays had an impact. Water quality at the park can be affected by flooding, and work is being undertaken to tackle issues with blue green algae. Opportunities at the park include enhancement to the campsite including a new shower block and cafeteria. An ANPR (automatic number plate recognition) parking system is also being installed.

### **RESOLVED 2018/045**

- 1) That the annual update on the commissioned service be approved.

## **5. THE NOTTINGHAMSHIRE COUNTY COUNCIL (VARIOUS ROADS IN WEST BRIDGFORD) (PROHIBITION OF WAITING AND AMENDMENTS TO RESIDENTS' CONTROLLED ZONE) TRAFFIC REGULATION ORDER 2018 (8265)**

### **RESOLVED 2018/046**

That:

- 1) The Nottinghamshire County Council (Various roads in West Bridgford) (Prohibition of Waiting and amendments to Residents' Controlled Zone) Traffic Regulation Order 2018 (8265) is made as advertised, subject to the following amendments, and the objectors informed accordingly.

- Avon Gardens (the east side) – Implement 'No Waiting At Any Time' restrictions from a point opposite a point 15 metres south of its junction with George Road in a northerly direction for a distance of 24 metres rather than the 34 metres advertised. Revisions as shown on drawing H/SLW/2621/01 Rev A.
- Holme Road (the south side) – Implement 'No Waiting At Any Time' restrictions from a point opposite a point 17 metres west of its junction with Mona Road in a westerly direction for a distance of 11 metres rather than the 17 metres advertised. Revisions as shown on drawing H/SLW/2624/01 Rev A.
- Edward Road (the south-west side) – Implement 'No Waiting at Any Time' restrictions from the boundary between properties No's 112 & 114 Edward Road in a north-westerly direction for a distance of 18 metres rather than the 27 metres advertised. Revisions as shown on drawing H/SLW/264/01 Rev A.

**6. THE NOTTINGHAMSHIRE COUNTY COUNCIL HAWTON ROAD AND LINCOLN ROAD, NEWARK ON TRENT (30 MPH SPEED LIMIT ORDERS) 2018 (3270 & 3271)**

**RESOLVED 2018/047**

That:

- 1) The Nottinghamshire County Council Hawton Road and Lincoln Road, Newark on Trent (30 mph Speed Limit Orders) 2018 (3270 and 3271) are made as advertised and the objectors informed accordingly.

**7. LOCAL TRANSPORT PLAN IMPLEMENTATION PLAN**

**RESOLVED 2018/048**

That:

- 1) The proposed LTP implementation plan 2018/19-2020/21 be approved.

**8. LOCAL IMPROVEMENT SCHEME 2018-21 - RECOMMENDATIONS**

**RESOLVED 2018/049**

That:

- 1) A capital fund of £1,000,000 be established by transferring £500,000 from the revenue budget to the capital budget.

- 2) The Finance and Major Contracts Management Committee be requested to approve this transfer, and to approve the amendment of the Capital Programme.
- 3) The recommended funding be approved, as outlined in paragraph 19 of this report, to 201 projects and activities listed in the appendix to this report.
- 4) The capital fund for 2019 to 2020 be approved and open for applications from September 2018.
- 5) The Talented Athletes fund for 2018 to 2019 be approved and open for applications from September 2018.
- 6) Practical support through the Communities Team be offered to organisations not recommended for Local Improvement Scheme funding.

In addition, Members agreed that the details of unsuccessful Local Improvement Scheme applications be circulated.

## **9. CHANGES TO THE TRADING STANDARDS STAFFING STRUCTURE**

### **RESOLVED 2018/050**

That:

- 1) The proposed changes to the Trading Standards staffing structure, as summarised in paragraph 12, be approved.

## **10. UPDATE ON KEY TRADING STANDARDS AND COMMUNITY SAFETY MATTERS**

### **RESOLVED 2018/051**

That:

- 1) The updates from the previous meeting and the various developments in the areas of work contained in the report be noted.

## **11. CATERING, FACILITIES AND COUNTY SUPPLIES – MANAGEMENT RESTRUCTURE**

### **RESOLVED 2018/052**

That:

- 1) The final proposal created in collaboration with staff as part of the formal consultation be noted.
- 2) The new structure be approved for implementation, allowing managers to commence the enabling process in collaboration with HR.

## **12. WORK PROGRAMME**

### **RESOLVED 2018/053**

That:

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- 1) The work programme be agreed and consideration given to any changes.

The meeting concluded at 11:50 a.m.

**Chairman**





**14 June 2018****Agenda Item: 4****REPORT OF CORPORATE DIRECTOR, PLACE****TRANSPORT FOCUS – BUS PASSENGER SURVEY RESULTS 2017****Purpose of the Report**

1. To inform the Committee of the results of the autumn 2017 Transport Focus Bus Passenger survey and key findings.
2. To seek approval to continue funding the Bus Passenger Survey on an annual basis. The survey cost £6.2k in 2017.

**Information**

3. Transport Focus (formerly Passenger Focus) is the statutory body that represents bus passenger interests. It was renamed Transport Focus from April 2014 reflecting its enhanced role representing users of the strategic road network. It conducts research related to buses including, since 2011, a Bus Passenger Satisfaction Survey. The survey superseded the Department for Transport (DfT) bus passenger satisfaction surveys and covers bus passengers' journey experiences carried out between September and November 2017. It includes a large sample of more than 40,000 passengers nationally.
4. The survey was carried out across 24 local authority areas across the UK including unitary, Shire and Combined Authorities.
5. In previous years the County Council has provided match funding to boost the target level of responses, which enabled operator specific reports to also be provided for the main operators. Three bus operators also provided match funding in 2017: Nottingham City Transport, Stagecoach East Midlands and Trentbarton.
6. The County Council pays annually for the survey to be carried out which cost £6.2k in 2017.

**Background**

7. Routes considered for selection were all bus services shown on *traveline* (National Bus Enquiry Service – source: ITO World Ltd) where at least 30% of a route, or more than 15 minutes of a route, runs within Nottinghamshire. The survey was conducted among passengers who board those routes within the county boundary.

8. The match funding provided by the County Council and bus operators enabled a total of 1304 responses (of which 368 came from the non-major bus operating group boost) to be received for Nottinghamshire. Respondents were also given the option to complete their survey response online, which it is believed has helped with the overall response rate achieved

## Summary of Results

9. The results indicate that overall bus satisfaction in Nottinghamshire has reduced slightly since 2015 to 93% (from 94%). Compared against other local authority areas included in the survey Nottinghamshire was ranked highest for satisfaction with the overall journey and was also the No. 1 ranked authority for all other factors except Personal Safety. However Personal Safety ranking has improved from third to second compared to other two Tier Authorities.
10. Nottingham City Transport, Trentbarton and Stagecoach East Midlands were all ranked in the top 4 of 64 bus companies surveyed for satisfaction with the overall journey.
11. A summary of Nottinghamshire's performance across some of the 31 individual satisfaction measures, compared against other local authority areas is shown below:

Category		Score 2017	Score 2016	Score 2015		Rank 2017	Rank 2016
Overall Satisfaction	=	93%	93%	94%	=	1	1
Bus Stop Overall	=	84%	84%	83%	↑	1	2
Information	=	79%	79%	78%	=	1	1
Punctuality *	↑	83%	82%	83%	=	1	1
The bus driver-helpfulness/attitude*	=	88%	88%	88%	=	1	1
On Bus Journey Time *	↓	88%	91%	93%	=	1	1
Personal Safety	↓	82%	84%	83%	↓	2	1
Value for Money	↓	70%	72%	66%	=	1	1
Note: * Key driver of satisfaction in Nottinghamshire							

12. In Nottinghamshire the top 3 drivers of passenger satisfaction were bus drivers' helpfulness/attitude, on-bus journey time and punctuality.
13. The overall satisfaction score for the Nottinghamshire operators providing match funding are as follows: Nottingham City Transport (94% ranked No. 2 of 64) Stagecoach East Midlands (94%, ranked No. 3 of 64), Trentbarton (94% ranked No. 4 of 64).
14. A chart illustrating a more detailed breakdown of the Nottinghamshire results from the 2017 survey is shown at **Appendix 1**.

## Analysis of results

### Punctuality

15. The survey was undertaken during a period where there was very few major Highway/Transport improvement schemes being undertaken, with the exception of the Broadmarsh development, which heavily influences public perceptions on punctuality as well as bus journey time. The survey sample, who may have been affected by these works were approximately 22% of respondents, which may account for the drop from 86% to 83%. Another major factor could be increased travel levels due to the upturn in the economy.

16. The survey also asked survey participants 'what could be improved' and the second most important factor was punctuality against 17 different factors.

### **Journey Time**

17. Satisfaction with the on-bus journey time has continued to decrease from 93% in the 2015 survey to 88%. A factor influencing this measure will be the journey purpose with work and commuter type travel more sensitive to any change in this area. Analysis of the survey data indicates that 70% of survey respondents were on a non-commuter journey. Despite the fact that 37% of survey respondents are aged between 16-59 and 63% are concessionary pass holders, who are likely to place a lower priority on the bus journey time, it is a downward trend, that will require some deeper analysis in future years. However it could have been influenced by revised timetable and stopping arrangements due to the Broadmarsh development and as previously reported the fact that timetabled journey times have been lengthened over the years due to the impact of congestion.

### **Bus Stop and Information**

18. In 2017 the Council was ranked No.1 for Bus Stop satisfaction: for the 2016 survey the Council was ranked no. 2. This score has not changed much over the last three years which reflects the continued investment in bus stops to maintain a good quality waiting environment which includes bus shelter, raised kerbs, bus stop clearways, Real Time and paper based information.
19. In 2017 the Council was ranked No.1 for Information and in 2016 NCC was also ranked No.1. This high score is partly due to the high recognition of Real Time displays (48%), timetable information (66%) and route maps (30%) at NCC stops.
20. The Council's sustained investment in new bus infrastructure and the ongoing maintenance of the existing infrastructure continues to yield impressive results that continue to see the Council ranked no.1 compared to other upper tier Authorities. Similarly the investment by the bus companies in high quality vehicles, driver training, the provision of Real Time (and pro-active dynamic disruption) information, smart ticketing and the use of social Media ensures they continue to be some of the top bus operators in the Country.

### **Value for Money**

21. A particular area for improvement identified in 2016 and again for this year is Value for Money. The score decreased from 72% in 2016 (ranked 3/24) to 70% in 2017 (ranked 6/27). It is the lowest scoring of the 31 individual satisfaction measures, in particular amongst passenger's aged 16-34 (68%). This drop in part, will be due to the good progress made in many PTE's areas with the introduction of new fare structures for students and apprentices between the age of 16 and 18.
22. A separate study undertaken earlier this year by Transport Focus 'Using the bus: what young people think Feb 2018' highlighted the issue with Value for Money being their no.1 concern, with 46% desiring improvement.
23. To address Value for money, Transport & Travel Services continue to work with local bus operators and adjoining Local Transport Authorities to deliver integrated ticketing. The Council has progressed plans to introduce smart Integrated ticketing on the pronto corridor, to use as a platform to introduce a wider integrated ticket for Mansfield and in the future, other Market towns. In parallel to this the County Council has started discussions with The Robin Hood Card Steering group (City Council, County Council, trentbarton, Yourbus,

Nottingham City Transport, Marshalls and Stagecoach) to introduce integrated/through ticketing for those travellers outside the conurbation, who need to interchange to other services within the City boundary, to reach their final destination.

24. A further report will follow on Ticketing at a future Committee to update Members on integrated ticketing and other ticketing initiatives to address Value for Money, including Account Based ticketing contactless bank card/mobile phone).
25. Overall the continued investment by the County Council and the bus operators has ensured we have both continued to perform highly amongst comparable Authorities and Unitary Authorities.
26. Nottinghamshire County Council's high ranking in this survey is consistent with the findings of the NHT Public Satisfaction benchmarking Survey.

### **Proposals**

27. It is proposed that we continue to carry out the Transport Focus survey annually (2017 cost £6.2k).

### **Other Options Considered**

28. None.

### **Reasons for Recommendations**

29. The recommendations, including the continued match funding support for the surveys, will ensure that Nottinghamshire County Council is included in future Transport Focus surveys, and ensures that sufficient responses are received to allow for the production of operator specific reports for the main operators.
30. The survey is becoming increasingly relied upon by local authorities and bus operators as an independent benchmark of bus passenger satisfaction.

### **Statutory and Policy Implications**

31. This report has been compiled after consideration of implications in respect of crime and disorder, data protection and information governance, finance, human resources, human rights, the NHS Constitution (public health services), the public sector equality duty, safeguarding of children and adults at risk, service users, smarter working, sustainability and the environment and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

### **Implications for Service Users**

32. The provision of a quality local bus network giving users access to key services, jobs, health and leisure activities together with continued investment in all aspects of the journey experience will help to ensure the results of the 2017 survey are maintained in the future.

## **Financial Implications**

33. The cost to match fund Nottinghamshire's involvement in the survey for the next 3 years is estimated at £6.2k per annum which is contained in the current revenue budget.

## **RECOMMENDATIONS**

It is recommended that Committee:

- 1) Continue their support for Transport Focus annual surveys at a cost of £6.2k per annum to inform future investment priorities and to enable benchmarking against other Local transport Authorities.

**Adrian Smith**  
**Corporate Director, Place**

**For any enquiries about this report please contact:** Gary Wood, Group Manager, Highways and Transport, Tel: 0115 9774270

## **Constitutional Comments [SLB 17/05/2018]**

34. Communities and Place Committee is the appropriate body to consider the content of this report.

## **Financial Comments [SES 11/05/18]**

35. The financial implications are set out in the report.

## **Background Papers**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

Transport Focus – Autumn 2017 Bus Passenger Survey Report:  
<http://www.passengerfocus.org.uk/research/bus-passenger-survey>

Transport focus – Feb 2018 Using the bus: what young people think:  
<https://www.transportfocus.org.uk/research-publications/publications/using-bus-young-people-think/>

NHT Public Satisfaction benchmarking Survey 2017

<https://nhtsurvey.econtrack.com/>

## **Electoral Divisions and Members Affected**

All



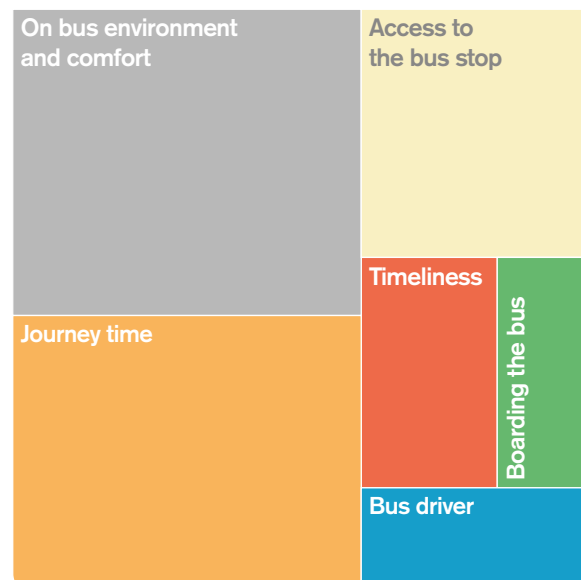
# Nottinghamshire

## Headline results



## Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

## Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>93</b>	<b>94</b>	<b>93</b>	<b>93</b>	<b>60</b>	<b>32</b>	<b>5</b>	<b>2</b>	<b>1246</b>
Fare-paying passengers	91	93	91	91	52	39	6	3	423
Free pass holders	96	96	94	95	72	23	4	1	788
Aged 16 to 34	87	90	88	89	39	50	9	3	171
Aged 35 to 59	94	94	95	92	67	25	5	3	255
Passengers commuting	88	93	91	90	49	41	7	3	201
Passengers not commuting	95	95	94	94	66	28	5	2	967
Passengers saying they have a disability	91	94	92	94	62	31	4	2	389
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>68</b>	<b>66</b>	<b>72</b>	<b>70</b>	<b>31</b>	<b>38</b>	<b>18</b>	<b>12</b>	<b>418</b>
Aged 16 to 34	62	59	67	68	28	40	18	14	156
Aged 35 to 59	73	73	74	72	35	37	19	10	199
Passengers commuting	65	61	70	68	29	39	17	15	165
Passengers not commuting	71	74	76	72	33	40	19	8	239
<b>Punctuality &amp; time waiting for bus</b>									
Punctuality of the bus	86	83	82	83	53	31	9	8	1168
The length of time waited	84	83	83	82	48	34	12	6	1225
<b>On-bus journey time</b>									
Time the journey on the bus took	89	93	91	88	57	31	9	3	1270

## Detailed results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
<b>The bus stop</b>									
Overall satisfaction with the bus stop	90	83	84	84	48	36	10	6	1197
Its distance from the journey start	89	88	91	87	57	30	9	4	1158
The convenience/accessibility of its location	93	93	92	90	60	30	7	3	1066
Its condition/standard of maintenance	82	77	77	81	46	35	11	7	1070
Its freedom from graffiti/vandalism	83	81	84	82	52	30	11	7	1078
Its freedom from litter	80	80	78	79	44	35	12	8	1075
The information provided at the stop	83	78	79	79	45	34	12	8	1087
Your personal safety whilst at the stop	83	83	84	82	50	32	14	4	1086
<b>On the bus</b>									
Route/destination information on the outside of the bus	92	90	92	89	59	31	9	2	1207
The cleanliness and condition of the outside of the bus	90	84	88	86	52	34	11	3	1186
The ease of getting onto and off the bus	96	95	95	91	65	26	7	2	1240
The length of time it took to board	96	96	94	93	65	28	6	1	1205
The cleanliness and condition of the inside of the bus	90	83	85	88	50	39	6	6	1254
The information provided inside the bus	82	77	80	82	47	35	14	4	1141
The availability of seating or space to stand	89	93	92	89	58	32	7	4	1235
The comfort of the seats	84	82	81	80	46	34	11	9	1228
The amount of personal space you had around you	80	84	83	81	48	33	10	8	1211
Provision of grab rails to stand/move within the bus	88	89	89	89	53	35	9	2	1207
The temperature inside the bus	81	84	81	83	49	34	11	6	1225
Your personal security whilst on the bus	90	91	91	89	57	32	9	2	1224
<b>The bus driver</b>									
How near to the kerb the driver stopped	95	95	95	94	69	25	4	2	1247
The driver's appearance	94	94	94	93	70	23	6	1	1220
The greeting/welcome you got from the driver	88	87	89	88	65	23	9	3	1239
The helpfulness and attitude of the driver	86	88	88	88	64	24	10	3	1227
The time the driver gave you to get to your seat	87	88	89	88	64	24	8	5	1225
Smoothness/freedom from jolting during the journey	81	82	84	86	52	34	8	6	1237
Safety of the driving (i.e. speed, driver concentrating)	91	91	93	91	65	26	7	2	1234

## Factors affecting journey time

Occurrence (%)	2014	2015	2016	2017
Congestion/traffic jams	17	17	18	15
Road works	15	7	10	8
Bus driver driving too slowly	2	1	2	2
Poor weather conditions	2	6	2	4
Waiting too long at stops	5	4	3	2
Passenger boarding time	16	13	16	13
Base size	803	1310	1146	1304

Passengers could provide more than one answer

## Anti-social behaviour

'Yes' (%)	2014	2015	2016	2017
Other passengers' behaviour giving cause to worry or feel uncomfortable	7	5	5	3
Base size	803	1288	1118	1277



## **REPORT OF THE CORPORATE DIRECTOR, PLACE**

### **THE NOTTINGHAMSHIRE COUNTY COUNCIL (DEVONSHIRE STREET & HARRINGTON STREET, WORKSOP) (RESIDENTS' CONTROLLED ZONE & PARKING PLACES) TRAFFIC REGULATION ORDER 2018 (1211)**

## **CONSIDERATION OF OBJECTIONS**

### **Purpose of the Report**

1. To consider the objections received in respect of the above Traffic Regulation Order and whether it should be made as advertised.

### **Information**

2. Harrington Street and Devonshire Street are located approximately 0.5 km west of Worksop town centre and lead directly off Newcastle Avenue that is a primary route into the town. Harrington Street is a cul-de-sac comprising of terraced properties and St Anne's Primary School is located at the southern end of the street. The northern section of Devonshire Street comprises of terraced properties the majority of which have no off-street parking. Approximately 300m south of its junction with Newcastle Avenue, the type of properties change, becomingly primarily detached properties with off-street parking. A pedestrian entrance to St Anne's Primary School is also located at this point, on the western side of the Devonshire Street. There are also a number of commercial properties located on the streets, primarily around the junctions with Newcastle Avenue.
3. The County Council has received complaints from residents on Harrington Street and Devonshire Street regarding obstructive and intrusive parking. There are significant levels of parking demand in the area from commuters working in and around the town centre. The intrusive parking results in residents having difficulty in finding parking spaces within a reasonable distance of their homes. A 19-signature petition was presented to the 24th November 2016 meeting of the County Council by Councillor Kevin Greaves on behalf of residents of Harrington Street, Worksop. The petition requested that a residents' parking scheme is introduced on the road. A parking survey had also been undertaken in 2016 which indicated high levels on non-residential daytime parking in the area.
4. In response, the County Council proposes to introduce a Residents Parking Scheme (RPS) in Harrington Street and part of Devonshire Street. As part of the implementation of a RPS questionnaires were sent out on the 13th September 2017 to determine levels of support. There was a 52% response rate with 79% of those respondents in support of a scheme, these

results exceed the criteria of 35% response rate with 65% of respondents in support that the County Council uses to progress the implementation of a RPS.

5. Following the confirmation of support for a RPS a statutory consultation and public advertisement was carried out between 4<sup>th</sup> December 2017 and 3<sup>rd</sup> January 2018 on the proposals. These are detailed on the attached drawing JE/HW/10295/02 and consists of a RPS to be in operation on Monday to Friday from 9am-3pm on Harrington Street and the northern section of Devonshire Street (with terraced properties).

## **Objections Received**

6. During the advertisement period, 14 responses were received, 7 of which supported the proposal or made comments and 7 of which were considered objections to the proposals. Objections and comments referred to a number of issues; including the loss of on-street parking for visitors and the effect that this may have on local businesses, both located in the area and serving customers on the streets.
7. Responses to the consultation have been considered and discussed with the local County Councillor resulting in amendments to the scheme proposed to address some of the concerns raised. The proposed changes consisted of 2-hour limited waiting parking bays in operation Monday to Saturday 9am-3pm at the northern end of Devonshire Street and Harrington Street.
8. The statutory consultation and public advertisement of the revised proposals, as detailed on the attached drawing JE/HW/10295/03 was carried out between 8<sup>th</sup> March and 4<sup>th</sup> April 2018.
9. During the second public advertisement period a total of 5 responses were received, this included three from previous respondents. The revised proposals and an agreement to offer permits to properties on the adjacent section of Newcastle Street addressed a number of the objections to the original scheme. However, it is considered that after two rounds of consultation there are a total 6 outstanding objections to the proposals.
10. Objection – Scheme not required / cost / inconvenience to residents  
Five respondents objected on the basis that the scheme was not required or that they would find such a scheme inconvenient or permits were an unnecessary expense. Comments made by respondents included that they had never experienced any problems with finding a parking space and that the operation and cost of such a scheme would be an inconvenience / unwelcome. Another respondent commented that the scheme would require additional signage and therefore increase highway clutter.
11. Response – Scheme not required / cost / inconvenience to residents  
It is understood that opinion on the merits of a RPS scheme will differ and consultation is undertaken to determine both need for such a scheme and residents' support for it as part of the scheme development and implementation. The questionnaire process includes a four-page guide explaining how a residents' parking scheme operates and the rules on permit allocation to enable residents are able to make an informed decision. The questionnaire demonstrates sufficient support (52% of households responded to the survey and of these 79% were in favour of the scheme) and responses to the formal consultation.
12. On 19th October 2016 a parking survey was undertaken on Devonshire Street and Harrington Street between the hours of 9am and 6pm. The surveys identified that both streets had significant numbers of non-resident long-stay parking. The surveys identified:

- Devonshire Street - there were 85 vehicles parking of which 41 were non-residents' vehicles. The assessment suggests that on average 64% of the available space is taken up by non-residents vehicles.
  - Harrington Street - there were 46 vehicles parking of which 26 were non-residents' vehicles. The assessment suggests that on average 81% of the available space is taken up by non-residents.
13. It is acknowledged that the introduction of the scheme will result in additional highway signs in the area, however this is unavoidable. The signs are required to ensure that highway users are aware of the restrictions in place and do not inadvertently contravene the Traffic Order. Whilst the proposed scheme, as with any residents parking scheme, requires appropriate signs it does not require bay markings within the controlled zone, therefore reducing the visual impact of the scheme.
14. Objection – Parking migration  
Three objections were made on the basis that the introduction of the restrictions would result in parking migration to areas outside the controlled zone. One respondent felt that this would be detrimental to the safety of children attending the school. Comments included concerns that the increase in parking on other parts of Devonshire Street would increase the likelihood of driveways being obstructed and of obstructive parking near the junction with Water Meadows. A respondent also stated that it would increase instances of pavement parking and parking on verges on the section of Devonshire Street outside the controlled zone area affecting visibility for people crossing the road. Also, the respondent stated that the proposals would benefit one half of the street to the detriment of the other.
15. Response – Parking migration  
Premises within the controlled zone do not have access to off-street parking and so are more affected by non-resident parking than areas where properties have off-street parking. It is recognised that there is likely to be some element of displaced parking with any new highway waiting restriction, however the operational times of the proposed restrictions have been restricted to operate 9am to 3.00pm weekdays only. It is considered this will address the problem with commuter parking but retains flexibility for parents and carers to park in the area whilst dropping off and picking up children at the start and end of the school day.
16. It is expected that the times proposed will significantly reduce the volume of any potential parking migration as opposed to a scheme which operated beyond the times of the school day. The revised proposals also provide short-term parking bays on Harrington Street and Devonshire Street for visitors to the area, further reducing potential parking migration.
17. The junction of Water Meadows and Devonshire Street is approximately 300m from the end of the controlled zone and it is anticipated that any displaced parking will be dissipated over the extent of this street and surrounding roads and not materially affect this junction.
18. It should be noted that where pavement parking constitutes an obstruction it is a matter for the Police, who are empowered to enforce on this matter. An appropriate measure to help alleviate residents' difficulties with vehicle access / egress to properties is the provision of advisory 'H bar markings' and these can be provided in line with the County Council's charging policy (£200 in 2018-19) on request from local residents.

## **Other Options Considered**

19. Other options considered relate to the operational times of the residents parking scheme, which could have been either lesser or greater. Proposals were modified to include areas of limited waiting in direct response to comments received. The restrictions are considered a

reasonable balance between retaining public access to the highway and ensuring residents' reasonable access to parking.

### **Comments from Local Members**

20. County Councillor Greaves was involved in the development of the revised proposals and has expressed his support for the scheme.

### **Reasons for Recommendations**

21. The proposals are considered appropriate taking into account a balanced view of the needs of all road users; balancing the need to retain public access to the highway with ensuring residents' reasonable access to on-street parking. It is considered therefore that the proposals achieve a balance between competing demands for the highway and that all residents will have access to parking within a reasonable distance of their home.

### **Statutory and Policy Implications**

22. This report has been compiled after consideration of implications in respect of crime and disorder, data protection and information governance, finance, human resources, human rights, the NHS Constitution (public health services), the public sector equality duty, safeguarding of children and adults at risk, service users, smarter working, sustainability and the environment and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

### **Crime and Disorder Implications**

23. Nottinghamshire Police made no comments during the consultation. No additional crime or disorder implications are envisaged.

### **Financial Implications**

24. This scheme is being funded through the Local Transport Plan ITM budget for 2018/19 with an estimated cost to implement the works and traffic order of £5,000.

### **Human Rights Implications**

25. The implementation of the proposals within this report might be considered to have a minimal impact on human rights (such as the right to respect for private and family life and the right to peaceful enjoyment of property, for example). However, the Authority is entitled to affect these rights where it is in accordance with the law and is both necessary and proportionate to do so, in the interests of public safety, to prevent disorder and crime, to protect health, and to protect the rights and freedoms of others. The proposals within this report are considered to be within the scope of such legitimate aims.

### **Public Sector Equality Duty implications**

26. As part of the process of making decisions and changing policy, the Council has a duty 'to advance equality of opportunity between people who share a protected characteristic and those who do not' by thinking about the need to:

- Eliminate unlawful discrimination, harassment and victimisation;

- Advance equality of opportunity between people who share protected characteristics (as defined by equalities legislation) and those who don't;
- Foster good relations between people who share protected characteristics and those who don't.

Disability is a protected characteristic and the Council therefore has a duty to make reasonable adjustments to proposals to ensure that disabled people are not treated unfairly.

### **Safeguarding of Children and Adults at Risk Implications**

27. The proposals are intended to have a positive impact on all highway users and the operational times of the scheme have been designed to maintain full public access to the highway network around the school at the start of and end of the school day.

### **Implications for Sustainability and the Environment**

28. The proposed waiting restrictions are designed to facilitate the operation of the wider highway network for drivers, cyclists and pedestrians.

## **RECOMMENDATION/S**

It is recommended that:

- 1) The Nottinghamshire County Council (Devonshire Street & Harrington Street, Worksop) (Residents' Controlled Zone & Parking Places) Traffic Regulation Order 2018 (1211) be made as the revised advertised proposals and the objectors notified accordingly.

**Adrian Smith**  
**Corporate Director, Place**

**For any enquiries about this report please contact:** Mike Barnett - Team Manager (Major Projects and Improvements) 0115 9773118 / Helen North (Improvements Manager) 0115 977 2087

### **Constitutional Comments [SLB 17/05/2018]**

29. Communities and Place Committee is the appropriate body to consider the content of this report.

### **Financial Comments [SES 18/05/2018]**

30. The financial implications are set out in the report.

### **Background Papers and Published Documents**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

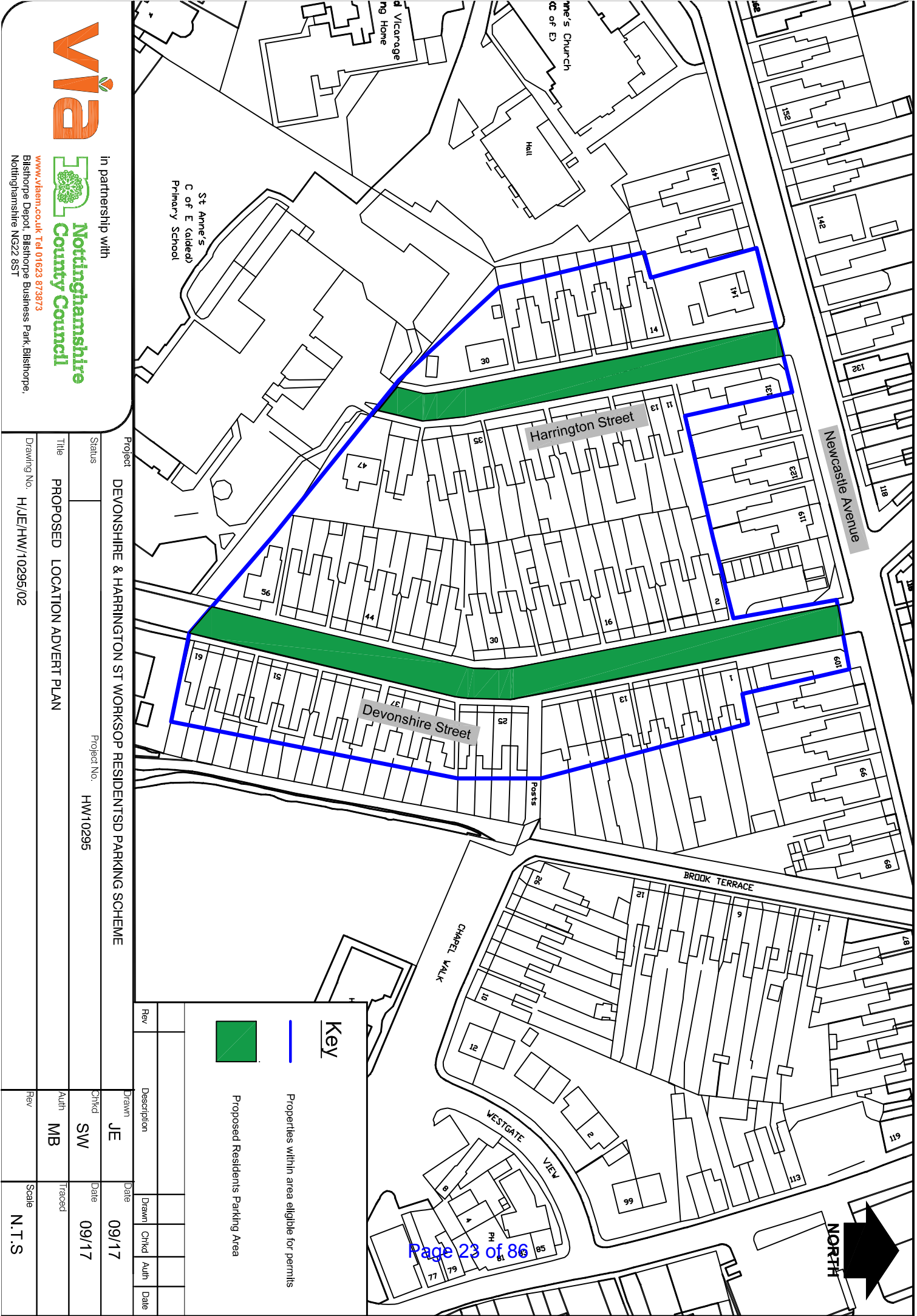
All relevant documents for the proposed scheme are contained within the scheme file which can be found in the Major Projects and Improvements section at Trent Bridge House, Fox Road, West Bridgford, Nottingham.

**Electoral Division(s) and Member(s) Affected**

Worksop South ED

Councillor Kevin Greaves







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Nottinghamshire County Council


In partnership with

Project		DEVONSHIRE & HARRINGTON ST WORKSOP RESIDENTS PARKING SCHEME	
Status		Project No.	HW10295
Title		PROPOSED LOCATION ADVERT PLAN	
Drawing No.	H/JE/HW/10295/02	Drawn	JE
		Chkd	SW
		Auth	MB
		Date	09/17
		Scale	N.T.S

**Key**



Proposed Residents' Parking Area

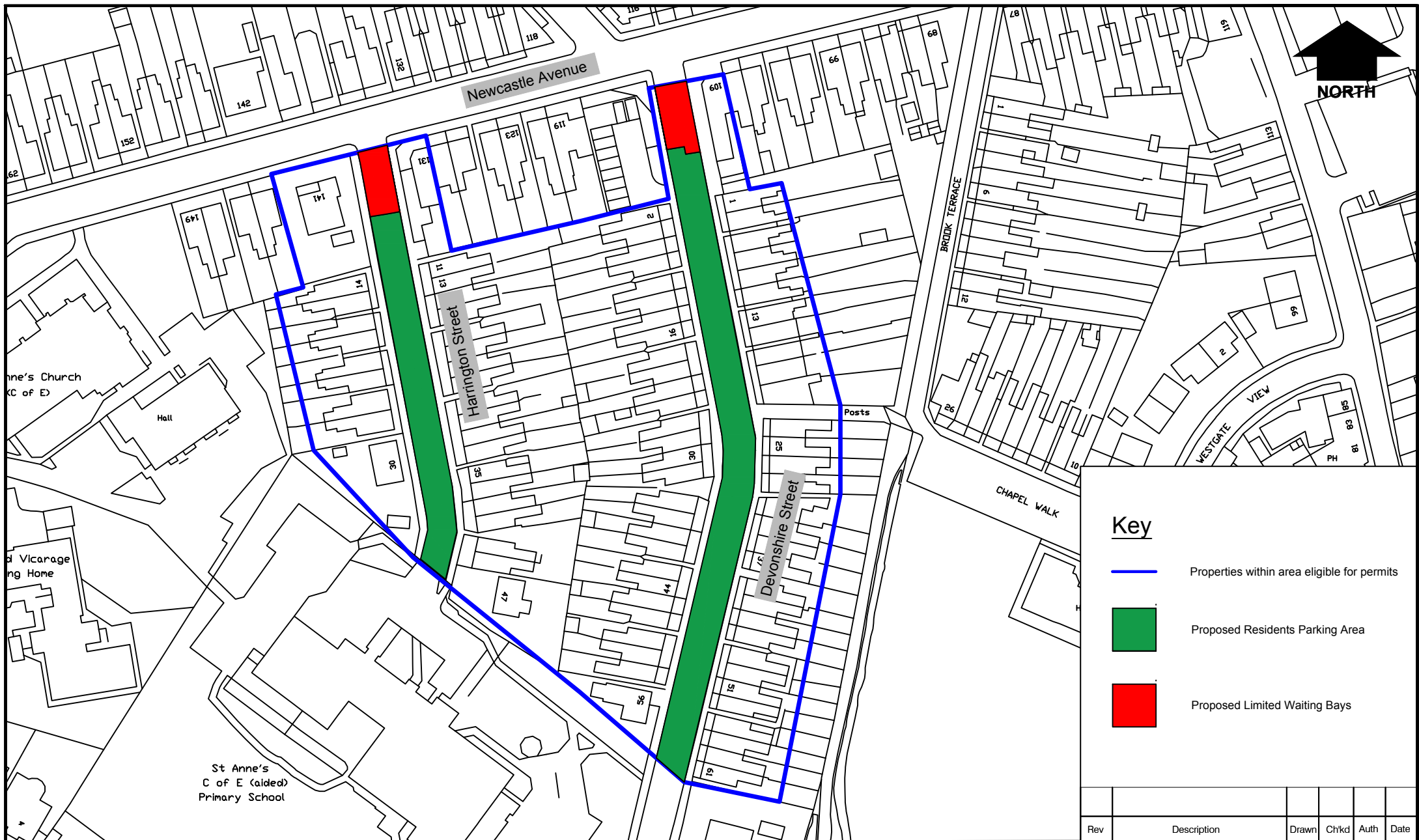


Properties within area eligible for permits

Rev	Description	Drawn	Chkd	Auth	Date







### Key

- Properties within area eligible for permits
- Proposed Residents Parking Area
- Proposed Limited Waiting Bays



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Nottinghamshire NG22 8ST

Project **DEVONSHIRE & HARRINGTON ST WORKSOP RESIDENTS PARKING SCHEME**

Status Project No. **HW10295**

Title **PROPOSED LOCATION ADVERT PLAN CONSULTATION 2**

Drawing No. **H/JE/HW/10295/03**

Rev		Description	Drawn	Ch'kd	Auth	Date
			JE			02/18
			SW			02/18
			MB			Traced
			Rev			Scale
						N.T.S



**14 June 2018****Agenda Item: 6****REPORT OF THE SERVICE DIRECTOR, PLACE AND COMMUNITIES****CULTURE, LEARNING AND LIBRARIES – INSPIRE: DEVELOPMENT UPDATE  
AND FIRST YEAR REVIEW****Purpose of the Report**

1. To monitor the development of Inspire in the delivery of cultural, learning and library services across Nottinghamshire and report its achievements in the second year of operation.

**Information****Context**

2. Inspire – Culture, Learning and Libraries (Midlands) was established as an independent Community Benefit Society with charitable status in June 2015 and commenced the delivery a range of cultural and learning services on behalf of the County Council from 1<sup>st</sup> April 2016. The change in operating model was part of the Council's 'Redefining Your Council' strategic vision and identified as part of the 'Strategy for Nottinghamshire's Libraries' approved by full council in December 2011
3. Inspire has a contractual arrangement with the Council which outlines the scope and range of services to be delivered on the council's behalf. A detailed services specification and performance mechanism has been established and is reviewed and reported on between the Council and Inspire monthly.
4. The high level of service deliver has been maintained and further developed since April 2016.
5. Staff transferred to Inspire on 1<sup>st</sup> April 2016 and are members of the new Society, and have an elected staff member on the Inspire board.
6. In addition to the smooth transfer of staff, senior staff of Inspire have established systems and policies to enable the new organisation to be financially robust, be compliant with legislation, maintain its charitable status, ensure it can meet its contractual agreements and agreed levels of performance.
8. This report and an accompanying presentation by the Chief Executive Officer of Inspire will inform the Committee of progress since April 2017.

## Review of Year Two

### Performance and Quality Assurance

9. Inspire has met the range of performance requirements laid out within the service specification (attached as **Appendix 1**).
10. Inspire has also achieved several external accreditations and awards to validate its performance. These include:
  - **Customer Service Excellence (CSE)** – Inspire wide accreditation
  - **Family Arts Campaign** – Winner of the Best Family Welcome Award 2018
  - **First Arts Awards** – Winner of the Best Partner award 2017
  - **MATRIX** – Inspire wide accreditation to the national Information, Advice and Guidance (IAG) standard.
  - **OfSTED** – Inspire Learning Services inspected to be a Good provider
  - **OHSAS** – Inspire inspection by the British Standards Institution met the ISO 18001 health and safety standard.

### Finance

11. Inspire achieved £1m savings as it went live in April 2016 including £500,000 from the change to charitable status of the new organisation. Further savings of £250,000 are programmed to be made by March 2019.

In addition, Inspire has also made a number of savings and efficiencies within the contract price which reduces the financial burden on Council funding. This includes costs of pay awards, changes in National Insurance, the apprentice levy, VAT liabilities and one-off pressures that if the services were within the Council would present a financial burden to the Council. It is estimated to amount to £230,000 in 2017/2018.

12. Inspire as an independent organisation and employer can drive through greater efficiencies, and is currently flexible enough to manage financial pressures.

### Entrepreneurial Dividend / Grants / Continuous Improvement

13. During its first year Inspire has started to develop its approach to attaining greater sustainability to meet the reductions in Council funding, to enable it to deliver and develop services on behalf of the Council.
14. Staff teams are focussed on cost efficiency and generating new streams of income. Reductions in running costs and smarter procurement have been successful. Further work to enhance and promote meeting space hire across the whole estate is underway. Through interviews with Inspire staff customer service excellence inspectors identified that the new operating model had empowered and motivated staff in new ways.
15. Inspire applied to the Arts Council England (ACE) to become a National Portfolio Organisation (NPO) to deliver cultural programmes through the library network aimed

at children and young people. Inspire was awarded £1M between 2018 – 2022. Inspire is one of only 6 library based organisations to be awarded NPO status.

16. Bidding for further grants will be pursued within the framework of the strategic aims of the organisation and where greatest impact can be made. The following additional funding amounts have been awarded £150,000 to arts, library and heritage projects and £250,000 to learning projects during the last year.
  1. Circuit Drawing and The Big Draw in Nottinghamshire (Sept 2016 to May 2017)
  2. Library Landscape - a myriorama for Nottinghamshire (Nov 2016 to Oct 2017)
  3. Inspire Poetry Festival 2017
  4. Smile: Theatrical Chamber Music for Children
  5. Artsmark Supporter Research and Development Project
  6. Research on public libraries contributing to Equality and Diversity
  7. Visual Stories
  8. Mansfield and Ashfield Cultural Education Partnership development
  9. Able Orchestra (Jan 2018 to May 2018)
  10. Black Cultural Heritage of Nottingham
  11. Flexible Learning Fund (Carers into Caring) Project (Jan 2018 to July 2019)

## **Governance**

17. The independent Inspire board has been operating since April 2016 and is now fully established. The board has established sub-committees to support the development of the organisation. These include: Music; Culture and Heritage; Learning and Skills; Finance and Audit; Staffing and Standards and Development.
18. Inspire will continue to gain from the wide-ranging skills and experience of board members.

## **Achievements / Highlights**

19. These are as follows:
  - Able orchestra featured by BBC on national music day
  - Big Draw enhanced with grant funding to reach 1,500 people and 22 organisations
  - Bookstart – 96% gifting rate, amounting to a value of £213,170
  - Christmas celebration 2017, 350 Nottinghamshire young singers performed to an audience of over 850 at the Royal Concert Hall Nottingham
  - Commissioned rural touring 'Village Ventures' and 'Earth and Fire' ceramics fair
  - Course guide published for the first time covering the expanded learning offer
  - Established 9 supported community partnership libraries
  - Grant funding to deliver children's theatre in libraries, including award winning SMILE production
  - Inspire Awards launched to celebrate achievements
  - Inspire delivered 2 Fun Palaces at Worksop and Beeston libraries receiving over 6,100 visitors, Inspire also supported the Fun Palace at Mansfield Museum.
  - Inspire Membership – over 53,500 people are members of the Society
  - Inspire poetry festival expanded to Mansfield, West Bridgford and Worksop

- Music Hub developed successful partnerships delivery of music education - eg Big Sing / National Youth Choirs of Great Britain (NYCGB)
- New external partners – Nottingham Trent University and The Broadway Cinema
- Picture Archive – online with 28,000 images
- Refurbished libraries at Keyworth, Beeston, Ruddington, Ravenshead and Mansfield Woodhouse.
- Sandance – only disabled dance company to be nominated for U Dance England
- Skills service – achieving 68% progression to work or further training
- Summer Reading Challenge – 9,732 children took part
- Website now includes events and course directory, booking and online payment and received 387,000 visits from 257,000 unique users

## **Customer and Learner satisfaction**

20. Across all services areas there is a regular process of gaining satisfaction levels and feedback. Complaints are very low and outnumbered by compliments, both are reported to the Council monthly. Customer and learner satisfaction levels (good or very good) target of 90% is set within the performance specification.
21. During the second year of operation the following satisfaction levels have been achieved:
  - Community Learning - 94.6%
  - Education Library Service - 98%
  - Instrumental Music Teaching Service – 98%
  - Libraries – Children's satisfaction survey - 94%
  - Study Programme 16-19 - 96%
22. Feedback from the Customer Service Excellence (CSE) inspection undertaken in March 2018 indicated high levels of satisfaction and engagement across all Inspire services. Inspire maintain compliance with all element of the standard, and gained compliance plus in two categories -

Leadership, Policy and Culture – 2.1.1 Corporate commitment to putting the customer at the heart of service delivery

Co-operative working with other providers, partners and communities – 3.4.3 Interaction within wider communities and can demonstrate the ways in which they are supported

## **Staff Feedback**

23. During the transition process staff were highly engaged in developing the new organisation and its values.

A staff survey was undertaken in late 2017 and achieved a 50% response rate. The survey provides a benchmark for future years and enables senior leaders to focus on areas highlighted by staff. A bespoke Inspire Learning and Knowledge pool is now available to all staff and can be accessed on a range of mobile devices. This provides

a e learning platform and intranet platform to ensure staff are well informed and able to access a range of training, developmental tools and information sources.

A staff forum has been established with representation from across all Inspire services. The forum meets as a group and with the leadership team, this enables the staff voice to be heard and to ensure staff ideas and views are taken into account.

### **Relationship with the Council and stakeholders**

24. The Council has a good working relationship with the new organisation and maintains two nominated places on its main board. The Council also has board observer status for senior officers.
25. An agreed communications protocol between the Council and Inspire was approved by the former Culture Committee and is working well.
26. Other funders, Arts Council England, Education Funding Agency and Skills Funding Agency, have engaged in a positive way with Inspire during its second year.
27. New working relationships have been developed with a range of organisations, including - Nottingham Trent University, First Arts Creative People and Places, The Royal Concert Hall Nottingham, NYCGB, The Harley Foundation, UNESCO City of Literature, BFI / Broadway Cinema, BBC Radio Nottingham, Business in the Community, Fun Palaces, York Explore, LibrariesUnlimited and Suffolk Libraries.

### **Other Options Considered**

28. None.

### **Reason/s for Recommendation/s**

29. That the update on the performance and development of Inspire in the delivery of cultural, learning and library services on behalf of the County Council be monitored during 2018/2019 with a further report presented to Committee in June 2019.

### **Statutory and Policy Implications**

30. This report has been compiled after consideration of implications in respect of crime and disorder, data protection and information governance, finance, human resources, human rights, the NHS Constitution (public health services), the public sector equality duty, safeguarding of children and adults at risk, service users, smarter working, sustainability and the environment and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

### **Financial Implications**

31. There are no financial implications arising from this report.



## **RECOMMENDATION/S**

- 1) That Members consider whether there are any actions they require in relation to the issues contained within the report and that Members agree to receive a follow up update report in the next 12 months and that this be included in the work programme.

**Derek Higton**  
**Service Director, Place and Communities**

**For any enquiries about this report please contact:** Peter Gaw, Chief Executive – Culture, Learning and Libraries – Inspire, T: 0115 977 4201, E: [peter.gaw@inspireculture.org.uk](mailto:peter.gaw@inspireculture.org.uk)

### **Constitutional Comments [SLB 17/05/2018]**

32. Communities and Place Committee is the appropriate body to consider the content of this report. If Committee resolves that any actions are required it must be satisfied that such actions are within the Committee's terms of reference.

### **Financial Comments [SES 15/05/2018]**

33. There are no specific financial implications arising directly from this report.

### **Background Papers and Published Documents**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

Launch of Inspire – report to Culture Committee 19 April 2016

Inspire communications and marketing activity protocol – report to Culture Committee 1 November 2016

Culture, Learning and Libraries – Inspire development update and first year review – report to Communities and Place Committee 22 June 2017

Inspire review and Forward Plan 2020 - October 2017  
[www.inspireculture.org.uk/uploads/documents/IAR\\_for\\_web.pdf](http://www.inspireculture.org.uk/uploads/documents/IAR_for_web.pdf)

### **Electoral Division(s) and Member(s) Affected**

All.



## Service Performance Specification

Area of Service Delivery	Performance Standard	Measure
Records Management Service	26. Provide the timely delivery of records to agreed standards	All requested records provided the following working day or as agreed with client
Records Management Service	27. Maintain condition, confidentiality and security of records to agreed standards	No breaches
Nottinghamshire Archives service for Nottingham and Nottinghamshire	13. Provide opening hours to an agreed pattern	Opening Hours
Nottinghamshire Public Library Service	16. Provide opening hours to an agreed pattern	Opening Hours
Nottinghamshire Archives service for Nottingham and Nottinghamshire	14. Not exceed unplanned closure at an agreed level	0.5% of agreed Opening Hours
Nottinghamshire Public Library Service	17. Not exceed unplanned closure at an agreed level: a. Static; b. Mobiles	a. 0.5% of agreed Opening Hours b. 1.5% of agreed Opening Hours
Nottinghamshire Public Library Service	18. Achieve an agreed level of visits (annual target with % tolerance)	2.6 million (reporting tolerance – 5%)
Learning – community learning service	5. Deliver the ESFA contract to meet the agreed levels: a. Target learners; b. Number of learners (ESFA contract)	a) 50% of learners from top 250 Super Output Areas (SOAs) (per academic year); b) 6,000 adult learners* (per academic year) *related to SFA contractual targets
Learning – Skills for Employment	8. Deliver the ESFA contract to meet the agreed requirements: a. Targeting this group of learners; b. Achieving an agreed level of progression of young people to employment or further training	a) Young people 16 to 19 with qualifications below 5 GCSE Grade A - C; b) 65%

Records Management Service	24. Deliver a records management function for NCC, achieving agreed customer satisfaction levels	Customer satisfaction 90% +
Records Management Service	25. Maintain and action retention schedules	Reviewed and updated with NCC services (annually)
Arts	2. Apply for external funding streams to enable strategic development	Applications (direct or supported) for external funding
Nottinghamshire Public Library Service	20. Provide quality stock, ensuring that: a. Items for loan do not exceed the agreed replenishment rates; b. The book and resource purchase fund is maintained at an agreed rate	a) 7 years (all stock); 8 years (children's stock) b) £800K
Nottinghamshire Public Library Service	19. Achieve agreed benchmarks for value for money and overall performance	Net expenditure – average and then review annually; Net income – increasing to average and then review annually; Volunteering – increasing to average and then review annually; Website Visits – average and then review annually
Arts	Co-ordinate key programmes 1. Rural Touring Programme 2. Arts Programme	6,000 attendances annually 2,000 attendances
Nottinghamshire Public Library Service	c. Information and Digital Universal Information Offer – free information service (face to face, email and via ASK Libraries), supported use of free public access ICT / information / government sites. Ability to search library catalogue and online resources, reserve/request/ renew items online and join online	Levels 1, 2 & 3 Free Wi-Fi/ free internet during opening hours

Nottinghamshire Public Library Service	<p>d. <u>Local Studies</u> – Provide access relating to Nottinghamshire its history and environment in all libraries and via digital sources and exhibitions.</p> <p>Provide onsite and where feasible access to online resources to support research into Nottinghamshire's story.</p> <p>Maintain a comprehensive photographic collection for Nottinghamshire via the Picture your Past partnership</p>	<p>Local Studies Offer:</p> <p>Level 1 – Comprehensive collection of published sources (including maps and photographs) covering the County and local town/district area;</p> <p>Level 2 – Provide a collection of published sources about Nottinghamshire and the immediate town/area;</p> <p>Level 3 – Provide a collection of published material relevant to the library catchment area</p>
Nottinghamshire Public Library Service	<p>e. <u>Health and Wellbeing</u></p> <p>Contribute to the health and wellbeing through reading and information services</p>	<p>Health and Well-being Offer</p> <p>Level 1, 2 &amp; 3 – Books on Prescription Scheme; Dedicated space for health related activity in selected libraries;</p> <p>Level 1, 2 &amp; 3 – Free and supported access to health information resources (eg Help Yourself website);</p> <p>Level 1, 2 &amp; 3 - Access to targeted resources (eg memory lane bags) via request system</p>
Nottinghamshire Public Library Service	<p>f. <u>Learning Support</u></p> <p>Independent study and access to learning resources.</p> <p>Sign post learners to courses and information, advice and guidance.</p> <p>Learning Offer Level 1 ICT support session – 24 sessions per year</p> <p>Level 2 ICT support session – 6 sessions per year</p>	<p>Learning:</p> <p>Level 1 – Provision of study space, exhibition space and a wide range of non-fiction resources;</p> <p>Level 2 – Provision of study space; see Combined Core Service target</p>
Nottinghamshire Public Library Service	<p>23. Establish Community Partnership Libraries to agreed standards</p>	<p>Telephone helpline provided to all CPLs (Monday – Saturday);</p> <p>1 stock delivery / pick up per week;</p> <p>Access to Library Management System (LMS);</p> <p>Provision of County Library support as agreed with each CPL;</p> <p>16 CPLs established by end March 2019</p>

Nottinghamshire Public Library Service	<p><b>b. Children</b>  To ensure the universal reading offer is available to children and young people. A dedicated children's area in every library, and a young adults area in larger sites. Children's offer:  Level 1 – Under 5's event 2 per week (min); Introductory Class Visit; Book/Reading activity – 4 per year; School Exchange Visits;  Level 2 – Under 5's event 1 per month (min); Introductory Class Visit; School Exchange Visits;  Level 3 - Introductory Class Visit – teacher led; School Exchange Visits; Bookstart offer: Summer Reading Challenge – available at all libraries</p>	BookStart 95% + babies reached; Summer Reading Challenge target 8,000 + children participating
Learning – community learning service	6. Achieve agreed levels of learner satisfaction	90% of learners stated the course met or exceeded their expectations
Learning – Skills for Employment	9. Achieve agreed levels of learner satisfaction	90% of learners stated the course met or exceeded their expectations
Sold Services to Schools	28. Ensure that the Education Library Service achieves agreed customer satisfaction levels	90% + customer satisfaction rating
Sold Services to Schools	29. Provide an Instrumental Music Teaching service as a sold service, at the agreed cost to NCC	Nil cost to NCC
Sold Services to Schools	30. Ensure that Instrumental Music Teaching achieves agreed customer satisfaction levels	90% + customer satisfaction rating
Sold Services to Schools	31. Support the Music Continued Professional Development network	Provide a minimum of 3 CPD events for Nottinghamshire Schools and staff

Sold Services to Schools	32. Provide the Nottinghamshire Music Hub	<p>Provide access to whole class ensemble teaching programmes free to young people at the point of contact for a term in all 7 Nottinghamshire districts</p> <p>Provide continuation opportunities for young people in and out of schools in all 7 Nottinghamshire districts</p> <p>Provide discounted tuition and instrument loan scheme for those on low incomes</p> <p>Provide a minimum of 3 high quality/large scale music activities for young people working with professional musicians and/or venues</p>
Learning – community learning service	4. Achieve an agreed outcome of OfSTED Inspection	Good
Learning – Skills for Employment	7. Achieve an agreed outcome of OfSTED Inspection	Good
Nottinghamshire Archives service for Nottingham and Nottinghamshire	10. Achieve archives service accreditation as specified	Acquire and maintain the accreditation with The National Archives (TNA)
Nottinghamshire Archives service for Nottingham and Nottinghamshire	11. Ensure legal compliance	Meet the legal requirements for archives
Nottinghamshire Archives service for Nottingham and Nottinghamshire	15. Ensure that conservation meets an agreed standard	PD5454 compliant conservation unit or services
Nottinghamshire Public Library Service	21. Achieve agreed customer satisfaction ratings for the following areas:	CIPFA PLUS Survey Questions and targets
Nottinghamshire Public Library Service	a. Quality and choice of book stock (adults); Q - What do you think of the books in this library	Target 80% + (good or very good)

Nottinghamshire Public Library Service	b. Quality and choice of book stock (children); Q - The library having the books I need...	Target rating 8+ out of 10
Nottinghamshire Public Library Service	c. User satisfaction (adult); Q - Taking everything into account, what do you think of this library?	Target 90% + (good or very good)
Nottinghamshire Public Library Service	d. User satisfaction (children); Q - Overall, what do you think of this library?	Target 8+ out of 10
Nottinghamshire Archives service for Nottingham and Nottinghamshire	12. Achieve agreed levels of customer satisfaction measured through the PSQG survey of British Archives	90% overall customer satisfaction (Every 18 months)

**14 June 2018****Agenda Item: 7****REPORT OF THE SERVICE DIRECTOR, PLACE AND COMMUNITIES****CULTURAL SERVICES EVENTS PROGRAMME****Purpose of the Report**

1. To seek endorsement of the programme of events at our Country Parks and Inspire's various culture, learning and arts events.

**Information**

2. Each service provider has many years' experience of managing events as a significant part of their core offer and business plan. The proposed events, which are detailed in **Appendix 1**.

**Other Options Considered**

3. This event programme is tried and tested and has proved to be very popular with visitors as well as generating additional income. Event providers have already been booked for a number of these events as this has to be done in the summer in order to secure their services. Thus the option to discontinue the programme for 2018 was not considered to be a viable option.

**Reason/s for Recommendation/s**

4. The programme of events provides entertainment, showcases the natural beauty of the outdoor sites and serves to introduce people to the services who might otherwise not have visited. The events taking place in the autumn and winter also encourage visitor spend in the catering and retail outlets at an otherwise quiet time of the year.

**Statutory and Policy Implications**

5. This report has been compiled after consideration of implications in respect of crime and disorder, data protection and information governance, finance, human resources, human rights, the NHS Constitution (public health services), the public sector equality duty, safeguarding of children and adults at risk, service users, smarter working, sustainability and the environment and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

**Financial Implications**

6. The costs associated with these events are provided for in existing budgets and are offset by additional income from event charges (where levied) and additional secondary spend.

## **RECOMMENDATION/S**

- 1) That the events programme for Cultural Services is endorsed.

**Derek Higton**  
**Service Director, Place and Communities**

**For any enquiries about this report please contact:** Mark Croston, Cultural Services Commissioning Manager, T: 0115 9932712, E: mark.croston@nottsc.gov.uk

### **Constitutional Comments [SLB 17/05/2018]**

7. Communities and Place Committee is the appropriate body to consider the content of this report.

### **Financial Comments [SES 11/05/2018]**

8. The financial implications are set out in the report.

### **Background Papers and Published Documents**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

### **Electoral Division(s) and Member(s) Affected**

All.  
C1041



## Cultural Services Events – Spring/Summer 2018

*Car parking charge applies unless otherwise stated*

### Schedule of Events

#### Inspire

<b>Date/Time</b>	<b>Title</b>	<b>Venue</b>	<b>Service Area</b>
10 May 2018	Adventures in Music:	Retford Library	Children and families
10 May 2018	Adventures in Music	Bingham Library	Children and families
10 May 2018	Dementia Friendly Film Screening of High Society	Mansfield Central Library	Arts
10 May 2018	Folk Among the Fiction: HANNAH JAMES	Beeston Library	Libraries
11 May 2018	Adventures in Music:	Arnold Library	Children and families
11 May 2018	NOTTS PEOPLE: LUCY HUTCHINSON	NOTTS PEOPLE	Heritage
14 May 2018	Adventures in Music: West Bridgford Library	Bridgford Library	Children and families
14 May 2018	Adventures in Music: Beeston Library	Beeston Library	Children and families
14 May 2018	Adventures in Music: Mansfield Central Library	Central Library	Children and families
14 May 2018	Jazz Steps Live at the Libraries Presents: The Jeanie Barton Quartet	Beeston Library	Libraries
15 May 2018	Fatal Attraction: Why we Love Crime Fiction	Mansfield Central Library	Libraries
15 May 2018	Jazz Steps Live at the Libraries Presents: The Jeanie Barton Quartet	Worksop Library	Libraries
16 May 2018	Jazz Steps Live at the Libraries Presents: The Jeanie Barton Quartet	Southwell Library	Libraries
17 May 2018	Jazz Steps Live at the Libraries Presents: The Jeanie Barton Quartet	West Bridgford Library	Libraries
23 May 2018	The women in the lives of the 4th and 5th Dukes of Newcastle.	Worksop Library	Heritage
23 May 2018	We dig the castle	Beeston Library	Heritage
25 May 2018	Family History Surgery - 1.30pm	West Bridgford Library	Heritage
25 May 2018	Family History Surgery - 2pm	West Bridgford Library	Heritage
25 May 2018	Family History Surgery - 2.30pm	West Bridgford Library	Heritage
25 May 2018	Family History Surgery - 3pm	West Bridgford Library	Heritage
25 May 2018	Family History Surgery - 3.30pm	West Bridgford Library	Heritage
29 May 2018	Four Forgotten Nottinghamshire Writers explored	West Bridgford Library	Heritage
30 May 2018	A Square World by Daryl Beeton	Beeston Library	Children and families
30 May 2018	A Square World by Daryl Beeton	West Bridgford Library	Children and families
31 May 2018	A Square World by Daryl Beeton -	Newark Library	Children and families

31 May 2018	A Square World by Daryl Beeton	Southwell Library	Children and families
31 May 2018	Women's Prize for Fiction Shortlist Event	West Bridgford Library	Libraries
01 June 2018	A Square World by Daryl Beeton	Worksop Library	Children and families
01 June 2018	NOTTS PEOPLE: HENRY RASTALL AND WILLIAM KNOTT	Archives	Heritage
01 June 2018	A Square World by Daryl Beeton	Retford Library	Children and families
06 June 2018	Exploring Ancestry.com.	Beeston Library	Heritage
07 June 2018	Folk Among the Fiction: RAY COOPER	Beeston Library	Libraries
09 June 2018	Egg Box Theatre presents: The Moon & Me	Mansfield Central Library	Children and families
09 June 2018	Egg Box Theatre presents: The Moon & Me	Mansfield Central Library	Children and families
09 June 2018	Egg Box Theatre presents: The Moon & Me	Mansfield Central Library	Children and families
11 June 2018	Jazz Steps Live at the Libraries Presents: Deli Quartet	Beeston Library	Libraries
12 June 2018	Jazz Steps Live at the Libraries Presents: Deli Quartet	Worksop Library	Libraries
13 June 2018	Jazz Steps Live at the Libraries Presents: Deli Quartet	Southwell Library	Libraries
14 June 2018	Jazz Steps Live at the Libraries Presents: Deli Quartet	West Bridgford Library	Libraries
16 June 2018	Any Which Way: A Poetry Myriorama Workshop	West Bridgford Library	Arts
16 June 2018	Any Which Way: Poetry Myriorama Workshop	Myriorama Workshop at	Arts
17 June 2018	Family Concert: Movie Music Mayhem	West Bridgford Library	Children and families
19 June 2018	Top ten scandals of Sherwood Forest	Mansfield Central Library	Heritage
20 June 2018	Exploring family records in Attenborough parish	Beeston Library	Heritage
20 June 2018	Treasures, Crusades and Witch-prevention: adventures in the Christian heritage of Worksop.	Worksop Library	Heritage
21 June 2018	Dementia Friendly Film Screening of The Odd Couple	Mansfield Central Library	Arts
22 June 2018	TOLFest18 - IYA & Orchestras Live presents Able Orchestra vs. Shadow Movement at Nottingham Contemporary	Nottingham Contemporary	Inspire Youth Arts
23 June 2018	Art Workshop - Fabricating Spaces	Beeston Library and Lakeside Arts	Arts
23 June 2018	Any Which Way: Poetry Myriorama Workshop	Worksop Library	Arts
23 June 2018	Any Which Way: A Poetry Myriorama Workshop	Mansfield Central Library	Arts
23 June 2018	TOLFest18 - Music gig	The Old Library	Inspire Youth Arts
25 June 2018	TOLFest18 - Dance, Drama & Film - Night 1	The Old Library	Inspire Youth Arts
26 June 2018	Lenton Priory and the archaeology beneath the tram lines	West Bridgford Library	Heritage
27 June 2018	Virtual tour of Wollaton Road cemetery	Beeston Library	Heritage
27 June 2018	TOLFest18 - Dance, Drama & Film - Night 2	The Old Library	Inspire Youth Arts
28 June 2018	TOLFest18 - The Thelma's and Ovalhouse presents Coconut by Guleraana Mir	The Old Library	Inspire Youth Arts
29 June 2018	Family History Surgery - 1.30pm	West Bridgford Library	Inspire Youth Arts

29 June 2018	Family History Surgery - 2pm	West Bridgford Library	Heritage
29 June 2018	Family History Surgery - 2.30pm	West Bridgford Library	Heritage
29 June 2018	Family History Surgery - 3pm	West Bridgford Library	Heritage
29 June 2018	Family History Surgery - 3.30pm	West Bridgford Library	Heritage
05 July 2018	TOLFest18 - BBC Introducing Gig	Rescue Rooms	Inspire Youth Arts
07 July 2018	Family Concert: Movie Music Mayhem - Newark Library	Newark Library	Children and families
12 July 2018	Worksop Town Football Club Part 2	Worksop Library	Heritage
16 July 2018	TOLFest18 - JME Dance Company on Tour	The Old Library	Inspire Youth Arts
17 July 2018	Sunday Times Bestselling author Milly Johnson	Arnold Library	Libraries
19 July 2018	Milk Bottle Productions presents THE MUSEUM OF TAT	The Old Library	Inspire Youth Arts

## Holme Pierrepont

19th May	Nottingham Sprint Triathlon	National Water Sports Centre
20th May	Outlaw Half	National Water Sports Centre
25th of May	K4 Races	National Water Sports Centre
26th - 27th May	Nottingham City Regatta	National Water Sports Centre
2nd - 3rd June	Sprint Regatta	National Water Sports Centre
2nd - 3rd June	Paddle in the Park	National Water Sports Centre
9th June	Warrior Assault	National Water Sports Centre
10th June	Colour Dash	National Water Sports Centre
16th - 17th June	Masters Championships	National Water Sports Centre
20th of June	K4 Races	National Water Sports Centre
28th June	HPRC Summer League	National Water Sports Centre
30th June	Nottingham Girls High Rowing	National Water Sports Centre
1st July	France Trials	National Water Sports Centre
7th July	X-Runner	National Water Sports Centre
7th - 8th July	Sprint Regatta	National Water Sports Centre
7th & 8th July	Manchester Canoe Club	National Water Sports Centre

12th – 16th July	Junior Crew Formation	National Water Sports Centre
14th July	Royal British Legion	National Water Sports Centre
20th – 22nd July	Junior Championships	National Water Sports Centre
28th July	Big Swim Nottingham	National Water Sports Centre
29th July	Outlaw Full Triathlon	National Water Sports Centre
4th - 5th August	Olympic Hopes Training Camp	National Water Sports Centre
10th August	10 Mile Road Race	National Water Sports Centre
12th August	Run For All	National Water Sports Centre
14th – 17th August	Start Test Camp	National Water Sports Centre
18th - 19th August	Sculling Festival	National Water Sports Centre
25th August	Club Relays Triathlon	National Water Sports Centre
1st - 2nd September	Sprint Regatta	National Water Sports Centre
1st - 2nd September	Canoe Polo British Open	National Water Sports Centre
1st - 2nd September	Holme Pierrepont Open	National Water Sports Centre
8th September	Pretty Muddy	National Water Sports Centre
8th – 9th September	Canoe Polo Europeans	National Water Sports Centre
14th - 16th September	GBR Team Start Test Camp	National Water Sports Centre
22nd - 23rd September	Dragon Boats	National Water Sports Centre
22nd - 23rd September	HPP Slalom Selection	National Water Sports Centre
5th - 7th October	GBR Team Start Test Camp	National Water Sports Centre
6th October	Survival of the Fittest	National Water Sports Centre
19th – 21st October	Senior Championship	National Water Sports Centre
27th – 30th October	Junior Potential Camp	National Water Sports Centre
1st - 2nd November	Junior Potential Camp Cont'd	National Water Sports Centre
3rd - 4th November	GBR Start Test Camp	National Water Sports Centre
4th November	Time to Run Events	National Water Sports Centre
17th November	Cyclo-Cross	National Water Sports Centre
1st - 2nd December	Time 2 Run Events	National Water Sports Centre

#### Rufford Abbey Country Park

25 <sup>th</sup> - 27 <sup>th</sup> May	Food and Drink Festival	Rufford Abbey Country Park
1 <sup>st</sup> - 3 <sup>rd</sup> June	Outdoor Cinema Weekend	Rufford Abbey Country Park
23 <sup>rd</sup> & 24 <sup>th</sup> June	Knights of Nottingham Jousting	Rufford Abbey Country Park
6 <sup>th</sup> & 7 <sup>th</sup> July	Outdoor Cinema – The Greatest Showman	Rufford Abbey Country Park
11 <sup>th</sup> July	Heritage Day	Rufford Abbey Country Park
21 <sup>st</sup> July - 9 <sup>th</sup> Sept	Opening of Rufford Beach	Rufford Abbey Country Park
21 <sup>st</sup> Aug - 2 <sup>nd</sup> Sep	Summer Trail	Rufford Abbey Country Park

29 <sup>th</sup> Aug	Moggs and Minors Car Rally	Rufford Abbey Country Park
17 <sup>th</sup> Aug	Notts CC Outdoor Cinema (War Horse)	Rufford Abbey Country Park
18 <sup>th</sup> & 19 <sup>th</sup> Aug	Outdoor Cinema	Rufford Abbey Country Park
29 <sup>th</sup> & 30 <sup>th</sup> Sep	1940's Weekend	Rufford Abbey Country Park

#### Sherwood Forest Country Park

19th May	Archaeology of the Birklands	Sherwood Forest Country Park
26th - 28th May	Living History Camp – The Falchions	Sherwood Forest Country Park
31st May	Summer Mini-beast Safari	Sherwood Forest Country Park
1st June	Summer Mini-beast Safari	Sherwood Forest Country Park
2nd June	Nightjar Walk	Sherwood Forest Country Park
3rd June	Tracks, Trails & Signs	Sherwood Forest Country Park
9th & 10th June	Major Oak Woodland Festival	Sherwood Forest Country Park
16th June	Glow Worm Walk	Sherwood Forest Country Park
23rd June	Fairy & Elf Forest Fun	Sherwood Forest Country Park
24th June	Welsh Clearwing Walk	Sherwood Forest Country Park
30th June	Glow Worm Walk	Sherwood Forest Country Park
1st July	Family Task Morning	Sherwood Forest Country Park
7th July	Bat Walk	Sherwood Forest Country Park
21st July	Mini Butterfly Hunt (under 7's)	Sherwood Forest Country Park
28th July	Butterfly Hunt (ages 7-12)	Sherwood Forest Country Park
27th Aug – 2nd Sept	34 <sup>th</sup> Annual Robin Hood Festival	Sherwood Forest Country Park



**14 June 2018****Agenda Item: 8****REPORT OF THE CORPORATE DIRECTOR, PLACE****RESPONSES TO PETITIONS PRESENTED TO THE CHAIRMAN OF THE  
COUNTY COUNCIL****Purpose of the Report**

1. The purpose of this report is to recommend to Committee the responses to the issues raised in petitions to the County Council on 22 March 2018.

**A. Petition requesting double yellow lines on Tiln Lane outside Carr Hill Primary School, a speed limit reduction and road safety measures (Ref: 2016/0282)**

2. A petition of more than 300 signatures was presented to the 22 March 2018 meeting of the County Council by Councillor Steve Vickers. The petitioners requested double yellow lines, measures to prevent parking on the pavement and a speed limit reduction on Tiln Lane outside Carr Hill Primary School.
3. On 15 January 2018 a pupil of Carr Hill Primary and Nursery School was involved in a road traffic collision at the end of the school day and sadly died a few days later. A meeting was subsequently held at the school on the 2 February 2018, attended by County Council representatives, to discuss possible highway measures on Tiln lane, such as those requested in the petition.
4. Many schools across the county experience similar parking issues at school start and finish times. The number of pupils attending schools in Nottinghamshire has been increasing over the last five years; and this increase in the primary cohort in particular has increased the volume of traffic on roads in and around schools at the start and end of the school day. Head teachers and school governors regularly raise concerns relating to driver behaviours and the challenges facing schools as more children are driven to school; and road safety is a key concern of parents and carers as well as members of all political parties. Consequently, to help address these issues on 19 March 2018 Children & Young People's Committee approved the establishment of a cross-party working group, to be chaired by the Vice Chairman of the Children's and Young People's Committee and facilitated by senior officers.
5. Key objectives of this working group will include reviewing all of the road traffic collisions between 2012 and 2018 in Nottinghamshire and to explore ways of working with schools, parents and the wider community to improve road safety for all children on Nottinghamshire's roads, particularly in and around schools. In addition, the working group will review the road safety advice offered to schools, particularly in relation to driving and parking around school at the beginning and end of the school day.
6. In the meantime, officers are working closely with the school to offer road safety guidance and education; and the camera car enforcement vehicle has been deployed at the school and will continue to visit it to record and log for a Penalty Charge Notice any vehicle it sees

contravening the 'no stopping orders' which now underpin all 'School Keep Clear' markings in the county.

7. It is recommended that the lead petitioner be informed accordingly.

**B. Petition requesting speed limit reduction on A638 London Road, Retford from 40mph to 30mph (Ref: 2016/0283)**

8. A 104 signature petition was presented to the 22 March 2018 meeting of the County Council by Councillor Steve Vickers requesting a 40mph speed limit on London Road in Retford. London Road currently has a 30mph speed limit from the town centre until Elm Walk where it changes to 40mph. The roadside development at this point is predominantly set back from the carriageway and there is a footway on both sides. The 40mph continues until the Jet Petrol Station where it changes to 50mph.
9. To consider the 30mph speed limit request an assessment will be carried out including consideration of the road layout and its purpose, the number of properties fronting the road, an evaluation of traffic speeds and an investigation of the speed related injury accident data. Once this data is available the request will be considered in line with guidelines for setting local speed limits; and if appropriate, alterations to the speed limit will be considered for inclusion in a future integrated transport programme.
10. It is recommended that the lead petitioner be informed accordingly.

**C. Petition regarding parking outside Abbey Primary School, Stuart Avenue, Mansfield (Ref: 2016/0284)**

11. A 68 signature petition was presented to the 22 March 2018 meeting of the County Council by Councillor Martin Wright requesting measures to address school parking outside Abbey Primary School on Stuart Avenue, Mansfield at school start and finish times. The petition raises concerns about the obstruction of bus and emergency services caused by such parking and an altercation between a resident and a driver which involved the Police. Abbey Primary School was expanded circa 2016 and the bus stops were repositioned to assist in regulating their stopping places. There was an increase in school parking complaints and this was investigated in 2017. It was hoped that a nearby area of Council-owned non-highway land might be used for a drop off/pick up area, but on investigation this was not feasible as it is planned to sell the land.
12. The parking issue raised is not an isolated case and the Council regularly receive similar complaints relating to inconsiderate parking in the vicinity of schools. Effective solutions to address these problems are very difficult to implement due to the typical behaviour of traffic in these areas; and suggested solutions, such as double yellow lines or other parking restrictions, often simply displace the parking to adjacent areas causing similar problems. Also, loading or unloading of passengers, which is usually the case near schools, is still permitted on double or single yellow lines.
13. Congestion at school start and finish times normally acts as a form of natural traffic calming and reduces average vehicle speeds significantly; and also deters non-essential through traffic from using the routes at these times both of which can improve safety around schools. There is also a benefit in allowing some parking close to the school entrance to avoid child pedestrian



movements being spread any wider than necessary, including to areas where passing drivers may not expect them to be. The emergency services have stated that they do not expect to have free passage through residential areas and subsequently have developed methods to deal with this type of situation which they experience frequently.

14. The Council has recently undertaken two major works programmes to help address local safety concerns around schools – making all ‘School Keep Clear’ markings legally enforceable and installing 20mph speed limits outside schools. These programmes targeted keeping the direct school entrances clear of parking whilst impressing upon drivers that they are expected to lower their speed whenever a school is present anywhere in Nottinghamshire. The enforcement of ‘School Keep Clear’ markings was improved further with the commissioning of our enforcement car which can immediately record and log for a Penalty Charge Notice any vehicle it sees contravening the ‘No Stopping’ orders which now underpin all ‘School Keep Clear’ markings.
15. The County Council has recently established a cross-party working group to explore ways of working with schools, parents and the wider community to improve road safety for all children on Nottinghamshire’s roads, particularly in and around schools. In addition, the working group will review the road safety advice offered to schools, particularly in relation to driving and parking around school at the beginning and end of the school day.
16. It is recommended that the lead petitioner be informed accordingly.

**D. Petition requesting a residents’ parking scheme on Stanton Place, Mansfield (Ref: 2016/0285)**

17. A 13 signature petition was presented to the 22 March 2018 meeting of the County Council by Councillor Paul Henshaw on behalf of residents of Stanton Place, Mansfield. The petition requests that a residents’ parking scheme is introduced on the road due to intrusive parking by non-residents.
18. Requests for residents’ parking schemes are prioritised in locations where residents do not have off-street parking and where a scheme won’t negatively affect nearby streets and town centres, or increase rat running or traffic speeds. Schemes are prioritised based on the level of non-resident parking throughout the day.
19. Stanton Place is a residential road situated to the west of the town centre. Roughly two thirds of the properties on the relevant section of the road have no off-street parking. There is an existing residents’ parking scheme on Layton Avenue, which joins Stanton Place at its eastern end. A parking survey will be undertaken to determine whether a residents’ parking scheme at this location should be considered a priority for inclusion in a future year’s integrated transport programme.
20. It is recommended that the lead petitioner be informed accordingly.

**E. Petition regarding speeding and traffic calming measures in Halam (Ref: 2016/0286)**

21. A 132 signature petition was presented to the 22 March 2018 meeting of the County Council by Councillor Bruce Laughton on behalf of the residents of Halam. The petition requests a

40mph speed limit on Halam Road/Halam Hill, between Halam and Southwell. The road is rural in nature with a 60mph speed limit.

22. To consider the speed limit request an assessment will be carried out including consideration of the road layout and its purpose, the number of properties fronting the road, an evaluation of traffic speeds, and an investigation of the speed related injury accident data. Once this data is available the request will be considered in line with guidelines for setting local speed limits; and if appropriate, alterations to the speed limit will be considered for inclusion in a future integrated transport programme.
23. It is recommended that the lead petitioner be informed accordingly.

**F. Petition regarding maintenance of footpath Kirkby Road, Ravenshead (Ref: 2016/0287)**

24. A 6 signature petition was presented to the 22 March 2018 meeting of the County Council by Councillor Chris Barnfather on behalf of residents who request that the existing footway be restored as it had become restricted and hazardous to use. The footway was said to be used to access Priory Wood, Thieves Wood and Newstead Abbey.
25. This footway, on the north side of the B6020 Kirkby Road, is an historic rural footway which does not appear to have been constructed to modern design standards. Subsequently, it has had an average width of considerably less than a metre for at least 10 years. The overall route referred to is nearly one kilometre in length and would require significant investment to reconstruct it to a modern standard.
26. The footway was surveyed in September 2017 for a maintenance treatment known as 'siding up', which involves scraping back the verge which has crept over (and narrowed) the footways edges. It was assessed at the time that the footway was an average width of 300 millimetres, but it was hoped that 500 millimetres might be achieved. However, siding up relies on the footway edges underneath the verge being intact and this is generally not known until the works are attempted. This planned maintenance work is currently pending but a weed spray of the adjacent verges was undertaken at the time of inspection to prevent further overgrowth.
27. It is recommended that the lead petitioner be informed accordingly.

**G. Petition requesting solutions to non-resident parking on Renals Way, Bricknell Road and Stripes View, Calverton (Ref:2016/0288)**

28. A 78 signature petition was presented to the 22 March 2018 meeting of the County Council by Councillor Boyd Elliott on behalf of residents of Renals Way, Bricknell Road and Stripes View, Calverton. The petition requests that solutions are found to alleviate concerns that additional non-resident parking will occur on these roads following the introduction of short -stay parking restrictions in nearby Crookdole Lane car park.
29. The car park currently allows unlimited waiting but the borough council intends to introduce a maximum free stay of two hours. The roads in question are residential roads located to the south of the village centre. Residents are concerned that staff working in local businesses will be forced to park on-street as a result.

30. Parking restrictions can be introduced to ban parking at all or certain times of the day but this would also apply to residents, their visitors and tradespersons. Similarly, limited waiting restrictions would also apply to residents etc. Residents' parking schemes can be introduced that would restrict parking by non-residents but continue to allow residents to park freely (although permits would also be required for visitors and tradespersons). This is considered to be the most appropriate solution in residential areas.
31. However, requests for residents' parking schemes are prioritised in locations where residents do not have off-street parking and where a scheme won't negatively affect nearby streets and town centres, or increase rat running or traffic speeds. All properties on the roads subject to this request have off-street parking and, given that the request specifically cites the likelihood of town centre staff using the road to park on, it is considered that such a scheme *would* negatively affect town centre businesses.
32. As a result, this request would not be considered a priority for inclusion in a future year's integrated transport programme and so no further assessment will be undertaken. If residents are experiencing issues with people parking across their drives they are, however, able to pay to have white H-bar markings installed to help ensure access to their driveways.
33. It is recommended that the lead petitioner be informed accordingly.

#### **H. Petition requesting junction protection Priory Road, Abbey Road, Radcliffe Road, West Bridgford (Ref: 2016/0289)**

34. A 78 signature petition was presented to the 22 March 2018 meeting of the County Council by Councillor Liz Plant behalf of residents predominantly from the middle section of Priory Road (between Abbey Road and Cyril Road) concerning non-local parking by shoppers and commuters. The parking problems were said to be the obstruction of driveways, obstruction of larger/emergency vehicles passing along the road, safety hazards at the Abbey Road and Radcliffe Road junctions, obstruction of pavements, and also that the further length of Priory Road to the east should be included in any proposals arising.
35. Prior to receipt of this petition, consultation was already underway on a proposed scheme to introduce parking restrictions along Abbey Road, including to protect the Priory Road junction and the pedestrian dropped kerbs from obstruction. This proposal forms part of the overall West Bridgford Combined Traffic Regulation Order scheme with the public consultation being completed in March 2018; and the proposals were approved at 17 May 2018 Communities & Place Committee. The Radcliffe Road junction was not included as it already has adequate yellow lines restricting parking which can be enforced by the Council. The proposals also include an amendment to an existing parking bay on the western section of Priory Road between Albert Road and Abbey Road (i.e. not the section that this petition relates to).
36. With regard to the general parking along the road length, it is now commonplace for drivers to park on both sides of many residential roads. This should help in deterring larger vehicles from using these routes unnecessarily and emergency services do not expect unimpeded access along residential roads. Subsequently, they have methods to deal with these situations which they encounter frequently. Parking on pavements is enforceable by the police, but they will only act if physical obstruction is occurring, not obstruction of visibility. The police should be contacted directly regarding any ongoing instances of this.

37. Residents' parking schemes can be introduced on roads where there is intrusive parking by non-residents. Such schemes are, however, prioritised on roads on which the households suffer the most significant negative impact from non-resident parking, i.e. those roads that do not have off-street parking and can't park anywhere near their property; as opposed to roads where households do have off-street parking but do not wish to see non-residents utilising the highway. As all of the properties on this section of Priory Road (and Abbey Road) have off-street parking facilities, a residents' parking scheme at this location would not be considered a priority for inclusion in a future year's integrated transport programme. It is appreciated that the adjacent section of Priory Road (from Albert Road to Abbey Road) had a residents' parking scheme installed in 2006, but this was a privately funded scheme to mitigate the effects of the then new Marks & Spencer's store.
38. If residents are experiencing issues with people parking across their drives they are, however, able to pay to have white H-bar markings installed to help ensure access to their driveways.
39. It is recommended that the lead petitioner be informed accordingly.

**I. Petition requesting the introduction of new taxi ranks across Gedling borough (Ref: 2016/0290)**

40. A 140 signature petition was presented to the 22 March 2018 meeting of the County Council by Councillor **Sue Saddington** on behalf of hackney cab operators in Gedling borough. The petition requests that a number of new taxi ranks are created across the borough to accommodate an increasing number of taxi operators.
41. An initial assessment of the specific requests suggests the following:
- B684 Plains Road (west of Westdale Lane), Mapperley – the introduction of taxi ranks at this location would result in the loss of several parking spaces in a busy shopping area
  - B686 Carlton Hill (east of Standhill Road), Carlton – the introduction of taxi ranks at this location would result in the loss of several parking spaces in a busy shopping area
  - B686 Carlton Hill (west of First Avenue, Carlton – there are 'No Waiting' restrictions here at present necessitated by the presence of a bus stop on the opposite side of the road to ensure that traffic is able to flow freely when buses are picking up and dropping off. There is no scope to relocate the bus stop and the footway does not appear to be wide enough to accommodate a bay. The introduction of taxi ranks at this location is therefore not considered feasible
  - Church Drive East, Arnold – there is an existing marked bay that forms part of a residents' parking scheme. It would be necessary to reduce the amount of available parking within the existing permit scheme, which is likely to lead to objections from permit holders. However, there may be scope to introduce a modest rank
  - Front Street, Arnold – the operators request the reinstatement of a rank that was removed due to access difficulties it caused adjacent shop owners. The present restriction is 'No Waiting At Any Time' with exemptions for disabled badge holders, loading and licensed hackney carriages or taxis. This means that the petitioners are able to use the bay as a rank if it is not being utilised by other users. Surveys were carried out at the time that the present restrictions were being considered which confirmed that the bay was little-used for loading and by blue badge holders, and so no modifications are considered necessary.
42. The County Council recognises the role that taxis have in an integrated passenger transport system and works in partnership with district councils and taxi operator representatives to

identify taxi loading requirements in the town and district centres. In assessing proposals, the Council has to consider whether there is a requirement based on patronage/potential use of the rank; and must ensure that the rank will not have a significant negative impact on other road users. Given the need to balance the requirements of operators with those of other road users, particularly where increasing rank provision would lead to a reduction in car parking spaces in district centres/shopping areas, the elements of this request that are potentially feasible are not considered to be a priority for inclusion in a future year's integrated transport programme but will be kept on file.

43. It is recommended that the lead petitioner be informed accordingly.

**J. Petition requesting a residents' parking scheme on Coronation Road, Mapperley (Ref: 2016/0292)**

44. A 35 signature petition was presented to the 22 March 2018 meeting of the County Council by Councillor John Clarke. The petition requests a residents parking scheme be introduced on Coronation Road, Mapperley.

45. Requests for residents' parking schemes are prioritised in locations where residents do not have off-street parking and where a scheme won't negatively affect nearby streets and town centres, or increase rat running or traffic speeds. Schemes are prioritised based on the level of non-resident parking throughout the day.

46. As all of the properties on Coronation Road have off-street parking facilities, a residents' parking scheme at this location would not be considered a priority for inclusion in a future year's integrated transport programme. If residents are experiencing issues with people parking across their drives they are, however, able to pay to have white H-bar markings installed to help ensure access to their driveways.

47. It is recommended that the lead petitioner be informed accordingly.

**K. Petition requesting junction protection, impacts of previous traffic calming schemes Forester Road, Thorneywood (Ref: 2016/0293)**

48. A petition was presented to the 22 March 2018 meeting of the County Council by Councillor Jim Creamer on behalf of the residents of Forester Road, Carlton. The petition requests action to address parking and speeding issues and an increase in through traffic using the road. The petition also stated concerns for the future effects of a traffic calming scheme being implemented on the adjacent Standhill Road.

49. The Standhill Road traffic calming scheme has recently been introduced to address a history of road traffic collisions. It generally takes at least a year for vehicles to rearrange and settle down into a new pattern following the introduction such schemes, so the permanent impact on Forester Road will not be known for some time. At the present time traffic calming schemes are only installed at appropriate locations to address a history of reported road traffic collisions resulting in killed and seriously injured casualties. Our records show that, fortunately, during the last three years there have been only two accidents resulting in minor injuries on Forester Road and therefore traffic calming would not currently be considered on it. Our records also show that in the last 10 years there have also only been two other complaints concerning speeding on this road. The reported road traffic collisions will, however, continue to be



monitored (alongside speeding complaints) and actions will be taken to address any such issues if necessary.

50. If speeding traffic is an issue on Forester Road, it may be eligible for the introduction of an interactive speed sign. A traffic survey will therefore be carried out to measure the speed and flows of traffic and should it meet the criteria, the installation of an interactive sign will be considered in a future integrated transport programme. It may, however, be indicative that the parallel route of Morley Road was assessed in June 2017 and did not meet either the speed or traffic flow criteria.
51. The Council considers the introduction of parking restrictions at junctions where there is a history of reported road traffic collisions resulting from parking, or where the bus or emergency services report severe obstruction on their strategic routes. Neither the bus nor emergency services have reported any problems nor there have been any other parking complaints reported by residents prior to this petition. Parking on both sides of roads, adjacent driveways and on pavements is now commonplace on most residential roads due to the rise in car ownership, but this can act as a form of natural traffic calming as it effectively narrows the road. However, there has been one reported road traffic collision at the Porchester Road/Forester Road junction which cited reduced visibility due to parking at the junction. Double yellow lines at this junction has also been requested by Councillor Creamer; and subsequently, double yellow lines at a number of locations on Porchester Road (Including the Porchester Road/Forester Road junction) have been included in the 2018/2019 integrated transport programme.
52. It is recommended that the lead petitioner be informed accordingly.

**L. Petition regarding maintenance Sandgate Avenue, Mansfield (Ref: 2016/0294)**

53. A petition was presented to the 22 March 2018 meeting of the County Council by Councillor Joyce Bosnjak on behalf of the residents from 5 addresses on Sandgate Ave, Mansfield Woodhouse stating that a private area adjacent the highway was adopted highway and that the Council should be maintaining the area. This was stated on the basis of previous repairs having been carried out, in particular in November/December 2017, and they also cited Land Registry records as evidence.
54. This area is not shown as highway on the Council's records, and the Council has no record of having undertaken any repairs within this area; and in 2010 Mansfield District Council made a determination that this area was not highway. Also, Land Registry records are not a record of highway adoption, they are a record of land ownership. Land ownership and highway rights are two separate things and they may diverge or overlap as well as meet together. Subsequently, just because the ownership boundaries of these adjacent residents stops short of this area, it does not mean that the remainder must be highway. It appears that there is no owner registered for the area in question and it remains outside of the highway extents maintained by the Council. This is not an unusual occurrence, but the residents may wish to take independent legal advice on how to attempt to claim ownership of this area if they wish.
55. It is recommended that the lead petitioner be informed accordingly.

### **M. Petition regarding speeding issues in Cuckney (Ref: 2016/0295)**

56. A 119 signature petition was presented to the 22 March 2018 meeting of the County Council by Councillor Kevin Greaves on behalf of the Cuckney residents requesting:

- An extension of the 30mph limit on the A616 to the eastern side of Old Mill Lane
- A scheme to extend the 30mph speed limit on the A616 Budby Road, Cuckney is included in the 2018/19 integrated transport programme, subject to the necessary consultation processes as approved by Communities and Place committee on 8th March 2018
- The speed limit on Cottage Lane between the A616 and the A632 be reduced from 60mph to 30mph.

57. To consider the speed limit request an assessment will be carried out including consideration of the road layout and its purpose, the number of properties fronting the road, an evaluation of traffic speeds, and an investigation of the speed related injury accident data. Once this data is available the request will be considered in line with guidelines for setting local speed limits; and if appropriate, alterations to the speed limit will be considered for inclusion in a future integrated transport programme.

58. It is recommended that the lead petitioner be informed accordingly.

### **N. Petition requesting carriageway resurfacing works on Southfields Court, Chilwell (Ref: 2016/0296)**

59. A 29-signature petition was presented to the 22nd March 2018 meeting of the County Council by Councillor Eric Kerry. The petition requests the carriageway on Southfields Court Chilwell is resurfaced.

60. The carriageway was inspected on the 26 April 2018 and although some surface course fretting was noted during the inspection, no safety defects at investigatory level were found. The carriageway has been placed on the list for consideration for resurfacing in a future year's programme and its condition will continue to be monitored by the routine annual inspections and any investigatory defects noted during the inspection will be repaired in due course.

61. It is recommended that the lead petitioner be informed accordingly.

### **Statutory and Policy Implications**

62. This report has been compiled after consideration of implications in respect of crime and disorder, data protection and information governance, finance, human resources, human rights, the NHS Constitution (public health services), the public sector equality duty, safeguarding of children and adults at risk, service users, smarter working, sustainability and the environment and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## **RECOMMENDATION/S**

It is recommended that:

- 1) the proposed actions be approved, and the lead petitioners be informed accordingly;
- 2) the outcome of Committee's consideration be reported to Full Council.

**Adrian Smith**  
**Corporate Director, Place**

**For any enquiries about this report please contact: Sean Parks, Local Transport Plan Manager, Tel: 0115 977 4251**

### **Constitutional Comments [SLB 17/05/2018]**

63. Communities and Place Committee is the appropriate body to consider the content of this report.

### **Financial Comments [SES 11/05/18]**

64. There are no specific financial implications arising directly from this report.

### **Background Papers and Published Documents**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- None

### **Electoral Division(s) and Member(s) Affected**

- Retford East – Councillor Steve Vickers
- Mansfield East – Councillor Martin Wright
- Mansfield West – Councillor Paul Henshaw
- Muskham & Farnsfield – Councillor Bruce Laughton
- Newstead – Councillor Chris Barnfather
- Calverton – Councillor Boyd Elliott
- West Bridgford – Councillor Liz Plant
- Farndon & Trent – Sue Saddington
- Arnold South – John Clarke
- Carlton West – Jim Creamer
- Mansfield North – Joyce Bosnjak
- Worksop South – Councillor Kevin Greaves
- Toton, Chilwell and Attenborough – Councillor Eric Kerry



17 June 2018

Agenda Item: 9

**REPORT OF THE SERVICE DIRECTOR, PLACE AND COMMUNITIES****CONSULTATION: POWERS FOR DEALING WITH UNAUTHORISED  
DEVELOPMENT AND ENCAMPMENTS****Purpose of the Report**

1. The purpose of this report is to agree and approve the County Council's response to the government consultation "Powers for dealing with unauthorised development and encampments".

**Information**

2. On 5 April 2018 a joint consultation by three government departments (Ministry of Justice, Home Office and the Ministry of Housing, Communities and Local Government) was launched. The consultation is seeking views on the range of powers available to local government the police and private landowners for dealing with unauthorised development and encampments.
3. The consultation period closes on 15 June 2018 and **Appendix 1** contains a draft response to the questions that fall within the jurisdiction of the County Council.
4. Given that the consultation has a focus on the powers available views have been sought from the range of Nottinghamshire County Council Service areas that deal with unauthorised encampments.

**Other Options Considered**

5. The other option is to not respond to the consultation. This, however, has been discounted as it is thought the County Council should respond to the consultation given the impact of unauthorised encampments on settled communities.

**Reasons for the recommendation/s**

6. The responses detailed within the appendix have been developed to reflect a balanced view of the powers available to local government for dealing with unauthorised encampments.

## **Statutory and Policy Implications**

7. This report has been compiled after consideration of implications in respect of crime and disorder, data protection and information governance, finance, human resources, human rights, the NHS Constitution (public health services), the public sector equality duty, safeguarding of children and adults at risk, service users, smarter working, sustainability and the environment and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## **Financial Implications**

8. There are no specific financial implications arising directly from this report.

## **RECOMMENDATIONS**

It is recommended that Committee:

- 1) Approve the response to the Consultation: Powers for dealing with unauthorised development and encampments.

**Derek Higton**  
**Service Director, Place & Communities**

**For any enquiries about this report please contact:** Cathy Harvey, Team Manager Communities Team (0115) 977 3415 or Paul Roberts, Community Officer (0115) 977 2455

## **Constitutional Comments [LM 17/05/2018]**

9. The Communities and Place Committee is the appropriate body to consider the contents of the report.

## **Financial Comments [RWK 17/05/2018]**

10. The financial implications are set out in paragraph 8 of the report.

## **Background Papers and Published Documents**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- Consultation – Powers for dealing with unauthorised developments and encampments.
- Government report issued by the Department for Communities and Local Government, “Guidance on Managing Unauthorised Encampments”

## **Electoral Division(s) and Members Affected**

- All

## **Powers for dealing with unauthorised developments and encampments**

### **Unauthorised development and encampments**

#### **Question 1:**

What evidence is there of unauthorised development and encampments in your community, and what issues does this raise for the local community?

*Please enter your comments here*

Across Nottinghamshire there have been many incidents of unauthorised encampments and up until very recently County, Borough & District Councils have worked independently depending on where an encampment has appeared, each authority gathering information separately and collating in different ways, so describing accurately what has happened in Nottinghamshire is fragmented. Over the past few months a sub-group of the Safer Nottinghamshire Board has been established to develop shared protocols with the intention to provide a consistent approach – this work is ongoing and complicated by the fact that local partners use different powers to deal with unauthorised encampments.

When encampments appear there are invariably complaints and concerns raised by the settled community and cohesion issues emerge. These include complaints of anti-social behaviour, noise pollution, fly-tipping, and sanitation issues.

### **Powers for dealing with unauthorised encampments**

#### **Question 2:**

We would like to invite evidence of unauthorised encampments which have occurred in the last 2 years, as follows:

- a. the number of instances where trespassers have occupied land without authorisation, including the location and scale of the encampment.
- b. whether the land in a) required cleaning or repair once the encampment had left, and if so, what was the cost?
- c. how was each unauthorised encampment encouraged to leave, how long did it take, and was the local authority able to move them on; or did the police become involved?

*Please enter your comments here*

As stated at question 1 getting an accurate picture of the full extent of unauthorised encampments across Nottinghamshire is problematic as land ownership determines the action taken. A partnership group consisting of all the 9 Councils' in

### **Powers for dealing with unauthorised developments and encampments**

Nottinghamshire and the police has been formed and part of the role will be to develop a system to record incidents more accurately and protocols around appropriate of sharing information is being considered.

The County Council land that has been occupied is mainly alongside highways, school/leisure facilities or in the case of rough sleepers on land & forestry the County Council own or lease to others.

We have record of 17 unauthorised encampments on County Council land from April 2016 to date. The locations vary and some locations have been occupied numerous times, we prefer not to provide details of the locations in this consultation because of concerns about potential further encampments on those sites.

The scale also varies from single homeless occupiers with a tent, to 10 caravans and supporting vehicles.

We are also aware of unauthorised encampments on City, Borough & District Council sites with 30+ Caravans and towing vehicles.

Some sites required cleaning and the costs we have been charged in the region of £1200 – we know this is not a true cost as the clearance/cleaning has been delivered by the waste collection teams from Borough & District Councils and no re-charge has been made.

We have also spent £4,500 in additional external legal costs over the period.

We have not routinely calculated the costs associated with taking calls from the public reporting encampments, conducting welfare visits, internal legal services time, managing enquiries and communication with the public and the time spent by local members addressing the settled communities concerns. These costs associated with our response would be substantial mainly attributable to staff and elected members time.

The time taken for a site to be vacated again varies, this can be within hours of a welfare visit and no formal legal process to 17 weeks in one case which involved a site with a mother having pre-natal health issues and a birth that required the baby to have post-natal hospital support.

### **Streamlining the powers under which local authorities can direct unauthorised campers to leave land**

#### **Question 3:**

Do you think that the existing powers made available to local authorities to remove unauthorised campers from land are effective?

## **Powers for dealing with unauthorised developments and encampments**

*Please enter your comments here*

Nottinghamshire County Council seek to obtain possession orders pursuant to Part 55 of the Civil Procedure Rules to remove unauthorised campers from our land. We find these orders to be effective in the majority of cases without the need to take enforcement action against unauthorised occupiers. The process of obtaining a possession order can take several days and a quicker and more efficient solution would be preferable, particularly if it could be obtained against the land being occupied rather than “persons unknown” as this would make it easier to take enforcement action if the land was subsequently reoccupied by the same or other unauthorised occupiers.

### **Question 4:**

Do you think local authorities could improve their use of existing powers?

*Please enter your comments here*

We are aware of other powers available to local authorities e.g. seeking injunctions or the power to issue a direction to leave the land pursuant to s.77 of the Criminal Justice and Public Order Act 1994 however consider that many of these powers are not usually appropriate due to time, cost and risk of public order incidents.

**Question 5:** What other powers may help local authorities deal with unauthorised encampments?

*Please enter your comments here*

The powers in place enable a proportionate and considered approach to dealing with encampments.

If there is evidence of the same people returning after a possession order the ability to issue on the spot penalty fines or seize assets may discourage repeat offending. However, this action may result in public order issues and further fractures in the cohesion between settled and travelling communities.

A specific power that enables a streamlined procedure to be followed to prevent or deal with an unauthorised encampment on an unacceptable encampment location e.g. school or public grounds or where creating a traffic hazard would be very helpful.

## **Powers for dealing with unauthorised developments and encampments**

### **Aggravated trespass**

#### **Question 6:**

Do you consider that the current powers for police to direct trespassers to leave land are effective?

*Please enter your comments here*

No. To our knowledge these powers have not been used by the Police on encampments on Nottinghamshire County Council owned land for a variety of reasons. A key factor for the police is the resource requirements to implement such a directive and to manage any crime and disorder implications from this course of action. The lack of alternative and/or suitable sites for encampments to move to are also a problem for local authorities and the police alike.

#### **Question 7:**

Would any new or revised powers that enable police to direct trespassers to leave land make it easier to deal with unauthorised encampments?

*Please enter your comments here*

The possibility of issuing on the spot fines and seizure of assets if the request to move was not immediately actioned may result in quicker vacation of unauthorised sites. But may have unintended consequences for public order and community safety.

#### **Question 8:**

Do you consider that the Government should consider criminalising unauthorised encampments, in addition to the offence of aggravated trespass? If so, how should a new offence differ, and what actions and circumstances should it apply to?

*Please enter your comments here*

The Government could consider criminalising unauthorised encampments on prescribed unacceptable locations e.g. SSSI, school or public grounds, and when creating a traffic hazard.

## **Powers for dealing with unauthorised developments and encampments**

### **Use of injunctions to protect land**

#### **Question 9:**

What barriers are there to the greater use of injunctions by local authorities, where appropriate, and how might they be overcome?

*Please enter your comments here*

Limited resources and expertise in local authority legal departments as well as time and cost constraints of pursuing injunctions

This constraint could be overcome if alternative simplified and efficient procedure for taking action to prevent or deal with repeat offenders or where evidence that particular locations will be/are being targeted by unauthorised occupiers.

### **Joint-working between local authorities, communities and the police**

#### **Question 10:**

Do you have any suggestions or examples of how local authorities, the police, the courts and communities can work together more successfully to improve community relations and address issues raised by unauthorised encampments?

*Please enter your comments here*

In Nottinghamshire a countywide network has been established with the aim of developing consistent approaches by the Police, County, City and the 7 Borough and District Councils. This network is a recent development and all partner organisations recognise the issues faced by both the settled community and travellers.

A key area that will be worked on is improved communication with local communities when an encampment occurs, a focus of this will be to share where possible as much information about the circumstances around the encampment and the plans and powers being used by the landowner to resolve the situation.

### **Court Processes**

#### **Question 11:**

Are there ways in which court processes might be modified in a proportionate way to ensure unauthorised encampments can be addressed more quickly?

*Please enter your comments here*

### **Powers for dealing with unauthorised developments and encampments**

In relation to possession orders, reducing the time between service of proceedings and the actual hearing date from two to one clear day.

Speeding up the process for instructing the court bailiffs to enforce a possession order by giving priority to unauthorised encampments and arranging an eviction appointment within 48 hours of a warrant of possession being issued.

Removing the requirement to seek a warrant of restitution where a possession order has been in place for more than 3 months and enabling enforcement action to be taken promptly throughout the period that the order is valid.

### **Interim possession orders**

#### **Question 12:**

In your view, what would the advantages and disadvantages be of extending the IPO process to open land?

*Please enter your comments here*

A particular advantage would be that it would carry the threat of a criminal sanction if the IPO was not adhered to.

The process of obtaining an IPO appears to be lengthier than the current process for seeking an order pursuant to Part 55 of the Civil Procedure Rules against trespassers. Additionally, by definition it is not a final order so would necessitate a further step to take place to obtain a final possession order increasing the overall time and cost.

### **Powers for dealing with unauthorised development**

#### **Question 13:**

Are you aware of any specific barriers which prevent the effective use of current planning enforcement powers?

*Please enter your comments here*

This is not an issue for the County Council as a County Planning Authority our role is to deal with planning control in relation to minerals and waste development. All other development and enforcement of any breach/unauthorised development is the responsibility of the Local Planning Authorities (LPA's), this role is fulfilled by Borough and District Councils.



### **Powers for dealing with unauthorised developments and encampments**

**Question 14:**

If you are aware of any specific barriers to effective enforcement, are there any resourcing or administrative arrangements that can help overcome them?

*Please enter your comments here*

As stated at question 13 – this is not an issue that impacts a County Planning Authority.

**Question 15:** Are you aware of any specific barriers which prevent the effective use of temporary stop notices? If so, do you have a view on how these barriers can be overcome?

*Please enter your comments here*

As stated at question 13 – this is not an issue that impacts a County Planning Authority.

### **Improving the efficiency of enforcement notice appeals**

**Question 16:**

How do you think the existing enforcement notice appeals process can be improved or streamlined?

*Please enter your comments here*

As stated at question 13 – this is not an issue that impacts a County Planning Authority.

### **Government Guidance**

**Question 17:**

How can Government make existing guidance more effective in informing and changing behaviour?

*Please enter your comments here*

### **Powers for dealing with unauthorised developments and encampments**

The existing government guidance cites 20+ pieces of civil/criminal powers available to deal with unauthorised developments and encampments, whilst these two issues occasionally have a relationship, to have a single legislative route (civil or criminal) for unauthorised encampments would be most welcome.

A consistent of approach across the country would help clarify for those who persistently occupy land that does not belong to them what the consequences of their occupations will have.

#### **Question 18:**

If future guidance was issued as statutory guidance, would this help in taking action against unauthorised development and encampments?

*Please enter your comments here*

Yes – clear statutory guidance would carry more weight and provide the basis for a more consistent approach towards unauthorised encampments being taking across the country. It could also address any grey areas for the benefit of both landowners and those who trespass.

### **Planning and traveller site provision**

#### **Question 19:**

Are there any specific barriers to the provision of more authorised permanent and transit sites? If so, is there any action that the Government could take to help overcome those barriers?

*Please enter your comments here*

The availability of authorised sites is an issue across the Country and is also evident in Nottinghamshire. The availability of land in Local Planning Authorities is very limited for any type of development, this coupled with the resources required to effectively equip and manage sites makes providing more authorised sites very difficult.

## **Powers for dealing with unauthorised developments and encampments**

### **Impacts on the travelling community**

#### **Question 20:**

What impact would extending local authority, police or land owner powers have on children and families and other groups with protected characteristics that public authorities must, in the exercise of its functions, have due regard to under their Public Sector Equality Duty?

[REDACTED]

Currently when considering enforcement action to seek the removal of an unauthorised encampment a welfare visit is always conducted. This is a pre-requisite for the possession order approach which Nottinghamshire County Council prefer to adopt. This covers key questions around health, children's welfare/education and wider safety issues. Any extension or changes to the powers should recognise that this welfare approach needs to be part of the action taken.

#### **Question 21:**

Do you expect that extending the powers referred to above would have a positive or negative impact on the health or educational outcomes of Gypsy, Roma and Traveller communities? If so, do you have any evidence to support this view, and/or suggestions for what could be done to mitigate or prevent any negative impacts?

*Please enter your comments here*

The need to have robust and simplified powers is very important.

Problems occur for the wider community when land is illegally occupied, this ranges from safety issues on highway verges to rendering leisure facility land unusable for periods of time both whilst occupied and for periods after whilst land is left to recover.

The requirement to conduct a welfare assessment should always be part of the decision making process before enforcement action is taken, health and education arrangements need to form part of any assessment.

### **Other comments**

#### **Question 22:**

**Powers for dealing with unauthorised developments and encampments**

Do you have any other comments to make on the issue of unauthorised development and encampments not specifically addressed by any of the questions above?

*Please enter your comments here*

No

**Your opinion is valuable to us. Thank you for taking the time to read the consultation and respond.**

## **REPORT OF THE CORPORATE DIRECTOR, RESOURCES**

### **PERFORMANCE REPORTING (QUARTER 4 2017/18) - COMMUNITIES AND PLACE**

#### **Purpose of the Report**

1. To provide the Committee with a summary of performance for Communities and Place for the quarter 4 2017/18 (1 January 2018 to 31 March 2018).

#### **Background**

2. The Council's new Planning and Performance Framework was agreed by Policy Committee on 21 June 2017 and sets out the approach the Council will take to planning and managing its performance. This specifically includes the following:
  - a. Strategic and financial planning.
  - b. Commissioning for both external and internally delivered services.
  - c. The determination of transformation and change options.
  - d. Performance and contract management.
3. As part of the Framework, the measurement of the Council's performance is to be defined through core data sets in the Council Plan and Departmental Strategies. The Planning and Performance Framework sets out a new standard approach across the Council where performance will be reported to committees on a quarterly basis.
4. The departmental strategy was agreed on 24 January 2018 and the format for future reporting was considered by Improvement and Change Sub Committee on 12 March 2018. An interim approach for Place Department for 2017/18 has been agreed pulling together existing performance measures and will be refined in 2018/19.

#### **Information**

5. This report provides the Committee with a summary of the quarter 4 position for the key performance measures for Communities and Place.
6. The previous figures are for the preceding four quarter periods (quarters 1, 2 and 3 2017/18, and quarter 4 2016/17) providing performance progress over the last 12 months. The **appendix** also indicates whether the measure is a cumulative measure which shows performance from 1 April 2017 to 31 March 2018, a measure which only includes the value for the individual quarter, a measure which is reported on a rolling 12 month time period, or a measure which is reported annually.

7. The comparisons within the appendix are comparing the current value with the previous quarter/annual (quarter 3 / 2016/17) or for cumulative measures comparison against quarter 4 2016/17, although in some cases this is highlighted as not applicable where the data is unavailable for the previous quarter/annual.

## **Highways and Transport**

8. The Highways Service is delivered primarily through a joint venture company, Via East Midlands, to Nottinghamshire County Council (NCC) for the benefit of the County's residents, visitors, businesses and highways users, with some key strategic functions retained by NCC.
9. Whilst performance appears to show a slight deterioration in both classified and unclassified roads since 2016/17, during 2017/18 there has been a focus and reallocation of resource towards the unclassified network. However, the expected improvement in unclassified roads will not be apparent for a year or two due to the slower survey cycle compared to the classified road network. Additional funding in 2018/19 will continue to be used to deliver more than 100 additional highway maintenance schemes targeting residential unclassified roads which are known will deteriorate in the next few years.
10. Due to the poor weather during quarter 4, there has been a significant increase in the reporting and identification of defects. This increase is 60% up on quarter 3 and 70% higher than quarter 4 in 2016/17. Despite the increased workload, average repair times have remained consistent with previous performance and well within their respective targets.
11. The poor weather has also attributed to a sharp rise in the number of complaints and claims received during quarter 4 and both are considerably higher than performance at quarter 4 in 2016/17. However, whilst the percentage of claims repudiated in quarter 4 has fallen when compared against quarter 3 performance, it is comparable with quarter 4 2016/17.

## **Place Commissioning – Waste Services**

12. The County Council has a long term Private Finance Initiative (PFI) contract (to 31 March 2033) with Veolia Environmental Services (VES), to manage the bulk of the Local Authority Collected waste. This includes providing the recycling network and operating and maintaining the Material Recovery Facility (MRF) at Mansfield. It also includes arranging composting services and waste disposal through subcontractors for the production and processing of Refuse Derived Fuel (RDF) from residual waste, and for the use of the Sheffield Energy Recovery Facility (ERF) with Veolia Sheffield. Two other significant contracts are also used to manage waste streams in the County.
13. The percentage of household waste sent to reuse, recycling and composting has remained constant during 2017/18 at just above 45% and is expected to meet the annual target of 45%. Whilst there has been small improvement over the last couple years in recycling rates, between 2010/11 to 2015/16 recycling rates had plateaued at 43%. A detailed committee report on the Waste Reduction, Re-use, Recycling and Composting Plan for 2018/19 as required by Defra was brought before committee on 8 March 2018 highlighting the key activities planned in order to increase recycling across the county to achieve the 52% recycling target for 2020.
14. In particular, there will be a particular focus given to plastic recycling and communication activities will be undertaken to raise awareness and highlight those plastic items that are not accepted in the dry recycling bins with a view to reducing contamination levels. The

current issues with plastic markets in relation to China are unlikely to affect our performance as our kerbside collected mixed dry recyclables are sent for sorting to the MRF operated by Veolia. Veolia now reprocess all plastics in the UK or Europe. The Council and Veolia have always taken a prudent approach and concentrated on only collecting plastic types that have sustainable long-term markets.

15. Although the proposals relating to the reintroduction of a charge for the Ashfield Green Waste Collection will not be effective until April 2018, which may have a negative effect on performance, it is hoped this may be mitigated by a rise in Bassetlaw and Newark & Sherwood green waste collection services become more established and this will need to be closely monitored.
16. The percentage of municipal waste sent to landfill has continued to reduce and for Q3 2017/18 was 6.5%, which is below the target of 8%. This performance has been achieved through the increased use of the Eastcroft and Sheffield Energy from Waste Plants, waste processed as Refuse Derived Fuel (RDF) and by improved recycling/composting performance.

### **Place Commissioning – Libraries**

17. In April 2016, Inspire commenced provision of a range of cultural and learning services, including the Council's library services. Supported by the Council, Inspire has implemented a programme of investment to modernise public libraries and develop a range of cultural and learning services on behalf of the Council.
18. There have been a number of capital investments in libraries during 2017/18 including Beeston, Keyworth, Ruddington and Ravenshead which has helped transition them into cultural and learning destinations of choice in their communities. Together with local performance targets for visits for each library and libraries becoming the primary venue for Inspire Learning courses which has generated footfall, this has all contributed towards exceeding the target for the number of visits to libraries. A number of community partnerships libraries have also opened including Misterton, Selston, Rainworth and Jacksdale ensuring access to the service is maintained and sustainable across Nottinghamshire.
19. Whilst the number of visits to Archives has exceeded its target and is similar performance to 2016/17, the number of virtual visits to Archives would appear to be below target and the previous year's performance. There has been an ongoing issue retrieving Archive web visits statistics from NCC webpage and performance from October 2017 has reflected Inspire webpage visits only and excludes those from NCC visits. Work will be undertaken between Inspire and NCC digital team to resolve these issues for reporting in 2018/19.

### **Place Commissioning – Country Parks**

20. The Council has taken significant steps to secure the long term sustainable future of key sites of environment and cultural importance across the County. In January 2018 Parkwood Leisure, who manage Rufford Abbey Country Park, took over the management of the green space. The Council provided a capital contribution of up to £1m towards the development of enhanced facilities for the 300,000 visitors to this site of which work remains to be completed on improvements to the car parking and play area. The delays have been due to obtaining necessary consents however they are expected to be in place by June.

21. The Royal Society for the Protection of Birds (RSPB) has also contracted with NCC to build and manage the new Sherwood Forest Visitor Centre at Sherwood Forest Country Park which is on schedule to open for business in August 2018. Delays due to obtaining planning permission and negotiations with the contractor over the contract price resulted in a later start date which has led to the opening date being changed from April 2018.
22. Volunteer hours by country parks has been lower than anticipated. This has been due to a changeover to an outsourced provision which has resulted in a reduced volunteer engagement whilst the new contractor at Rufford makes changes to the infrastructure and the offer.
23. The commercial income generated between April 2017 – March 2018 for Rufford Abbey and Sherwood Forest country parks was £3,212,567. Due to changes in data collection methods, this is not directly comparable with previous years.

### **Catering, Facilities and County Supplies**

24. The Place Department provides a range of Catering and Facilities Management Services to schools and other customers across the County largely on a bought-back basis, together with employee catering.

#### **Schools Catering:**

25. During 2017/18, the Schools Catering Service has served an average 41,923 meals per day. Due to the loss of one secondary and three primary schools during the year, there has been a decrease of 4.6% in the average meals per day when compared to 2016/17.
26. Whilst targets set for 2017/18 had anticipated this decrease, turnover for schools catering was slightly below target partially due to the adverse weather during quarter 4 which resulted in some school closures and partially due to three trading days less in 2017/18 (188 days) when compared to 2016/17 (191 days).
27. This lower turnover in 2017/18 has impacted on the labour costs as a percentage of turnover which is just above target and higher than performance in 2016/17. Whilst food costs as a percentage of turnover has increased slightly from 2016/17, the expected increase in costs did not materialise to the extent that was anticipated and performance was better than the target.
28. Take-up percentages for both total meal and free meals have seen a slight decrease in performance during the last year and take-up of free meals was just below target. To improve performance in 2018/19, it is planned to undertake mailshots and theme days to encourage more take-up of free meals.

#### **Facilities Management:**

29. There has been a slight increase in turnover in both Landscape Services and Building Cleaning since 2016/17, however both were just below 2017/18 targets. This was due to a small price increase and a reduction in cost. The team have done well to get customers to agree to a reduction in service and to maintain the service.
30. Furthermore, buy back levels for both Landscape Services and Building Cleaning have seen a reduction since 2016/17 and both fall below their respective 2017/18 targets. It was anticipated both would see an increase during 2017/18 when targets were set. However,



it is proposed more realistic targets will be set in 2018/19 to improve performance management.

### **County Supplies:**

31. The business has seen a significant drop in sales towards the end of the year when traditionally these would increase. This could be because of the pressures on school funding. There has also been a change in the sales mix with the business selling more low margin products which has reduced the targeted margin from 24% to 22%.

### **Planning**

32. Planning are responsible for processing County Matter applications relating to proposals for Minerals or Waste development. Between October and December 2017, 14 applications were determined, all within the 13 week timescale. Performance continues to exceed the nationally set target of 60%.
33. The first stage of public consultation on the new Nottinghamshire Minerals Local Plan, known as the Issues and Options, was undertaken between November 2017 and January 2018. 570 comments were received from members of the public, statutory bodies and the minerals industry. These comments have been considered and where relevant have helped shape the development of the draft Minerals Local Plan. The draft plan will contain site specific allocations and planning policies against which future minerals development will be assessed against, and is expected to go to committee in July 2018. It will then be published shortly after for the next round of public consultation.

### **Trading Standards**

34. A total of 376 tailored interventions to protect vulnerable residents from scams and doorstep crime were undertaken during 2017/18. This far exceeded the annual target of 250. The Service's achievement was greatly assisted by £82,000 Better Care Funding in 2017/18, which funded two additional officers (including a community care officer) to work on scams prevention work. The social care expertise helped to further develop partnership working with other agencies to identify and tackle the root causes of the individual older residents' susceptibility to scams.
35. Progress on developing the Trading Standards commercial offer to support businesses went more slowly than original envisaged with the year-end figure of £49,939 falling below the projected £95,000 target. It should be noted that the £95,000 target was calculated by £29,000 setting up and running costs and £66,000 net savings. However, in 2017/18 the running costs were considerably less at only £5,000 reducing the projected target to £71,000. Thus leaving an actual shortfall of £21,000.
36. A number of proposals for new Primary Authority Partnerships are currently with businesses awaiting decisions. Some trade sector areas have proven to be more challenging than expected for various reasons. The Service has learned much from both the successes and the challenges and will re-direct their approach accordingly as to where and how activities are targeted in 2018/19.
37. There have been excellent results from prosecutions taken by the Service and on behalf of the Regional Investigations Team. Total sentences imposed for the year were over 20 years' custodial sentences, 1,715 hours' unpaid work and over £3,000 in fines. In addition the Trading Standards Accredited Financial Investigators completed court proceedings

under the Proceeds of Crime Act resulting in amounts to be re-paid by the criminals involved which totalled £1.7m. This puts out a clear message that strong enforcement action will be taken against criminals who defraud and scam people or sell illicit goods in our county and region.

### **Other Options Considered**

38. This report is provided as part of the Committee's constitutional requirement to consider performance of all areas within its terms of reference on a quarterly basis. Due to the nature of the report no other options were considered appropriate.

### **Reason/s for Recommendation/s**

39. This report is provided as part of the Committee's constitutional requirement to consider performance of areas within its terms of reference on a quarterly basis.

### **Statutory and Policy Implications**

40. This report has been compiled after consideration of implications in respect of crime and disorder, data protection and information governance, finance, human resources, human rights, the NHS Constitution (public health services), the public sector equality duty, safeguarding of children and adults at risk, service users, smarter working, sustainability and the environment and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## **RECOMMENDATION**

- 1) That Committee considers whether there are any actions it requires in relation to the performance information on the Council's services for communities and place for the period 1 January to 31 March 2018.

**Jayne Francis Ward**  
**Corporate Director, Resources**

**For any enquiries about this report please contact:** Matthew Garrard, Performance, Intelligence & Policy Team Manager, Tel: 0115 9772892

### **Constitutional Comments [SLB 17/05/2018]**

41. Communities and Place Committee is the appropriate body to consider the content of this report. If Committee resolves that any actions are required it must be satisfied that such actions are within the Committee's term of reference.

### **Financial Comments (SES 11/05/18)**

42. There are no specific financial implications arising directly from this report.

## **Background Papers and Published Documents**

The performance measures included within **Appendix A** are measures which have previously been included within the performance section of committee reports. These committees are as follows; community safety committee, culture committee, environment and sustainability committee, personnel committee, planning and licensing committee, transport and highways committee.

## **Electoral Division(s) and Member(s) Affected**

All



Communities and Place Performance Update - Quarter Four											
Key: (P) = provisional data; (+) = better than previous value; (-) = worse than previous value; (=) = same as previous value; (n/a) = not comparable to previous value. Key: (C) = cumulative measure updated from 1 April to end of reporting quarter, (Q) = quarterly measure which only includes the value for the individual quarter, (RY) = measure which is reported on a rolling 12 month time period, (A) = measure which is reported annually.											
Key Performance Indicators	Nottinghamshire										Comparator Data
	Current Value (Q4)	Best to be	Target	Reporting Period	Quarterly/Cumulative/Annually		Previous Value (Q3) or Annual	Previous Value (Q2)	Previous Value (Q1)	Previous Value (Q4)	National Average
Highways											
The average number of days taken to repair a street light fault, which is under the control of the Local Authority	6.66	(+)	Low	7.0	March 2018	Q	6.84	5.45	6.14	6.59	n/a
The average number of days taken by the District Network Operator (DNO) to rectify street light faults under the DNO's control, following notification of the fault to the DNO	24.70	(+)	Low	35.0	March 2018	Q	32.98	22.84	21.07	33.16	n/a
Number of defects identified/reported	10,501	(-)	Low	No target set	March 2018	Q	6,566	5,286	5,912	6,167	n/a
Average number of days to repair a category 1 (urgent) defect	1	(=)	Low	1	March 2018	Q	1	2	1	1	n/a
Average number of days to repair a category 2 (high) defect	5	(+)	Low	28	March 2018	Q	6	16	8	51	n/a
Average number of days to repair a category 2 (low) defect	22	(-)	Low	90	March 2018	Q	17	24	32	48	n/a
Total number of Highways related Enquiries	17,559	(-)	Low	No target set	March 2018	Q	11,482	11,508	11,377	15,234	n/a
Proportion of enquiries that are highways complaints related	0.6%	(-)	Low	No target set	March 2018	Q	0.4%	0.3%	0.5%	0.3%	n/a
Percentage of Development control applications dealt within 21 days	84.0%	(-)	High	95%	March 2018	Q	95.0%	94.0%	87.0%	92.0%	n/a
Percentage of Development control pre-applications/informal dealt with within 21 days	96.0%	(+)	High	90%	March 2018	Q	90.0%	89.0%	94.0%	92.0%	n/a
Flood Risk Management (total) Planning Application Consultations	100.00%	(+)	High	95%	March 2018	Q	99.70%	98.00%	98.66%	91.60%	n/a
Flood Risk Management Major and Bespoke Planning Application Consultations	100.00%	(=)	High	95%	March 2018	Q	100.00%	96.50%	98.38%	96.30%	n/a
People killed or seriously injured in road traffic collisions	342	(-)	Low	372	March 2018	C	258	167	73	323	n/a
Number of children killed or seriously injured in road traffic accidents	24	(-)	Low	39	March 2018	C	17	12	4	20	n/a
Roads where maintenance should be considered - principal (KPI)	1.7%	(-)	Low	4%	Annual 2017/18	A	1.3%	-	-	-	n/a
Roads where maintenance should be considered - non-principal (KPI)	3.9%	(-)	Low	9%	Annual 2017/18	A	3.2%	-	-	-	n/a
Roads where maintenance should be considered - unclassified (KPI)	20.8%	(-)	Low	19%	Annual 2016/17	A	20.5%	-	-	-	n/a
Highways Complaints	108	(-)	Low	No target set	March 2018	Q	57	35	54	40	n/a
Highways Complaints - Upheld or Partially Upheld	37	(-)	Low	No target set	March 2018	Q	18	17	16	9	n/a
Highways Complaints - Not Upheld or Still Active	71	(-)	Low	No target set	March 2018	Q	39	18	38	31	n/a
Highways Claims Data - Number of claims received	638	(-)	Low	No target set	March 2018	C	310	233	152	450	n/a
Number of claims closed	281	(-)	Low	No target set	March 2018	C	135	32	22	182	n/a
Number of claims repudiated	159	(-)	Low	No target set	March 2018	C	95	6	1	110	n/a
Number of claims settled/paid	122	(-)	Low	No target set	March 2018	C	40	26	21	72	n/a
Active claims	357	(-)	Low	No target set	March 2018	C	175	201	130	266	n/a
Percentage Repudiated Rate	57%	(+)	Low	No target set	March 2018	C	70.0%	19.0%	5.0%	60.0%	n/a

Key Performance Indicators	Nottinghamshire										Comparator Data
	Current Value (Q4)	Best to be	Target	Reporting Period	Quarterly/ Cumulative/ Annually		Previous Value (Q3) or Annual	Previous Value (Q2)	Previous Value (Q1)	Previous Value (Q4)	National Average
Place Commissioning - Waste Services											
Municipal waste disposal	£75.68	n/a	Low	No target set	Annual 2016/17	A	£75.68	-	-	-	n/a
Percentage of household waste sent to reuse, recycling and composting	45.15%	(-)	High	45.00%	Dec 2017	Q	45.15%	45.25%	45.40%	44.20%	n/a
Residual household waste (per household)	587	(+)	Low	595	Dec 2017	Q	587	592	-	-	n/a
Municipal waste land filled	6.5%	(+)	Low	8.0%	Dec 2017	Q	6.5%	7.4%	7.5%	8.90%	n/a
% composted and recycled at HWRC	79.28%	(-)	High	80.0%	Dec 2017	Q	79.28%	81.73%	79.54%	79.23%	n/a
% satisfied with Household Waste Recycling Centres (HWRCs)	98.0%	n/a	High	98.0%	Annual 2016/17	A	98.0%	-	-	-	n/a
Place Commissioning - Energy and Carbon Management											
Effectiveness of our Energy efficiency recycling fund (Salix) annual energy savings	£70,686	n/a	High	No target set	Annual 2016/17	A	£70,686	-	-	-	n/a
Energy Management - Annual Income Generation - Return on Investment from photo voltaic cells	12.6%	n/a	High	No target set	Annual 2016/17	A	12.6%	-	-	-	n/a
Energy Management - Annual Income Generation from photo voltaic cells	£143,113	n/a	High	No target set	Annual 2016/17	A	£143,113	-	-	-	n/a
Energy Management - Annual Income Generation - Energy Cost Savings	£79,244	n/a	High	No target set	Annual 2016/17	A	£79,244	-	-	-	n/a
Total Emissions - Excluding Transport (tonnes)	65,637	n/a	Low	No target set	Annual 2016/17	A	65,637	-	-	-	n/a
Emissions from street lighting, traffic signals and signs	15,034	n/a	Low	No target set	Annual 2016/17	A	15,034	-	-	-	n/a
CO2 emissions - annual reductions	9.0%	n/a	High	3.0%	Annual 2016/17	A	9.0%	-	-	-	n/a
Total weather corrected carbon emissions from Council buildings	66,878	n/a	Low	No target set	Annual 2016/17	A	66,878	-	-	-	n/a
Place Commissioning - Libraries											
The number of visits to Libraries	2,582,283	(-)	High	2,500,000	March 2018	C	1,937,899	1,317,931	619,830	2,678,863	n/a
The number of Library events and activities	11,619	(+)	High	7,000	March 2018	C	8,402	5,449	3,003	11,569	n/a
The number of new Library members	26,829	(-)	High	26,000	March 2018	C	20,597	14,320	6,242	29,907	n/a
The number of adult learners (target is set for academic year August - July each year)	6,535	n/a	High	7,000	Q3 Aug- March 2017	C	3734 for Q2 Nov - Dec 2017	2427 for Q1 Aug - Oct	8,717 (Jul17)	4,165 (Apr17)	n/a
The number of public computer access and Wi Fi sessions	434,004	(+)	High	250,000	March 2018	C	321,750	209,365	98,773	260,693	n/a
The number of visits to Archives	5,000	(-)	High	4,000	March 2018	C	3,867	2,748	1,418	5,357	n/a
The number of virtual visits to Archives	171,047	(-)	High	300,000	March 2018	C	156,254	142,631	58,966	374,443	n/a
The number of Archives learning activities/events and number of attendances	61/2086	(+)	High	50 /1,000	March 2018	C	48/1779	33/1408	13 /818	57 / 1,182	n/a
Successfully deliver file requests for the RMS within time delivery standard	100.0%	(=)	High	95.0%	Annual 2017/18	A	100.0%	-	-	-	n/a
Service customer and learner satisfaction levels achieved	95.8%	(+)	High	90.0%	Annual 2017/18	A	90.0%	-	-	-	n/a
Place Commissioning - Country Parks											
Number of visitors to Country Parks - Rufford Abbey Country Park	318,800	n/a	High	-	March 2018	C	259,502	213,291	75,000	No data available due to transition	n/a
Increase Country Parks commercial income	£3,212,567	n/a	High	£2,500,000	March 2018	C	£1,819,120	£1,671,500	£934,000	No data available due to transition	n/a

Key Performance Indicators	Nottinghamshire										Comparator Data	
	Current Value (Q4)	Best to be	Target	Reporting Period	Quarterly/ Cumulative/ Annually		Previous Value (Q3) or Annual	Previous Value (Q2)	Previous Value (Q1)	Previous Value (Q4)	National Average	
Number of volunteer workdays that Green Estates worked with	5,412	n/a	High	4,000	March 2018	C		1,200	1,200	1,075	No data available due to transition	n/a
Number of volunteer hours generated by Country Parks	4,428	(+)	High	5,400	March 2018	C		950	725	No data available due to transition	3,398	n/a
Service user and customer satisfaction level - Rufford Abbey Country Park	98.0%	(+)	High	90.0%	Annual 2017/18	A		93.0%	-	-	-	n/a
Catering												
Contribution Schools Catering	£2,663,000	(-)	High	£2,639,000	March 2018	C		£1,962,000	£777,000	£803,000	£3,285,000	n/a
Schools Catering - Labour costs as % turnover	46.01%	(-)	Low	45.67%	March 2018	C		47.62%	52.98%	46.33%	44.39%	n/a
Food costs as % turnover - Schools Catering	34.99%	(-)	Low	35.73%	March 2018	C		35.01%	35.00%	35.59%	33.89%	n/a
Turnover - Schools Catering	£20,071,000	(-)	High	£20,286,000	March 2018	C		£14,505,000	£8,660,000	£5,035,000	£20,662,000	n/a
Surplus/deficit Schools Catering	£108,000	(-)	High	£135,000	March 2018	C		£52,000	-£575,000	£27,000	£908,000	n/a
Buy back levels - Schools overall	82.5%	(+)	High	73%	Annual 2017/18	A		82.0%	-	-	82%	n/a
Total Meal Take Up	57.70%	(-)	High	58.00%	March 2018	C		57.20%	56.20%	56.00%	59.30%	n/a
Free Meal Take Up	72.20%	(-)	High	75.00%	March 2018	C		71.50%	70.00%	69.70%	75.90%	n/a
Buy back levels - Primary Special Schools	90.0%	(-)	High	90.0%	Annual 2017/18	A		91.0%	-	-	91.0%	n/a
Buy back levels - Secondary Schools	42.0%	(-)	High	42.0%	Annual 2017/18	A		44.4%	-	-	44.4%	n/a
Facilities Management												
Labour costs as % of turnover - Landscape services	46.44%	(+)	Low	46.21%	March 2018	C		45.20%	43.67%	43.90%	46.76%	n/a
Labour costs as % of turnover - Building Cleaning	85.56%	(-)	Low	86.22%	March 2018	C		85.42%	83.95%	82.30%	84.02%	n/a
Turnover - Landscape Services	£1,852,000	(+)	High	£1,861,000	March 2018	C		£1,447,000	£1,003,000	£492,000	£1,824,000	n/a
Turnover - Building Cleaning	£11,880,000	(+)	High	£11,910,000	March 2018	C		£8,911,000	£6,005,000	£3,092,000	£11,632,000	n/a
Contribution Landscape Services	£307,000	(+)	High	£279,000	March 2018	C		£265,000	£150,000	£166,000	£285,000	n/a
Contribution - Building Cleaning	£1,100,000	(+)	High	£948,000	March 2018	C		£842,000	£687,000	£412,000	£1,005,000	n/a
Buy Back Levels - Building Cleaning	71.0%	(-)	High	75.0%	Annual 2017/18	A		71.0%	-	-	73.0%	n/a
Buy Back Levels - Grounds Maintenance	52.0%	(-)	High	60.0%	Annual 2017/18	A		52.0%	-	-	56.0%	n/a
Retain Occupational Health & Safety Advisory Services (OHSAS) 18001 accreditation - Facilities Management	Yes	n/a	High	Yes	Annual 2017/18	A		Yes	-	-	Yes	n/a
Retain ISO 9001 Accreditation - Facilities Management	Yes	n/a	High	Yes	Annual 2017/18	A		Yes	-	-	Yes	n/a
Labour costs as % turnover - West Bridgford Campus Catering	56.24%	(-)	Low	56.71%	March 2018	C		56.84%	60.97%	59.06%	49.52%	n/a
Food costs as % of turnover - West Bridgford Campus Catering	49.11%	(-)	Low	47.77%	March 2018	C		48.54%	47.63%	44.31%	41.96%	n/a
Turnover - Overall Group Performance - Trading	£34,440,291	(-)	High	£34,676,742	March 2018	C		£25,329,905	£15,961,167	£8,768,502	£34,772,000	n/a
Contribution Overall Group Performance - Trading	£4,133,081	(-)	High	£3,946,068	March 2018	C		£3,121,062	£1,642,662	£1,407,188	£4,729,000	n/a
Surplus/deficit Building Cleaning & Landscapes	£583,000	(+)	High	£599,000	March 2018	C		-£228,000	-£37,000	£145,000	-£466,000	n/a
Planning												
County Planning matters determined in 13 weeks	100%	(=)	High	60%	Dec 2017	Q		100%	100%	100%	60%	n/a
Trading Standards												

Key Performance Indicators	Nottinghamshire										Comparator Data	
	Current Value (Q4)	Best to be	Target	Reporting Period	Quarterly/ Cumulative/ Annually		Previous Value (Q3) or Annual	Previous Value (Q2)	Previous Value (Q1)	Previous Value (Q4)	National Average	
Increase in the number of Primary Authority Partnerships	4	(-)	High	n/a	March 2018	C		3	3	3	28	n/a
Achievement of additional income target	£49,939	n/a	High	£71,000 (Revised see report)	March 2018	C		£35,887	£27,655	£24,500	-	n/a
% of demand 'one stopped' (problem solved without handoff)	18%	(-)	High	n/a	March 2018	Q		23%	9%	26%	19%	n/a
% of problems worked on solved	75%	(+)	High	n/a	March 2018	Q		63%	78%	50%	76%	n/a
Positive media pieces regarding the work of the Service	182	n/a	High	n/a	March 2018	C		160	112	64	n/a	n/a
Number of tailored interventions to protect vulnerable residents based on the risk, threat and harm to the individual	376	(+)	High	250	March 2018	C		249	180	74	280	n/a
Increase in the number of Trading Standards Approved Traders in County and City	69	n/a	High	100	March 2018	C		41	25	18	n/a	n/a
Totality of sentences (by type) imposed by Criminal Courts - Custody (months)	249	n/a	n/a	n/a	March 2018	C		239	134	43	96	n/a
Totality of sentences (by type) imposed by Criminal Courts - fines	£3,082	n/a	n/a	n/a	March 2018	C		£2,500	£2,370	£2,250	£80,742	n/a
Totality of sentences (by type) imposed by Criminal Courts - unpaid work (hours)	1,715	n/a	n/a	n/a	March 2018	C		1485	1095	455	400	n/a
Community Safety												
Reduction in all crime compared to 2015/16	56,242	(-)	Low	n/a	March 2017 - Feb 2018	RY		54,594	53,593	50,797	47,583	n/a
Increase in reporting of hate crime categories	Data unavailable	n/a	High	n/a	-	RY		Data unavailable	983 Nov 16 to Oct 17	-	-	n/a



**14 June 2018****Agenda Item: 11**

## **REPORT OF CORPORATE DIRECTOR, RESOURCES WORK PROGRAMME**

### **Purpose of the Report**

1. To consider the Committee's work programme for 2018-19

### **Information**

2. The County Council requires each committee to maintain a work programme. The work programme will assist the management of the committee's agenda, the scheduling of the committee's business and forward planning. The work programme will be updated and reviewed at each pre-agenda meeting and committee meeting. Any member of the committee is able to suggest items for possible inclusion.
3. The attached work programme has been drafted in consultation with the Chairman and Vice-Chairman, and includes items which can be anticipated at the present time. Other items will be added to the programme as they are identified.
4. As part of the transparency introduced by the new committee arrangements, each committee is expected to review day to day operational decisions made by officers using their delegated powers. The Committee may wish to commission periodic reports on such decisions where relevant.

### **Other Options Considered**

5. None.

### **Reason/s for Recommendation/s**

6. To assist the committee in preparing its work programme.

### **Statutory and Policy Implications**

7. This report has been compiled after consideration of implications in respect of finance, public sector equality duty, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such

implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## **RECOMMENDATION/S**

- 1) That the Committee's work programme be agreed, and consideration be given to any changes which the Committee wishes to make.

**Jayne Francis-Ward**  
**Corporate Director, Resources**

**For any enquiries about this report please contact: Martin Gately, Democratic Services Officer on 0115 977 2826**

## **Constitutional Comments (HD)**

8. The Committee has authority to consider the matters set out in this report by virtue of its terms of reference.

## **Financial Comments (PS)**

9. There are no financial implications arising directly from this report.

## **Background Papers**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- New Governance Arrangements report to County Council – 29 March 2012 and minutes of that meeting (published)

## **Electoral Division(s) and Member(s) Affected**

All

**COMMUNITIES AND PLACE COMMITTEE****DRAFT WORK PROGRAMME – MAY-SEPTEMBER 2018**

Report Title	Brief summary of agenda item	Lead Officer	Report Author
<b>17 MAY 2018</b>			
Annual Review – Holme Pierrepont Country Park	Progress report on a range of cultural services initiatives	Derek Higton	Mark Croston
Trading Standards Update Report	Update on key Trading Standards matters, and to give Members an opportunity to consider what actions they require to be taken.	Derek Higton	Mark Walker
Local Improvement Scheme Recommendations	To consider applications received in respect of the Local Improvement Scheme 2018 – 21 for capital and revenue funding support in accordance with the strategic priorities of the Council	Derek Higton	Sally Gill/Cathy Harvey
Local Transport – Implementation Plan	To update the current implementation plan that expired as at 31/3/18	Gary Wood	Kevin Sharman
TRO – West Bridgford	To consider objections received in respect of the above Traffic Regulation Order and whether it should be made as advertised with the amendments detailed in the recommendation and shown on drawings H/SLW/2621/01 Rev A, H/SLW/2624/01 and H/SLW/2624/01 Rev A.	Adrian Smith	Mike Barnett/Helen North
Catering & FM Restructure	To articulate the preferred strategic direction of travel for the CFCS Group of services into an Alternate Service Delivery Model (ASDM); To seek permission to progress the development of an ASDM; To seek Committee approval for the outlined group restructure activities	Adrian Smith	Derek Higton/John Gughes
TRO Newark	To consider objections received in respect of the above Traffic Regulation Orders and whether the Orders should be made as advertised.	Adrian Smith	Mike Barnett/Helen North
TS Structure	To propose changes to the Trading Standards staffing structure. <a href="#">Page 83 of 86</a>	Derek Higton	Mark Walker/Sarah Houlton
<b>14 JUNE 2018</b>			

Performance Report	Q4 Performance update for the Place Department	Adrian Smith	David Gilbert
Transport Focus Survey Results 2017	Survey Result	Gary Wood	Gary Wood
Cultural Services Events	Progress report on a range of cultural services initiatives	Derek Higon	Derek Higon
TRO Devonshire Street / Harrington Street, Worksop	NCC Traffic Regulation Order	Derek Higon	Mike Barnett/Helen North
Inspire 2 <sup>nd</sup> Annual Report (including short presentation)	Annual Report	Derek Higon	Peter Gaw
Consultation on the powers for dealing with Unauthorised Encampments	To agree and approve the County Council's response to the government consultation "Powers for dealing with unauthorised development and encampments"	Derek Higon	Paul Roberts
<b>19 JULY 2018</b>			
Cultural Services - service update	Progress report on a range of cultural services initiatives	Derek Higon	Derek Higon
Trading Standards Update Report	Update on key Trading Standards matters, and to give Members an opportunity to consider what actions they require to be taken.	Derek Higon	Mark Walker
Review of Highway Maintenance – New Code of Practice	Consider Updates to Highway Policy based on the new Code of Practice	Derek Higon	Gary Wood
Sutton in Ashfield Recycling Centre	Feasibility of reopening the former Sutton in Ashfield Recycling Centre	Derek Higon	Mick Allen
Rights of Way Management Plan for Nottinghamshire, Author Neil Lewis.		Derek Higon	Neil Lewis
Libraries, Archives & Information and Arts Strategy Update	Update on Strategy	Derek Higon	Peter Gaw
Changes to Library Opening Hours – Dukeries		Derek Higon	Peter Gaw
Minerals Local Plan	To seek Committee approval to consult on a Draft Minerals Local Plan. <a href="#">Page 84 of 86</a>	Adrian Smith	Sally Gill/Stephen Pointer
County Council Planning Obligations Strategy 2018 -	To seek approval of a final version of the CCs Planning Obligations Strategy – 2018.	Adrian Smith	Sally Gill/Stephen Pointer

Update			
Statements of Common Ground	To advise Members of the requirement for local planning authorities to prepare 'Statements of Common Ground' and to seek approval for an approach.	Adrian Smith	Sally Gill/Robert Portman
TRO – Update on GM Approvals	Update	Adrian Smith	Mike Barnett / Helen North
TRO – Various Sites in Mansfield Woodhouse.	To consider objections received in respect of the above Traffic Regulation Order and whether it should be made as advertised.	Adrian Smith	Mike Barnett / Helen North
NCC Carter Lane, Warsop Vale Speed Limit 40mph	To consider objections received in respect of the above Traffic Regulation Order and whether it should be made as advertised.	Adrian Smith	Mike Barnett / Helen North
<b>September 2018</b>			
Total Transport Fund pilot projects	Inform Members of the outcome of the DfT funded Total Transport Fund (TTF) projects and seek approval to proceed with the development of future Total Transport Fund solutions	Gary Wood	Pete Mathieson
Highways & Transport Group Structure		Derek Higton	Gary Wood
Bus/ Transport report (general report)		Derek Higton	Gary Wood
<b>October 2018</b>	Winter Maintenance	Derek Higton	Gary Wood

