

## **Transport and Highways Committee**

**Thursday, 10 December 2015 at 10:30**

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

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### **AGENDA**

- |    |  |         |
|----|--|---------|
| 1  | Minutes of the last meeting held on 12 Nov   | 3 - 6   |
| 2  | Apologies for Absence  |         |
| 3  | Declarations of Interests by Members and Officers:- (see note below)<br>(a) Disclosable Pecuniary Interests<br>(b) Private Interests (pecuniary and non-pecuniary) |         |
| 4  | Outcome of Cross Directorate Transport Service Review and TTS Structure Proposals  | 7 - 26  |
| 5  | Beeston Bus and Tram Interchange Passenger Survey  | 27 - 34 |
| 6  | Development of the Robin Hood Card docx  | 35 - 44 |
| 7  | Hucknall Town Centre Improvement Scheme  | 45 - 56 |
| 8  | Pelham Street Area, Newark - Parking Restriction TRO, Report of Objections   | 57 - 70 |
| 9  | Performance Report - Highways  | 71 - 88 |
| 10 | Work Programme   | 89 - 92 |

## **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 David Forster (Tel. 0115 977 3552) 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      Transport and Highways Committee

Date            12 November 2015 (commencing at 10.30 am)

**Membership**

Persons absent are marked with an 'A'

**COUNCILLORS**

Kevin Greaves (Chairman)  
Steve Calvert (Vice-Chairman)

Reg Adair  
Pauline Allan  
Roy Allan  
A Andrew Brown  
Richard Butler  
Stephen Garner

A Colleen Harwood  
Stan Heptinstall  
Richard Jackson  
Michael Payne  
John Peck

**OFFICERS IN ATTENDANCE**

Pete Barker	- Democratic Services
Sue Bearman	- Legal Services
Mark Hudson	- Group Manager, Transport and Travel Services
Neil Hodgson	- Service Director, Highways
Jas Hundal	- Service Director, Transport, Property & Environment

**MINUTES OF THE LAST MEETING**

The minutes of the last meeting held on 8 October were taken as read and were confirmed and signed by the Chairman.

**APOLOGIES FOR ABSENCE**

The clerk to the Committee reported orally that Councillor Pauline Allan replaced Councillor Colleen Harwood and Councillor Reg Adair replaced Councillor Andrew Brown, both for this meeting only.

## **DECLARATIONS OF INTEREST**

None.

## **DEPARTMENT FOR TRANSPORT: BUS SERVICE OPERATORS GRANT**

### **RESOLVED 2015/084**

That the expenditure of BSOG be noted and the spending plan contained in Appendix 1 be approved.

Councillor Adair, Councillor Butler and Councillor Jackson requested that their dissenting votes against the above decision be recorded.

## **NOTTINGHAMSHIRE CONCESSIONARY TRAVEL SCHEME 2016 / 2017**

### **RESOLVED 2015/085**

- 1) That the Nottinghamshire Concessionary Travel Scheme and proposed funding for 2016 / 2017 and publication of the scheme notices on 1 December 2015 and 3 March 2016 be approved, subject to recommendation 3 and Full Council budget approval.
- 2) That the continuation with the County Council's additional discretionary elements of the scheme, which are estimated to cost £1.245m in 2016 / 2017, be approved.
- 3) That the granting of delegation to the Service Director for Environment, Transport and Property to agree the final reimbursement arrangements and associated financial commitments from 1 April 2016 in conjunction with the Chairman and Vice Chairman of the Transport and Highways Committee, and Chairman of the Finance and Property Committee and Service Director Finance and Procurement, be approved.

## **SHARED PUBLIC TRANSPORT SERVICES PROVISION WITH THE CITY COUNCIL: PROJECT OUTCOME**

### **RESOLVED 2015/086**

- 1) That the conclusion and outcomes of the Shared Services project with the City Council be noted.
- 2) That the establishment of a Memorandum of Understanding for the functional areas outlined in paragraph 26 be approved with the final document being approved by Committee.

## **NOTTINGHAMSHIRE HIGHWAY INFRASTRUCTURE ASSET MANAGEMENT PLAN**

### **RESOLVED 2015/087**

That the Nottinghamshire Highway Infrastructure Asset Management Plan be approved as a document that sets out Nottinghamshire's approach to managing the highway asset.

## **5 YEAR ROAD MAINTENANCE CAPITAL PROGRAMMES**

### **RESOLVED 2015/088**

That the approach set out in the report and the indicative maintenance works programme be approved.

## **BELLAMY ROAD, MANSFIELD – PROHIBITION OF WAITING TRO, REPORT OF OBJECTIONS**

### **RESOLVED 2015/089**

That the Nottinghamshire County Council (Bellamy Road, Mansfield) (Prohibition of Waiting) Traffic Regulation Order 2015 (2185) be made as advertised and the lead petitioner advised accordingly.

## **NOTTINGHAM ROAD, CROPWELL BISHOP – PROHIBITION OF WAITING TRO, REPORT OF OBJECTIONS**

### **RESOLVED 2015/090**

That the Nottinghamshire County Council (Nottingham Road, Cropwell Bishop) (Prohibition Of Waiting) Traffic Regulation Order 2015 (8227) be made as advertised and the objectors advised accordingly.

## **ROADS IN LADY BAY AND WEST BRIDGFORD – 20MPH SPEED LIMIT TROS, REPORT OF OBJECTIONS**

### **RESOLVED 2015/091**

That the Nottinghamshire County Council (Roads in the Lady Bay Area of West Bridgford) (20mph Speed Limit) Order 2015 (8239) and The Nottinghamshire County Council (Roads in the Area between Radcliffe Road and Davies Road, West Bridgford) (20mph Speed Limit) Order 2015 (8240) be made as advertised and objectors advised accordingly.

Councillor Adair, Councillor Butler and Councillor Jackson requested that their dissenting votes against the above decision be recorded.

## **RESPONSES TO PETITIONS PRESENTED TO THE CHAIRMAN OF THE COUNTY COUNCIL**

### **RESOLVED 2015/092**

That the proposed actions be approved, the lead petitioners be informed accordingly and a report be presented to Full Council for the actions to be noted.

## **WORK PROGRAMME**

### **RESOLVED 2015/093**

That the Work Programme be noted.

The meeting closed at 11.52am

**Chairman**

**10 December 2015****Agenda Item: 4****REPORT OF THE SERVICE DIRECTOR, TRANSPORT, PROPERTY &  
ENVIRONMENT****OUTCOME OF THE CROSS DIRECTORATE TRANSPORT SERVICE  
REVIEW AND TRANSPORT & TRAVEL SERVICES STRUCTURE  
PROPOSALS****Purpose of the Report**

1. To advise Committee of the outcomes of the Cross Directorate review of transport and proposals for a revised operating model for specialist transport services.
2. To seek Committee approval to introduce a new structure for Transport & Travel Services (TTS).

**Information and Advice**

3. Redefining Your Council identifies the review of transport as a programme within the Place portfolio. At the Members Challenge Panels in September 2014 concerns were raised by Members that there was considerable duplication occurring in the commissioning and management of transport services. The Panel concluded that if options for change are not looked at holistically then there could be unintended consequences through not having a cross directorate and joint approach.
4. A Cross Directorate Transport Working Group was therefore established to identify options for the future delivery of transport services across the County Council. The working group were tasked to:
  - Evaluate current arrangements
  - Investigate the opportunities for commissioning, managing and administering transport in different ways
  - To propose options for change
5. At present there are a number of transport savings (c£3m) being considered across the Council which need to be progressed collectively in order to avoid any unintended consequences and additional costs. It is important that we take an approach to both the commissioning and management of transport that is in line with our strategic aspirations, if we are to ensure that we are able to have a sustainable delivery model in the face of service transformation.
6. The County Council has an integrated passenger transport unit (Transport and Travel Services) that was established in 2008. Since this time there have been considerable changes and efficiency gains made in the delivery of passenger transport services. Some of these include:

- Revised and re-tendered all SEN transport services
  - Integrated day service fleet vehicles with local bus services
  - Introduced framework contracts for all of the transport services
  - Introduced Independent Travel Training. This summer 25 student's received training as part of a buddy scheme and now travel independently on public transport.
  - Together the changes have reduced costs by over £4m
  - As a result of this we consistently appear in the top ten of highest performing councils in terms of service delivery and customer satisfaction across the spectrum of transport services
7. The current model has met the needs of the council since its inception but as we face a climate of rapid transformation thought has to be given as to whether the current model is fit for future purpose.
8. Against this backdrop, the objective of the transport review was to:
- Develop a stronger picture of the collective transport provision and associated costs across the Authority
  - Determine whether there are benefits to bringing all transport commissioning and budgets together into one directorate/service
  - Identify the impact/consequences of policy and budget changes from the options for change
  - Ensure customer focused services are delivered
  - Identify whether individual budget reviews will have an adverse or positive impact on other transport services.

## **Working Group and Approach**

9. In spring 2015, a Cross Directorate Working Group of senior staff was formed including support from the Transformation Team; they concluded that under the existing arrangements there are limitations around how much further improvement can be made especially in financial management and use of IT.
10. A desktop review of services in scope was undertaken by the working group. This review involved conversations with a range of individuals across the departments involved in the existing transport policy and provision arrangements.
11. The current arrangements have clearly evolved over a number of years and have been refined as far as they can be to maximise effectiveness and efficiency. There is however a number of areas, such as the use of technology/ICT/process for transport requests and invoicing, that could be enhanced in order to both improve the efficiency of transport provision and to ensure quality services continue to be provided. For example, not all specialist transport requests were routinely processed through TTS by field staff. This has led to a fairly significant amount of expenditure being incurred outside of the agreed procurement frameworks (ASCH – 19 clients, £142k pa in 2013/2014). This needs to be addressed to ensure we achieve value for money.



Departmental Transport Budgets 2015/2016 (Gross Spend)

Department	Service	Budget (millions)
ASCH&PP	Day Service Transport	£1.832m
CFCS	Special Educational Needs Transport	£5.86m
CFCS	Mainstream Home to School Transport	£6.32m
ASCH&PP	Ad- Hoc and regular Taxi Provision	£1.913m
CFCS	Ad- Hoc Taxi Provision	£0.1m (est)
E&R	Supported Local Bus Service	£4.155m
Total		£20.18m

12. The table above outlines the transport budgets for the different areas in scope of the review. One point to note is the circa £2m spent on ad hoc taxis across both departments (£1.9m ASCH, £100k CFCS). It is recognised that there are circumstances when taxi use is the preferred option for the service user or completely unavoidable due to the failure of primary services. However, it is probably worth investigating further whether this approach offers the best value for the council, or whether there are other more cost effective transport solutions that could be deployed. For example a single taxi provider across the county – which is currently being investigated by the procurement service including soft market testing.
13. In terms of the current commissioning arrangements the policies detailing entitlement and eligibility are set by the respective departments and then passed to TTS to either directly provide or to procure the transport solution. Transport and Travel services have been effective in lowering costs through the negotiation of better value contracts with external transport providers and by better use of the internal passenger fleet but these savings may be greater if the link between commissioning places and transport is strengthened.
14. The current model is shown in **Appendix 1**, with TTS acting in a brokerage capacity between transport providers (internal and external) and the departments.
15. The current model of transport provision is also complicated by the fact that budgets are retained by departments and they are ‘charged’ by TTS – this results in TTS having to reconcile journeys booked against journeys invoiced before departments are charged for travel. This can take up to three months which means that departments spend some time in a state of uncertainty about their transport spend. TTS have the capability to move to e-billing through its IT system but to date the opportunities associated with this have not been implemented. There is the opportunity to change this and the options for doing so are presented later in this report.

## Working Group Conclusions

16. The main conclusions from the Cross Directorate Working Group were as follows:
- For specialist transport the current model is not sustainable in these austere times because the link between the client, commissioner and transport is not strong enough. This leads to inefficiencies in determining placements and transport provision, which consequently does not deliver value for money.

- Whilst transport is coordinated there is little alignment of the commissioning of client and transport placements, which can lead to poor decisions and higher costs. Although the primary consideration for users placements are their needs, where practical it would be helpful for transport costs to be assessed prior to a placement being offered, as in some cases it might influence the final agreed decision. This may include early discussions with parents, clients and carers.
- The current climate of transformation means that there will be significant change to care provision for adults and children which may result in a number of changes to the way that services are delivered and funded.
- There is some duplication of financial control and budget management between TTS, the departments and Finance, particularly in the specialist transport area. This could be improved by bringing all budgets together and through the better use of IT systems that are in place.
- The current model for specialist transport does not encourage innovation and change because it is process driven.
- Mainstream home to school transport and supported local bus services are efficiently planned, procured and financially managed jointly by TTS and CFCS. The group concluded that maintaining the current arrangements would not however, deliver the future options for change.
- New technology has delivered the capability for improvement but it has not been embraced to its full potential.
- The current process for ad-hoc transport is bureaucratic and inefficient; this could be resolved by digitising the process and using a preferred supplier with e-booking and e-invoicing capabilities.
- If there is not a single, holistic programme to deliver the various transport options for change then there could be unintentional financial costs and a failure to deliver the changes.
- Consideration should be given to exploring the opportunity for service efficiencies through joint working and shared services with other Public Service partners.
- There is a need for improved operational performance information to enable better decision making and to ensure efficient use of resources.

### **Proposed Operating Model for Specialist Transport**

17. Given the conclusions above, it is proposed that a new operating model be implemented for specialist transport, bringing together the transport commissioning, planning and procurement into a single function which will also be empowered to challenge eligibility and entitlement decisions made by the Departmental Commissioning Officers.
18. Currently 972 pre 16 and 350 post 16 students receive SEND transport costing the council £5.96m per annum. £5.122m pre 16 and £839k post 16. This budget is under severe pressures and overspends are expected in 2015/16. CFCS Options for Change proposes a review of SEND transport with a view to offering personal budgets and delivering £1m savings over the next five financial years. Savings of this order are going to be a significant challenge to achieve and it is doubtful that the proposed changes (e.g. a travel solutions hub) alone will deliver them. It will most likely take a significant effort working with providers and parents to migrate clients away from existing (and potentially high cost) transport arrangements. It is however considered that if the transport planners have a closer link with the commissioners (EHC Co-ordinators) then there is a greater likelihood of achieving the savings, but these will take a number of years to materialise because of the highly complex and emotive issues involved. This link will be crucial in keeping this large spend under control and on target.

19. ASCH&PP currently provides transport for 1358 clients costing £2.5m per annum. Proposals being considered may deliver £0.5m savings. However ASCH&PP proposals and SEND need to be considered collectively in order to optimise service delivery and efficiencies.
20. Currently ASCH&PP and CFCS spend approximately £2m per annum for an estimated 40,000 ad-hoc bookings. This cost could be reduced through digitising the process and more challenge at the point of transport request.
21. The group proposes a new operating model (**Appendix 2**) is adopted which will begin to address these issues and help to ensure that future savings and efficiencies are achieved.
22. It is proposed that the new transport model be located in Transport & Travel services and within the new structure. By having the different roles/functions involved in the management and provision of specialist transport across the authority co-located in a single hub then the best parts of the separate arrangements can be brought together to provide the most improvements.
23. Bringing the different resources together will mean that changes made to ICT systems and business processes can be introduced more easily. A key factor that will influence whether the implementation of a collaborative approach is successful in delivering savings is the location of the service in TTS. It is felt that the closer the unit is to the services that it is supporting then the more effective it will be. In the current arrangement TTS is distanced from the users of the transport services it provides and therefore is acting in the capacity of a transport broker that is only able to provide limited added value to the services.
24. It is recognised that the knowledge held on the individual needs of different clients is understood by colleagues in TTS, and this is valued. This model would not seek to change this but to provide additional insight, and challenge if needed, back to the commissioning functions of the respective services.
25. This model supports the CFCS Strategy to offer a personal budget so that parents have greater choice and control over their child's travel arrangements. As this transport provision is currently met by the TTS service then any reduction in spend will need to be mirrored by a proportionate down scaling of transport resources. By having the provision of transport more closely aligned with the service then there is greater opportunity to make sure that the required downsizing is planned into future contract renewals/negotiations, for example. As previously noted these savings will be challenging to release.
26. Government in January 2015 announced the provision of a Total Transport Pilot Fund. This is a £7.5m fund from the Department for Transport (DfT) that local authorities can bid against in order to pilot integration with other local transport providers such as hospitals, charities and community groups. The DfT are particularly keen to see applications for the fund to be used in rural areas. Given the scope and range of our existing passenger transport arrangements across Nottinghamshire it is clear that there is potential for us to integrate services with other providers such as health. The implementation of a travel solutions service will complement this integration by a) presenting an opportunity for using transport resources jointly b) allowing us to deploy excess capacity in supporting local partners. The County Council's bid was successful and the project will be completed by March 2017.

27. The benefits of the proposed model include:

- Better understanding of policy, change, finance and funding
- Represents the opportunity to change and improve
- Better understanding and translation of client needs
- Increased independence for the client through improved choice
- Creative solutions for reducing spend and clarity around decision making
- Better risk management, thus ensuring safeguarding & compliance
- Reduced administration, process, control and cost
- Efficiencies through digitisation of time consuming business processes and improved access to services
- Improved service to the client and service providers
- Better alignment of needs leading to placement and procurement of provision through a single point of supply for ad-hoc transport
- Integration of the role and scope of separate commissioning and procurement functions
- Improved clarity around policy, strategy, commissioning, planning, procurement, finance and performance
- Accelerating the delivery of independent travel training
- Greater chance of delivering the various options for change proposals
- Opportunity to pilot enhanced integration with other local transport providers through the Total Transport Pilot Fund

## **TTS Structure Proposals**

28. The County Council's budget review 2015/16 proposes a review of TTS and a reduction in the number of senior managers to achieve savings of £60k per annum.

29. The various services to be delivered and managed by TTS in the future including the new operating model proposed earlier in this report has resulted in the development of a new structure which is set out in **Appendix 3**. This consists of 41.6 posts. Two of the posts are new (1) Transport Solutions Manager and (2) an additional Policy and Client Assistant. These posts will significantly enhance the interface with the commissioning officers in the CFCS and ASCH departments to deliver the efficiencies and budget savings.

30. The current TTS structure (37 posts) and CFCS (2.6 posts) specifically engaged with transport provision have been considered as part of the structure review. Any posts at risk have been included in the section 188 notice issued on 1 December 2015.

31. Staff roles for the new structure have been reconfigured in order to achieve efficiencies, promote flexibility, and encourage development and to put the customer first.

32. The Fleet Management service team (13 posts) is not included in the new structure because this service will transfer to the Highways Joint Venture Company.

33. The rationale for restructuring the service is not solely based on the need to make budget savings but to:

- Improve client services
- Improve service design
- Further integrate services
- Make better use of the internal fleet

- Make more efficient use of technology
- Provide policy and strategic support to the CFCS/ASCH departments
- Identify alternative methods of service delivery
- Enhance partnership working
- Provide support for the Combined Authority/Devolution
- Provide improved financial control and performance information on which to make future decisions

34. Over the past 5 years the TTS has lost 30 posts whilst continuing to provide the same level of service and transport demand. The pressures will increase over the next few years as services change and there are further cost reductions. The above changes are reflected in the new two team structure which moves the service towards a commissioner role rather than a direct provider. The new structure will ensure that TTS can adapt and respond more efficiently to client needs and any future changes to policy, legislation or funding.

35. The current four teams and CFCS Transport Policy Officers will be reduced to two teams:

<u>Current Teams</u>	<u>Proposed Teams</u>
Fleet Management services	Transfer to Highways JV
Transport Operations	Transport Solutions
Commissioning and Policy Business Development CFCS Policy	Development and Partnerships

The management structure going forward is not sustainable and will be reduced from three to two posts. This will reflect the new commissioning role and the transport solutions model of operation.

36. The new structure (**Appendix 3**) if agreed following formal staff consultation, will be implemented in April 2016. A timeline for the change is **Appendix 4**. The grades for the posts will be confirmed through job evaluation in due course. Appointments to the new posts will in line with the corporate enabling process.

## Reasons for Recommendation

37. To meet future service and client needs and ensure that budget savings are achieved between 2016/19 with minimal impact for service users.

## Other Options Considered

38. None.

## Statutory and Policy Implications

39. This report has been compiled after consideration of implications in respect of finance, the 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.

## **Implications for Service Users**

40. The new operating model and structure will deliver an improved level of service to clients.

## **Human Resource Implications**

41. Employees have been advised of the proposed structure and formal consultation with staff and the trade unions will take place through the normal channels. The County Councils agreed enabling process will be used to make appointments to posts within the new structure. Mitigations will be explored to protect the employment of displaced staff wherever possible.

## **Financial Implications**

42. The new structure is intended to reduce overall management costs and create further efficiencies. Further work will be undertaken prior to Committee to ensure that indicative grades are provided and that the county council's organisational design principles underpin the new structure. Projected costings will be advised verbally once this work has been undertaken.

## **RECOMMENDATION/S**

It is recommended that Committee:

- 1) Note the outcomes of the Cross Directorate Transport Review and the proposal for a revised operating model for specialist transport services.
- 2) Approve the proposed new structure for TTS subject to formal consultation with staff and the trade unions.

**Jas Hundal**  
**Service Director**  
**Transport, Property & Environment**

**For any enquiries about this report please contact: Mark Hudson, Group Manager, Transport & Travel Services**

## **Constitutional Comments (LM 16.11.2015)**

43. The recommendations in the report fall within the Terms of Reference of the Transport and Highways Committee.

## **Financial Comments (SES 17.11.2015)**

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

## **HR Comments (GME 2.12.2015)**

45. Consultation and implementation on the revised structure with affected employees and the recognised trade unions will be in accordance with the county council's agreed employment policies and procedures including job evaluation, enabling and redeployment for any potentially displaced staff.

## **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.

- T&H Committee – TTS Structure – January 2014
- Redefining Your Council – Policy Committee – June 2014
- DfT Total Transport Fund – January 2015

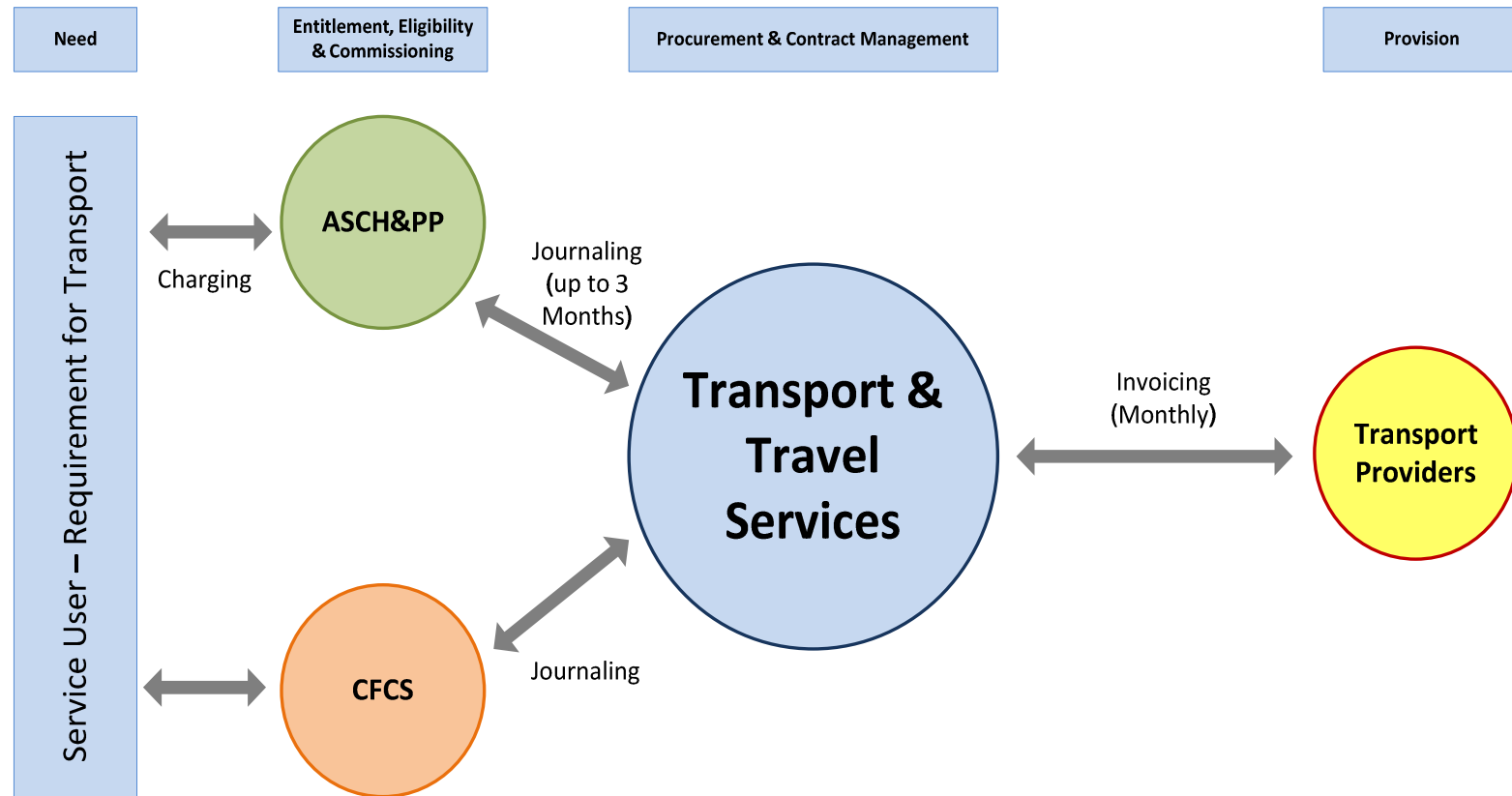
## **Electoral Divisions and Members Affected**

ALL



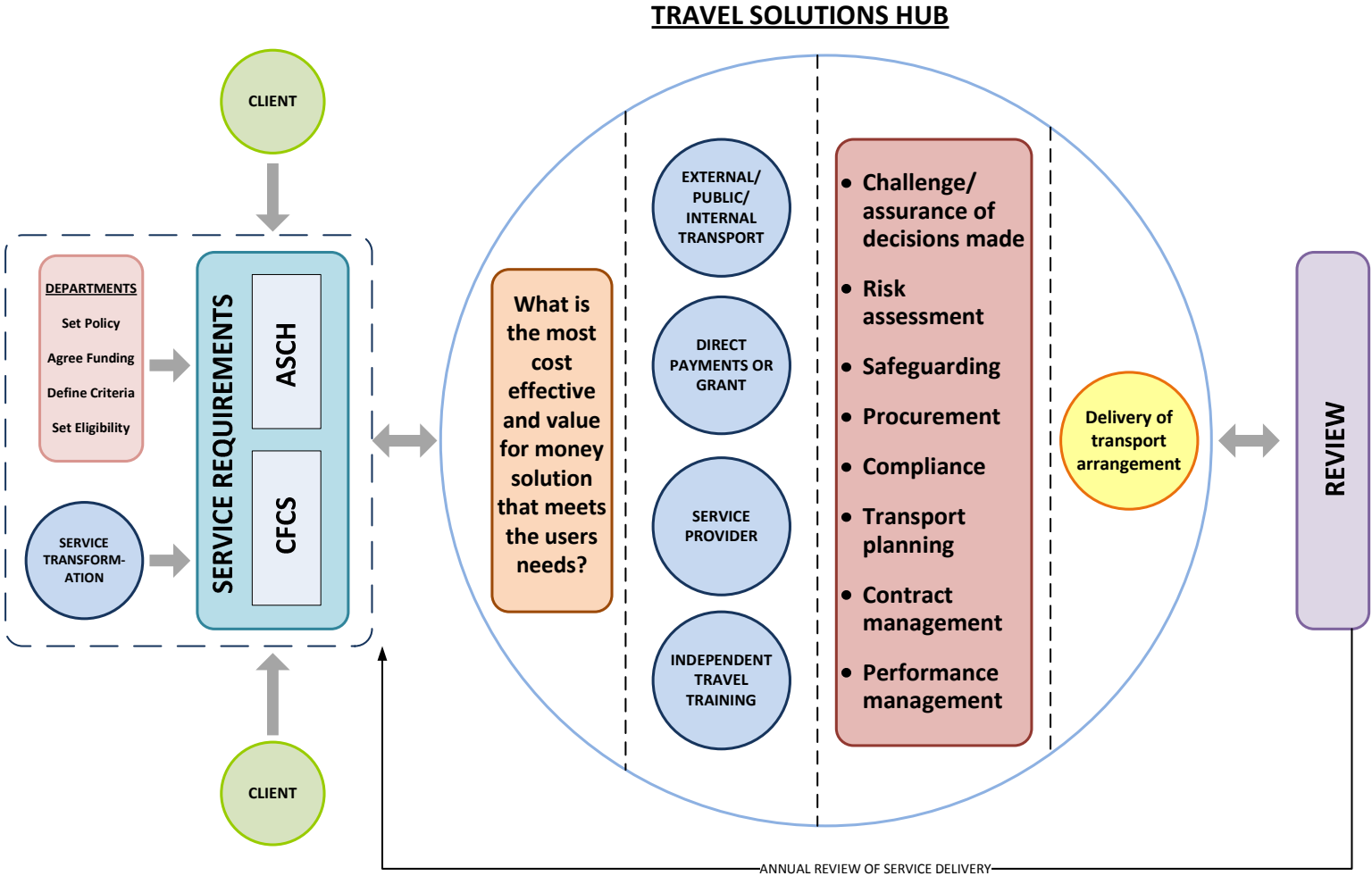


## Existing Model for Specialist Transport Provision





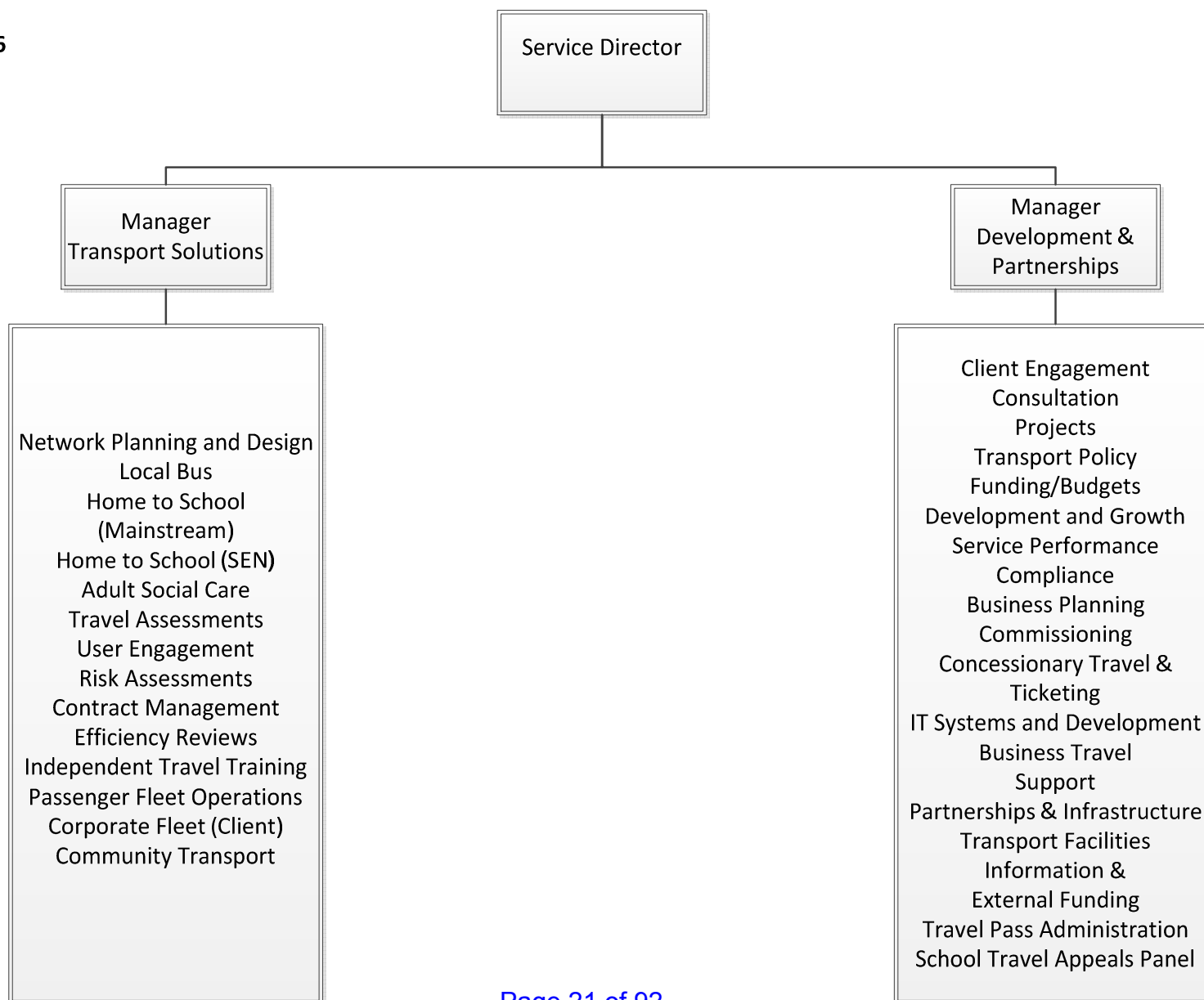
Proposed Operating Model for Specialist Transport Provision





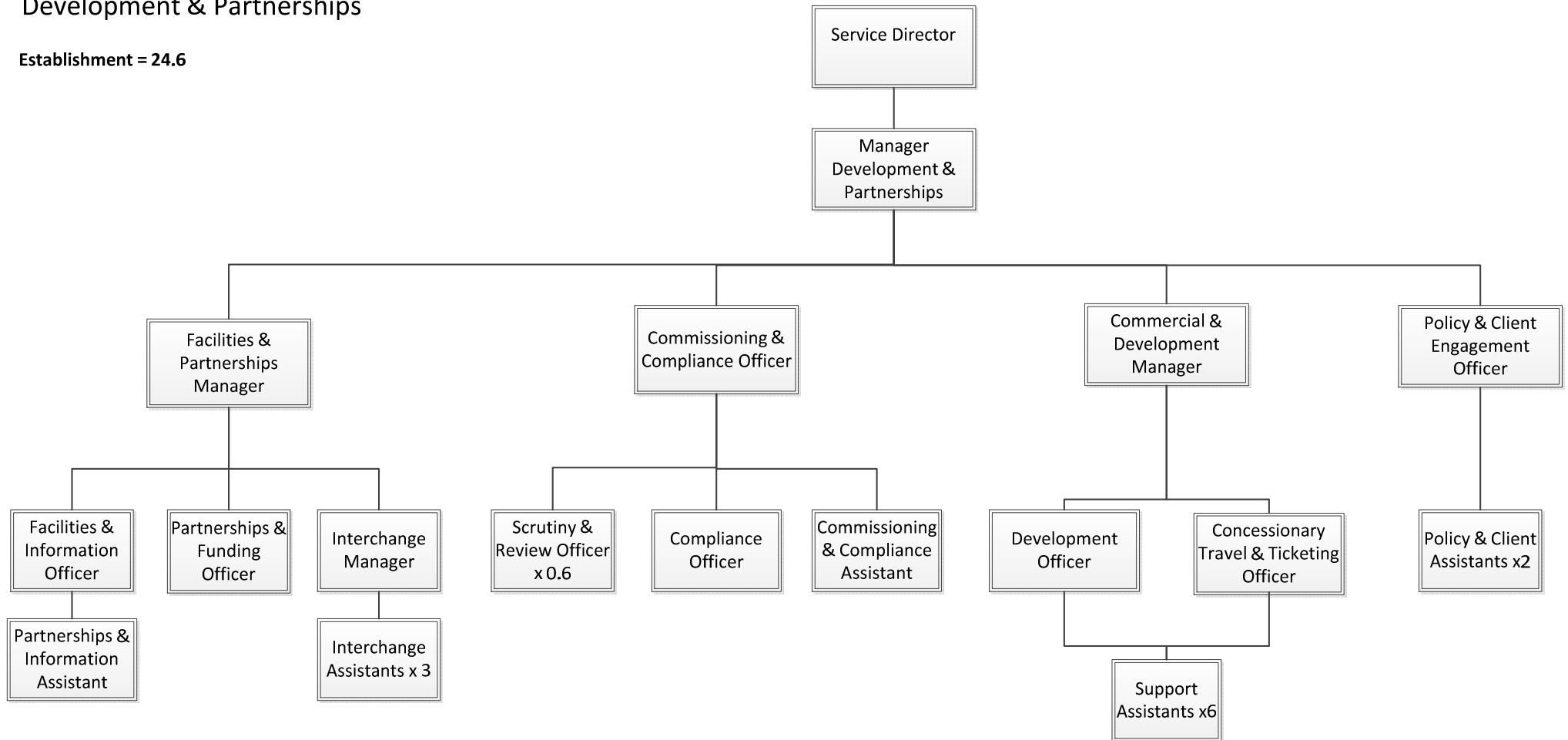
# Transport and Travel Services

Establishment = 41.6



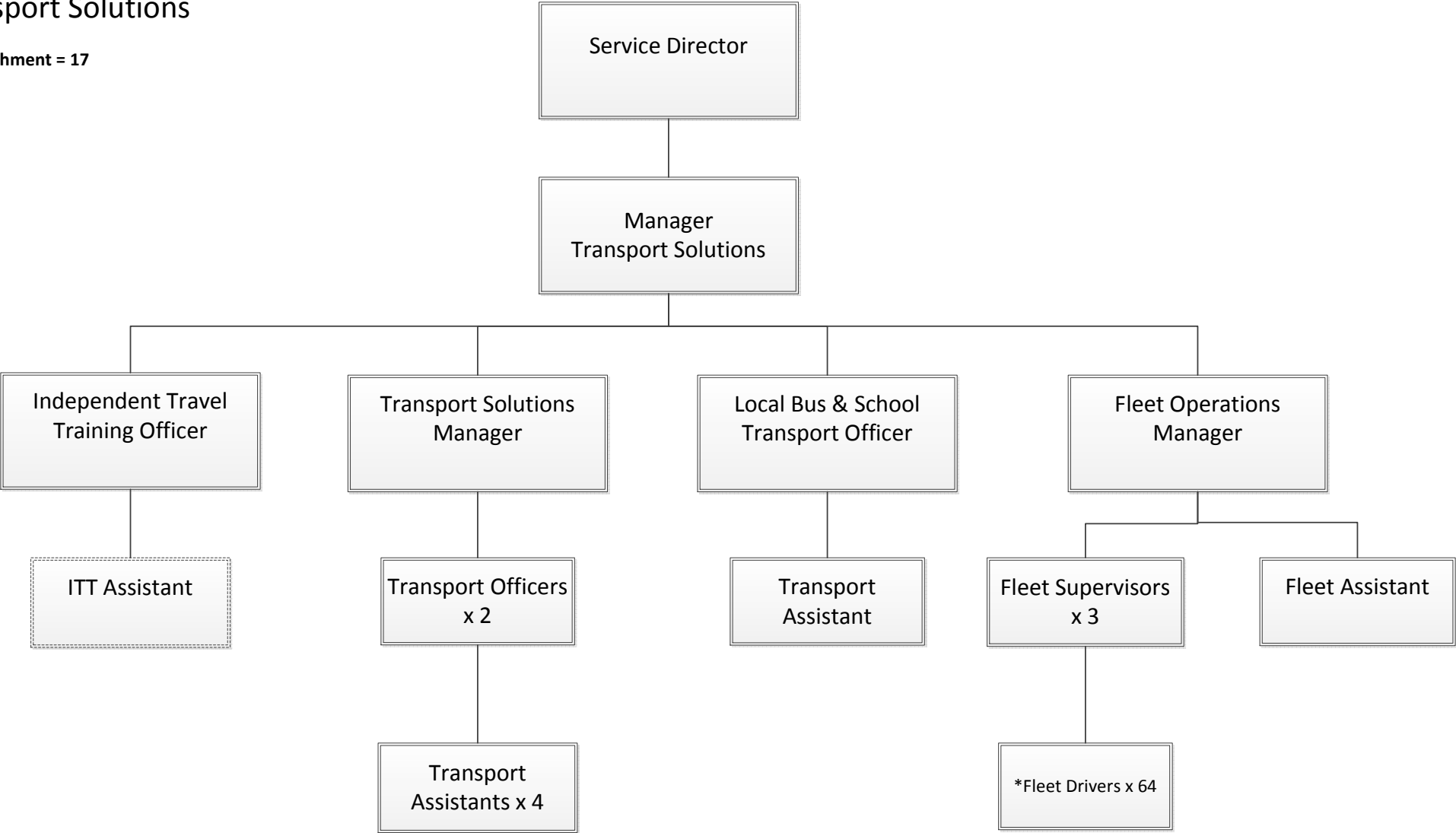
## Development & Partnerships

Establishment = 24.6



# Transport Solutions

Establishment = 17



\*Note: Fleet Drivers not included in establishment numbers





Timetable for Change

Report to T&H Committee	10 December 2015
Draft Job Descriptions for Evaluation	December 2015
Formal Consultation	December 2015 – January 2016
Staff Briefing Sessions	December 2015
Consider Consultation and agree Final Structure	January/February 2016
Transport & Highways Committee – Final Structure	February 2016
Enabling Process	February 2016
Training and Implementation	March/April 2016



**10 December 2015****Agenda Item: 5****REPORT OF SERVICE DIRECTOR ENVIRONMENT, TRANSPORT AND  
PROPERTY****BEESTON BUS AND TRAM INTERCHANGE PASSENGER SURVEY****Purpose of the Report**

1. To note the findings of the Beeston Bus and Tram Interchange passenger survey carried out on the 1 October 2015.

**Information and Advice**

2. The Beeston Bus and Tram Interchange opened prior to the start of the new tram service on 12 July 2015.
3. This early opening date enabled the thorough testing of the interchange before full tram operation to identify any remedial works that would be needed to ensure a smooth operation of the interchange for bus operators, tram concessionaire and users; the Interchange also has the provision for cycle parking so that cyclists can also make use of the facility.
4. A number of remedial measures were identified to improve the interchange and the user experience. The following additional works have been implemented:
  - Seating: gap between perch seating and glass;
  - Visibility mirrors: this was to enable buses to safely enter the carriageway;
  - Realignment of bay 1 to improve bus access to the stop;
  - Further waste bins for bay 1 and 4;
  - Pedestrian guard rail by footway outside B&M Bargains: to encourage crossing at the official crossing point.
5. The County Council programmed a passenger survey to be carried out after 5 weeks of full operation as part of the Beeston Statutory Quality Bus Partnership (SQBP) monitoring. The surveys will be undertaken on an annual basis.
6. The survey consisted of face to face interviews with passengers alighting from buses and trams, or waiting on platforms. The Survey is included as **Appendix 1** and focuses on passenger satisfaction with the facility and to understand the travel preferences of users. The users also have the opportunity to make further comments so the Council can in conjunction with partners, Broxtowe Borough Council and NET, make further improvements.

7. The survey was carried out on 1 October between 0700 and 1900 and 465 responses were captured during the day. The size and times of the survey was to ensure we captured a good cross section of users to ensure the survey was statistically significant.

## Survey results

8. The survey results are shown in **Appendix 2**. The headlines are:

- 35% of passengers use both bus and tram indicating a strong preference for multi modal travel and demonstrating the importance of the interchange.
- 42% of users remaining solely bus users.
- 80% use the interchange at least several times a week
- Trams are regarded as more reliable than the bus with 89% rating punctuality of trams as excellent or good and 73% for buses.
- Passengers feel safe at the Interchange with 87% feeling very safe. However, some concerns about poor lighting at night and County Council has agreed to review this.
- 87% of passengers highly rate the Interchange for its convenience and accessibility
- 94% of passengers as a whole are Satisfied or Very Satisfied with the interchange.
- 19% modal shift away from the car to tram of those previously making a trip doing so by car. A further 28% of trips on the tram are new journeys which would previously not have been made at all.
- The survey shows a strong positive choice toward public transport with 35% of passengers having access to a car but choosing not to use it for this trip.
- 57% of passengers have moved from bus to tram which was anticipated.
- Main drivers for travel were split between Education or Employment (44%) and those travelling for shopping and leisure (50%).

Age and gender profile of the users:

Under 18	18 to 25	26 to 44	45 to 54	55 to 64	65+
4%	19%	31%	12%	12%	22%
Female 68%			Male 32%		

## Further Comments

9. 50 specific comments were also received with 60% identifying dissatisfaction with the shelter canopies or seating. Unfortunately, due to the narrow platforms (to minimise overall land take from the Beeston Square Phase 2 re-development) and due to the need for the canopies to be set back at least 450mm from the nearest kerb edge, the canopies are not as effective as users would like in wet and windy weather. The seating has already been raised as a snag and this is under consideration by the contractor as outlined in point 4.

10. To conclude these are very encouraging results for passenger satisfaction and safety as well as travel behaviour and usage which will help with congestion management and local air quality. Further surveys will be carried out on an annual basis to monitor the user experience and these results will be published as part of future performance reports to the Committee.

## **Statutory and Policy Implications**

11. This report has been compiled after consideration of implications in respect of finance, the 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.

## **Equal opportunities Implications**

12. The provision of the Interchange ensures that elderly and disabled can access key services thus improving their quality of life, independence and enhancing social inclusion.

## **RECOMMENDATION**

- 1) Committee note the outcome of the Beeston Tram and Bus interchange survey.

**Jas Hundal**  
**Service Director**  
**Transport, Property & Environment**

**For any enquiries about this report please contact: Mark Hudson – Group Manager, Transport & Travel Services or Pete Mathieson, Team Manager Commissioning and Policy**

## **Constitutional Comments (LM 26.11.2015)**

13. This report is for noting only

## **Financial Comments (SES 26.11.2015)**

14. There are no specific 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.

None

## **Electoral Divisions and Members Affected**

All



## Beeston Interchange Passenger Satisfaction Survey September 2015

1. Do you use the interchange for Bus or Tram Travel?

Bus Travel ☐ Tram Travel ☐ Both ☐

2. Purpose of today's travel?

Work ☐ Shopping ☐ leisure ☐ Education ☐ Other ☐

3. How often do you use the Interchange?

Every day ☐ Several times a week ☐ once/twice per month ☐ Very occasionally ☐

4. How do you rate the punctuality and reliability of the Buses & Trams at the Interchange?

Excellent ☐ Good ☐ OK ☐ Poor ☐ Very Poor ☐

5. How do you rate your personal safety at the Interchange?

Excellent ☐ Good ☐ OK ☐ Poor ☐ Very Poor ☐

6. How do you rate the Interchange for Convenience and accessibility?

Excellent ☐ Good ☐ OK ☐ Poor ☐ Very Poor ☐

7. Overall satisfaction of the Interchange?

Very satisfied ☐ Fairly Satisfied ☐ neither/Nor ☐ Fairly dissatisfied ☐ Very Dissatisfied ☐

8. Do you have access to a car?

Yes ☐ No ☐

9. Gender

Male ☐ female ☐



10. Age Group

0-17

☐

18-25

☐

26-44

☐

45-54

☐

55-64

☐

65+

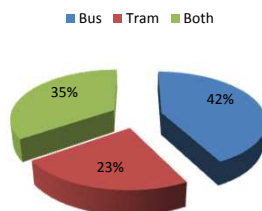
☐

Please use the space below to provide any additional comments on the interchange

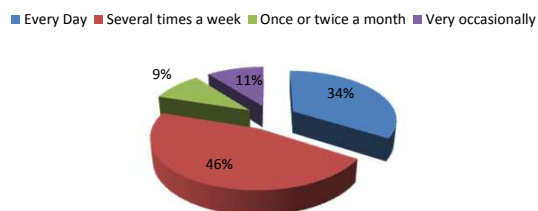


## Questions

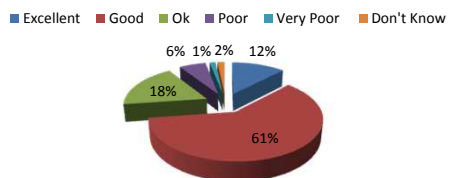
### 1. Do you use the Interchange for bus or tram travel?



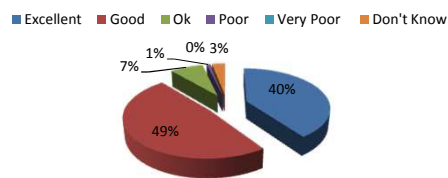
### 2. How often do you use the Interchange?



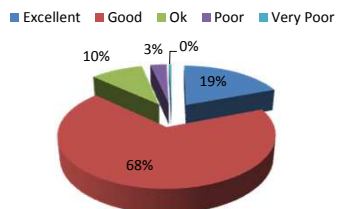
### 3. How do you rate the punctuality and reliability of the buses at the Interchange?



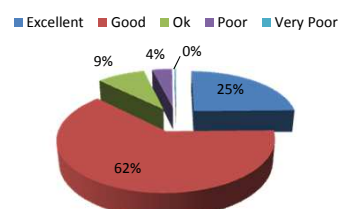
### 4. How do you rate the punctuality and reliability of the trams at the Interchange?



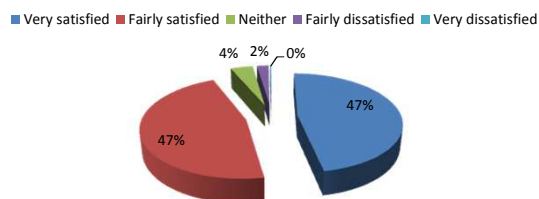
### 5. How do you rate your personal safety at the Interchange?



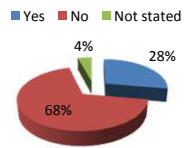
### 6. How do you rate the Interchange for convenience and accessibility?



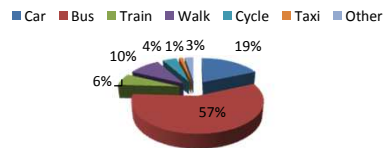
### 7. Overall satisfaction of the Interchange?



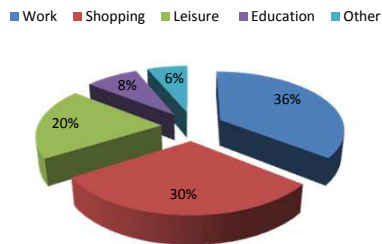
**8. If you are using the tram today, is this a new or additional journey that you would not have made before the tram was running?**



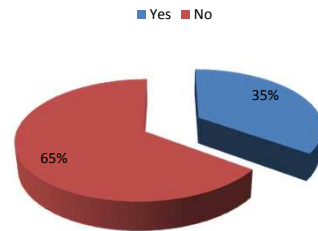
**9. If it is a journey that you would have made before the tram was running, what mode of travel have you switched from to use the tram?**



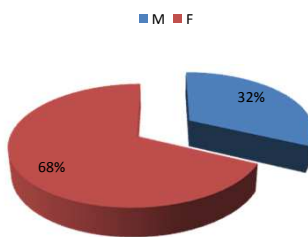
**10. Purpose of today's travel?**



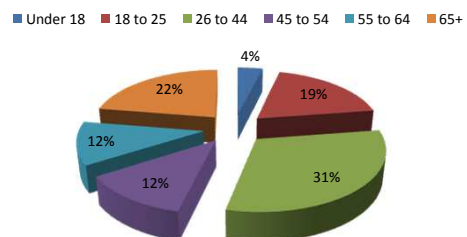
**11. Do you have access to a car?**



**12. Gender**

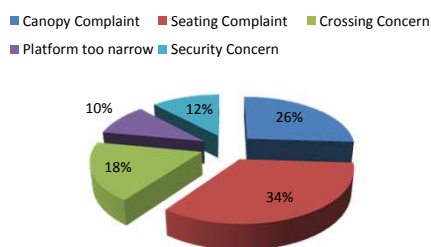


**13. Age**



## Comments

### Comments Analysis



**10 December 2015****Agenda Item: 6****REPORT OF THE SERVICE DIRECTOR, TRANSPORT, PROPERTY &  
ENVIRONMENT****DEVELOPMENT OF THE ROBIN HOOD CARD****Purpose of the Report**

1. To note the development of the Robin Hood Card and the proposed launch date of the 14 December 2015.

**Information and Advice**

2. Nottingham City Council in conjunction with the County Council, bus operators, tram and train operating companies have developed the 'Kangaroo' ticket to enable multi model travel across the Greater Nottingham conurbation. This ticket enables passengers to use all of the transport services regardless of the operator and gives major benefits to passengers including a significant discount against single fares. This increases travel opportunities for passengers ensuring that they are not financially penalised if they travel on two different bus operators or interchange between the bus, tram or train.
3. The development of the 'Kangaroo' products and marketing is governed by the Kangaroo Operators Group which involves the City Council, County Council, bus operators, tram and train operating companies.
4. The pricing of the 'Kangaroo' products is determined by the Kangaroo Operators Group and not by the Councils as defined in competition legislation which is monitored by the Competition and Markets Authority (CMA).
5. The County Councils Integrated Ticketing Plan was approved at the Transport and Highways Committee on the 11 September 2014 and will begin to introduce integrated ticketing solutions in 2016/17 with the support of the City Council.
6. The price of the Kangaroo multi-trip day ticket is £4.50 and it can be used on all buses and tram/train services in the Greater Nottingham area (see attached map).

**Robin Hood Card and E-purse roll-out**

7. The current products available to customers are:
  - Day tickets
  - Adult season tickets – 3 monthly, 6 monthly, 12 monthly , Direct Debit and 10 day carnet
  - Child under 18 - 3 monthly, 6 monthly, 12 monthly and Direct Debit

- Student - 3 monthly, 6 monthly and 12 monthly
  - Citycard - Jobseekers tickets (half price Kangaroo Day Ticket)
8. These tickets can be purchased in a number of different ways:
- On bus – for day tickets only
  - Off bus – (1) from Broadmarsh and Victoria travel centre (2) On street tickets machines (3) Payzone retail outlets
9. The Kangaroo ticket was originally either a paper ticket or a printed pass. Since 2014 the ticket has also been available as a smartcard utilising the national ITSO interoperable smartcard standard. The ITSO specification is also used for the National Concessionary Scheme for the elderly and disabled. The development of these 'Smart' ticketing solutions has been funded from the Local Transport Plan (LTP), Local Sustainable Transport Fund (LSTF) and Better Bus Areas (BBA).
10. The take up of Kangaroo tickets across the conurbation equates to 7.3 m trips and ticket sales accounts for approximately 15% of all trips on public transport.
11. In parallel to the Kangaroo tickets going smart, the City Council has also developed an E-purse, similar to the Oyster card used in London.
12. It is a smartcard with an electronic purse from which the cost of travel is automatically deducted as you travel around Nottingham. It is the first of its kind outside London. Passengers do not have to decide in advance which ticket to purchase – the card works this out and gives the passenger the best fare on the day for the trips made. Smartcard readers on the buses and trams give the passenger a running total of the fare as they move around the area – they do not need to wait for a statement of their account. The card is transferrable between family and friends.
13. The E-purse will be branded as the Robin Hood card as shown in **Appendix 1**. This is part of a wider programme to phase out the Kangaroo brand over the next eighteen months.
14. The Robin Hood branding has taken into consideration Nottinghamshire County Council's plans to introduce integrated ticketing across the county.
15. The Robin Hood card is different and more complex than the 'Oyster' ticket due to:
- Bus, tram and train operators determine their individual ticket prices, products and points of sale; because each operator has differing prices for travel within the Greater Nottingham area. This contrasts with London where there is one simple fare structure and supporting ticketing infrastructure, determined by the Mayor of London and administered by Transport for London.
  - Operators determine the price of the integrated ticket, where passengers want to travel on multiple operators, which is not the case in London.
16. The Robin Hood card (similar to Oyster in London) will be available in the Greater Nottingham area and will determine the best price for travel on the day in real time

depending on whether travel is on one operator or multiple operators. Therefore, for example:

- If a passenger travels on Nottingham City Transport (NCT) services four times in one day, the cost to the passenger will be capped at the NCT Robin Hood day cap price.
- If a passenger travels on NCT, once during one day the cost to the passenger will be capped at the NCT single ticket price for the day.
- If the passenger travels on Trentbarton, NCT and Nottingham Express Transit (NET) once a day, the cost to the passenger will be capped at The Robin Hood multi-operator day cap price.

17. A website has been developed [Robinhoodnetwork.co.uk](http://Robinhoodnetwork.co.uk) which will provide details about the Robin Hood card, prices and the terms and conditions of usage.

18. The introduction of the Robin Hood card will enhance passengers travel choice, reduce the need to carry money, offer discounted travel, speed up journey times and encourage modal shift.

19. The rollout of the Robin Hood card agreed by the project partners is as follows:

#### **Phase 1**

- **From the 14 December:** the E-purse facility will be available on NCT (incl. Pathfinder), Trentbarton (incl. Kinch), Nottingham Community Transport (NCommT) and NET, as they have common on-board ticket machine and back office infrastructure. It is expected that other operators including suburban rail will be included in the future.

#### **Phase 2**

- **From April 2016/17:** to all other operators.

20. The Robin Hood card will be available to passengers as outlined below:

#### **Phase 1**

- On street ticket machines of which there will be 124 in the City and 26 in the County (locations listed in **Appendix 2**). The Robin Hood card can then be topped up as and when required on the ticket machines using a credit or debit card.

#### **Phase 2**

- Broadmarsh and Victoria Travel Centre: cards will be available from an indoor Ticket Machine, from April 2016.
- Website: cards can be ordered or topped up on-line from April 2016.

21. The project partners have agreed a communication and marketing strategy for the Robin Hood card to maximise the take up of the card. This is being led by the City Council.

22. The City and County Council will as part of this strategy utilise the city's Mobile Travel Centre to hold events across the City and County to disseminate information on the Robin Hood card. The dates for these events will be made available via social media, Council websites, bus stop information panels and libraries.
23. If the scheme is successful in the Greater Nottingham area then it will be possible to roll the Robin Hood card out to other areas of the county over the next 2 to 5 years.

### **Environment and Sustainability**

24. Public transport is key to congestion management; a reduction in car use improves air quality and reduces CO2 emissions.

### **Statutory and Policy Implications**

25. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (Public Health only), the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working 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**

26. Public transport helps tackle congestion and improve accessibility to employment, training, health and other key facilities. Improvements in service delivery, such as integrated ticketing will improve the public transport offer for users.

## **RECOMMENDATION/S**

It is recommended that Committee:

- 1) Note the development of the Robin Hood Card and the launch date.

**Jas Hundal**  
**Service Director**  
**Transport, Property & Environment**

**For any enquiries about this report please contact: Mark Hudson, Group Manager, Transport & Travel Services**

### **Constitutional Comments (SLB 26.11.2015)**

27. This report is for noting only.

### **Financial Comments (SES 26.11.2015))**

28. There are no specific 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.

- Integrated Ticketing Plan - Transport & Highway Committee – 11 September 2014

## **Electoral Divisions and Members Affected**

ALL









**Appendix 2**

County on street ticket machine locations

	<b>Locality</b>	<b>Stop Numbers</b>	<b>Stop Name</b>	<b>Street</b>
<b>1</b>	Beeston	BR0527	Marlborough Road	High Road
<b>2</b>	Beeston	Nottm bound	Interchange	Interchange
<b>3</b>	Beeston	Chilwell, Derby bound	Interchange	Interchange
<b>4</b>	Chilwell	BR0081	Central College Nottingham	High Road
<b>5</b>	Carlton	GE0275	Standhill Road	Carlton Hill
<b>6</b>	Carlton Square	GE0042	Carlton Square	Burton Road
<b>7</b>	Carlton Square	GE0113	Tesco	Carlton Hill
<b>8</b>	Netherfield	GE0321	Victoria Road	Victoria Road
<b>9</b>	Netherfield	GE0575	Morrisons	Victoria Parkway
<b>10</b>	Arnold	GE0664	Stand 1	Front Street
<b>11</b>	Arnold	GE0342	Stand 5	Front Street
<b>12</b>	Arnold	GE0367	Sainsburys	Nottingham
<b>13</b>	Daybrook	GE0351	Daybrook Square	Mansfield Road
<b>14</b>	Daybrook	GE0443	Daybrook Square	Mansfield Road
<b>15</b>	Mapperley	GE0550	Shops	Plains Road
<b>16</b>	Mapperley	GE0551	Shops	Plains Road
<b>17</b>	Trent Bridge	RU0002	County Hall	Loughborough Road
<b>18</b>	Trent Bridge	RU0004	County Hall	Loughborough Road
<b>19</b>	Trent Bridge	RU0535	Cricket Ground	Bridgford Road
<b>20</b>	Trent Bridge	RU0536	Cricket Ground	Bridgford Road
<b>21</b>	West Bridgford	RU0541	Central Avenue	Central Avenue
<b>22</b>	West Bridgford	RU0531	Central Avenue	Central Avenue
<b>23</b>	West Bridgford	RU0008	ROKO	Wilford Lane
<b>24</b>	West Bridgford	RU0018	Gresham Close	Wilford Lane
<b>25</b>	West Bridgford	RU0071	ASDA	Loughborough Road
<b>26</b>	Ruddington	RU0583	Church	Church Street





**10<sup>th</sup> December 2015**

**Agenda Item: 7**

## **REPORT OF SERVICE DIRECTOR, HIGHWAYS**

### **HUCKNALL TOWN CENTRE IMPROVEMENT SCHEME SCHEME UPDATE AND CONFIRMATION OF CONSTRUCTION COST**

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

1. To provide an update on the progress of the Hucknall Town Centre Improvement Scheme (TCIS) and confirm construction costs.

#### **Background**

2. Members may recall that in May 2015 a report was presented to Transport and Highways Committee seeking approval to compulsorily acquire land and property to deliver the Hucknall TCIS project and provide an update on progress setting out the next steps. This report provides a further update on progress of the scheme; set out the proposed construction phases and confirms construction costs.

#### **Scheme Details**

3. A transport improvement scheme in Hucknall to construct a new road between Station Road and Annesley Road has been safeguarded for a number of years. The new road will enable part of the High Street (between Baker Street and Watnall Road) to be pedestrianised creating a high quality, safe and attractive environment to stimulate and regenerate the town centre by attracting inward investment.
4. The new road is 450m long, single carriageway and will be 30mph. It lies north-east of the High Street and the layout is shown on the attached drawings H/JH13379/500A and 501A. The works include a new traffic signal controlled junction on Station Road and a mini-roundabout on the junction with Annesley Road. The scheme also includes the realignment of Ashgate Road which includes the introduction of a traffic signalled junction to replace the existing double mini-roundabouts. This new traffic controlled junction will be linked to the new junction further along Station Road and will also include improved pedestrian crossing points providing better access to the Hucknall Tram Stop, Train Station and residential development in this area.
5. The current scheme proposals were granted planning approval at the 10<sup>th</sup> December 2013 meeting of the County Council's Planning and Licensing Committee.

## Land Acquisitions

6. The County Council have been acquiring the plots of land required to deliver the road scheme via negotiation over a number of years. In 2014 there were six further plots to be acquired and whilst discussions were advanced with most of the land owners, the County Council progressed with a Compulsory Purchase Order (CPO) to secure the remaining land required for highway purposes. It is standard practice that CPO powers are progressed simultaneously with land acquisition to assist with scheme delivery. Approval to acquire land and property required for the scheme was done via reports to Transport and Highways Committee on 9<sup>th</sup> January 2014 and 22<sup>nd</sup> May 2014.
7. The CPO for the final six plots was made on 22<sup>nd</sup> May 2014. One objection was received to the order but following further negotiation and discussion this was resolved and removed. The Department for Transport National Transport Casework Team confirmed the CPO on 18<sup>th</sup> November 2014. The County Council has continued to negotiate direct with the landowners and with four of the six plots now acquired with discussions on the remaining two plots ongoing. The County Council will be able to gain entry to the land on the two remaining plots from the 21<sup>st</sup> of December 2015 by way of the land being served with a notice to treat and notice to enter. This procedure falls under Section 5 and Section 11 of the Compulsory Purchase Act 1965 and County Council Officers have had regard to the County Council's Public sector Equality Duty in determining whether to exercise our power to enter and have concluded that there will be no differential impact on groups with protected characteristics in so doing.

## Funding and Procurement

8. The total scheme cost for the project included in the Department for Transport (DfT) Full Approval is £12.933m; this has since risen to £13.433m with the £0.5m increase due to additional costs to divert utility apparatus following completion of detailed design. A summary of costs are included in Table A.
9. The main contract works have been procured through the Midlands Highway Alliance (MHA) Medium Schemes Framework 2 of which Nottinghamshire County Council is a member. Carillion Tarmac (in a joint venture) was allocated the contract following a direct call-off from the framework and they have been involved in Early Contractor Involvement (ECI) with the County Council since 2014. Carillion Tarmac submitted its target cost to the County Council in September 2015 after receiving the detailed design drawing package on the 10<sup>th</sup> July. The total package order value is £7.244m and this assumes a mobilisation start date of 11<sup>th</sup> January 2016. The total duration of works is 68 weeks with the new road opening to traffic in October 2016 and the High Street works completed in Spring 2017.
10. Other key construction activities that have been procured include the demolition of 11 vacant properties in advance of the main site works and this work also commenced last month. The works are being managed by G F Tomlinson's who have been procured through the empa framework (East Midlands Property Alliance).

**Table A: Summary of Costs**

<b>Costs Summary</b>	<b>Value (£m)</b>
Construction Works	
Carillion Tarmac (Main Contract)	7.245
G F Tomlinson (Demolition)	0.297
Other Construction Works (NCC Direct)	0.278
Statutory Undertaker Works (Diversions etc)	0.838
Land	3.324
Other (includes fees and contingency)	1.451
<b>Total</b>	<b>13.433</b>

11. The scheme is funded from a number of sources and these are detailed in Table B. The Department for Transport (DfT) granted Full Approval in February 2015; this approval provides a maximum capped funding contribution of £8.489m towards the full scheme costs and is paid as capital grant under Section 31 of the Local Government Act 2003. The Full Approval submission included an economic appraisal and the scheme scored a Benefit Cost Ratio (BCR) of 7.82, the DfT consider that a BCR of 4.0 or above indicates a “very high Value for Money” scheme. The County Council has acquired a number of properties and land plots over the year by negotiation and these land purchases are the County Council’s contribution to the scheme. Ashfield District Council has contributed £1.35m towards the project and funding has also been sought from the Flood Defence Grant in Aid which is managed by the Environment Agency; the scheme is named in the Flood and Coastal Erosion Risk Management (FCERM) construction programme for England.

**Table B: Summary of Income**

<b>Income Summary</b>	<b>Value (£m)</b>
Department for Transport	8.489
Ashfield District Council	1.350
Nottinghamshire County Council	
Land Purchases	2.325
Integrated Transport Measures (allocation 17/18)	0.319
Capital Asset Management Group (approved 23 <sup>rd</sup> Nov 2015)	0.500
Flood Defence Grant in Aid (FDGiA) – funding managed by Environment Agency	0.450
<b>Total</b>	<b>13.433</b>

## Hucknall Flooding Update

12. As Members may be aware, there have been flood events in the area that have been the subject of much concern locally and were subject to representations at the Planning and Licensing Committee. Since planning approval and in line with planning conditions the County Council design team has worked closely with the Authority’s Flood Risk Management team,

the Environment Agency and Severn Trent Water to ensure proposals mitigate against any increase in flood risk as a result of the new road and to incorporate all reasonably available options to reduce flood risk, in line with the County Council's ongoing Section 19 Flood Investigation carried out as Lead Local Flood Authority.

13. Following flood modelling work carried out the Hucknall TCIS incorporates a number of recommended hydraulic enhancements and the scheme design now includes a flood relief culvert (750mm diameter sized pipe) under the new road to alleviate flooding issues within the Thoresby Dale estate and provide additional storage for highway drainage.

## **Community Engagement**

14. In terms of community engagement a 3 day staffed public exhibition was held in September 2012 prior to the submission of the planning application, this included the distribution of questionnaires and 74% of respondents agreed that the High Street suffers from too much traffic creating a poor environment for shoppers with 69% of respondents agreeing that the proposed scheme will create a more appealing shopping environment. In August 2014 a 'High Street Bonanza Day' was held to give a taster of what a traffic free environment would be like for the town. The western section of the High Street was closed for a number of hours with entertainment and market stalls provided on the day. The event was well supported by local businesses and residents, no formal survey was undertaken but the vast majority of feedback was positive. A communications plan has been created and 14,000 leaflets were delivered to households within the town providing an update on the scheme earlier this summer. In October 2015 a 'Meet the Contractor' event was held in the town providing an opportunity for local residents and businesses to meet the site project team with County Council officers exhibiting the latest plans and programme.
15. County Council Officers have also given presentations to a range of stakeholders including We Love Hucknall, Hucknall Tourism and Regeneration Group, Thoresby Dale Estate Neighbourhood Watch, Ashfield District Council Councillors and the Hucknall Partnership Group.
16. Going forward Carillion Tarmac has appointed a full time Public Liaison Officer who will be based on site for the duration of the works. All queries from members of the public and local businesses will be dealt with by the Public Liaison Officer, the generic email for the contractors is [hucknall@tarmac.com](mailto:hucknall@tarmac.com). The County Council also has a Project Manager for the scheme who has led up the planning application, business case submission and overseen the detailed design. The Project Manager will continue to be very closely involved in project delivery, will keep local County Councillors informed of issues arising as the construction works progress and act as a point of contact for Councillors. The County Council has a scheme email that is [hucknalltci@nottsc.gov.uk](mailto:hucknalltci@nottsc.gov.uk) and the Project Manager, Tom Boylan, can be contacted directly on 0115 977 4227.
17. The County Council's webpage will also be updated accordingly and information will be provided using Email, Facebook and press releases as required.
18. The scheme will require a number of permanent changes and new traffic orders related to vehicles movements, speed and parking. These will be subject to individual consultation and public advertisement of the proposals, and objections received will be considered and reported through the County Council's current procedures if required.



## **Construction Works**

19. Archaeological investigation work and vegetation clearance work in the Mill Yard area was completed last year to minimise risk to the project. Additional vegetation clearance works was undertaken by Highway Operations in October 2015. The demolition works commenced on the 19th October 2015 at Woollaton Street. The demolition contract includes demolition of 11 vacant properties and will take approximately 12 weeks to complete. The demolition works resulted in the closure of the Station Road Car Park and the contract is expected to be completed just before Christmas.
20. Carillion Tarmac will commence construction of the new road on 11<sup>th</sup> January 2016. The planned completion date for the new road to open to traffic is 26<sup>th</sup> October 2016. The contractor will then relocate to the High Street with the pedestrianisation works completed by Spring 2017.
21. Statutory undertakers such as British Gas and BT have commenced working in the area diverting utility apparatus; further works by Virgin Media and Western Power are being programmed. The County Council has also removed CCTV cameras and cleared vegetation within the town prior to the main contractor's arrival on site in January 2016. County Council Officers have also worked closely with Network Rail to ensure that its proposals to repair the Station Road bridge next year is co-ordinated with the works for the town centre project and that delay to the public is kept to a minimum.

## **Other Options Considered**

22. Alternative options and alignments for the proposed scheme have been considered over numerous years. The current proposals have been assessed and reported to the Department for Transport as part of the Major Scheme Business Case process. In addition, they have more recently been submitted as part of the planning application for the scheme which was approved in December 2013.
23. Additional design work undertaken in 2012 further reduced the amount of third party land required for the scheme. The scheme is now considered to be the best available option to deliver the pedestrianisation of the High Street and provide the new road for the town, whilst minimising land take.

## **Environmental and Sustainability Implications**

24. The new road will assist with attempts to reduce traffic congestion within the town centre and the associated noise and air pollution from vehicles. New and amended cycle and walking facilities are to be provided as part of the scheme offering alternative transport modes. Dedicated bus links with quality shelters will offer improve facilities for bus passengers in the town. Walk and cycle routes between the town centre and the tram/ rail stop will be significantly improved as a result of the proposed scheme.

## **Reasons for Recommendations**

25. It is considered that the proposals as contained in this report represent the best available option to deliver the Hucknall Town Centre Improvement Scheme and contribute to the County Councils commitment to making Nottinghamshire a better place to live, work and visit. The current scheme design has full planning permission and will be delivered within the planning conditions.

## **Statutory and Policy Implications**

26. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (Public Health only), the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working 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**

27. The costs for delivering the scheme are contained within the scheme budget summarised in tables A and B contained in this report.

## **Crime and Disorder Implications**

28. Nottinghamshire Police have raised no objection to the proposed Hucknall Town Centre Improvement Scheme.

## **RECOMMENDATION/S**

It is **recommended** that Committee:

- a. Note current progress to date and project costs detailed in this report.

**Neil Hodgson**  
**Service Director (Highways)**

**Name and Title of Report Author**  
Mike Barnett - Team Manager (Major Projects and Improvements)

**For any enquiries about this report please contact:**  
Tom Boylan – Principal Project Manager Tel: 0115 977 4227

## **Constitutional Comments (SJE 8/11/2015)**

29. As this report is only for noting by Committee, Constitutional Comments are not required.

## **Financial Comments (GB 30/11/2015)**

30. The financial implications are set out in paragraph 27 of the report.

## **Background Papers**

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.

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 and Highways Committee Papers

Hucknall Town Centre Improvement Scheme - Update and Compulsory Purchase Orders (Highways Act 1980) – 21<sup>st</sup> May 2014

Hucknall Town Centre Improvement Scheme – Compulsory Purchase Orders - 9<sup>th</sup> January 2014

Hucknall Town Centre Improvement Scheme, Update Report – 18<sup>th</sup> October 2012

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

Hucknall ED	Councillor John Wilkinson
Hucknall ED	Councillor Alice Grice
Hucknall ED	Councillor John Wilmott







KEY

	Existing Arrangement		Proposed Yorkstone Paving (to match existing Market Place)
	Proposed Carriageway		Proposed Block Paving (to use existing retained blocks)
	Proposed Footway		Proposed Buff Slab Paving
	Proposed Unsegregated Cycleway/Footway		Proposed Sandstone Block Paving
	Proposed Red High Friction Surfacing		Proposed Tegula Herringbone Paving
	Proposed Private Vehicular Access		Proposed Silver Grey Block Paving
	Proposed Kerbing		Proposed Black Bitmac Surfacing
	Existing Watercourse		Proposed Compacted Gravel Path
	Proposed Culvert		Proposed Trees
	Existing Wall		Proposed Hedge Planting
	Proposed Wall		Proposed Grassed Area
	Proposed Gabion Wall		Proposed Marginal Planting
	Proposed Close Boarded Fence		Proposed Ornamental Planting
	Proposed Post and Rail Fence		Proposed Bulb Planting
	Proposed Road Marking		Proposed Bus Shelter
	Proposed Buff Tactile Paving		Proposed Pedestrian Guard Railing
	Proposed Red Tactile Paving		Proposed Iron Post and Vertical Infill System

NOTES

1. Do not scale from this drawing
2. All dimensions are given in metres unless otherwise stated.
3. For detailed fence heights refer to drawing H/JH13379/548 & H/JH13379/549.
4. Drawing is illustrative only and not to be used for construction or pricing purposes.

A	Boundary of Baker Brook at Albert Street, Baker Street alignment and Road Marking amended.	JWB	JWB	JJP	07/15
Rev	Description	Drawn	Chkd	Auth	Date
Status					
Project					

Hucknall Town Centre Improvement Scheme

Property No.	Project No.
	JH13379

General Arrangement Sheet 1

Scale	Drawn	JWB	Date	03/15
1:500	Chkd	JWB	Date	06/15
	Auth	JJP	Traced	

Drawing No.	Rev
H/JH13379/500A	

**Nottinghamshire County Council**

Trent Bridge House, Fox Road,  
West Bridgford, Nottingham, NG2 6BJ  
Tel: 0300 500 80 80

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**10<sup>th</sup> December 2015****Agenda Item: 8****REPORT OF SERVICE DIRECTOR, HIGHWAYS****THE NOTTINGHAMSHIRE COUNTY COUNCIL (PELHAM STREET AREA,  
NEWARK-ON-TRENT) (PARKING RESTRICTIONS) TRAFFIC REGULATION  
ORDER 2015 (3231)****CONSIDERATION OF OBJECTIONS****Purpose of the Report**

1. To consider the objections received in respect of the proposed Traffic Regulation Order (TRO 3231) for the Pelham Street Area (Phase 2) in Newark-on-Trent and whether it should be made as advertised.

**Information and Advice**

2. The Pelham Street area is located close to the centre of Newark-on-Trent and directly next to the town's Asda supermarket. Following the opening of the Asda store parking surveys were undertaken in the local area to determine and consider the effect of parking on residential streets. Particularly with the car park at the ASDA store being pay and display and with limited unrestricted on-street parking close to the town centre. Through planning and subsequent legal agreements, a clause relating to off-site highway works was included that placed an obligation on the developer to provide residential parking schemes on streets within the vicinity of the Asda store should the need arise. Parking surveys were carried out during 2013.
3. During 2014 the County Council agreed to undertake work to progress with the implementation of a Residents' Parking Scheme on a number of roads in the area close to the Asda store including Pelham Street. This resulted in an initial consultation being undertaken during September / October 2014 with local residents covering roads shown on the enclosed drawings 4707599.3211.300 and 301. A range of comments were received regarding the proposals including queries relating to the need of a permit scheme specifically on roads furthest away from the Asda store such as Parliament Street and Spring Gardens.
4. As a result of the comments received the scheme was split to allow proposals on Pelham Street and cul-de-sacs leading off the road to be publicly advertised as part of (Phase 1 - TRO3211) to progress whilst further work was undertaken with residents to finalise extents of the wider proposals (Phase 2 – TRO3211), which is the subject of this report. Proposals for Pelham Street (Phase 1 - TRO3211) consisting of a Residents Parking Scheme on Pelham Street, Pelham Gardens and Pelham Close are now in place and new restrictions came into force from the 23<sup>rd</sup> October 2015.

5. The roads originally included in the wider initial consultation relating to the phase 2 proposals included Victoria Street (Pelham Street to Parliament Street), Portland Street, Edward Avenue, Albert Street (Portland Street to Harewood Avenue), Chatham Court, Eldon Street, Castle Brewery Court, Albion Street, Britannia Court, Crown Street, Parliament Street, Spring Gardens, Princes Street and Southend Avenue.
6. The streets of Britannia Court, Crown Street, Parliament Street, Spring Gardens, Prince's Street and Southend Avenue were resurveyed in March 2015 to establish if there was support for a Residents Parking Scheme. Of all the streets surveyed from the responses received, none of the streets met the Nottinghamshire County Council criteria of 30% response received and 65% in favour of the introduction of a scheme. As a result these streets were removed from the Phase 2 proposals.
7. In addition during the consultation requests were made that proposals for Victoria Street were extended past Spring Gardens due to issues experienced with shopper and commuter parking, the residents considered that the proposals further along the road and on near-by side streets would make this situation worse. Since this request, nearby streets have been removed from the proposals so it is considered that this should reduce the impact of further displaced parking.
8. The roads included in the phase 2 proposals are mainly residential in nature. Victoria Street and Portland Street form part of the B6166 and this is a key route into the town centre from the A46. Albert Street is also a through route linking the town centre to outlying residential areas. There are a range small businesses, primary school and church located on these through routes. The other streets that form phase 2 include Albion Street, Eldon Street, Chatham Court, Castle Brewery Court and Edward Street. These are mainly residential and parking on the road is unrestricted. Currently there are no waiting at any time restrictions (double yellow lines) on a number of junctions in the area.
9. In order to improve access to properties and businesses and provide parking for residents the proposals for Phase 2 consist of:
  - Resident permit holder only parking operating Mon-Sat 8am to 6pm on Edward Avenue, Chatham Court, Eldon Street, Castle Brewery Court, Clinton Street and Albion Street;
  - Dual use parking bays on Albert Street and Victoria Street which allows resident permit holder and limited waiting parking for non-permit holders for 2 hours with no return within 3 hours operating Mon-Sat 8am to 6pm;
  - Double yellow lines at the junction of Albert Street with the following roads: Harewood Avenue, Southend Avenue, Crown Street, Prince's Street and Spring Gardens;
  - All other existing waiting restrictions were to be retained.
10. The statutory consultation and advertisement was carried out between 27th July 2015 and 4th September 2015. However, the consultation was extended from 1<sup>st</sup> October 2015 to 23<sup>rd</sup> October 2015 following requests from Victoria Terrace. The document packages were held at Newark-on-Trent Library and County Hall and copies of the notice were erected at a number of locations in the area. All the residents and business owners with a frontage onto Edward Avenue, Chatham Court, Eldon Street, Castle Brewery Court, Albion Street, Albert Street, Portland Street and Victoria Street and all others affected were consulted.

11. The residents of Britannia Court, Crown Street, Parliament Street, Spring Gardens, Prince's Street and Southend Avenue were informed in writing on 21<sup>st</sup> July 2015 of the intention to remove them from the scheme.
12. The scheme layout for the advertised proposals are shown on the attached drawings numbered 47070599/3231/401 (includes a wider location plan) and 402.

## **Comments Received**

13. During the consultation and advertisement period of the revised phase 2 proposals, twenty-two responses were received. Four responses were requests for information, four expressed support, seven were comments and seven are considered as outstanding objections.

14. Comments – Request for Residents Parking Scheme

There were three comments requesting Residents Parking Schemes to be implemented in other areas of Newark including The Wharf, Hatton Gardens and Barnby Gate that are not adjacent to Pelham Street Phase 2 proposals. These are outside the scope of the advertised proposals and requests have been logged for consideration in composing future programmes.

15. Comments – Castle Brewery Court

A further comment was received from a resident of Castle Brewery Court requesting that double yellow lines are extended on the junction with Albion Street (to cover the courtyard entrances) and at the Elton Street junction due to parked vehicles restricting and blocking access.

The courtyard entrances provide access to private parking areas for multiple household. 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 (£178) on request from local residents.

The type of residents parking scheme to be implemented on Castle Brewery Court and adjacent streets will not have bays marked (known as a type 3 scheme) as this provides greater flexibility in the use of limited kerb space and gives maximum opportunity for residents to park in the best way that suits their neighbourhood. Additional lengths of double yellow lines in this area were not included in the advertised proposals and would further reduce parking provision. It is considered that there is a demand for parking and further restrictions would require further consultation and generate objections.

16. Comments – Dual Use Parking Bays

Whilst not objecting there were three comments regarding the length of time (2 hours) permitted in the dual use parking bays on Albert Street, Victoria Street and Portland Street concerned that this would encourage longer term parking for shopping so reducing the amount of parking available

Limited waiting is only available if the bays are not fully utilised by residential parking. The timings of the dual use bays have been set to give flexibility for short term parking provision on key routes into the town centre with a view on the different types of businesses and demand in this area.

17. Objection - Newark and Sherwood District Council

Newark and Sherwood District Council responded to the consultation. This included details of an objection from District Councillor Duncan and support from Councillor Girling. Following consultation, Councillor Girling retracted support and confirmed a change in position via the District Council. The councillors consider the proposals unnecessary and Councillor Duncan suggested that wherever possible we should open up parking spaces to encourage visitors and facilitate parking for those who live and work in the town.

The District Council commented that the current proposals and those implemented on Pelham Street did not provide provision for residents of Victoria Terrace and requested that provision is made for these residents.

Response - Newark and Sherwood District Council

The County Council has received complaints from residents regarding the availability of on-street parking for residents within the Phase 2 area for a number of years. Positive responses were received to the consultation and advertisement from residents. There have been an increasing number of conflicts between those visiting Newark town centre and parking within the area to avoid paying the current car parking fees within ADSA and other car parks. This proposals includes limited waiting free parking (2 hours) on key routes into the town to facilitate those who wish to visit nearby businesses whilst allowing residents to park and access their premises. This scheme aims to provide the best compromise for all users.

Residents of Victoria Terrace are included in the scheme. Victoria Terrace is situated between Pelham Street and Victoria Street. It has direct access to Pelham Street and to parts of Phase 2; therefore residents will be entitled to parking permits.

18. Objection - Scheme should have more extensive hours of operation

Two objectors felt that the hours of operation were insufficient not covering evenings and Sundays / Bank Holidays and did not guarantee parking outside their home. One objector has caring requirements and considers that after 6pm parking will not be available. Additionally they did not feel 2-hour parking should be permitted. It has been suggested that either no scheme is implemented on Victoria Street or it should be permit holder only.

Response - Scheme should have more extensive hours of operation

The scheme is designed to alleviate the problem of long-term non-resident parking during the day. It seeks to maintain access for residents and for visitors to the immediate area, whilst effectively preventing long-term shopping or commuter parking. Most businesses in the immediate area operate Monday to Saturday between 8am and 6pm so this has determined the hours of operation of the scheme.

If required, a visitor's permit for health visitors can be purchased for use during the hours of operation of the scheme.

A residents' parking scheme will not resolve issues relating to residents' demand exceeding supply at peak times, such as evenings. A residents' parking scheme is not designed to ration parking; permits are charged at £25 per permit and would be available to all households within the scheme. The number of permits per household is currently not restricted and purchase of a permit does not guarantee the availability of a parking space.

19. Objection - Scheme is not required

Two objectors felt that there was not a problem with parking in the area and that the proposed permit scheme was an unnecessary expense and inconvenience for residents and their visitors.

Response - Scheme is not required

Nottinghamshire County Council has received complaints from residents regarding the availability of on-street parking for residents within the Phase 2 area for a number of years. Several rounds of consultation have been conducted with residents in the area to determine the majority view and to develop the most appropriate scheme to address the identified problem of daytime, non-resident, long-term parking. Unfortunately it is not possible to meet everyone's differing requirements in terms of their specific highway needs, as these are frequently diametrically opposed. It is considered that the current proposals provide the best compromise for all users.

## **Other Options Considered**

20. Other options were considered which related to the length of time that the residents parking scheme would be applicable, locations for the parking bays and extents. Proposals have been modified to take into account comments received during the initial consultation.

## **Comments from Local Members**

21. County Councillor Tony Roberts has been involved with the consultation and supports the proposals.

## **Reason for Recommendation**

22. The recommendations represent the most appropriate action to balance competing requirements, meet the needs of local residents and facilitate the safe operation of the highway.

## **Statutory and Policy Implications**

23. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (Public Health only), the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working 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**

24. The scheme is being funded by McLagan Investments Ltd through agreements that are in place on the Asda Potterdyke scheme and the cost of implementing the scheme including works is anticipated to be £8,000.

## **Crime and Disorder Implications**

25. Nottinghamshire Police has raised no objection to the proposals.

## **RECOMMENDATIONS**

It is **recommended** that:

The Nottinghamshire County Council (Pelham Street area, Newark-on-Trent) (Parking Restrictions) Traffic Regulation Order 2015 (3231) is made as advertised and objectors notified accordingly.

**Neil Hodgson**  
**Service Director (Highways)**

### **Name and Title of Report Author**

Mike Barnett - Team Manager (Major Projects and Improvements)

### **For any enquiries about this report please contact:**

Helen North – Improvements Manager      Tel 0115 977 2087

## **Constitutional Comments (SLB 19/11/15)**

26. Transport and Highways Committee is the appropriate body to consider the content of the report.

## **Financial Comments (GB 19/11/2015)**

27. The financial implications are set out in paragraph 24 of this report.

## **Background Papers**

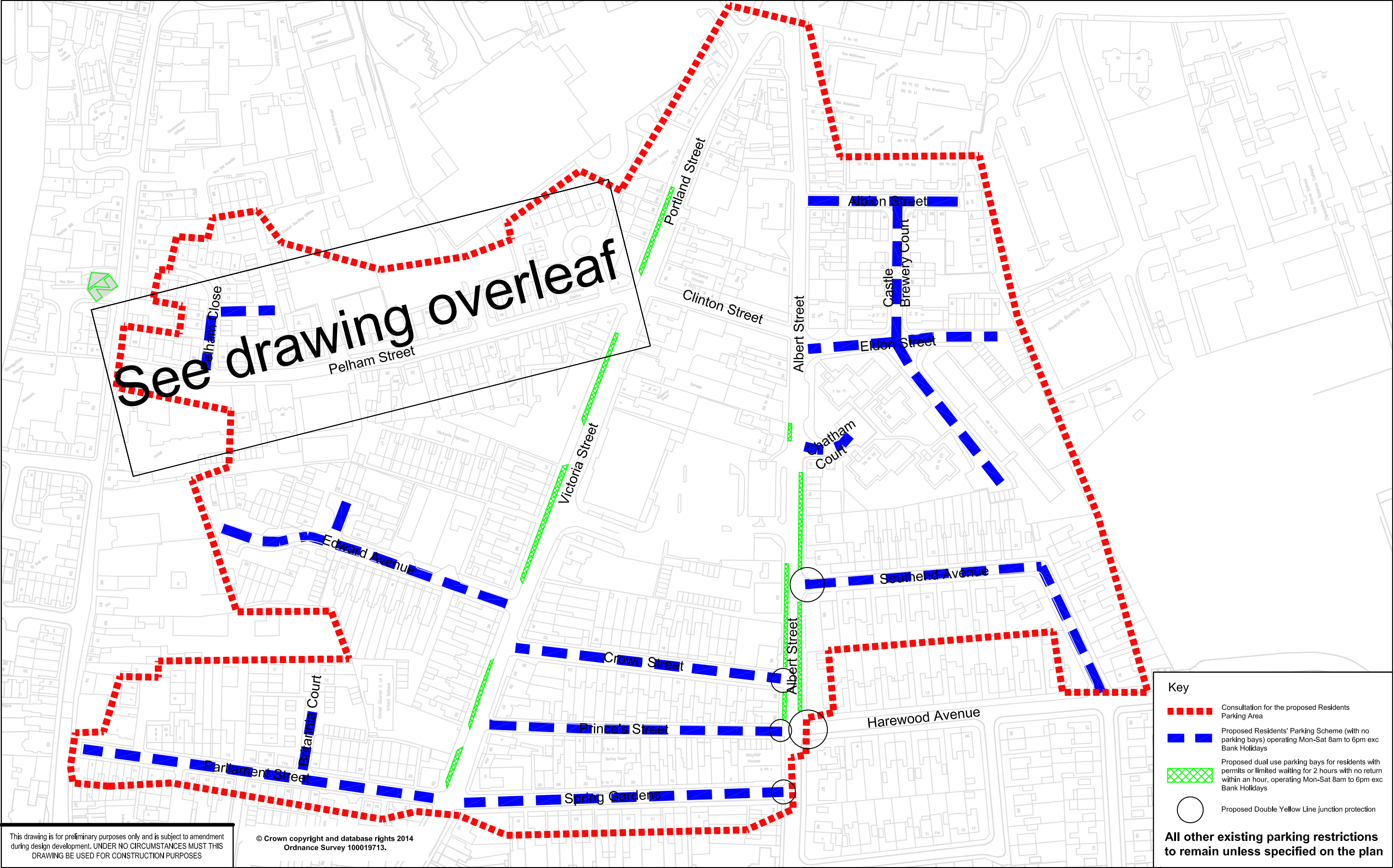
Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972. All relevant documents for the proposed scheme are contained within the scheme file which can be found in the Major Projects and Improvements Team at Trent Bridge House, West Bridgford.

## **Electoral Division and Members Affected**

Newark West ED



Councillor Tony Roberts





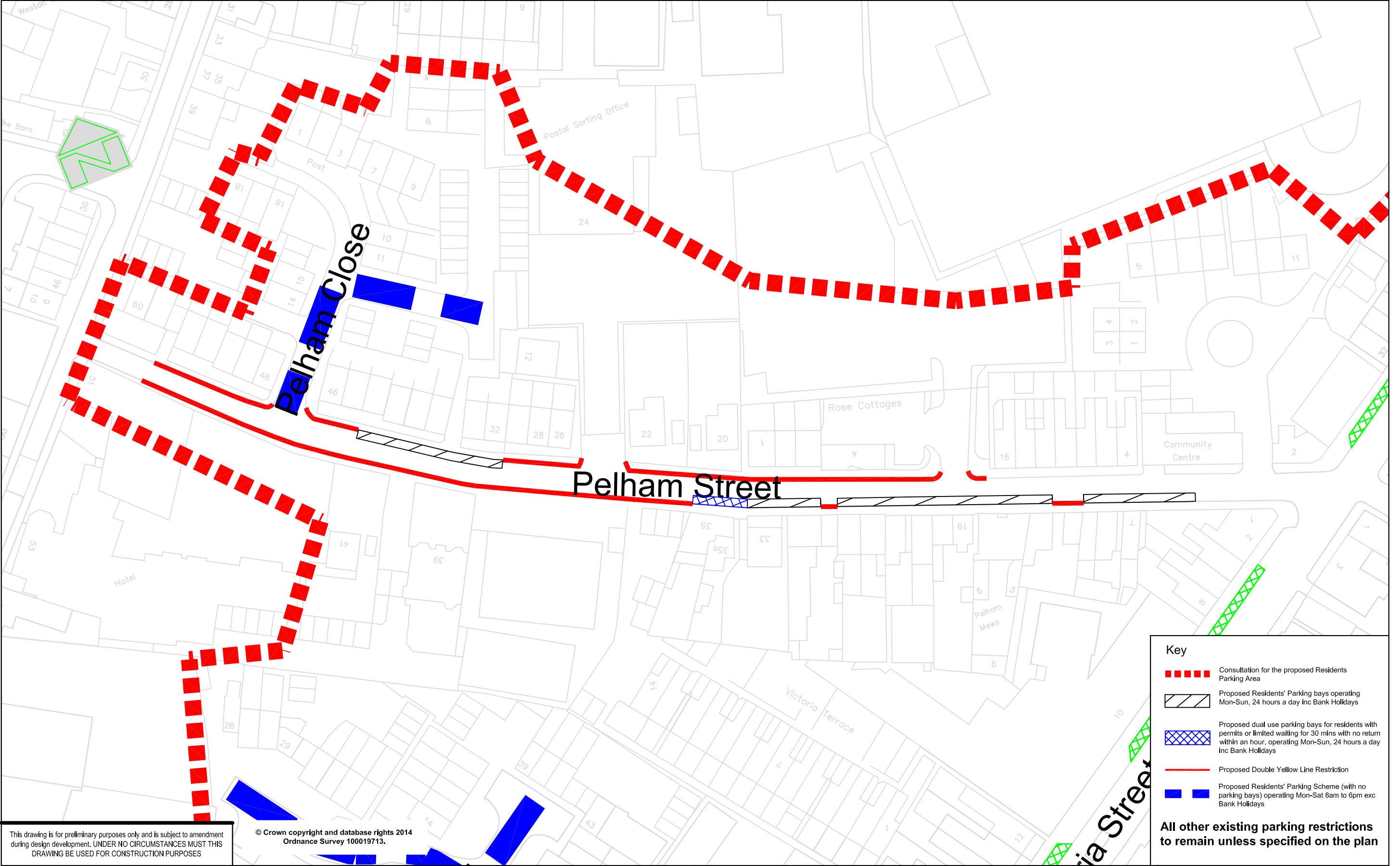
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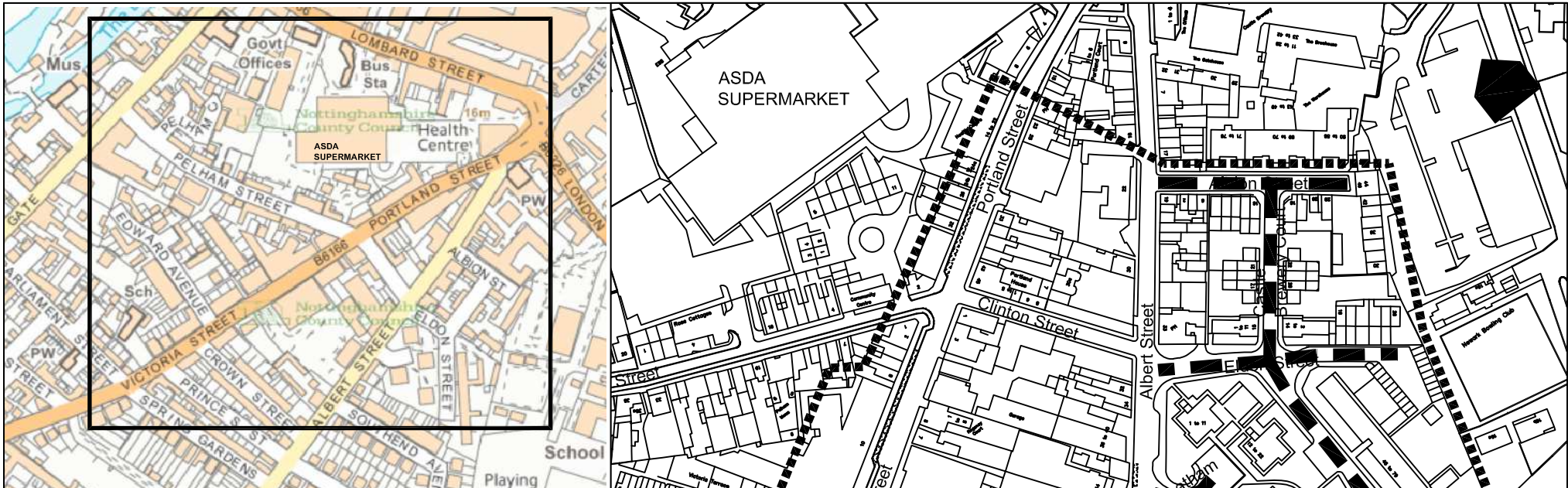
- Key**
- Consultation for the proposed Residents Parking Area
  - Proposed Residents' Parking bays operating Mon-Sun, 24 hours a day inc Bank Holidays
  - Proposed dual use parking bays for residents with permits or limited waiting for 30 mins with no return within an hour, operating Mon-Sun, 24 hours a day inc Bank Holidays
  - Proposed Double Yellow Line Restriction
  - Proposed Residents' Parking Scheme (with no parking bays) operating Mon-Sat 8am to 6pm exc Bank Holidays

**All other existing parking restrictions to remain unless specified on the plan**

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								Nottinghamshire County Council									

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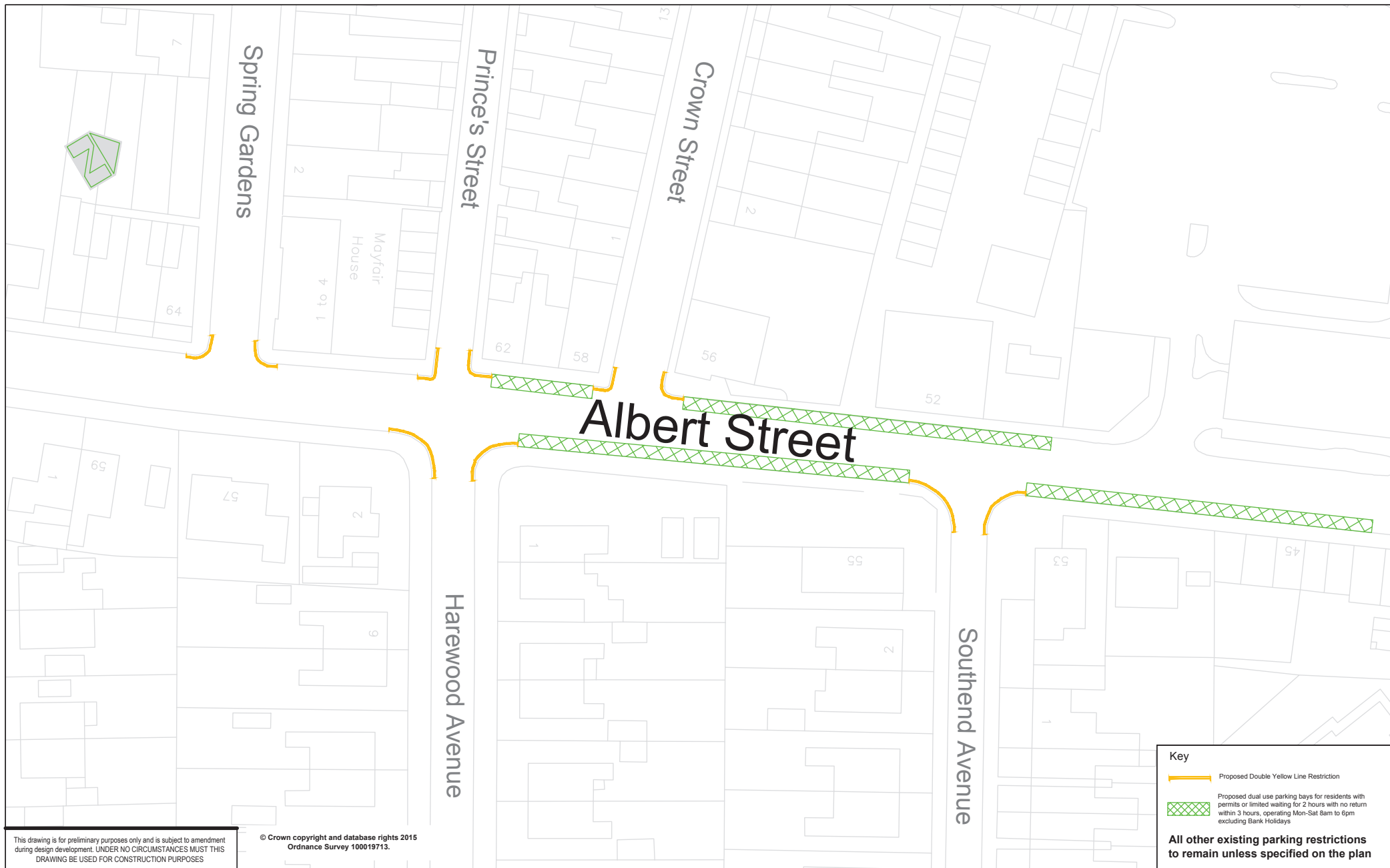
- Key**
- Consultation for the proposed Residents' Parking Area
  - Proposed Residents' Parking Scheme (with no parking bays) operating Mon-Sat 8am to 6pm excluding Bank Holidays
  - Proposed dual use parking bays for residents with permits or limited waiting for 2 hours with no return within 2 hours, operating Mon-Sat 8am to 6pm excluding Bank Holidays
  - Proposed Double Yellow Line Restriction

**All other existing parking restrictions to remain unless specified on the plan**

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				3231 PELHAM ST AREA - PHASE 2 NEWARK PROPOSED RESIDENTS PARKING SCHEME			CONSULTATION								
						CONSULTATION PLAN PHASE 2		Designed URS Internal Ref No. 47060599	Drawn TS	Checked SW	Approved TF	Date 22/07/15	Suitability	Drawing Number 47070599.3231.401	Rev A
Revision Details		By Check	Date	Suffix	Client NOTTINGHAMSHIRE COUNTY COUNCIL		Scale @ A3 NTS		Zone / Mileage						










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**Key**

 Proposed Double Yellow Line Restriction

 Proposed dual use parking bays for residents with permits or limited waiting for 2 hours with no return within 3 hours, operating Mon-Sat 8am to 6pm excluding Bank Holidays

**All other existing parking restrictions to remain unless specified on the plan**





10th December 2015

Agenda Item: 9

## **REPORT OF THE ACTING SERVICE DIRECTOR, HIGHWAYS**

### **PERFORMANCE REPORT – HIGHWAYS**

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

1. This report provides information to the Committee on the performance of the Highways Division – updated at the end of quarter 2, 2015/16 (September 2015).

#### **Information and Advice**

2. The Highways Division of the County Council provides services to the County's residents, visitors, businesses and road users.
3. There are a range of performance measures which support performance management within the Division and these cover the large range of services provided, including road maintenance, casualty reduction, congestion and traffic management, street lighting and development control.
4. The attached appendices focus on the following key service areas and should be read in combination with this report:
  - Highway Repairs & Enquiry Indicators (Appendix 1A)
  - Highway Complaints Data (Appendix 1B)
  - Road Safety Performance Indicators (Appendices 2A & 2B)
  - Highways Claims Data (Appendix 3)
  - NHT Customer Satisfaction Data (Appendix 4)
  - Highway Development Control Indicators (Appendix 5)

#### **Performance Analysis**

5. The following analysis highlights key performance indicators.

##### **Highway Repairs & Enquiry Indicators (Appendices 1A & 1B)**

- a. *Street Lighting* - Following the reintroduction of the Bulk Clean and Change programme, the time taken to repair a street light has reduced compared with performance at the

beginning of last year. At Q2 the figure for the average Street Lighting repair rate was 5.16 days compared against a target of 7 days.

- b. *Potholes and Repairs* – These are new indicators and as such more data is required before a comment can be made regarding the overall trend. The detail behind the time taken to resolve a 'Category 1' defect has been investigated since the last quarter report and the recent introduction of the "find and fix" teams undertaking repairs immediately has reduced the response time overall. For Q2 there were 3083 defects repaired compared with 4507 in the previous quarter. The repair of 'Category 2' repairs is well within the target time scale and has been relatively constant over the quarters measured.
- c. *Highways Recorded Complaints* – There has been a reduction in the number of complaints relating to the Highways Service. A further detailed breakdown of complaints is contained in Appendix 1B and compares the number of complaints to the number of service enquiries. A large proportion of complaints are not upheld as they relate to dissatisfaction in policy or factors out of our control.

### **Road Safety Performance Indicators (Appendices 2A & 2B)**

- d. Part 1 of this Appendix illustrates the annual change over the 10 year review period, whilst Part 2 details the quarterly change compared with the previous 4 quarters.

*Highway Safety* - Within quarter on quarter variation, the overall trend in the numbers of people and children killed or seriously injured in road accidents is still on target and long term the Council is well on course to achieve the 2020 target.

The 2020 target is to reduce the number of people killed or seriously injured in road accidents by 40% of the 2005-09 average (baseline). At Q2 2015-16 the figures indicate an in year 46.5% reduction has been achieved i.e. a reduction from 249 to 133 against the baseline figure.

The 2020 target is to reduce the number of children killed or seriously injured in road accidents by 40% from the 2005-09 average (baseline). At Q2 2015-16 the figures indicate a 54% reduction has been achieved, i.e. a reduction from 26 to 12 against the baseline figure.

### **Highway Claims Data (Appendix 3)**

- e. *Highways Claims Data* – This data illustrates the variation in the number of claims over the last 5 years and the associated repudiation rates. As a claim can be received up to 3 years after the date of the accident, the data will change as further claims may occur relating to previous years. Please note as more claims are settled the repudiation rates per year will change, however, the percentage rate is a good measure of the overall defence process. The data for 2015/16 indicates the claims to date and their respective position. As there are a high percentage of active claims the repudiation rate has not been calculated.



## **NHT Customer Satisfaction Data (Appendix 4)**

- f. *Customer Satisfaction Survey* – The County Council participates in the National Highways and Transport Customer Satisfaction Survey. The results for 2015 have been released, however the more meaningful national data for Shire Counties is currently being calculated and hence will be included in the Q3 Report.

## **Highway Development Control Indicators (Appendix 5)**

- g. *Highway Development Control* – These quarterly indicators monitor the processing of development control applications and pre-applications with targets set at 95% and 90% of all enquiries being dealt with within 21 days. At Q1 the figures for both indicators are 94.4% and 92.0% respectively, showing good performance.

## **Other Options Considered**

6. None – this is an information report.

## **Reasons for Recommendations**

7. None – this is an information report.

## **Statutory and Policy Implications**

8. This report has been compiled after consideration of implications in respect of finance, equal opportunities, 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.

## **Financial Implications**

9. The monitoring of service performance will ensure that the Highways Budgets will be used efficiently and effectively.

## **Implications for Service Users**

10. The continued monitoring and management of performance will ensure that quality standards are maintained and appropriate services provided to meet local needs.

## **Recommendation**

11. That Committee note the contents of the report.

**Neil Hodgson**  
**Interim Service Director Highways**

For any enquiries about this report please contact:  
Don Fitch Team Manager Highway Assets & Developments

## **Constitutional Comments**

None – report for information.

## **Background Papers**







None

## **Electoral Divisions**





All

## Highways Repairs and Enquiry Indicators

## Appendix 1A

Highway Repair & Enquiry Indicators	Performance Measures							Comments
	Q2 Actual	Q3 Actual	Q4 Actual	Q1 Actual	Q2 Actual	Target	Status	
	14/15	14/15	14/15	15/16	15/16			
The average number of days taken to repair a street light fault, which is under the control of the Local Authority	12.60 Days	11.60 Days	4.42 Days	4.76 Days	5.16 Days	7 Days		The number of faults handled is down from the same quarter in the previous financial year, showing that the Bulk Clean and Change programme is starting to have an impact. However, the summer quarter is traditionally a ‘quieter’ period for fault reporting and figures are expected to rise as the clocks go back and the level of fault reporting increases.
Number of defects identified/reported			5,624	4507	3083	NA		The summer quarter is traditionally a ‘quieter’ period for defect reporting.
Average number of days to repair a category 1 (urgent) defect			2 Days	2 Days	1 Day	1 Day		The repair time for Category 1 defects is now on target due to a higher proportion of potholes being filled by the Highway Inspectors and Assistants at time of inspection..
Average number of days to repair a category 2 (high) defect			12 Days	13 Days	12 Days	28 Days		The slight improvement in repair time for Category 2 defects is due to concentration of conventional patching gangs on this type of defect rather than Category 1 defects which are mainly filled by the Highway Inspectors and Assistants at time of inspection.
Average number of days to repair a category 2 (low) defect			18 Days	16 Days	16 Days	90 Days		This is the lowest Category of defect and is still well within the Target.
Highways Recorded Complaints	81	94	105	134	61	NA		See Appendix 1B

### Key symbols table:

Status	Indicators	Status	Indicators
	Below target by more than 10%		On or above target
	Below target by up to 10%		No reported data or no target



## Highways Complaints Data

## Appendix 1B



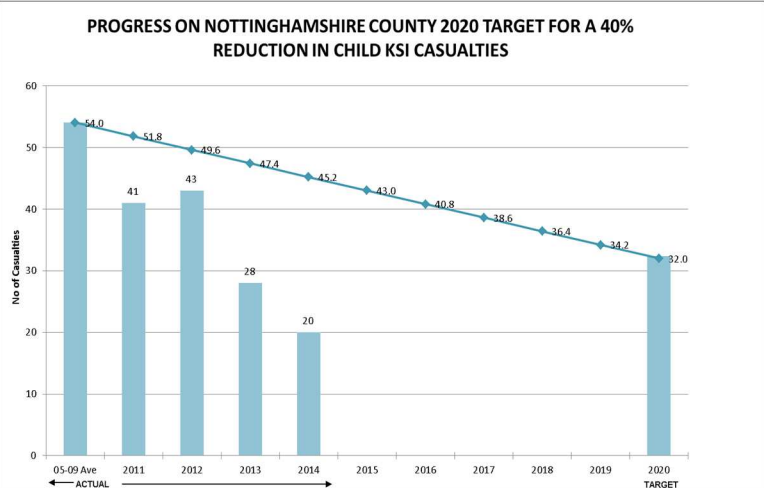
Highways Complaint Outcomes	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16
Upheld or Partially Upheld	39	39	39	34	18
Not Upheld or Still Active	42	55	66	100	43
Total for Period	81	94	105	134	61

Number of Enquiries received by Highways Services	Enquiries Received & Percentage Related to Highways					
	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Comparison of same period Q2 last year
Total No.of Highways related enquiries	15,610	17,853	17,768	12,711	14,293	Reduction of 1,317
Proportion of enquiries that are highways complaints related	0.5%	0.5%	0.6%	0.7%	0.4%	Reduction of 0.1%



## Road Safety Performance Indicators

## Appendix 2A



PI Description	Maximise or Minimise	Actual Value	Target	Status	Performance Data Trend Chart	2015 Latest Information																								
Reduce the number of people killed or seriously injured in road traffic collisions	Maximise	46.5%	40.0%		<p><b>PROGRESS ON NOTTINGHAMSHIRE COUNTY 2020 TARGET FOR A 40% REDUCTION IN KSI CASUALTIES</b></p>  <table border="1"><caption>Actual KSI Casualties</caption><thead><tr><th>Year</th><th>No of Casualties</th></tr></thead><tbody><tr><td>05-09 Ave</td><td>517</td></tr><tr><td>2011</td><td>454</td></tr><tr><td>2012</td><td>445</td></tr><tr><td>2013</td><td>345</td></tr><tr><td>2014</td><td>343</td></tr><tr><td>2015</td><td>414</td></tr><tr><td>2016</td><td>393</td></tr><tr><td>2017</td><td>372</td></tr><tr><td>2018</td><td>351</td></tr><tr><td>2019</td><td>331</td></tr><tr><td>2020</td><td>310</td></tr></tbody></table>	Year	No of Casualties	05-09 Ave	517	2011	454	2012	445	2013	345	2014	343	2015	414	2016	393	2017	372	2018	351	2019	331	2020	310	Reduce the number of people killed or seriously injured has reduced by 46.5% in Q2, from 249 to 133 (against the 2005-2009 average baseline). This progress puts us on target to meet the 2020 performance indicators.
Year	No of Casualties																													
05-09 Ave	517																													
2011	454																													
2012	445																													
2013	345																													
2014	343																													
2015	414																													
2016	393																													
2017	372																													
2018	351																													
2019	331																													
2020	310																													
Reduce the number of children killed or seriously injured in road traffic accidents	Maximise	54.0%	40.0%		<p><b>PROGRESS ON NOTTINGHAMSHIRE COUNTY 2020 TARGET FOR A 40% REDUCTION IN CHILD KSI CASUALTIES</b></p>  <table border="1"><caption>Actual Child KSI Casualties</caption><thead><tr><th>Year</th><th>No of Casualties</th></tr></thead><tbody><tr><td>05-09 Ave</td><td>54.0</td></tr><tr><td>2011</td><td>41</td></tr><tr><td>2012</td><td>43</td></tr><tr><td>2013</td><td>28</td></tr><tr><td>2014</td><td>20</td></tr><tr><td>2015</td><td>43.0</td></tr><tr><td>2016</td><td>40.8</td></tr><tr><td>2017</td><td>38.6</td></tr><tr><td>2018</td><td>36.4</td></tr><tr><td>2019</td><td>34.2</td></tr><tr><td>2020</td><td>32.0</td></tr></tbody></table>	Year	No of Casualties	05-09 Ave	54.0	2011	41	2012	43	2013	28	2014	20	2015	43.0	2016	40.8	2017	38.6	2018	36.4	2019	34.2	2020	32.0	Reduce the number of children killed or seriously injured has reduced by 54% in Q2, from 26 to 12 (against the 2005-2009 average baseline). This progress puts us on target to meet the 2020 performance indicators.
Year	No of Casualties																													
05-09 Ave	54.0																													
2011	41																													
2012	43																													
2013	28																													
2014	20																													
2015	43.0																													
2016	40.8																													
2017	38.6																													
2018	36.4																													
2019	34.2																													
2020	32.0																													









## Road Safety Performance Indicators

## Appendix 2B

Road Safety Indicators		Performance Measures							Comments
		Q2 Actual	Q3 Actual	Q4 Actual	Q1 Actual	Q2 Actual	Target	Status	
		14/15	14/15	14/15	15/16	15/16			
People killed or seriously injured in road traffic collisions	% Change	42.0%	Not Reported	33.6%	56.0%	46.5%	40%		The number of people killed or seriously injured has reduced by 46.5% in Q2, from 249 to 133 (against the 2005-2009 average baseline).
	Baseline Value	249		517	123	249			
	Quarterly Value	144		343	54	133			
Number of children killed or seriously injured in road traffic accidents	% Change	65.0%	Not Reported	62.7%	84.0%	54.0%	40%		The number of children killed or seriously injured has reduced by 54% in Q2, from 26 to 12 (against the 2005-2009 average baseline). This progress puts us on target to meet the 2020 performance indicators.
	Baseline Value	26		55	12	26			
	Quarterly Value	9		20	2	12			

Key symbols table:

Status	Indicators	Status	Indicators
	Below target by more than 10%		On or above target
	Below target by up to 10%		No reported data or no target



## Highways Claims Data

## Appendix 3

Highway Third Party Claims Data	Highways Claims					
	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16
<b>(A)</b> Number of Claims received <b>(C+D+E)</b>	761	522	688	715	564	206
<b>(B)</b> Number of above settled <b>(C+D)</b>	752	518	665	663	413	29
<b>(C)</b> Number of above Claims Defended/Repudiated	574	385	509	494	326	3
<b>(D)</b> Number of claims finalised	178	133	156	169	87	26
<b>(E)</b> Active Claims	9	4	23	52	151	177
<b>(F)</b> Percentage Repudiation Rate <b>(C/B x 100)</b>	<b>76%</b>	<b>74%</b>	<b>77%</b>	<b>75%</b>	<b>79%</b>	<b>-</b>

**Note as more claims are settled, the defendable rates will change.**

Also, further claims may occur related to previous years; claims can be made up to 3 years from the date of the accident.



## NHT Customer Satisfaction Data (% of population satisfied)

## Appendix 4



NHT Customer Satisfaction Indicators	Performance Measures						Comments
	2012	2013	2014	National Highest*	National Mean*	2015	
NHT - Overall Highways & Transport	58.8%	55.4%	56.0%	56.4%	53.6%	-	2015 Data delayed
NHT - Highways Maintenance	47.5%	46.5%	45.5%	49.7%	46.0%	-	2015 Data delayed
NHT - Walking & Cycling Facilities	55.2%	53.1%	52.9%	57.0%	52.6%	-	2015 Data delayed
NHT - Tackling congestion	56.1%	56.0%	54.9%	58.4%	54.5%	-	2015 Data delayed
NHT - Road Safety	55.3%	52.0%	52.2%	55.4%	53.0%	-	2015 Data delayed

\* National Data for Shire Counties







## Highways Development Control Indicators

## Appendix 5

Highway Development Control	Performance Measures							Comments
	Q2 Actual	Q3 Actual	Q4 Actual	Q1 Actual	Q2 Actual	Target	Status	
	14/15	14/15	14/15	15/16	15/16			
Development Control Applications	94.0%	96.5%	92.5%	95.2%	94.4%	95%		There have been a total of 886 formal applications received with 94.4% of these responded to within the 21 day deadline with the target being 95%.
Development Control Pre-applications	98.0%	96.0%	95.0%	97.1%	92.0%	90%		There have been 163 informal applications received with 92% responded to within the 21 day deadline, this is within the target of 90%.

### Key symbols table:

Status	Indicators	Status	Indicators
	Below target by more than 10%		On or above target
	Below target by up to 10%		No reported data or no target





**10 December 2015****Agenda Item: 10**

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

### **Purpose of the Report**

1. To consider the Committee's work programme for 2015.

### **Information and Advice**

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, committees are expected to review day to day operational decisions made by officers using their delegated powers. It is anticipated that the committee will wish to commission periodic reports on such decisions. The committee is therefore requested to identify activities on which it would like to receive reports for inclusion in the work programme. It may be that the presentations about activities in the committee's remit will help to inform this.
5. The work programme already includes a number of reports on items suggested by the committee.

### **Other Options Considered**

6. None.

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

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

## **Statutory and Policy Implications**

8. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (Public Health only), the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working 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**

That the committee's work programme be noted, 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: Pete Barker x 74416**

## **Constitutional Comments (HD)**

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

## **Financial Comments (NS)**

10. There are no direct financial implications arising from the contents of this report. Any future reports to Committee on operational activities and officer working groups, will contain relevant financial information and comments.

## **Background Papers**

None.

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

All

## **TRANSPORT & HIGHWAYS COMMITTEE - WORK PROGRAMME**

<b><u>Report Title</u></b>	<b><u>Brief summary of agenda item</u></b>	<b><u>For Decision or Information?</u></b>	<b><u>Lead Officer</u></b>	<b><u>Report Author</u></b>
<b>7 January 2016</b>	<b>Meeting to be held at Worksop Library. Visit to Worksop Bus Station following the meeting.</b>			
Local Bus Service	Performance and Change Proposals for 2016/17	Decision	Mark Hudson	Chris Ward
Flood Risk Management (FRM) Update	Update report.	Info.	Neil Hodgson	Gary Wood
Highway TRO Reports	Reports as needed to consider objections to proposed Traffic Regulation Orders	Decision	Mike Barnett	Neil Hodgson
Rail Update - Dukeries	Update	Info.	Gary Wood	Neil Hodgson
Rail Update - North	Update	Info.	Gary Wood	Neil Hodgson
<b>11 February 2016</b>				
Concessionary Travel Scheme 2016/17	Final Scheme Proposals	Decision	Mark Hudson	Dave Bennett
Total Transport Fund Project	Update	Info.	Mark Hudson	James Lewis
Flood Section 19 Report	Update report.	Info.	Neil Hodgson	Gary Wood
Highway TRO Reports	Reports as needed to consider objections to proposed Traffic Regulation Orders	Decision	Mike Barnett	Neil Hodgson
Petitions Report	Responses to Petitions presented to Full Council	Decision		Various
Capital Programme	Details of proposed programme	Decision	Gary Wood	Neil Hodgson

<u>Report Title</u>	<u>Brief summary of agenda item</u>	<u>For Decision or Information?</u>	<u>Lead Officer</u>	<u>Report Author</u>
<b>17 March 2016</b>				
TTS Performance	Performance	Info.	Mark Hudson	Lisa McLennaghan
Highway TRO Reports	Reports as needed to consider objections to proposed Traffic Regulation Orders	Decision	Mike Barnett	Neil Hodgson
Petitions Report	Responses to Petitions presented to Full Council	Decision		Various
Safeguarded Schemes	Details of schemes	Decision	Gary Wood	Neil Hodgson
Charging for Services	Proposed changes to service charges	Decision	Gary Wood	Neil Hodgson
<b>21 April 2016</b>				
Highway TRO Reports	Reports as needed to consider objections to proposed Traffic Regulation Orders	Decision	Mike Barnett	Neil Hodgson
Petitions Report	Responses to Petitions presented to Full Council	Decision		Various
<b>19 May 2016</b>				
Local Bus Service	Network Update and Tender Results	Decision	Chris Ward	Chris Ward
Highway TRO Reports	Reports as needed to consider objections to proposed Traffic Regulation Orders	Decision	Mike Barnett	Neil Hodgson
Petitions Report	Responses to Petitions presented to Full Council	Decision		Various
<b>23 June 2016</b>				
Highway TRO Reports	Reports as needed to consider objections to proposed Traffic Regulation Orders	Decision	Mike Barnett	Neil Hodgson
Petitions Report	Responses to Petitions presented to Full Council	Decision		Various