

# Norfolk Local Access Forum

Item No.

<b>Report title:</b>	<b>Countryside Access Arrangements</b>
<b>Date of meeting:</b>	<b>18 July 2018</b>
<b>Responsible Officer:</b>	<b>Steve Miller, Assistant Director Culture and Heritage</b>
<b>Strategic impact</b> To address the concerns raised by the Local Access Forum with regards to Public Rights of Way Management and delivering the service in an economic and cost effective way.	

## Executive summary

At the July 2017 Local Access Forum (NLAF), it was agreed that at each future meeting, a summary of the work the Countryside Access Officers and Environment teams would be provided. At the October 2017 NLAF it was agreed that this report should be presented to the PROW sub-group prior to being brought to NLAF.

This paper highlights this work in terms of the volumes of customer queries received and responded to. The paper also highlights other key areas of work.

### Recommendations:

**That the Local Access Forum note the progress made to date since the Countryside Access Officer posts were introduced.**

## 1. Introduction

- 1.1. Since 1 April 2017, there is a single point of contact within each Highways Area office being responsible for their local rights of way issues. By having the officer within the Area office they are more “on the ground” and better placed to deal with the operational reactive issues that occur when managing rights of way. They are supported by the wider Highways Area team staff. In addition, the Norfolk Trails team sits within the Environment Service at County Hall and carries out strategic and developmental aspects of developing the countryside access network.

## 2. Performance

- 2.1. The information below summarise the performance information available for the complete months in the financial year 2018-19 ( April/May/Mid June 2018)

The new CRM defect reporting system went live Thursday 22 March 2018. Defect notes are being made visible to the public in the automatic update emails sent when third party defects have been inspected & more status options available on tablets under the ‘No Defect’ category, as previously reported.

The provision of additional information appears to have led to a decrease in follow up requests.

	Actual defect showing 2018/19 on system as of 13/06/18		Actual number of defects 2017/18
Area	Mayrise defects Active		Mayrise and CRM reports
<b>North</b>	74		1006
<b>South</b>	147		976
<b>West</b>	12		346
<b>Trails</b>			
<b>TOTAL</b>	<b>233</b>	<b>TOTAL</b>	<b>2427</b>

In 2017/8 54% of the 2427 queries had been resolved.

The majority of enquiries received continue to be regarding damaged signs, non-reinstatement, obstructions, overgrown surface, overgrown hedges/ trees and surface condition.

Trails CRM count open issues at 13th June numbered 233.

2.2. In addition to the numbers above, there have been a number of enforcement notices sent out to landowners since April 2018. The following have been issued:

- 51 number Section 131A,134-137 Non-reinstatement Notices sent
- 32 Section 130's (obstructions) and s56 ( out of repair) received and issued (enforcement against NCC)

These are ongoing and being actively monitored and pursued with landowners.

2.3. In terms of other progress, key highlights include:

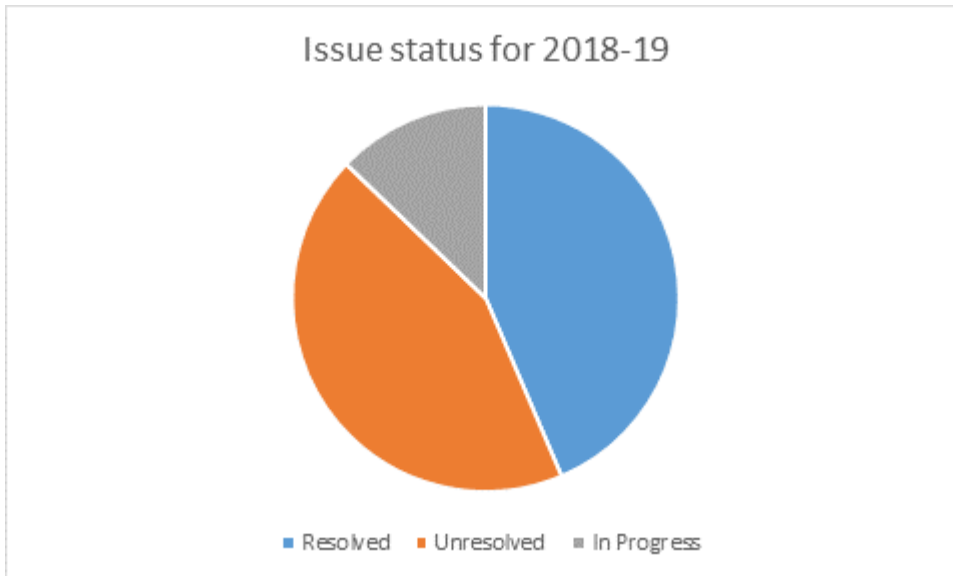
- Cutting contract has been updated and was sent out to the contractors in April (2018-19 financial year). Cutting commenced in late May in West and South and will continue for the scheduled 4 week duration. Cutting in North and East will commence once Trails first cut has been completed.
- Information on the budget including the lengths and frequency of grass cutting was asked to be included in the regular report. In 2017 820 km of PRow were cut in June and July with a second cut of some of the routes (490 km) done in September and October. In 2018-19 the initial cut is of 840 km. Although there is a slight increase the overall totals will remain largely static, and any new requests to cut paths will need to be offset by dropping others which no longer appear to be priority or no longer require cutting.
- Data has been received from The Rural Payments Agency (RPA) regarding landowners, and is being processed by the I.T. department. This will show all landowners who claim DEFRA grant aid and are therefore subject to "cross compliance" requirements including appropriate management of PRow on their land. This data is hoped to strengthen the enforcement process and will be updated annually. For data protection purposes this data can only be accessed

by CAO's and can only be used for PROW enforcement issues, not as a general landownership database.

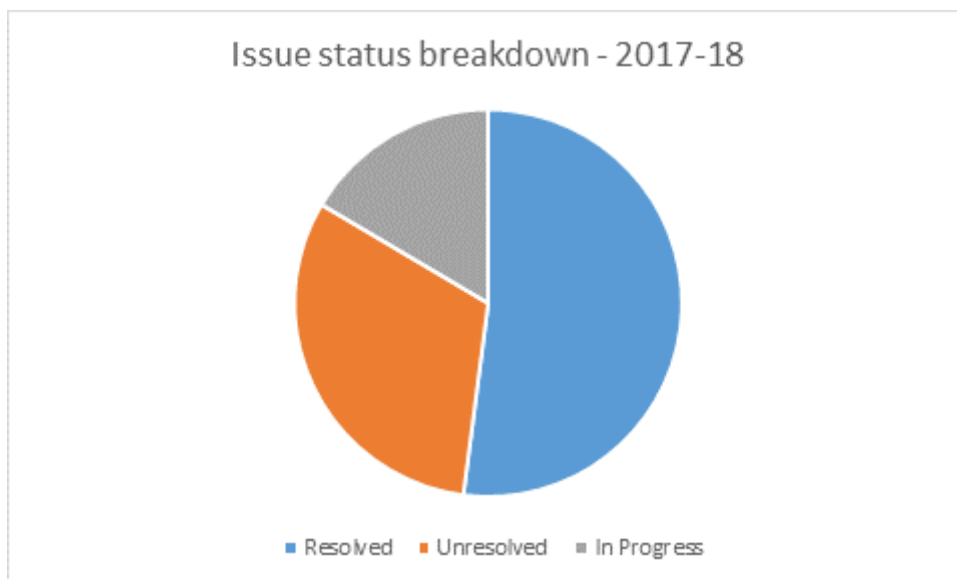
- Money for PROW capital improvement work schemes has been approved. Schemes for 2018/19 have been submitted and work will be carried out at Hunstanton, South Walsham amongst others.

2.4. **Summary of issues dealt with by Norfolk Trails follows (Russell Wilson)**

The pie chart below shows issues reported through CRM that the Trails team have resolved during 2018/2019. It's worthwhile noting that a number of these reports have been misaligned and hence are not the Trails team responsibility.



The pie chart below shows the total amount of issues the Trail team dealt with during 2017/2018. The Trail team were assigned 194 total. Of these 101 have been resolved 61 remain unresolved but it needs to be noted that these are either low priority or are not trails responsibilities (such as pot holes, etc.), 32 are in progress.



2.5 Additional work that the Trails team has completed during the first three months of 2018:

### **Boudicca's Way**

Completion of the Boudicca's way signage installation. This has meant installing over 100 finger posts and additional pieces of way marking and signage. In addition the Trails team have dealt with and are currently resolving a number of definitive map issues along the route.

New kissing gates and ligger bridges have been installed throughout making the Boudicca's Way the most accessible it has ever been.



A new Boudicca's Way booklet is currently in design ready for production and it is planned to have this completed and printed before the end of the school summer holidays.

### **Marriott's Way**

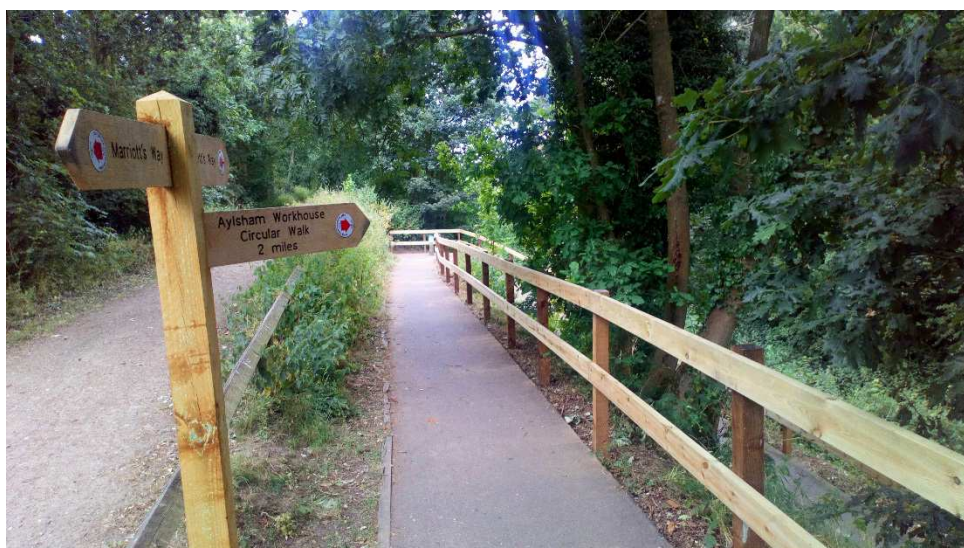
The new circular walk signage for the Marriott's Way have been installed. This has meant installation of over 100 finger posts and associated elements of furniture. The supporting walks booklet is currently in production and this is expected to be complete before the school summer holidays.

In addition new access improvements have been installed at both Aylsham and Reepham improving access along the route.





New signage for the associated circular walks off the Marriott's way has been completed. Additional signage for 2 new additional cycle loops are currently being installed.



The circular walks in the Aylsham area have been supported by the improvement of access through the access points onto the route.

### **Workhouse walks**

This series of walks focussing on the old workhouses in Norfolk has been complete and the detail and information is now on the Norfolk trails website.

### **Coastal treasures**

Work has started on the Coastal Treasures project and an update will be provided for the September Local Access Forum Meeting

## **3. Financial Implications**

3.1. None arising from this report

