

## **Environment Transport and Development Overview and Scrutiny Panel**

**Minutes of the Meeting Held on Wednesday 21 July 2010**

### **Present:**

Mr A Adams	Mr B Iles
Dr A Boswell	Mr J Joyce
Mr A Byrne	Mr M Langwade
Mr D Callaby	Mr B Long
Mrs M Chapman-Allen	Dr M Strong
Mr G Cook	Mr J Ward
Mr P Duigan	Mr A White
Mr N Dixon	Mr R Wright
Mr M Hemsley	

### **Non-Voting Cabinet Member:**

Mr A J Gunson	Travel and Transport
Mrs A Steward	Sustainable Development

### **Non-Voting Deputy Cabinet Members:**

Mr B H A Spratt	Travel and Transport
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### **1 Apologies and substitutions**

Apologies were received from Joe Mooney and Tim East (David Callaby substituted).

### **2 Election of Chairman**

Mr Alec Byrne was elected Chairman of the Environment Transport and Development Overview & Scrutiny Panel for the ensuing year.

### **3 Election of Vice-Chairman**

Mr Russell Wright was elected Vice-Chairman of the Environment Transport and Development Overview and Scrutiny Panel for the ensuing year.

The Director of Environment Transport and Development gave a brief summary of the Environment Transport and Development Department to raise general awareness of the responsibilities covered by this service area. A copy of the new structure chart was circulated at the meeting and attached to these minutes at Annex A.

The Director reminded Members about the Member Development Session to be held on Wednesday 28 July on Climate Change and Economic and Sustainable Development. The session will be held at 10am in the Edwards room at County Hall and all Members were invited to attend.

The Chairman drew Members' attention to the extra meeting of the Overview & Scrutiny Panel scheduled for Wednesday 6 October 2010 at 10.30am in the Edwards Room at County Hall. The meeting will discuss the Residual Waste Treatment PFI procurement.

#### **4 Minutes**

The minutes of the Planning, Transportation, the Environment and Waste Overview and Scrutiny Panel meeting held on 3 March 2010 were agreed as a correct record and signed by the Chairman.

The minutes of the Planning, Transportation, the Environment and Waste Overview and Scrutiny Panel meeting held on 30 March 2010 were agreed as a correct record and signed by the Chairman.

The minutes of the Economic Development and Cultural Services Overview and Scrutiny Panel held on Wednesday 19 May 2010 were agreed by the Panel and signed by the Chairman.

#### **5 Declarations of Interests**

The following declarations of interests were declared:

Dr Marie Strong declared an interest in item 16 (The Wash Shoreline Management Plan and North Norfolk Management Plan (Hunstanton to Kelling) as a resident of Wells and as a Flood Warden.

Brian Long declared a prejudicial interest in item 16 (The Wash Shoreline Management Plan and North Norfolk Management Plan (Hunstanton to Kelling) as a Member of the Borough Council of King's Lynn and West Norfolk. He took no part in the discussion or the decision taken.

#### **6 Items of Urgent Business**

There were no items of urgent business.

#### **7 Public Question Time**

There were no public questions.

## Local Member Issues/Member Questions

### Member Question 1 – Dr Andrew Boswell

'The Council's recent 'Towards a Low Carbon Norfolk' document highlights the Woodfuel East project that aims to facilitate an additional 110,000 tonnes of biomass per annum from 15,000 ha of unmanaged or undermanaged woodland by 2013. Two recent research papers (June/July 2010) have raised concerns about the sustainability of rapid biomass expansion. Essentially, rapid expansion of biomass extraction can exceed the rate that new wood is grown to 'carbon sink' the emissions created in burning the wood, leading to an 'upfront carbon debt'. Put another way, the carbon contained in the trees is emitted upfront when burnt while the trees may grow back over many years. The true climate impact of so-called woody biomass in the short to medium term can, as a result, be worse than the fossil fuels it is designed to replace.

Recognising that the Council seeks to tackle climate change by reducing carbon emissions with immediate effect and has a responsibility to scrutinise solutions to ensure they do not introduce further carbon emissions, will the Cabinet Member for Sustainable Development write to the lead partners in Woodfuel East, the Forestry Commission, and ask them:

- what is the current biomass supply capacity for 'wood burning' and the historical capacity over the last 10 years in the Eastern Region
- what replenishment of woodland to carbon sink at least the equivalent of 110,000 tonnes per year of additional wood burning is planned to take place concurrently in the Eastern region with the Woodfuel East project?
- will they indicate to the Council how they will take into account the Manomet and Joanneum research papers to ensure that the Woodfuel East project does not create a carbon debt described in the papers?

Further information:

Manomet (US) Study of Woody Biomass Energy -

<http://tinyurl.com/manomet> (full report) -

<http://www.manomet.org/node/322> (more details)

Joanneum Research (Austria) Study on the The upfront carbon debt of bioenergy

<http://tinyurl.com/joanneum-report> (full report)

<http://www.birdlife.org/news/news/2010/06/carbon-bomb.html> (press release)'

The Cabinet Member for Sustainable Development gave the following response:

The Council supports the move "towards a low carbon Norfolk" and Woodfuels East.

The aim of Woodfuel East is to facilitate increased heat energy production through efficient small and medium sized woodfuel boiler installations with

an efficiency of 90% or more. This is quite different from large scale power stations with 35-40% efficiency. All production of woodfuel will be from the sustainable management of existing woodlands-not rapid expansion biomass. The potential regional demands and resources were thoroughly researched and formed the basis of a scoping report which led to the formation of Woodfuel East.

The total current production of small roundwood is 205,000 green tonnes. There is a potential under harvested supply of 245,000 green tonnes. An additional 110,000 green tonnes per year is estimated to be harvestable by 2013. This represents less than 50% of the current un-harvested sustainable timber volume from unmanaged woodlands in the East of England.

The historic capacity of firewood over the last 10 years in the East of England is 60,000 green tonnes of roundwood per year.

Estimated standing biomass/carbon stocks in the East of England amount to 8.4 million tonnes of carbon or 30.7 million tonnes of Carbon Dioxide equivalent. The potential net carbon uptake is about 527 ktCarbon Dioxide. The 110,000 green tonnes referred to would be produced from a range of sustainable forest operations including thinning and coppicing.

#### **Member Question 2 – Mr Philip Hardy.**

'Given that rural and other supported bus services play a key role in preventing social isolation and helping the Council's transport strategy achieve a modal shift away from car use, will the County Council write to the Transport Secretary, Philip Hammond, to ask that the government fully maintain direct national funding of the Bus Service Operators Grant?'

The Cabinet Member for Travel and Transport gave the following response:

Public transport is vital for Norfolk. Bus Services Operators Grant (BSOG) is an important source of subsidy from central government as it allows commercial bus operators to run a wider network of services than would otherwise not be the case. Excluding concessionary travel, BSOG is the main source of bus support funded by the Department for Transport.

I understand that no decisions have been made yet on levels of bus subsidy or any changes in policy. The County Council Network and the Local Government Association's Public Transport Group have already reminded the Secretary of State of the importance of bus subsidies, as well as the need to ensure policies meet both urban and rural needs. We will continue to work with both the LGA and County Council Network on these issues, which is likely to be more effective than us writing as a single council at this time.

## **9 Cabinet Member Feedback**

The Cabinet Member for Sustainable Development advised the meeting that Broadband remained a very high profile topic. She added that a meeting had been arranged at the House of Commons with Culture Secretary Jeremy Hunt and Norfolk MPs to discuss the broadband problems faced in Norfolk.

## **Scrutiny Items**

### **10 Use of Civilian Traffic Marshals.**

- 10.1 The annexed report (10) by the Director of Environment, Transport and Development was received and introduced by the Assistant Director Highways and the Travel Network Manager.
- 10.2 The report updated Members on the progress made since the initial March meeting of the Panel when Members had expressed concern about funding arrangements for civilian traffic marshals who are deployed to manage traffic queues during events. Members had agreed that the council should continue to take the lead in their deployment and should seek contributions from beneficiaries to the traffic management activity.
- 10.3 Members were asked to comment on the progress made since the March meeting and to endorse the approach to minimising expenditure.
- 10.4 During the discussion, the following points were noted:
- Civilian Traffic Marshals would receive the same protection as police community support officers.
  - Marshals were likely to be working in locations which would have CCTV. In the past, the Police Authority had written to motorists who had been abusive to Marshals/traffic wardens.
  - Norwich City Football Club were refusing to make a contribution towards the costs of traffic marshals. Officers confirmed they were continuing negotiations to try to encourage them to participate in the scheme, especially in light of them gaining promotion and the likely increase in pedestrian and motor traffic exacerbating the problem during the 2010/2011 football season.
  - Civilian traffic marshals received specific training at Norwich City College. The training was accredited by the Police Authority and a certificate awarded to those who completed the training. The Police Authority made a charge for accrediting the training.
- 10.5 Members thanked officers for the report and requested that Environment Transport and Development Department continued to negotiate for further contributions from businesses for the continued use of traffic marshals.

## RESOLVED

The Panel noted the report and endorsed the approach to minimising future expenditure.

### **11 Forward Work Programme Overview and Scrutiny**

- 11.1 The annexed report (12) by the Director of Environment, Transport and Development was received and introduced by Sarah Rhoden, Support Manager.
- 11.2 The Support Manager introduced the report and stated that as this was the first meeting of this Panel it incorporated forward work programmes from the former Planning, Transportation, the Environment and Waste, Fire and Community Protection and the Economic Development and Cultural Services Overview and Scrutiny Panels. Members were asked to consider which items they wanted to progress on the forward work programme.
- 11.3 The following points were noted during the discussions:
- Dr Strong thanked officers for the excellent work completed so far on the Broadband working group. The Cabinet Member responded that Norfolk was now in the forefront should funding for improved broadband services become available in the future.
  - The Environment Agency would be attending a future meeting to provide an exercise on the new flood line warning direct system. Members of the old Fire and Community Protection Overview & Scrutiny Panel would be invited to attend, as well as Members of the Environment Transport and Development Overview and Scrutiny Panel.
  - The lack of broadband in some areas remained a real concern and every opportunity should be taken to raise awareness and lobby so everyone in Norfolk would be able to access broadband facilities.

## RESOLVED

The Chairman thanked officers for the report and the forward work programme was agreed.

### **Items for Review**

### **12 Environment, Transport and Development Department Integrated Performance and Finance Outturn Report 2009/10.**

- 12.1 The annexed report (12) by the Director of Environment, Transport and Development was received and introduced by the Finance Business Partner (ETD).

- 12.2 The outturn for Planning and Transportation for 2009/10 showed an underspend of £0.635m. The Emergency Planning service reported an outturn of £0.037m underspend and the Trading Standards reported a breakeven budget position.
- 12.3 Members were asked to comment on Environment Transport and Development's 2009/10 outturn position and consider whether any aspects should be identified for further scrutiny.
- 12.4 The following points were noted during discussions:
- The local bus subsidy had increased its funding of the Coasthopper service and Members may need to consider whether Norfolk County Council could continue to subsidise this service in the future.
  - Members requested regular progress be reported to the Environment Transport and Development Overview and Scrutiny Panel meetings regarding the East of England Production and Innovation Centre (EPIC).
  - Recycling had neither increased nor decreased significantly during 2009/10 and Members asked if underlying reasons for this could be investigated. It was confirmed that this issue was currently being looked at, as part of the budgetary planning process for 2010/11.

#### RESOLVED

The Chairman thanked officers for the report and the report was noted.

### **13 Local Economic Assessment for Norfolk**

- 13.1 The annexed report (13) by the Director of Environment, Transport and Development was received and introduced by the Economic Strategy and Commissioning Manager and the Economic Strategist.
- 13.2 The report outlined the Norfolk Local Economic Assessment (LEA), the process and timetable for the production and the draft executive summary of the findings to date.
- 13.3 Consultation on the executive summary would be completed by the end of September after which the final report would be signed off by the County Strategic Partnership and Norfolk County Council's Cabinet by the end of December. The results of the consultation would be brought to the November meeting of this Panel, after which it would be signed off by Norfolk County Council's Cabinet.
- 13.4 Members were asked to note progress to date and to consider the key findings.

13.5 The following was noted during the ensuing discussion:

- Members congratulated Officers on their excellent work in producing the draft executive summary.
- Local profiles, which would give an overview of each district, were currently being finalised with the District Councils.
- Although there was a likelihood of cuts in government funding, Members considered this work very important and a foundation for the strategy and hoped work would continue on the project. They were reassured that once the assessment was produced and signed off later this year, the regular updating of it was a much smaller task and should be able to be accommodated within the Economic Development and Strategy team.
- The draft Local Economic Assessment Executive Summary was an excellent document and would provide a good understanding of the issues to be addressed to deliver future growth in Norfolk.
- It was difficult to track where the jobs were being lost in relation to business births and deaths, although investment would be key to providing employment opportunities.
- Norfolk County Council was working in conjunction with Suffolk, Lincolnshire and Essex to ensure the long-term future of renewable energy was considered. Reporting mechanisms would be put in place in the future.
- Internal migration into Norfolk was mainly made up of people of retirement age. The Norfolk Local Economic Assessment Executive Summary document would not supply solutions as to how economic migrants are integrated into local society; it was purely an evidence based report.
- Members requested that consideration be given to the use of tidal power as this was thought to be a more consistent form of power than using wind turbines. The Cabinet Member for Sustainable Development confirmed that the Norfolk County Strategic Partnership was considering all possible energy sources.
- The economic challenge to be faced was huge although Norfolk was currently experiencing increased tourism and increased farming opportunities.

RESOLVED

The Panel noted the report.



## **14 Highway Asset Performance**

- 14.1 The annexed report (14) by the Director of Environment, Transport and Development was received and introduced by the Assistant Director Highways and the Transport Programme and Asset Manager.
- 14.2 Members were asked to comment on the report, comment on retaining the 2009 priorities and the budget need for 2011/12 and to support the Transport Asset Management Plan for approval by Cabinet and County Council.
- 14.3 The report listed the priorities for last year and would feed into the 2011/12 budget process.

### **RESOLVED**

The Panel supported the approval of Transport Asset Management Plan for 2010/11 by Cabinet and the County Council.

## **15 Local Bus Service Annual Reliability and Performance Report April 2009 to March 2010.**

- 15.1 The annexed report (15) by the Director of Environment, Transport and Development was received and introduced by the Assistant Director Travel and Transport Services who apologised for the illegibility of the graphs on pages 99-102. A legible copy of these graphs is attached at Appendix B of these minutes.
- 15.2 All five major operators had shown an improvement in punctuality over 2008, with no company falling below 80%, which was a positive improvement.
- 15.3 The following points were noted during the discussion:
- If Norfolk County Council commission bus services, they have an input into the type of vehicles to be used, for example low floor easy access. Unfortunately, if Norfolk County Council did not commission services, operators were not obliged to comply with these requirements.
  - Passenger numbers in Norfolk had grown in recent years and had bucked the downward trend as a direct result of the investment in public transport provided by Norfolk County Council and the introduction of free concessionary travel.
  - Norfolk County Council has a journey planner in place for customers to use ([www.traveline.org.uk](http://www.traveline.org.uk)) and we are developing an enhanced website for Travel and Transport which would give details of any delays, changes to services, etc.

- The decline in passengers using the park and ride services was a cause for concern. The most likely way to arrest the decline would be to have stronger alignment of parking policies with Norwich City Council and retail partners to ensure Park and Ride was the “first choice” for visitors to the City.

## RESOLVED

Members thanked officers for attending the meeting and noted the report.

### **16 The Wash Shoreline Management Plan and North Norfolk Management Plan (Hunstanton to Kelling).**

- 16.1 Mr Brian Long declared a prejudicial interest in item 16 (The Wash Shoreline Management Plan and North Norfolk Management Plan (Hunstanton to Kelling)) as a Member of the Borough Council of King's Lynn and West Norfolk. He took no part in the discussion or the decision taken.
- 16.2 The annexed report (16) by the Director of Environment, Transport and Development was received and introduced by the Assistant Director Environment and Waste and the Climate Change Manager.
- 16.3 Dr Strong said that she was delighted by the response and was now satisfied that all her concerns had been dealt with.
- 16.4 Concerns previously raised by Members of Norfolk County Council in response to the consultation exercises had been incorporated into the report.

## RESOLVED

The Panel supported the recommendation for Cabinet to endorse the Wash and North Norfolk Shoreline Management Plans for adoption by the Secretary of State.

### **17 Civil Parking Enforcement**

- 17.1 The annexed report (17) by the Director of Environment, Transport and Development was received and introduced by the Assistant Director - Public Protection and Special Projects Manager.
- 17.2 Norfolk County Council had been working with officers from the District Councils to develop the principle of an operational Civil Parking Enforcement model for which Norfolk County Council would be responsible for high level management.
- 17.3 Members were asked to endorse:
- a) Seeking Cabinet approval to the submission of a draft application for the introduction of Civil Parking Enforcement across Norfolk, outside

Norwich City.

- b) Norfolk County Council having high level management responsibility.
- c) Minimising the financial risk to councils by delivering on-street enforcement to a level which is financially viable for the medium/long term.
- d) Delegation of the resolution of issues to the Director of Environment, transport and Development in consultation with the Cabinet Member for Travel and Transportation.

17.5 During the discussion, the following was noted:

- Civil Parking Enforcement was clarified as members of the public being issued with fixed penalty notices. Offences included parking on double yellow lines, exceeding time limits and obstructing access.
- Current parking orders were being looked at to ensure legal implications were secure. Information would be published on the Norfolk County Council website identifying the location/nature of controlled highways.
- Parking enforcement wardens/attendants would not wear personal protective equipment – which was the current situation with traffic wardens. Current indications showed that there was a low level of risk, although the Police Authority would ensure that the law was used to protect enforcement officers and suitable training was provided on dealing with aggressive behaviour.
- The presence of traffic enforcement officers was seen by the general public as a positive step in increasing community safety.
- Work was currently under way to determine the number of enforcement officers required.
- Existing officers would continue to use their existing vehicles and modes of transport. Ways of providing cost-effective modes of transport for officers were also being investigated.
- Broadland District Council, along with some other districts, would not be directly providing a parking service at the present time, and would hopefully support the development of the programme and the application to the Secretary of State.
- Norfolk County Council was not intending to employ any operational staff, although they would have high level management responsibility for the service.
- A budget account would be set up to include all expenditure and

income from parking fines. There was no intention for the scheme to create an income stream but the scheme would look to be self-financing.

- The service would be run at a similar level of capacity as the current warden services but the service may be able to develop further if additional funding could be made available.
- Any parking fine disputes would be dealt with using existing mechanisms.
- If someone refused to pay a fine it would be treated in the same way as a civil debt and dealt with by the County Court.

## RESOLVED

The Panel noted the report and endorsed the actions required.

### **18 Strategic Review**

- 18.1 The annexed report (18) was received and introduced by the Director of Environment, Transport and Development.
- 18.2 The Strategic Review, which is the department's review for transforming its services in line with the Norfolk Forward programme would take three main stages and would be governed through a cross-party Project Board.
- 18.3 The report updated the Panel on the scope of the Strategic Review, governance arrangements, key timescales and emerging proposals from workstreams.
- 18.4 The Strategic Outline Case for the review would be presented to the Cabinet meeting in August 2010.
- 18.5 During the discussion the following points were noted:
- The review was an excellent opportunity to look at ways of reshaping services for Norfolk.
  - The costs of contracts were different in this economic climate than they were 10 years ago and Members asked officers to consider using break clauses to re-let contracts.
  - Members asked officers to consider anaerobic waste systems when looking at workstream 5 - integrated waste
- 18.6 Members elected to join the following Member Advisory Groups:

Management of the Public Rights of Way Network  
David Callaby

Tony White  
Phillip Duigan

Gypsy and Traveller Services:

Tony White  
Brian Long  
Marion Chapman-Allen

Transport Capital and Maintenance Programme:

Marie Strong  
Nigel Dixon  
Tony Adams  
Russell Wright

RESOLVED

The Panel noted the report and agree the membership of the above groups.

**19 Concessionary Bus Travel**

- 19.1 The annexed report (19) by the Director of Environment, Transport and Development was received and introduced by the Assistant Director Travel and Transport Services.
- 19.2 The National Concessionary travel scheme provides free travel for approximately 150,000 Norfolk residents. The scheme is currently administered by District Councils and funded by central government. The Labour government passed legislation which will transfer this responsibility to upper tier authorities from April 2011. The Coalition Government has given no indication as yet that this transfer will not proceed.
- 19.3 Norfolk County Council needs to prepare for this transfer of responsibility. Therefore, Norfolk County Council is required to publish a draft scheme for concessionary travel by 1 December 2010 detailing how operators will be reimbursed for providing free travel.
- 19.4 The following points were noted during the discussion:
- The scheme was currently costing £10m per year in reimbursements to operators plus approximately £150,000 in other costs. While some District Councils had more funding than was needed, other District Councils were providing additional funding to subsidise the scheme.
  - Options were being considered to try to minimise the impact of the increase in demand expected in the future.
  - In response to a question from Mr Long, it was agreed there may be a minimal number of people who abuse the current system. An example was given of a person holding a concessionary bus pass

travelling several times daily on a particular service, with several different people using a companion pass. One possible solution to this problem was to issue named companion passes which included a photograph, but further work would be required.

- The Government had expressed its intention to raise the eligibility for concessionary bus passes from 60 to 65 in line with the pension age. This may help to reduce future costs but the increasing population of older people in Norfolk would offset this.
- The subsidy paid by District Councils during 09/10 for offering an 0830 start time had been £750k.
- Concessionary bus travel is a national scheme so anyone eligible would automatically receive a concessionary bus pass on application.

- 19.5 The Assistant Director Travel and Transport Services thanked Members for their views on concessionary travel.

#### RESOLVED

Members' comments would be incorporated into the draft scheme for concessionary travel which would be required by 1 December 2010.

## **20 Exclusion of the Public**

- 20.1 The Director Environment Transport and Development gave the following reasoning for exclusion of the public and conclusion in respect of the public interest test:

- 20.2 This information is considered to be exempt under Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972 ('information relating to the financial or business affairs of any person (other than the Authority)').

- 20.3 The public interest test in disclosing these issues is outweighed by the public interest in non-disclosure. Disclosing sensitive business and financial information may impact on the Authority attaining best value in future negotiations.

## **21 Exempt Minutes of the meeting held on 30 March 2010**

- 21.1 The exempt minutes of the Planning, Transportation, Environment and Waste Overview and Scrutiny Panel meeting held on 30 March 2010 were agreed and signed by the Chairman.

The meeting concluded at 12.40.

**CHAIRMAN**



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# Environment, Transport and Development Department

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**Director**  
Mike Jackson  
01603 222500

**Norfolk County Council**  
at your service

APPENDIX 7

## Economic Development & Strategy

Assistant Director - Fiona McDiarmid  
01603 223222

### Economic Development Manager

David Dukes  
01603 223142

- Facilitate business support & sector development
- Seek to increase inward investment to the County
- Economic development lead for Broadland; Great Yarmouth

### Economic Programme Manager

Vince Muspratt  
01603 223302

- Maximise external funding into Norfolk/NCC, inc. management of corporate EU funding function
- Manage externally funded programmes/projects
- Monitor and evaluate programme delivery.
- Economic development lead for King's Lynn; North Norfolk

### Economic Strategy & Commissioning Manager

Jo Middleton - 01603 222736

- Economic strategy/policy, market intelligence and data analysis
- Raising Norfolk's profile
- Economic Development lead for Breckland; South Norfolk.

### Managing Director of Innovation and Enterprise Hubs

Simon Coward - 01953 859102

- Management & development of HEC
- Co-ordination of Norfolk's engineering sector
- Management and development of EPIC

### Planning Strategy Manager

Alison McErlain  
01603 222729

- Planning strategy/policy
- LDFs/master planning
- Strategic monitoring
- Planning obligations

### Shaping Norfolk's Future Chief Executive

Chris Starkie - 01603 224483

- Management and development of SNF, the economic partnership for Norfolk
- Management of SNF/Economic Development sector development grants programme
- Line management of creative, financial and tourism sector leads

### Transport Planning Strategy Manager

Ann Carruthers  
01603 223264

- Transport strategy/policy
- Transport input to LDFs/growth points
- Transport implementation plan development
- Strategic infrastructure lobbying/justification
- Transport monitoring

## Environment and Waste

Assistant Director - Mark Allen  
01603 223222

### Climate Change Manager

Phil Bennett-Lloyd  
01603 222754

- Norfolk climate change partnership
- Carbon reduction
- Norfolk coast
- Flood & water management

### Environment Manager

Gerry Barnes  
01603 222764

- Ecology & arboriculture
- Biodiversity information
- Countryside access
- Heritage & landscape
- Archaeology
- Gypsy & Travellers

### Strategic Waste Manager

Paul Borrett  
01603 222197

- Norfolk waste partnership
- Recycling credits
- Waste reduction
- Business waste
- Recycling centres
- Closed landfill sites

### Project Director (Residual Waste Services)

Joel Hull  
01603 223374

- Waste PFI project
- Residual waste disposal
- Waste data management

## Highways

Assistant Director - John Joyce  
01603 224290

### Highways Maintenance Manager

Nick Tupper  
01263 738315

- Inspection and scheme identification
- Routine maintenance
- Member and public interface
- Street lighting
- Winter and emergency planning
- Client supervision of works (quality)

### Transport Programmes Manager

Paul Elliott  
01603 222210

- Programme development & management
- Highway asset management
- Laboratory including material testing and site investigation
- Management of partnership contract and contract advice

### Highways Projects Manager

Paul Goulding  
01603 223298

- Road & bridge project design
- Project management & delivery
- Bridge management
- Traffic management
- Surveying

### Major Projects Manager

David Allfrey  
01603 226729

- NDR programme delivery
- Growth point delivery
- NATS implementation plan co-ordination and delivery
- City agency management

### Highways Network Manager

Tim Edmunds  
01603 818081

- Streetworks management
- Traffic surveys and studies
- Highways records
- Road safety, education, training and publicity
- Safety audit and data

### Highways Works Manager

John Eastgate  
01553 778001

- Routine maintenance operations
- Construction projects
- Winter and emergency services
- Fleet

## Public Protection

Assistant Director - David Collinson  
01603 222253

### Trading Standards Manager

Sophie Lenny  
01603 224275

- Business advice and support
- Fair trading
- Product safety
- Metrology services
- Animal welfare
- Food safety
- Food/feed hygiene
- Inspection & compliance

### Trading Standards Manager

Shaun Norris  
01603 638079

- Consumer advice and support
- Dispute resolution
- Consumer education
- Community safety
- Business compliance (reactive)
- Investigations
- Financial inclusion
- Legal process

### Special Projects Manager

Chris Kulesko  
01603 223457

- Special projects

### Resilience Manager

John Ellis  
01603 222014

- Emergency response plans
- Business continuity
- Community resilience

### Planning Services Manager

Nick Johnson  
01603 228940

- Minerals and waste development control
- CC's own development
- M&W local development strategic frameworks
- Monitoring & enforcement

## Travel & Transport

Assistant Director - Tracy Jessop  
01603 223831

### Travel Network Manager

Laurie Egan  
01603 222893

- Strategic development of the network asset, and travel information
- Planning & interface with highways network management
- Travel Planning (workplaces & schools smarter choices)
- Traffic signals
- Urban traffic control centre
- Travel line
- Community rail

### Developer Services Manager

Matt Tracey  
01603 223275

- Highways development control
- HGV/Operator licences
- Estate roads
- Developer contributions

### Client Services Manager

Niki Park  
01603 224351

- Business training and customer focus co-ordination
- Eligibility & entitlement for client groups
- 14-19 Diploma strategic development
- Payments & refunds
- Transport Plus (integrated health partnership with health, NHS)
- Safeguarding

### Passenger Transport Operations Manager

Mary Richards  
01603 223404

- Strategic development of the passenger transport network
- Integrated network operations, including school and social care transport delivery
- Operational management of PT interchanges including Park and Ride
- Community & demand responsive transport
- Safer travel training and monitoring
- Contract management and commissioning of services
- Key interface with the Transport Category Procurement Team

## Business Support & Development

Manager - Amanda Gray - 01603 223184

### Central Services Manager

Rod Witham  
01603 222751

- Property and accommodation
- Administration
- Car leasing

### Human Resources Manager

Simon Durrant  
01603 222748

- Human resource management
- Health and Safety
- Organisational development
- Learning and development

### Support Manager

Sarah Rhodes  
01603 222867

- Directorate support
- EMT/DMT management
- Support for service development activities and initiatives
- Democratic processes
- Customer service development

### Fast Lane Training Services Manager

Terry Creed  
01953 884975

- Operational and roadworker training and development

**IN TRAN**  
communication for all

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**Local bus service annual reliability and performance**  
**April 2009 - March 2010**

Report by the Director of Environment, Transport and Development

**Summary**

There were more than 29 million journeys made on buses in Norfolk during 2009/10, which represents a decrease of around 2.5% on 2008/9. This is most likely to be as a direct result of the economic downturn. There has been growth in Norfolk in recent years, due to the joint investments of the County Council and bus operators in services and associated infrastructure as well as the introduction of free concessionary travel. This is the first year Norfolk has reflected the national trend for bus use outside London, which has been falling over the past few years.

First's "Norwich" network performance in the last year has shown improvement over 2009 and has exceeded the targets set in the Joint Investment Plan. All five major operators' punctuality at start of route has shown an improvement over 2008 with no company falling below 80%, while performance at intermediate stops remains similar to 2008.

As usual, there was a dip in punctuality in the run up to Christmas. This is mainly due to increased traffic congestion in the city. The predominantly County Council funded traffic marshals to prevent queues from blocking car park entrances and junctions. This worked well ensuring punctuality and reliability were not too adversely affected. Over this period, there was congestion in King's Lynn made worse by the adverse weather-related conditions.

The County Council works closely with bus operators to drive up performance of their services. The use of voluntary agreements (e.g. Punctuality Improvement Partnerships and the Joint Investment Plan) is a valuable mechanism to maintain improving performance.

The County Council is expecting to spend around £5.3M subsidising bus services in 2010/11 (including around £2m for Norwich park and ride). A realistic choice of travel options is important for the communities of Norfolk, in particular where social exclusion and deprivation is a key factor. Any reduction in performance and reliability of public transport could have a negative effect on passenger numbers and ultimately may lead to service withdrawals and a smaller bus network. This could lead to pressure on the County Council to support bus services that are currently provided on a commercial basis.

The County Council's investment is part of our ongoing commitment to improve travel and transport to support residents, visitors and business across Norfolk. On an area-wide level, the County Council is working with partners and stakeholders to develop and implement transport measures to meet local needs through strategies such as the Norwich Area Transportation Strategy (NATS) and the King's Lynn Area Transport Strategy (KLATS).

**Action Required**

The Committee is invited to comment on the annual report.

## 1. **Background**

- 1.1. The local bus network in Norfolk is a mixture of commercial and subsidised services. Commercial services receive no financial support from the County Council. There are over 40 operators providing local bus services across the county. These range from small operators running one or two services or community buses, up to large national bus operators. This report contains information about the performance of the major five operators: Anglian Bus & Coach, First Eastern Counties, Konectbus, Norfolk Green and Sanders Coaches.
- 1.2. Bus operator performance is reviewed and discussed regularly with Members. There is a significant data set providing robust information within Norfolk, and in particular Norwich, that can be used to identify performance trends and measure progress. There have been improvements but we recognise that there is room for more progress towards better quality buses, increased punctuality and reliability in service delivery.
- 1.3. The reported national trend for bus use outside London has been falling over the past few years. However, there has been growth in Norfolk in recent years, most likely due to the County Council's investment in public transport and associated infrastructure and the introduction of free concessionary travel. There were more than 29 million journeys made on buses in Norfolk during 2009/10, which represents a decrease of around 2.5% on 2008/9. Given the inclement weather during December and February and the economic downturn, this figure is still a good achievement. Some routes continue to return year-on-year passenger growth on like-for-like services through a combination of fleet investment, attention to operational performance and marketing.
- 1.4. The County Council's investment is part of our ongoing commitment to improve travel and transport to support residents, visitors and business across Norfolk. On an area-wide level, the County Council is working with partners and stakeholders to develop and implement transport measures to meet local needs.

## 2. **County Council Monitoring and the BusNet system**

- 2.1. The County Council has invested over £1m since 2003/4, fitting over 350 buses with the BusNet satellite tracking system. The system enables the County Council to monitor bus movements across the network and identify improvement areas. Bus operators have direct links to the system so they can monitor their operations in real time, making proactive changes to help keep services "on time".

With active and efficient management control of vehicles, problems on route are identified and avoided by drivers taking remedial action via communications from bus companies' offices. Data gathered from the system is also used to review timetables and make changes that help to improve punctuality. Continued use of BusNet has delivered a sustained improvement in time keeping and this report shows generally improved punctuality in 2009/10.
- 2.2. The latest performance report from BusNet for the period up to March 2010 shows continued improvement and full details are given in Appendix A.

### 3. **Vehicles**

- 3.1. All buses must be low floor easy access compliant by 2017. The County Council is monitoring progress towards this target and specifies the requirement when tendering.
- 3.2. In February 2010, 82% of buses owned by the major companies met the low floor easy access requirement compared to 69% in 2009, 64% in 2008 and 54% in 2007.
- 3.3. The County Council is encouraging operators to reduce emissions from buses. In Castle Meadow, the low emission zone (LEZ) requires that buses should at least meet Euro 3 emissions standards. This is the first LEZ outside of London. The Air Quality Management Area (AQMA) in the Castle Meadow area appears to have improved overall as a result of the LEZ and investment by operators in cleaner buses, which has brought the added benefit of newer, low-floor vehicles.
- 3.4. In February 2010, 51% of buses owned by the major companies met the LEZ standard compared to 40% in 2009.

### 4. **Joint Investment Plan (JIP)**

- 4.1. The County Council, Norwich City Council and First signed a ground breaking investment plan in December 2007. This plan commits each party to certain actions which help with the continued improvement of bus services in the Norwich area. Norfolk is the only shire county to have such an agreement with a bus company. This demonstrates the excellent working relationship between the County Council and the bus company and the importance of passenger transport to the economic prosperity of Norfolk.
- 4.2. A working group involving representatives from each party meets on a regular basis to monitor progress against commitments and targets.
- 4.3. Since signing the JIP achievements include
  - Improvements in punctuality on the Norwich city services (as shown by the graphs in A.2 and A.3)
  - Improvements to bus priority at the junction of Grapes Hill and Dereham Road, Norwich
  - Replacement of older vehicles with newer vehicles on Norwich area service X2 and newer low floor vehicles on service 10.
- 4.4. During 2009/10 the following improvements have been made:
  - Newmarket Road bus lane extension
  - More vehicle replacements to reduce the average age of the fleet and increase the number of low floor easy access vehicles in operation
  - Changes to vehicle fleet to comply with air quality standards for the Castle Meadow Low Emission Zone
  - A total of £1.092M has been spent on bus related capital projects.

## 5. **Punctuality Improvement Partnerships (PIPs)**

- 5.1. The County Council has successfully introduced Punctuality Improvement Partnerships with major bus companies and a number of smaller companies. PIPs are a key tool for working with operators to improve and maintain punctuality and reliability of bus services. Norfolk is a leading authority in the development of PIP's. We have earned national recognition as being very proactive in this area and hold regular forums with operators which the Senior Traffic Commissioner has attended.
- 5.2. The PIP is a voluntary agreement and represents a "joint commitment to achieve continuous improvement in punctuality and overall reliability of bus services".

Under the terms of the agreement both parties agree to:

- monitor and collate information using BusNet to measure reliability against targets
- to jointly validate the data with on-road surveys where necessary
- to meet quarterly to identify trends and mutually agree actions to improve punctuality

Planned actions will result from the information gathered and include:

- identifying areas for bus priority measures
- revision of or recasting of timetables to improve punctuality and reliability, First are currently working with us to review running times of services in the Norwich area
- better communication of planned road works and closures across the network
- improved planning of engineering and staff resources

## 6. **Resource Implications**

- 6.1. **Finance** : Funding of over £1m has been provided through the capital programme for the BusNet system. The ongoing revenue costs for the system of £257K and are met by a 50:50 split between the County Council and bus operators. Staff resource has been met from the existing staff budgets in ETD. Any expansion of the system would usually be funded from the Integrated Transport Block funding through the Local Transport Plan. However with the current budget pressures opportunities for expansion may be limited in the future unless a good business case exists or alternative funding is provided.

The County Council is expecting to spend around £5.3M subsidising bus services in 2010/11 (including around £2m for Norwich Park and Ride). A realistic choice of travel options is important for the communities of Norfolk, in particular where social exclusion and deprivation is a key factor. Any reduction in performance and reliability of public transport could have a negative effect on passenger numbers and ultimately may lead to service withdrawals and a smaller network. This could lead to pressure on the County Council to support bus services that are currently provided on a commercial basis.

6.2. **Staff :**

a) The roll out of the BusNet project has reduced the need for intensive on-street surveys, although a limited amount still takes place. Resources were redirected to manage the BusNet system, monitor the development and management of the system and maximise the use of this asset. Staff use the system data on a daily basis to support their work in network planning and management, as well as responding to customer queries. This has enabled us to deliver a much broader transportation service as the data collected supports a range of other transport activities.

6.3. **Property :** There are no implications.

6.4. **IT :** Bus service registrations are managed by the County Council as the Local Transport Authority. The data that staff input from the registrations supports several activities including BusNet, the Traveline database and real time information screens. This data will be increasingly received by the authority in electronic format as Electronic Bus Service Registration (EBSR) is implemented to meet Department of Transport guidance.

7. **Other Implications**

7.1. **Legal Implications :** There are no implications.

7.2. **Human Rights :** There are no implications.

7.3. **Equality Impact Assessment (EqIA) :** Local bus services are exempt as under current legislation vehicles do not have to be fully accessible until 2017. However, we are working with operators to ensure low floor vehicles are provided before the 2017 deadline.

7.4. **Communications :** There are no implications.

7.5. **Health and safety implications :** There are no implications.

7.6. **Any other implications :** Officers have considered all the implications which members should be aware of. Apart from those listed in the report (above), there are no other implications to take into account.

8. **Section 17 – Crime and Disorder Act**

8.1. The local bus network helps to tackle social exclusion, and access to services enhances opportunities for people in employment and education.

9. **Risk Implications/Assessment**

9.1. The provision and performance of local bus services is very important for the Norfolk economy and our citizens. Supporting and enhancing public transport is therefore essential in meeting our targets set within the Local Transport Plan, new National Indicator targets and delivering on area transport strategies.

10. **Conclusion**

10.1. The performance data suggests that reliability and punctuality continues to improve and service standards have got better.

- 10.2. The BusNet system is providing robust data and provides a good platform for improvement of bus services in Norfolk and in particular our major urban areas.
- 10.3 The County Council is working collaboratively with bus operators to drive up performance and the use of voluntary agreements (e.g. Punctuality Improvement Partnerships and the Joint Investment plan). These are valuable mechanisms to maintain the momentum and consistent with the Coalition governments stance on making use of voluntary arrangements.
- 10.4 The County Council and bus operators recognise there is room for continued improvement and will keep working to improve timekeeping performance. We will also promote best practice amongst operators for the benefit of the travelling public.

## Action Required

- (i) The Committee is invited to comment on the annual report.

## Background Papers

None.

## Officer Contact

If you have any questions about matters contained in this paper please get in touch with:

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If you need this report in large print, audio, Braille, alternative format or in a different language please contact 0344 800 8020 and ask for Laurie Egan or textphone 0344 800 8011 and we will do our best to help.

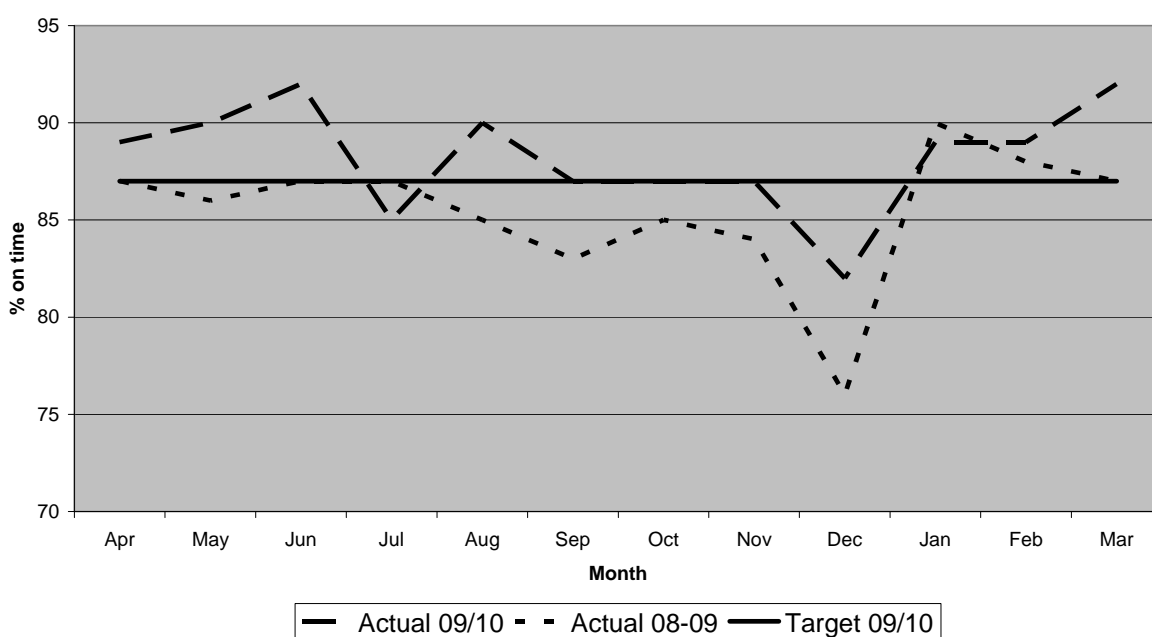
## Appendix A

### Bus service performance analysis and graphs

- A.1 The performance of First city bus services in the Norwich area over the last year shows improvement over 2008 and has exceeded the targets set in the Joint Investment Plan. Both graphs show a dip in performance in July due to unplanned roadworks (collapsed sewer causing delays in Unthank Road and Chapelfield areas) and a dip in performance between December and February which was due to a combination of pre-Christmas traffic congestion and poor weather.

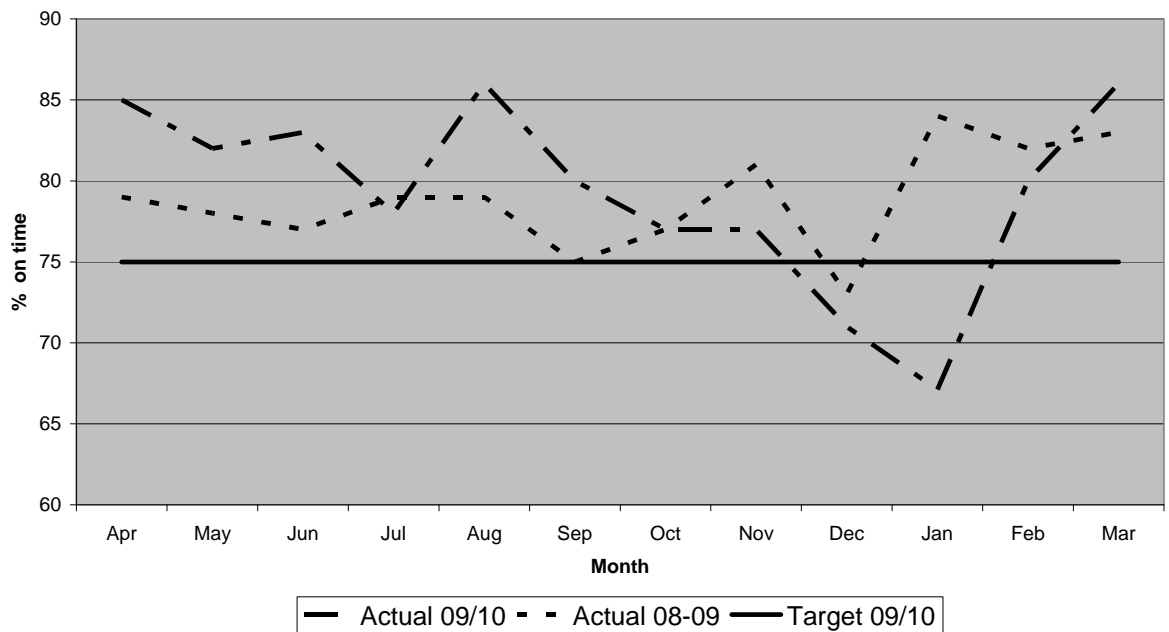
#### A.2

**First city centre journeys starting on time**



A.3

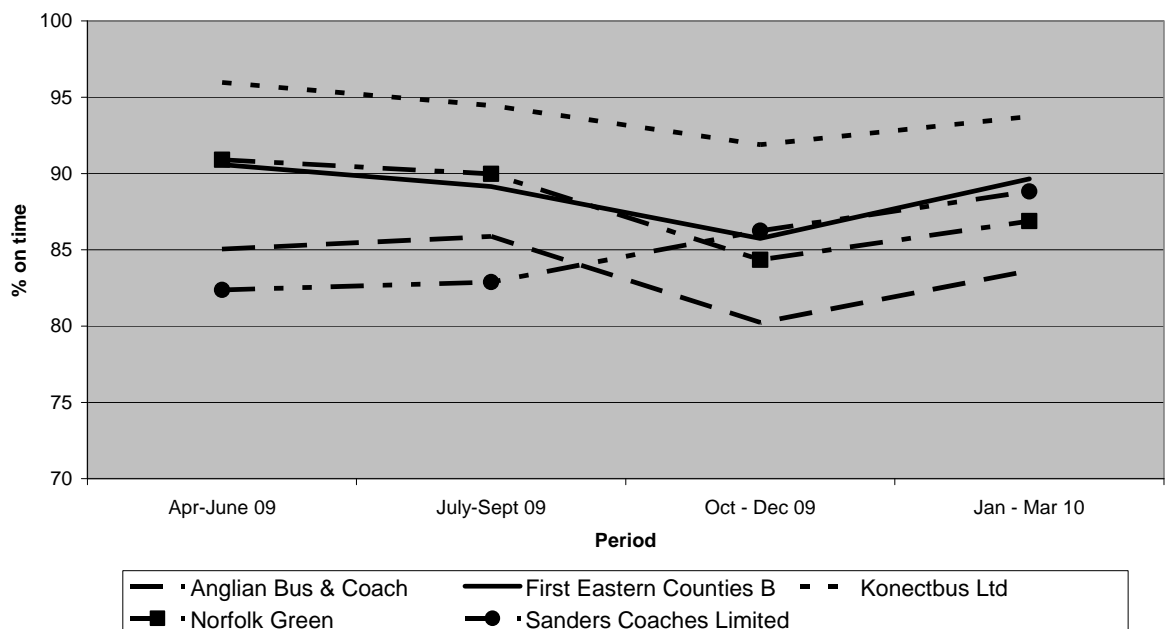
**First city centre journeys on time at intermediate stops**



A.4 The majority of journeys undertaken by the five major operators were monitored to assess punctuality of the Norfolk network between April 09 and March 10 inclusive. This enables us to confidently assess performance using hard evidence and identify trends.

A.5

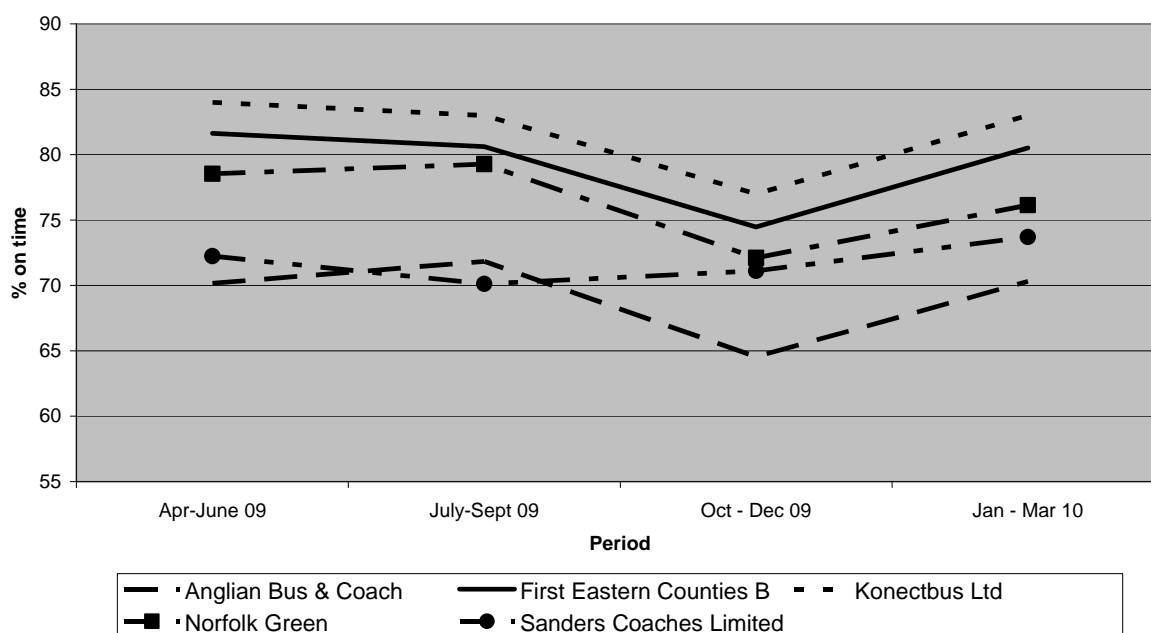
**Bus services on time at start of route**





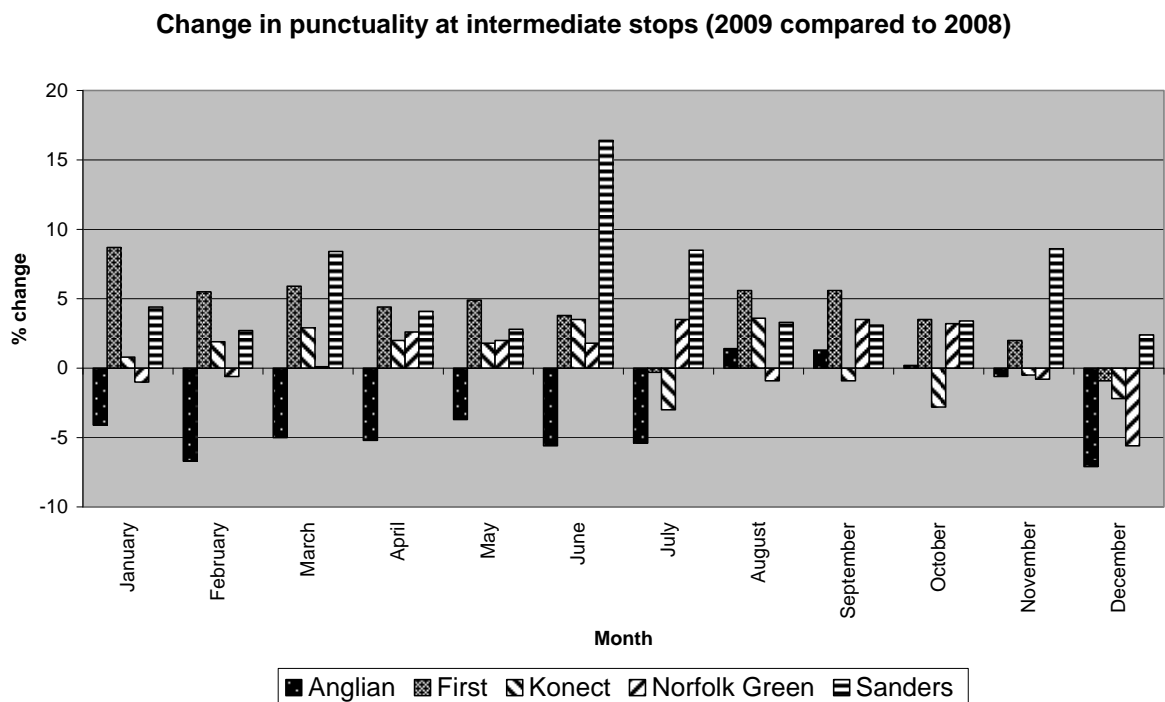
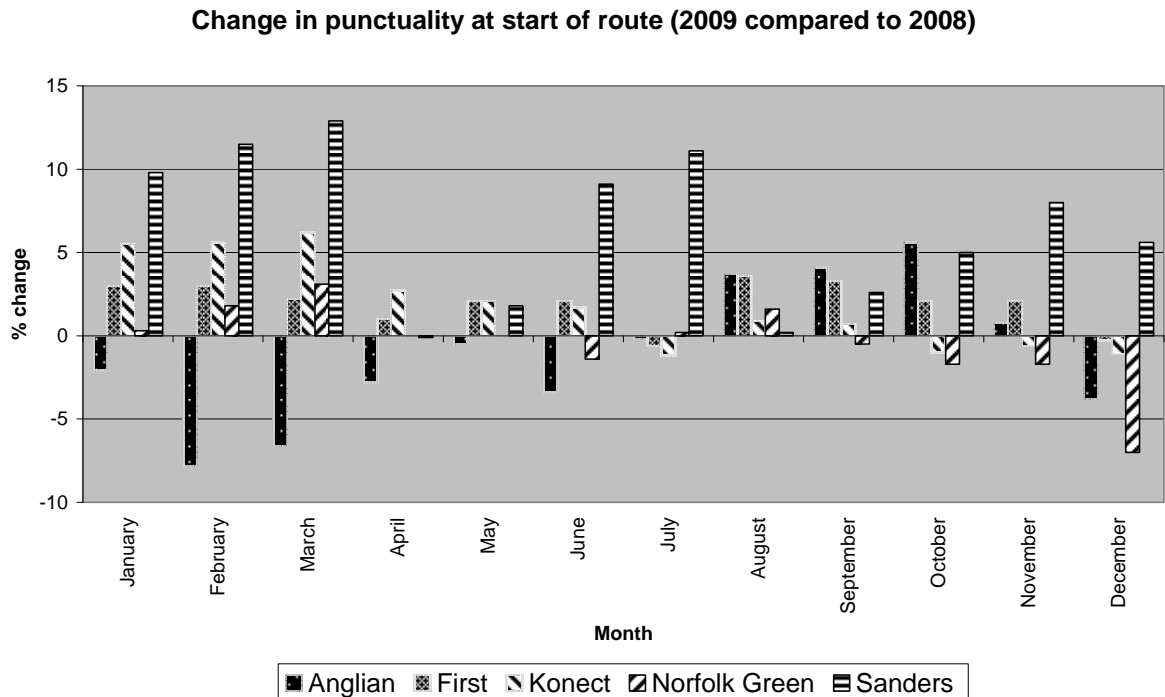
## A.6

**Bus services on time at intermediate stops**



- A.7 Across all 5 operators, punctuality at start of route has shown an improvement over 2008 with no company falling below 80% while at intermediate stops performance remains similar to 2008.
- A.8 As usual there was a dip in punctuality in the run up to Christmas. This is mainly due to increased traffic congestion in the city and principal towns. For the run up to Christmas 2009, the County Council funded queue marshals in Norwich but not elsewhere to prevent traffic from blocking junctions and queuing back from car park entrance. This again worked well ensuring punctuality and reliability were not adversely affected.
- A.9 The performance during 2009 shows that overall punctuality was better than in 2008 although Anglian Bus & Coach in particular struggled at the start of the period to maintain the levels they had reached during 2007. When reviewing the graphs below it important to look at them in conjunction with the punctuality figures for 2009 as a dip in punctuality, whilst disappointing does not necessarily mean that the overall punctuality is poor.
- A.10 Major roadworks are being undertaken in King's Lynn as part of the growth funding package and the impacts are evidenced in Norfolk Green's performance. Although routes in King's Lynn are shared with First, the performance of Norfolk Green are more representative of traffic in King's Lynn as First have routes elsewhere in the county. The roadworks are continuing in the town throughout 2010 and further short-term falls in performance in King's Lynn can be expected as a result.

A.11



- A.12 The information captured by BusNet forms a reliable tool for operators to recast schedules (where appropriate) to improve punctuality and reliability.
- A.13 Recent monitoring of bus services in Gloucestershire shows that overall the number of First buses is 88% on time at start of route and 78% at intermediate stops. In Thurrock 91% of buses were on time at the start of route and 83% at intermediate points. Performance from Nexus (Newcastle upon Tyne) indicated performance of 83% at the start of route and 82% at intermediate stops. These results indicate that although performance at the start of route is comparable, and in most cases better

than other areas, more work is needed on performance at intermediate stops.

- A.14 The County Council works closely with operators to drive up performance of their services. This has included regular reviews of punctuality, workshop sessions with operators to identify issues and possible ways these can be mitigated. Operators are taking a much stronger stance against drivers who run early and such behaviour is now recognised as unacceptable.