



**Norfolk** County Council  
at your service

## **Environment, Transport & Development Overview & Scrutiny Panel**

Date: **Tuesday 23 July 2013**  
Time: **2.30 pm**  
Venue: **Edwards Room, County Hall, Norwich**

**Persons attending the meeting are requested to turn off mobile phones.**

### **Membership**

Tony Adams  
Michael Baker  
Andrew Boswell  
Bert Bremner  
Toby Coke  
Margaret Dewsbury  
Tim East  
Pat Hacon  
Alexandra Kemp

Jason Law  
Brian Long  
Jim Perkins  
Nigel Shaw  
Bev Spratt  
John Ward  
Tony White  
Martin Wilby

### **Non Voting Cabinet Member**

David Harrison, Cabinet Member for Environment, Transport, Development & Waste

**For further details and general enquiries about this Agenda  
please contact the Committee Administrator:**

Julie Mortimer on 01603 223055  
or email [committees@norfolk.gov.uk](mailto:committees@norfolk.gov.uk)

## **A g e n d a**

- 1 Election of Chairman**
- 2 Election of Vice-Chairman**
- 3 To receive apologies and details of any substitute members attending**
- 4 Minutes of the meeting held on 13 March 2013**  
To confirm the minutes of the Environment Transport and Development Overview & Scrutiny Panel meeting held on 13 March 2013.

(Page **5**)

- 5 Members to Declare any Interests**

If you have a **Disclosable Pecuniary Interest** in a matter to be considered at the meeting and that interest is on your Register of Interests you must not speak or vote on the matter.

If you have a **Disclosable Pecuniary Interest** in a matter to be considered at the meeting and that interest is not on your Register of Interests you must declare that interest at the meeting and not speak or vote on the matter.

In either case you may remain in the room where the meeting is taking place. If you consider that it would be inappropriate in the circumstances to remain in the room, you may leave the room while the matter is dealt with.

If you do not have a Disclosable Pecuniary Interest you may nevertheless have an **Other Interest** in a matter to be discussed if it affects:

- your well being or financial position
- that of your family or close friends
- that of a club or society in which you have a management role
- that of another public body of which you are a member to a greater extent than others in your ward.

If that is the case then you must declare such an interest but can speak and vote on the matter.

- 6 To receive any items of business which the Chairman decides should be considered as a matter of urgency**
- 7 Public Question Time**  
15 minutes for questions from members of the public of which due notice has been given.

Please submit your question(s) to the person named on the front of this agenda by **5pm on Thursday 18 July 2013**. For guidance on submitting public questions, please refer to the Council Constitution Appendix 10,

Council Procedure Rules or [Norfolk County Council - Overview and Scrutiny Panel Public Question Time and How to attend Meetings](#)

**8 Local Member Issues/Member Questions**

15 minutes for local members to raise issues of concern of which due notice has been given.

Please submit your question(s) to the person named on the front of this agenda by **5pm on Thursday 18 July 2013**

**9 Forward Work Programme: Scrutiny**

To review and develop the programme for scrutiny.

(Page **17**)

**10 ETD Integrated Performance and Finance Monitoring report 2012/13.**

Members are asked to agree the recommendation in the report.

(Page **29**)

**11 Highway Asset Performance.**

Members are asked to comment on the report.

(Page **67**)

**12 Lead Local Flood Authority Flood Investigation Duty**

Members are asked to comment on and note the report and to endorse the approaches outlined in the report.

(Page **84**)

**13 The County Council's Economic Growth Strategy - End of Year 1 Progress Report**

Members are requested to note progress on delivery of the Strategy and the proposal to refresh it by the year end.

(Page **120**)

**14 Norfolk Economic Growth strategy: Future of the ex-RAF Coltishall site – Update on Future Plan.**

Verbal report.

**15 Local Major Transport Schemes**

Members are asked to comment on the emerging priorities.

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**Group Meetings**

Conservative Group

Colman Room

UKIP

Room 504

Labour Group

Room 513

Liberal Democrat Group

Room 530

Chris Walton

Head of Democratic Services

County Hall

Martineau Lane

Norwich NR1 2DH

Date Agenda Published: Monday 15 July 2013



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

### **Minutes of the Meeting held on 13 March 2013**

#### **Present:**

Mr A Byrne (Chairman)

Dr A Boswell

Mr B Bremner

Michael Chenery of Horsbrugh

Mrs H Cox

Mr P Duigan

Mr T East

Mr M Langwade

Mr I Mackie

Dr M Strong

Mr T Tomkinson

Mr J Ward

Mr A White

Mr R Wright

#### **Cabinet Members present:**

Mrs A Steward

Economic Development

#### **Deputy Cabinet Member present:**

Mr J Mooney

Environment and Waste

Mr B H A Spratt

Planning and Transportation

#### **1 Apologies**

Apologies were received from Mr B Borrett, Mr N Dixon, Mr A Adams, Mrs M Chapman-Allen, Mr P Rice and Mr G Plant.

#### **2 Minutes of the meeting held on 16 January 2013**

- 2.1 The minutes of the meeting held on 16 January 2013 were agreed as an accurate record and signed by the Chairman.

#### **3 Declarations of Interest**

There were no declarations of interest.

#### **4 Items of Urgent Business**

There were no items of urgent business.

#### **5 Public Question Time**

No public questions were received.

## **6 Local Member Issues/Member Questions**

Mr T East asked for reassurance that the Council would receive a full commitment from Mr Borrett, who had been appointed Leader of the Council, Cabinet Member for Transformation and Cabinet Member for Environment and Waste. Mr East felt the size of the portfolio was too large. The Chairman suggested that Mr East raise his concerns directly with the Leader.

## **7 Cabinet Member Feedback on previous Overview and Scrutiny Panel comments.**

- 7.1 The Panel received the annexed report (7) by the Cabinet Members for Planning and Transportation, Economic Development, Environment and Waste, and Community Protection, providing feedback on items discussed at Cabinet which had previously been discussed at an Environment, Transport & Development Overview and Scrutiny Panel meeting.
- 7.2 The Cabinet Member for Economic Development had recently attended an East of England Energy Group conference. The networking event had been well attended by representatives from both manufacturing and engineering companies.
- 7.3 The Cabinet Member for Economic Development informed the Panel about the recent positive publicity for Norfolk County Council in raising people's aspirations through the apprenticeship scheme. The Cabinet Member also asked the Panel to welcome Alice Talbot who had joined Norfolk County Council as an Apprentice in the Democratic Services Business Support Unit.
- 7.4 Members were pleased that the apprenticeship scheme was proving so popular and in response to a question about what was being done to assist people living in more rural areas of the county, the Cabinet Member for Economic Development said that on 14 March she would be attending an event in Wayland to launch a new business called Swarm. Norfolk County Council had given £50,000 to Swarm, which would employ the apprentices for a period of one year on behalf of small businesses. After the year, it was hoped that the apprentices would be able to transfer their employment from Swarm to the business they had been working for.
- 7.5 North Norfolk District Council was in the process of setting up their own scheme in north Norfolk to engage and assist businesses who wanted to employ apprentices. It was hoped that the scheme would be established by Spring 2013. As part of the initiative North Norfolk District Council was ensuring information was available in all schools so pupils could learn about the opportunities available to them.
- 7.6 Norfolk County Council had budgeted £3.5m for the Apprenticeship scheme, which included training. Once the apprentices had completed their training, it was hoped that they would be able to secure a permanent job and this would be closely monitored as part of the scheme.

7.7 **RESOLVED** that the report be noted.

## **8 Forward Work Programme: Scrutiny**

8.1 The annexed report (8) by the Director of Environment, Transport and Development was received by the Panel. The report set out the forward work programme for scrutiny and Members were asked to consider the Outline programme at Appendix A of the report, consider new topics for inclusion on the scrutiny programme and consider the feedback from the Member Working Group set out in section 3 of the report and provided verbally at the meeting.

8.2 The Chairman of the Snettisham Access Signs Working Group updated the Panel on the progress of the working group. She informed the Panel that a meeting would be taking place with all stakeholders week commencing 18 March 2013. She reiterated that the topic was a very complex issue and thanked members of the working group and the officers for the work they had done so far.

8.3 **RESOLVED** to note the report.

## **9 Environment, Transport and Development Department Integrated Performance and Finance Monitoring Report 2012/13.**

9.1 The Panel received the annexed report (9) by the Director of Environment, Transport and Development, updating the Panel on the progress made against the 2012/15 service plan actions.

9.2 The following points were noted during the presentation of the report:

- The current position for Waste Procurement and Joint Working, under Delivering Norfolk Forward had worsened because of uncertainties with the Defra changes to the Controlled Waste Regulations.
- The amount of waste to landfill had remained above target despite the efforts to encourage more recycling, in particular the recycling of food waste.
- The sickness target of 6.1 day per full time employee (fte) was above the target for ETD of 5.5 days per fte, but was below the Norfolk County Council target of 6.6 days per fte.
- Outcomes for Norfolk People net additional homes provided, while still below target appeared to be levelling out which was considered a positive step.

9.3 The following points were noted during questions from the Panel:

- The Panel expressed their sympathy to the individuals and families of the casualties involved in accidents on Norfolk roads during the last few

weeks. The Deputy Cabinet Member for Planning and Transportation said that further meetings with the Highways Agency would be organised in an attempt to try to find a solution to prevent accidents on the A47, particularly near Dereham, Hockering and Honingham.

Mr Mackie proposed that the Panel write to Government to add cross party support and weight to the case for dualling the A47. The proposal was seconded by Mr East and following a vote the proposal was unanimously **AGREED**. Members also requested that officers consider whether showing the locations of fatal or serious accidents in map form was a useful way to draw attention to this issue and noted that the EDP had recently published a useful map of this type.

- The Cabinet Member for Economic Development drew the Panel's attention to the regeneration project at Great Yarmouth where 19 homes at the Beach car park had been built in partnership with Great Yarmouth Borough Council.
- The Cabinet Member for Economic Development reiterated that there was huge potential to unlock economic benefits in Norfolk and some of the initiatives undertaken so far included the houses built on the Beach coach station at Great Yarmouth and the houses being built in King's Lynn with assistance from the Norfolk Infrastructure Fund. The Cabinet Member was also very proud of the achievements of Hethel Engineering Centre that had supported 70 business start-ups, with only 4 businesses failing out of those 70.
- The Panel were very pleased to note that 89 Norse apprenticeship positions had recently been filled.
- Sickness levels for ETD department were well below the county council average and only slightly above the set target. Sickness absence was a priority for all managers within the department and all reasons for sickness absence were rigorously pursued. Managers in the department were all aware of the high priority and the influence the target could have on overall departmental results.
- The carbon reduction target was on track to meet 25% by 2014 and discussions were taking place to agree the targets for 2014. Norfolk County Council was currently rated 11<sup>th</sup> best council in the country for carbon reduction achievements. The main area where a reduction in carbon had been achieved was the energy use in buildings, with part-night lighting playing a small part in the reduction of carbon emissions, although streetlighting was a large energy use for ETD.
- Despite Norfolk County Council offering attractive subsidies to introduce kerbside recycling, the amount of residual waste sent to landfill had levelled out. Although there would always be waste that needed treating, incentives would continue to be offered to District Councils to encourage more recycling.



Kings Lynn and West Norfolk Borough Council were in the process of rolling out a recycling of kitchen waste programme within their Borough.

Norwich City Council had achieved a significant increase in food waste collection since they had introduced their food waste collection scheme. It was hoped the increase in recycling figures would increase further once Kings Lynn and West Norfolk introduced their own food waste collection scheme, and that these increases would be reflected in future performance figures.

- Following the recent deterioration in weather conditions, the Highways department were facing considerable strain on the budget in dealing with the actions. The Director of ETD confirmed the department was monitoring the situation very closely.

### 9.3 **RESOLVED to**

- note the progress made against ETDs service plan actions, risks and budget.
- Note the contents of the Economic Intelligence Report.
- Write to Government to raise the Panel's concerns with regard to the number of accidents recently on the A47, to add weight to the case for dualling the road.

## 10 **ETD Service Plans 2013/14**

10.1 The Panel received the annexed report (10) by the Director of Environment, Transport and Development covering the next stage of delivery through the draft 2013/14 ETD service plans. The Public Protection Service Plan had been included with the agenda papers and the other service plans for the ETD department were available in the Members room and on Members Insight for Members to look consider at their leisure.

10.2 The points below were noted following questions from the Panel:

- All Trading Standards department staff were trained to carry out a variety of duties and were therefore able to move around the service to deal with the different issues that arose. Any work which could be dealt with as a slightly lower priority would be deferred if an urgent case needed investigation.
- The Panel congratulated the Trading Standards Team for the work they had done when dealing with the recently well publicised food safety issues.
- The Memorandum of Understanding protocol provided guidance on how to respond to trading on the highway, for example cars advertised for sale. This legislation was primarily enforced by the District Councils. Any clear breaches of the protocol would be resolved by the Police, Highways Authority or District Councils as appropriate.

- Norfolk County Council had access to a database containing information about subscribers of mobile phones and owners of email addresses. Consultation was taking place with the Government on how adequate control of this information could be maintained as this information could assist Trading Standards in identifying people who used multiple telephone numbers and email addresses to advertise cars on the side of the road. The Minister for Consumer Matters recognised there was a business case for this information, although the matter had yet to be finalised.

### 10.3 **RESOLVED that**

- i) the Panel recommend the Public Protection draft service plan, covering Trading Standards activities, to Cabinet prior to Full Council, and
- ii) to note the report.

## 11 **Marine Conservation Zones: Consultation on Proposals for Designation in 2013.**

11.1 The Panel received the annexed report (11) by the Director of Environment, Transport and Development, considering the consultation by Defra for proposed designation of a first tranche of Marine Conservation Zones in 2013. Members were asked to consider the issues in the report and support the proposed response to the consultation by the Cabinet Member for Environment and Waste.

11.2 Mrs Cox addressed the Panel outlining her concerns if the Cromer Shoal Chalk Beds were included in future proposals for Marine Conservation Zones (MCZs). The following points were noted during her presentation:

- Potting fishery was a traditional method of fishing off the north Norfolk coast and had been taking place for generations with little change over the years in the technique.
- Target species, crab and lobster were trapped in baited pots which were laid on the seabed, attracting the targeted species and therefore creating very few discards. Towed net fishing methods affected a much larger area of the seabed and often caught other species, damaging the seabed in the process.
- The pot mesh was designed to target larger crab and lobster above the specified minimum landing size and any undersized crab or lobster would be returned to the sea at the point of capture, which led to good survival rates.
- Other byelaws were in place to aid conservation. These included a ban on the use of edible crab for bait, a ban on the landing of berried crabs and lobsters which are those bearing eggs, a ban on the landing of soft shelled edible crab and lobster and a ban on the landing of parts of crab or lobster.

- Cefas had identified a moderate to high exploitation in the southern north sea area, but this did not compare the inshore fishery with larger offshore vessels and there was an element of uncertainty in the assessment. Therefore it was recommended that the current inshore fishery should not be restricted in order to protect the seabed features at the site, the fishermen had been aware of this site for many years and a detailed consideration of all fishing activities should be undertaken, as well as a consultation to ascertain that the chalk bed at north Norfolk was not necessary.

11.3 The following points were noted during the discussion:

- 11.4 Dr Boswell proposed that with regard to question 3 - NG2 – Cromer Shoal Chalk Beds, the recommended response should be amended to read: “NG2 – The features proposed for designation are supported, **and supported by various conservation bodies**, although may require reassessing in the light of the review of reference areas, eg; the exclusion of Blue Mussel Beds as a feature within the recommended MCZ”. The proposal was seconded by Mr East.

The Panel noted that the Inshore Fisheries and Conservation Authority (IFCA), the MNOEA and Defra would respond individually as part of the consultation, therefore the additional sentence was not necessary.

Following a vote, with 3 votes for, 1 abstention and 10 votes against, the motion was lost.

- 11.5 Dr Strong addressed the Committee regarding designated area RA4 Blakeney Marsh. A copy of Dr Strong’s presentation is attached at Appendix A to these minutes. Following her presentation, Dr Strong proposed that the Council write to Defra on behalf of the Panel asking them not to consider this zone as a MCZ at any time in the future. The proposal was seconded by Mr East.

With 3 votes for, 0 votes against and 11 abstentions, the motion was **carried**.

- The Panel **AGREED** to request ETD write to Defra separately from the overall response to the consultation that RA4 Blakeney Marsh should be excluded entirely from any future consideration regarding designation as a MCZ.

11.6 **RESOLVED** to:

- i) Note the report
- ii) Agree the response to the consultation by the Cabinet Member for Environment and Waste as outlined in the report. Write to Defra on behalf of the Panel that RA4 Blakeney Marsh should be excluded from any future consideration as a designated Marine Conservation Zone.

## 12 Better Broadband for Norfolk

- 12.1 The Panel received the annexed report (12) by the Better Broadband for Norfolk Programme Director, describing the Better Broadband for Norfolk (BBfN) Programme's progress to date and forthcoming activities.
- 12.2 The Cabinet Member for Economic Development congratulated the team on this excellent good news story and said that Norfolk was leading the way with broadband.
- 12.3 The following points were noted in response to questions from the Panel:
- Implementation would take place in phases. In advance of implementation of each phase survey work would take place to ascertain exactly where existing ducts could be used and areas where new ducts would need to be laid. It was hoped that phase one implementation would be completed before Christmas 2013, with new phases released every three months.
  - The completion of survey work for each phase would enable design and planning work to take place for the phase. This would include planning notifications/applications and ascertaining the impact on highways, road closures, etc. and liaison with the power companies to ensure that when road closures were required they could be utilised for providing power supply to cause the least amount of disruption.
- 12.4 The project was expected to be completed by the end of 2015.
- 12.5 Members requested that consultation take place with the District Councils to ensure when new housing developments were identified, the developers were contacted early to see if broadband infrastructure could be laid before the roads were set out.
- 12.6 The Panel expressed their pleasure about how the project was progressing and said that the benefits to small businesses and the improvements in the local economy would be very welcome.
- 12.7 **RESOLVED** that
- i) The report be noted;
  - ii) The Panel would receive an update report every six months.

## 13 Lead Local Flood Authority Flood Investigation Duty

- 13.1 The Panel received the annexed report (13) by the Director of Environment, Transport and Development, updating the Panel on a new role to review and scrutinise the delivery of the Council's overall Flood and Water Management duties. Responsibility for this new role was passed to Environment, Transport and Development Overview and Scrutiny Panel from Cabinet Scrutiny Committee, who had agreed this approach at their meeting on 24 July 2012.

Members were asked to note the Panel's new role in the scrutiny of the Council's Flood and Water Management duties and endorse the proposed flood investigation protocol.

- 13.2 • The Panel were pleased to endorse the flood investigation protocol as set out in the Annexe to the report.

13.3 **RESOLVED** to

- i) Note the Panel's new role in the scrutiny of the Council's Flood and Water Management duties, and
- ii) Endorse the proposed flood investigation protocol.

(The meeting closed at 12.15pm)

**Chairman**



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## Appendix A Agenda item 11

### **Ref: Area Designate RA4 Blakeney Marsh.**

Net Gain was employed by Natural England to carry out research as to appropriate reference areas. In simple terms these were to be areas where no human or domestic animal should walk.

One such area designate is RA4 Blakeney Marsh a 1 kilometre square of saltmarsh habitat between Blakeney and Morston

If the reference area is approved it means wild fowlers would be banned, there would be no more collection of samphire or sea lavender,

When the seal boaters asked what would happen if one of their boats got cast upon the area they were told they would not be allowed on to retrieve it

Apart from the seal boats the other activities may not be main sources of income but they are certainly secondary sources – and yet there had been no socio-economic survey

Indeed there were several more interesting aspects of the research – such as the question of a public right of way running through the area which had been overlooked.

It further transpired that not only had I, representing the County Council, not been consulted but neither had the District Councillor or the Parish Councillors - nor indeed the National Trust who owned the land.

I could go on to describe the many meetings, attended by Natural England, where it was clearly stated by local councillors, residents and representatives of the many long shore activities that the idea was totally unacceptable.

This opinion and many arguments were presented to the Minister for the Environment Richard Beynon and Defra officials – as was also some 2½ thousand signatures.

It was subsequently reported to us that no other proposal had created such a furore as ours.

And as a consequence of our evidence that the consultation, or more importantly the research, had been – to say the least – inadequate. **All** reference zones have been withdrawn and will be reconsidered

### **Unfortunately this means we have no assurance that Blakeney's RA4 is safe**

Yet it should never have been under consideration. This area is situated within Blakeney National Nature Reserve, owned by the National Trust – who work with users maintaining the fragile balance between conservation and public access.

It is also a

- Special Site of Scientific Interest
- An Area of Outstanding Natural Beauty,
- A Ramsar site

- A Marine Special Area of Conservation
- A Special Protection Area

And additionally

- A nominate World Heritage Site and a Biosphere Reserve

Ignoring its long standing non-commercial traditional activities – which the Government noted had been overlooked – it was chosen because it is in excellent condition

It is in that condition because there are 6 special protection orders

It is in that condition because the locals and visitors respect it

It is in that condition because over years the National Trust has worked to gain respect and support from users of the marsh

And what would happen if it is designated as a reference zone?

The police have stated they do not have the resources to police it

The NT feels it could not 'police' the zone – and it would destroy the relationships which keep the marsh in good condition

(And by the way the NT have suggested another area which would meet the needs of NE and which is not accessed by the public)

I am told the Blakeney marsh was picked on because the Burnhams were considered but fortunately for them they have Common Rights

NETGAIN then reached Holkham and found it was private – and as time was running out landed on Blakeney

Many organisations are in favour of the concept of MCZs but the Wildlife Trust, who know Blakeney marshes well, came out publicly stating this area should not be referenced.

All in all to even consider this area is ludicrous

The only outcome would be a negative impact on traditional activities – some of which provide an income, many of which give pleasure to Norfolk residents and visitors.

**So I am asking this Panel to write to DEFRA sending a very clear message to DEFRA that this area should never again be considered for zoning.**

Dr Marie Strong  
County Councillor – Priory, Glaven & Walsingham Parishes  
13 March 2013

**Actions arising at the Environment, Transport & Development Overview & Scrutiny Panel meeting  
13 March 2013**

Agenda Item Number	Report Title	Action	REPLY by: -	
9	ETD Integrated Performance & Finance Monitoring Report 2012/13.	<p>Mr Mackie proposed that the Panel write to Government to add cross party support and weight to the case for dualling the A47. The proposal was seconded by Mr East and following a vote the proposal was unanimously <b>AGREED</b>.</p> <p>Members also requested that a map showing the locations of fatal or serious accidents along the A47 between Swaffham and Great Yarmouth between 2008 and 2013 be included in the representation.</p>	Chairman – Alec Byrne. Drafted by ETD.	Letter signed by Chair and sent to the Government on 22 March 2013.
11	Marine Conservation Zones: Consultation on Proposals for Designation in 2013.	The Panel <b>AGREED</b> to request ETD write to Defra separately from the overall response to the consultation that RA4 Blakeney Marsh should be excluded entirely from any future consideration regarding designation as a Marine Conservation Zone.	ETD Cabinet Member for Environment and Waste	Letter signed by Bill Borrett and sent to Richard Benyon MP and copied to Defra on 20 March 2013.



## **Forward Work Programme: Scrutiny**

Report by the Director of Environment, Transport and Development

### **Summary**

This report asks Members to review and develop the programme for scrutiny.

### **Action required**

Members are asked to:

- i) review the Outline Programme for Scrutiny (Appendix A) and agree any changes.
- ii) consider new topics for inclusion on the scrutiny programme in line with the criteria at para 3.3, including considering the item referred from the Corporate Resources Overview and Scrutiny Panel at Section 4 and the Councillor Call for Action at Section 5.
- iii) agree that group scrutiny leads or representatives should meet to prepare a proposed forward work programme for consideration at the Panel's next meeting.

## **1. Background**

- 1.1 Scrutiny committees are often referred to in the media as 'watchdogs'. Put simply, scrutiny involves asking probing questions, forming conclusions based on the evidence collected and, where possible, making recommendations for improvement. The main purpose of public scrutiny is to drive improvement to the quality of public services, whether these are delivered by the County Council or other providers.
- 1.2 Among the principles that underpin scrutiny at the County Council is that it should reflect the concerns of the people of Norfolk, give them a voice in decision making and generally promote their interests. Scrutiny is also the main way in which County Councillors who are not members of the ruling Cabinet can influence decision making and make a difference to people's lives outside of their own Divisions.
- 1.3 Scrutiny usually takes the form of reports to meetings, where members can question the relevant Cabinet member or representatives of County Council departments or other public service providers. Alternatively, working groups with a smaller number of members can be set up to delve more deeply into a matter, including site visits, meetings with service users or wider consultations. These groups then report back to the Committee or Panel with recommendations for improvement.
- 1.4 As this is the first meeting of this Panel following the 2013 local elections, Members are asked to consider any items that are ongoing from the previous Council and new issues that they might wish to add to the scrutiny forward work programme.

## **2. Remit of the Environment, Transport and Development Overview and Scrutiny Panel**

- 2.1 Overview and Scrutiny Panels cannot take decisions on behalf of the Council, but can review how policies and decisions are actually working once they have been agreed

and are in place. The Panels can also discuss and debate policies and plans which are under consideration. The Cabinet Member will then take account of the Panels' views when matters are taken to Cabinet for decision.

- 2.2 The remit of this Panel covers the functions of the Council managed by the Director of Environment, Transport and Development. These include planning, development control, highways and transportation, environment and waste, economic development, planning regulatory and consumer protection services including trading standards, emergency planning and related matters affecting the County of Norfolk. The Panel also has a remit to scrutinise Public Health Services as they relate to Environment, Transport and Development.

### **3. Agreeing an outline programme for scrutiny**

- 3.1 Scrutiny adds most value when there is a genuine opportunity to influence policy and practice and make a difference. It is important that the Panel agrees a clear objective for each issue under review and thinks through the most effective format and approach, ensuring it is tailored to the subject.
- 3.2 The Outline Programme for Scrutiny at Appendix A was agreed by the previous Panel at its last meeting in March 2013. As this is the first meeting of this Panel following the 2013 local elections, Members are asked to consider any items that are ongoing from the previous Council and new issues that they might wish to add to the scrutiny forward work programme. The recommendation at the end of this report suggests that group leads or representatives meet to review the suggestions made by the Panel members and consider a draft programme for discussion at the September Panel meeting.
- 3.3 Previously, Members have found the following criteria helpful in identifying and prioritising topics for scrutiny : -
- (i) High profile** – as identified by:
- Members (through constituents, surgeries, etc)
  - Public (through surveys etc)
  - Media
  - External inspection (Ombudsman, Internal Audit, Inspection Bodies)
- (ii) Impact** – this might be significant because of:
- The scale of the issue
  - The budget that it has
  - The impact that it has on members of the public (this could be either a small issue that affects a large number of people or a big issue that affects a small number of people)
- (iii) Quality** – for instance, is it:
- Significantly under performing
  - An example of good practice
  - Overspending
- (iv) It is a Corporate Priority**

#### **4. Item referred from the Corporate Resources Overview and Scrutiny Panel**

- 4.1 At its meeting in June, the Corporate Resources Overview and Scrutiny Panel received draft terms of reference for scrutiny of the feasibility of supporting local businesses through changes to business rates, as requested at the last meeting of the previous Panel in March. While agreeing these terms of reference, the Panel believed that there was a strong 'economic development' theme to this topic and therefore voted in favour of referring it to this Panel to consider its inclusion on its scrutiny forward work programme. The terms of reference and a brief covering report are available at Appendix B.

#### **5. Councillor Call for Action (CCfA)**

- 5.1 Appendix 12A of the Council's constitution provides guidance on the power conferred on councillors by section 119 of the Local Government and Public Involvement in Health Act 2007 to help them tackle local problems on behalf of their constituents by calling for consideration of any issue of concern affecting their division by the appropriate Overview and Scrutiny Committee – a CCfA. The guidance makes it clear that CCfA's are intended as a last resort, to be used when all other means of resolving an issue have proved to be unsuccessful.
- 5.2 Councillor John Dobson has submitted a CCfA concerning the public bus service to Great Massingham and has indicated his intention to attend this meeting of the Panel to introduce the issue and answer any questions. A summary of the issue involved, the outcomes that Councillor Dobson is hoping to achieve and his conclusion are available at Appendix C.
- 5.3 Members of the Panel will also note from the Outline Programme for Scrutiny at Appendix A that Councillor Dobson also submitted a CCfA to the previous Panel in October 2012 concerning Snettisham Access Signs. The working group looking into this issue had not concluded its work by the time of the Council elections in May and Councillor Dobson has also indicated his wish to address the Panel on this matter.

#### **6. Section 17 – Crime and Disorder Act**

- 6.1 The crime and disorder implications of the various scrutiny topics will be considered when the scrutiny takes place.

#### **7. Equality Impact Assessment**

- 7.1. This report is not directly relevant to equality, in that it is not making proposals that will have a direct impact on equality of access or outcomes for diverse groups.

#### **Action Required**

The Overview and Scrutiny Panel is asked to:

- (i) review the Outline Programme for Scrutiny (Appendix A) and agree any changes;
- (ii) consider new topics for inclusion on the scrutiny programme in line with the criteria at para 3.3, including considering the item referred from the Corporate Resources Overview and Scrutiny Panel at Section 4 and the Councillor Call for Action at

Section 5 above;

- (iii) agree that group scrutiny leads or representatives should meet to prepare a proposed forward work programme for consideration at the Panel's next meeting.

## Officer Contact

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

<b>Name</b>	<b>Telephone Number</b>	<b>Email address</b>
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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 Keith Cogdell or textphone 0344 800 8011 and we will do our best to help.**

## Outline Programme for Scrutiny

Standing Item for the Environment, Transport and Development O & S Panel: Update for 23 July 2013

**This is only an outline programme and will be amended as issues arise or priorities change**

Scrutiny is normally a two-stage process:

- Stage 1 of the process is the scoping stage. Draft terms of reference and intended outcomes will be developed as part of this stage.
- The Overview and Scrutiny (O&S) Panel or a Member Group will carry out the detailed scrutiny but other approaches can be considered, as appropriate (e.g. 'select committee' style by whole O&S Panel).
- On the basis that the detailed scrutiny is carried out by a Member Group, Stage 2 is reporting back to the O&S Panel by the Group.

This Panel welcomes the strategic ambitions for Norfolk. These are:

- A vibrant, strong and sustainable economy
- Aspirational people with high levels of achievement and skills
- An inspirational place with a clear sense of identity

These ambitions inform the NCC Objectives from which scrutiny topics for this Panel will develop, as well as using the outlined criteria at para 1.2 above.

### **Changes to Programme from that previously submitted to the Panel on 13 March 2013**

#### **Added**

- None.

#### **Deleted**

- The Future Role of the Forestry Commission Estate in Norfolk

Topic	Outline Objective	Cabinet Portfolio Area	Stage 1 (scoping report)	Stage 2 (report back to Panel by Working Group)	Requested by	Comment
<b>Scrutiny Items – Active</b>						
1. Mobile Phone coverage for rural and urban areas in Norfolk	To review provision of effective mobile phone coverage for rural and urban areas in Norfolk.	Economic Development		Various	1 September 2009 (by a Scrutiny Task & Finish Group set up by the former ED&CS O&S Panel).	Has been progressed by a Member Working Group.
2. Snettisham Access signs	To achieve an agreed, unified view of the signs issue between the key responsible authorities in order to give the police a firm line to prevent further escalation in acts of criminal damage or violence.	Environment and Waste	Councillor Call for Action submitted to Panel by Cllr Dobson		Councillor Call for Action submitted to Panel by Cllr Dobson – October 2012 meeting.	Has been progressed by a Member Working Group. Two stakeholder meetings have been held and a further one was planned to take place in May but a suitable date could not be identified.

*Continued.../*

Topic	Outline Objective	Cabinet Portfolio Area	Stage 1 (scoping report)	Stage 2 (report back to Panel by Working Group)	Requested by	Comment
3. Fracking	To establish the Council's position on 'fracking' with particular reference to: its potential impact on Norfolk's environment and the county's wider contribution to carbon emissions and; its possible implications for local planning policy."	Environment and Waste Planning and Transportation			County Council, following a motion at the January 2013 meeting.	Has been progressed by a Member Working Group, chaired by Cllr Spratt. The first meeting of the Working Group was held in February 2013.
<b>Scrutiny Items – Ongoing/identified for possible future scrutiny</b>						
4. Broadband coverage for rural and urban areas in Norfolk	To review broadband coverage for rural and urban areas in Norfolk (following implementation of the Broadband for Norfolk project).	Economic Development	TBC	TBC	O&S Panel, September 2011	

### **Terms of reference for scrutiny of the feasibility of supporting local businesses through changes to the current business rates regime**

Report by the Head of Democratic Services

#### **Summary**

At its meeting on 13 June 2013, the Corporate Resources Overview and Scrutiny Panel voted to refer this topic to this Panel to consider its inclusion on the Panel's scrutiny forward work programme. This report provides the Panel with background information regarding this decision.

#### **Action required**

The Overview and Scrutiny Panel is asked to consider adding this item to its scrutiny forward work programme and, if so, to agree or amend the attached draft terms of reference.

## **1. Background**

- 1.1 In March 2013, the Corporate Resources Overview and Scrutiny Panel received a report on the new business rates retention scheme and the creation of a business rates pool with Broadland District Council. In the course of discussion, concerns were raised about the difficulties being experienced by a number of businesses during the current economic downturn and it was agreed that draft terms of reference should be brought to the Panel's next meeting in June. These draft terms of reference are attached.
- 1.2 At the first meeting of the new Corporate Resources Panel on 13 June 2013, it was agreed that:
  - The terms of reference at Appendix A would be best addressed in the first instance by an officer report to a full Panel meeting, which would give Members an opportunity to identify any other relevant issues that should be addressed by further work.
  - It would be more appropriate for scrutiny of this topic to be undertaken by this Panel, given its remit for 'economic development'.

## **2. Resource Implications**

- 2.1 This report has no direct resource implications.

## **3. Section 17 – Crime and Disorder Act**

- 3.1 There are no implications for crime and disorder arising from this report.



#### **4. Equality Impact Assessment**

- 4.1 This report is not making any proposals that would have a direct impact on equality of access or outcomes for diverse groups.

#### **5. Other Implications**

- 5.1 Officers have considered all other implications which members should be aware of and there is none to take into account.

#### **6. Action Required**

- 6.1 The Overview and Scrutiny Panel is asked to consider adding this item to its scrutiny forward work programme and, if so, to agree or amend the attached draft terms of reference.

#### **Officer Contact**

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

<b>Name</b>	<b>Telephone Number</b>	<b>Email address</b>
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# **Draft terms of reference for scrutiny of the feasibility of supporting local businesses through changes to the current business rates regime**

**Scrutiny by:** Report to full Panel

## **Reasons for scrutiny**

The number of business failures during the current economic downturn has attracted considerable attention and concern, not least in relation to the impact on 'High Streets' which are also suffering competition from internet shopping and out-of-town retail centres. In addition, there are concerns about jobs and general prosperity which could lead to the loss of local businesses; seen by many as a threat to the distinctiveness of Norfolk and therefore to its attraction as a tourist destination.

Members of the Overview and Scrutiny Panel have expressed an interest in ascertaining whether the current business rates regime is a significant factor in business failure and what local authorities may be able to do to prevent such failure.

## **Issues and questions to be addressed**

- What evidence is there that business rates are a significant cause of business failure?
- How does the current business rates regime operate and has the Local Business Rates Retention Scheme had an effect on this?
- What, if any, provision is there to relieve businesses at risk of failure from the impact of paying business rates?
- What scope is there for local authorities to reduce business rates in terms of the impact on their own funding?

## **Planned outcomes**

The Panel will:

- Have an understanding of the impacts that the current business rates regime has on local businesses
- Be better placed to decide whether any local action to mitigate these impacts would be appropriate

## **People and organisations to consult with**

- District Councils
- Federation of Small Businesses
- Chamber of Commerce
- Valuation Office
- NPS Property Services

## **Restoration of Public Bus Service to Great Massingham**

### **Councillor Call for Action as submitted by Cllr John Dobson**

#### **SUMMARY OF THE ISSUE INVOLVED**

##### **Background**

In 2010, as a result of the severe reduction in Government funding for Norfolk County Council announced in the Comprehensive Spending Review, decisions were made on the service reductions necessary to enable the County Council to cope with the impending financial constraints. Seen as part of this, in April 2011, a drastic reduction was made in the bus service provided by Norfolk Green for Great Massingham. From being a proper, full, return service of two Norfolk Green buses a day from the village to King's Lynn, it now comprises a once a day (at an inconvenient time), return use of a small, community transport service mini-bus, which provides a shuttle connection from Great Massingham to the Norfolk Green service operating along the A148. Quite apart from this substantial, unacceptable reduction in the public transport provision for the communities affected, the use of the single shuttle bus involves considerable risks for all age groups, given the anomalous positioning of the bus stop effectively in the "splay" of a minor road joining a busy major road. It constitutes a major risk to users who for some reason are unable to use the once a day return service which is met by the shuttle bus on the northern side of the A148, which is a major, busy, trunk road with no speed restriction. A 17 year old girl returning from King's Lynn in November 2012, but too late to access the shuttle bus, was knocked over by a car whilst walking home along the 0.8 mile stretch of the road with no pavement from the A148 to Great Massingham (see attached photograph)

##### **Policy**

Because of Great Massingham's rural, isolated location, away from main roads, this unwelcome and unsustainable reduction in service is, furthermore, at odds with national and local government policies to sustain and improve services to rural communities, rather than reduce or eliminate them. At the same time, the Borough Council of King's Lynn and West Norfolk, in its Local Development Framework, has designated Great Massingham as a "hub" village, to be developed, with more housing and businesses, i.e. a growing rural settlement certain to need better public transport links, rather than the severe reduction now inflicted. Above all, the curtailment of the bus service for Great Massingham encourages greater use of private cars (for those who own them) to travel to major centres of population and therefore is unsustainable in terms of extant environmental policies, which aim to reduce use of cars taking people into urban centres for shopping, hospital visits etc, causing increased pollution and creating traffic and parking problems.

#### **OUTCOMES THE LOCAL MEMBER IS HOPING TO ACHIEVE**

The most important outcome is the restoration of a proper, safely accessed, scheduled bus service, consistent with national policy regarding remote rural villages, as well as the new status of Great Massingham as a settlement which is about to undergo substantial development .

## **CONCLUSION**

In the light of the above, this case would appear to be eminently suitable, under CCfA procedures, for examination and deliberation, in particular in respect of the financial subsidy sought from the County Council, by the Norfolk County Council Environment, Transport and Development Overview and Scrutiny Panel, with its powers to invite members of other authorities and the service provider to a joint meeting and to recommend a course of action to satisfy the present need to restore a scheduled bus service to Great Massingham. That might best be achieved by setting up, as a matter of urgency, a Panel Working Group of Councillors, together with other principals involved, to examine the complex issues involved, and make recommendations.

## Environment, Transport and Development Department Integrated Performance and Finance Monitoring Report 2012/13

Report by Director of Environment, Transport and Development

### Summary

The information included within this report is the 2012/13 year end position for Environment, Transport and Development (ETD), along with an updated position on key projects where available. Any significant changes to the performance information between publishing this paper and presenting to Panel will be updated verbally. An update of progress made against the 2012/15 service plan actions, is included on an exception basis. The report is structured around the ETD dashboard (Appendix A to this report). Symbols have been included within the body of this report in order to direct Members to the associated quadrant of the dashboard. Also included is a definition 'guide' to the indicators (Appendix E to this report).

- **Revenue Budget:** The Departmental revenue budget was underspent by £0.116m (0.10%) on a budget of £119.519m.
- **Capital Budget:** The Highways capital programme was underspent by £0.078m on a programme of £49.958m (0.16%), the Environment and Waste capital programme, £6.858m was delivered on budget and the Economic Development programme, £2.020m was underspent by £0.182m (9%).
- **Service plan actions:** Activity in this report mainly relates to the 2012/15 service plans which were agreed by Panel on the 14 March 2012. Updates to the ETD service plans show that from the 96 actions, 1 was showing as Red 'off target', 9 were showing as Blue 'slightly off target' and 86 actions were Green 'on target'.
- **Dashboard:** The dashboard for ETD which forms the basis of this report is attached as Appendix A. The dashboard includes all measures of departmental significance as agreed by the management team and Panel members. Further detail as to why is included within the main body of this report and appendix E contains definitions for all measures within the dashboard.
- **Economic Intelligence Report:** Appendix F is a report detailing economic intelligence information for Norfolk for the period.
- **Risks:** Of the four risks within the dashboard three have remained unchanged and one has improved. An update on individual risks can be found in section 3.8 of this report.

### Action Required:

Members are asked to:

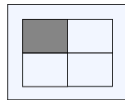
- Comment on the progress against ETD's service plan actions, risks and budget and consider whether any aspects should be identified for further scrutiny.
- Consider and comment on the contents of the Economic Intelligence Report

## 1 Background

1.1 This report updates the ETD performance dashboard for Overview and Scrutiny Panel based mainly upon March/April data to give an end of 2012/13 position. The dashboard

acts as an overview of departmental performance, identifying progress against four themes, Delivering Norfolk Forward, Managing our Resources, Outcomes for Norfolk People and Service Performance.

- 1.2 The purpose of this report is to alert Members to areas of concern and highlight areas of improvement within the ETD dashboard including an update on the financial position against the budget at the end of 2012/13.



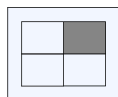
## 2 Delivering Norfolk Forward

- 2.1 The overall rating for the ETD Transformation and Efficiency programme has remained Green throughout 2012/13 and improvements and savings of £2.426m have been delivered. Looking at the individual elements of the programme, at the end of 2012/13, three out of the thirteen projects relevant to this panel were rated as Blue 'slightly off target': the Waste PFI; and the Norwich Northern Distributor Route (NNDR) and improving customer service. More information on these projects is contained in sections 2.3 to 2.6 of this report. One project, waste procurement and joint working, was rated as Red, more information is contained in section 2.7 of this report.
- 2.2 The following are some key achievements from the overall programme in 2012/13:
- Funding was received as part of the targeted Rights of Way (Norfolk Trails) from the Rural Development Programme for England. The funding went towards projects for the Nar Valley Trail, Cool Tourism for Paston Way and Weavers Way and there was also a bid for £160k to Natural England to upgrade parts of the National Trail and Peddars Way.
  - Improvements were made to the Court Diversion courses for speeding drivers.
  - The OJEU (Official Journal of the European Union) notice for the Highways Service Delivery was issued.
  - A new smartphone 'app' for Norfolk Trails was delivered.
  - The trial of various software for shared transport was started. This will improve demand responsive transport (DRT) journey booking and scheduling.
  - A revised transport policy for new post 16 students was successfully delivered and the required savings made.
- 2.3 ETD's programme of process, workstyle and customer service improvements formed a key part of transformation for the department. The individual projects were designed to help increase customer self service, ensure efficient and effective customer journeys and reduce volumes/costs of printing and photocopying. The programme, which was managed within existing resources, delivered a range of improvements, including:
- Introduction of an online tracker for highway enquiries, more information on which can be found in section 4.8 of this report
  - Improved the application and renewal process for concessionary travel passes, including a new quick online renewal option, renewals by text and an automated telephone service. As a result the number of customers contacting us to chase up their pass (avoidable contacts) has reduced from 430 in June 2012 to 127 March 2013; and the number of new applications made online has increased from 13.5% in 2011/12 to 34% in 2012/2013
  - Increased the number of payments that can be made electronically. As a result the number of payments made to us by cheque (which take more resource to process) reduced by 18% in 2012/13 (compared to 2011/12);
- 2.4 The project to deliver the NNDR was rated as Blue 'slightly off target' overall, reflecting the work to be done in order to deliver the identified infrastructure. In December 2012 Cabinet approved the option to utilise the Nationally Significant Infrastructure Projects

(NSIP) route for the planning process for the Norwich Northern Distributor Route (NNDR), which has the advantage of combining various processes together, such as planning, land and highways orders. This is overseen by the Planning Inspectorate and provides for a more efficient overall process. It also provides more confidence in the timescales to deliver the NNDR, with the potential to commence construction in the Spring of 2015 and open the NNDR in the Summer of 2017. Work on the NNDR has focussed on engagement with the local communities, including member briefings, meetings with parish council members and a series of pre-planning application public exhibitions. This has been used to ensure that the details for the NNDR are well developed ahead of a formal NSIP consultation process in July and August 2013.

- 2.5 Also during July, the Postwick Hub A47 junction improvement, which will release significant growth in housing and employment, will go through its Public Inquiry process into the necessary Side Road Orders. If these Orders are confirmed, work could commence on Postwick Hub early in 2014. The majority of the Joint Core Strategy has been adopted, however there are elements of the text that were remitted following a legal challenge. The first hearing to examine the remitted text was held in May and a further hearing has now been programmed for later in July 2013 to complete this process.
- 2.6 Overall progress of the Waste PFI project in the context of Norfolk Forward, which assesses the longer term prospects for a project, was rated as Blue 'slightly off target' on the dashboard. The rating is a reflection of progress against delivery of the project at the end of 2012/13. It does not therefore reflect the most recent developments since the Council elections in May. In August 2012 the Secretary of State Eric Pickles announced that the planning application for the Willows was going to be called in for determination by way of a public inquiry. This commenced on 25 February and ended in May 2013. The inspector's report when produced will be submitted to the Secretary of State who will make the final decision. The official timetable indicates that a decision expected from the Secretary of State in mid-January 2014.
- 2.7 The waste procurement and joint working project remains Red due to uncertainties over the level of income that will be recovered from Waste Collection Authorities (WCAs) for controlled waste. We are working with seven WCA's to establish processes that will allow appropriate recharging of costs that were previously picked up by the County Council.
- 2.8 Further information on management of waste is included in sections 3.10 and 4.14 of this report.

### 3 Managing our Resources



- 3.1 The sickness absence target for ETD was 5.5 days per FTE, over a day less than the overall NCC target of 6.6 days per FTE. This challenging target was set in order to improve upon the (11/12) figure for ETD of 5.79 days. The end of year position (12/13) for ETD showed that although we did not quite reach our target at 5.8 days it was significantly below the average NCC wide figure of 7.06 days.

#### Reducing our energy consumption

- 3.2 Our target for reducing the Council's operational carbon footprint is 25% by 2014/2015, based on the 2008/2009 baseline (94,632 tonnes). This means that we want to reduce the amount of carbon Norfolk County Council produces by 23,658 tonnes.
- 3.3 Under the Carbon Reduction Commitment (CRC) scheme, 2012/13 represented the third year of the scheme which requires the council to report the amount of carbon it produces under certain criteria, more commonly known as its carbon footprint. From 2011/12 onwards this meant that the Council has had to pay a tax liability of £12/tonne for this footprint to the Department for Energy and Climate Change (DECC), the responsible government department overseeing the scheme.
- 3.4 In total the tax liability for the council in 2011/2012 was £650,184 of which, £476,473 directly related to the carbon footprint generated by schools. This represented a reduction in our carbon footprint of 16,096 tonnes or 17% (since 2008/2009). This also meant that the amount of money spent on energy reduced from £12,759,774 to £12,225,532, a saving of £534,242. Figures for 2012/13 will not be available until later in the year and a full summary of progress will be reported to the Corporate Resources Overview and Scrutiny Panel in September.
- 3.5 One way in which we have been able to improve the way that we monitor carbon emissions is by fitting Automated Meter Readers (AMR) to NCC buildings. The meters provide hourly information on how much gas and electricity is being used in order to build up a comprehensive picture of energy use. Although this information is not available for the entire estate work is ongoing to improve the availability of information.
- 3.6 Information on the dashboard relating to ETD offices with AMRs in March 2013 shows a 3.9% decrease in carbon emissions between 2011/12 and 2012/13. The end of year position showed 516 tonnes of carbon being produced by AMR fitted premises. This is a positive step towards the 2014/15 target of 591 tonnes. Despite the cold weather at the start of 2013, emissions do not seem to have been affected and the downward trend has continued over the course of the year even through the winter (583 tonnes Jan 2012 – Dec 2012, 560 tonnes Feb 2012 – Jan 2013 and 536 tonnes March 2012 – Feb 2013).
- 3.7 Street lighting energy is about 90% of the total energy used by Environment, Transport and Development. Although figures have shown some downward movement in 2012/13 it has remained above target. The overall increase has been partly due to the PFI replacement programme (which is replacing life expired lighting stock and bringing them up to modern standards) and partly from new developments. The rolling twelve month figure has shown a steady decline from 12,606 tonnes (June 2011 – May 2012) to 11,985 tonnes (April 2012 – March 2013). A number of initiatives to reduce street lighting energy use are currently under way.

## **Risk update**

- 3.8 The number of risks deemed as having corporate significance within the dashboard has remained fairly static at four.
- 3.9 Performance against 'Failure to implement the NNDR' is covered in section 2.4 as this also forms part of ETD's transformation and efficiency programme.
- 3.10 Two risks, both associated with waste management - 'failure to comply with Landfill Allowance for 2012/13' and 'failure to divert waste from landfill' were rated differently at the end of 2012/13. This is because the first relates to a target imposed on the County Council for how much biodegradable waste it could landfill in 2012/13 and the second relates to the impact an increase in residual waste tonnages above projected levels would have on the allocated budgets for the residual waste services.



- 3.11 The risk of not complying with Landfill Allowance for 2012/13 was rated as Green as year end figures show that the amount of biodegradable waste taken to landfill was within our allowance for the year (more information is in section 4.15). This is good news but shows the short term view of waste disposal only against one criterion.
- 3.12 The risk of not diverting waste from landfill relates to the impact increasing waste tonnages would have on the allocated 2012/13 budget. The risk was rated as Red as residual waste tonnage levels had not dropped as predicted. Levels had been reducing in recent years as recycling, reuse and minimization initiatives have been delivered and a target assumption of 200,000 tonnes for 2012/13 was established. However the expected decrease did not occur and residual waste volumes were around 210,000 tonnes for 2012/13 instead which meant that the cost of the services was above that expected.
- 3.13 In section 2.6 we reported that, in terms of the longer timeframe for assessment as a part of the Norfolk Forward programme, the project to deliver the Residual Waste Treatment Contract, was rated as Blue in reflection of the further work that needs to be done before the project can be delivered. Delivery of the project would contribute towards mitigation of the long term risk of diverting waste from landfill, along with other initiatives. As a result of this the risk has been changed in 2013/14 and the target date extended to 2017 to reflect the major contribution that the Willows Power and Recycling centre would have in the longer term. More information on the management of waste is contained in section 4.14 of this report.
- 3.14 The final risk, Loss of core infrastructure was rated as Green at the end of the year, indicating that the risk was on course to be mitigated within the specified timescale and had improved from previous months. The risk, which covers the whole of NCC operations reflects progress against a number of projects to assist with the resilience of the organisation. This includes ensuring that key systems and critical business activities can be maintained through various emergency situations. The risk is managed by the Resilience team which forms part of Public Protection within ETD.

## Revenue budget

- 3.15 The ETD revenue budget was underspent by £0.116m and rated Green. More detail is contained in Appendix B to this report

Division of service	Approved budget £m	Outturn £m	+Over/ -Underspend £m	+Over/ -Underspend as % of budget	Variance in forecast since last report £m
Environment, Transport & Development	119.519	119.403	-0.116	-0.010%	-0.018
<b>Total</b>	<b>119.519</b>	<b>119.403</b>	<b>-0.116</b>	<b>-0.010%</b>	<b>-0.018</b>

Additional winter maintenance costs in excess of routine maintenance.	£0.244m
Net additional costs from additional tonnage through Residual Waste Services, less income from Controlled Waste charges to Districts.	£0.544m
Additional cost pressure due to contractual RPI increase for HWRC management fee, less general organisational savings.	£0.074m
Saving on salaries due to delayed appointment of SuDS (Sustainable Urban Development Scheme) staff	-£0.083m

Savings from Environmental projects	-£0.042m
General waste administration savings	-£0.016m
Public enquiry costs for The Willows development	£0.158m
Underspend due to management of vacancies, increased income from Developer Services, and Local Bus subsidies not claimed	-£0.147m
Forecast Underspend due to management of vacancies, forecast reduced ICT and accommodation costs	-£0.848m
<b>Net Overspend</b>	<b>£0.116m</b>

3.16 The highways maintenance team plan their budgets for winter treatment based on a typical winter. This year, they allowed for 97 gritting actions, which is the average over the last five years. They passed that figure on 26 January 2013, towards the end of the spell of bad weather. More information is contained in section 4.11 to 4.13 of this report.

### Capital programme

3.17 The Highways programme is shown in Appendix C. The programme reflects the LTP allocation, which is entirely grant funded, and external funding sources, such as developer contribution and additional capital grants.

3.18 The highways programme was £49.957m and was underspent by £0.078m, the programme is actively managed throughout the year to aim for full delivery within the allocated budget. Schemes are planned at the start of the year but may be delayed for a variety of reasons e.g. planning consent or public consultation. When it is identified that a scheme may be delayed then other schemes will be planned and progressed to ensure delivery of the programme and the original schemes will be planned to be included at a later date. Over / (under)spends and slippage will be carried forward to 2013/14, details of the programme are in Appendix C.

3.19 The Environment and Waste programme was £6.858m and was delivered on budget, details are in Appendix C.

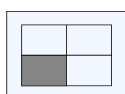
3.20 The Economic Development programme was £2.020m and was underspent by £0.182m, details are in Appendix C.

### Other financial information Reserves and Partnerships

3.21 The balance of reserves as at 31 December is £26.872m, including £9.063m in respect of the Street Lighting PFI and £5.871M relating to Highways maintenance.

3.22 The reserve balances are held for specific purposes and the use of the reserves is constantly reviewed and where possible released to support other areas of service delivery.

## 4 Service Performance



4.1 The measures within this quadrant include a 'cross section' of information that gives an overall view of performance for ETD. They are made up of service specific measures that were agreed by the management team to reflect the key priorities within the department. Within this section of the report we have also included some associated areas of activity from services which contribute towards overall departmental performance and which feature within 2013/14 ETD service plans.

## Highways

- 4.2 We use a composite measure in order to determine how well Highway Maintenance is being carried out. The measure includes bridge, road and footway condition as well as how quickly we rectify with problems with the highway, such as certain types of potholes (category 1 defects) and how quickly faults with street lights are put right. This also helps us to track how well the subcontractors that deliver some of these services are performing.
- 4.3 For the major part of 2012/13 the measure, has remained fairly static between 3% and 5% however towards the end of 2012/13 we saw a sharp increase in the amount of category 1 defects identified. From November we started to see the number of defects exceeding target. This ranged from 391 (target of 359) in November to 853 in February (target of 600). These figures are 'in month' figures and targets are based upon previous year's experience. Deterioration has been caused by a number of factors, including the wet summer followed by a spell of cold weather experienced in 2012 and we would expect to see an increase of some level during this time of year under these circumstances.
- 4.4 Despite the increase, response times have remained high between 95% and just under 100% over the course of 2012/13. This is positive as it means that despite the number of reported issues increasing we are managing to respond largely within the specified time frame.
- 4.5 Results from an external inspection of A, B and C roads appear to show an improvement in the overall condition of the highway. The inspection is carried out using a vehicle which monitors the general condition of the road surface. However, an investigation has been carried out in to these results as there appears to be no clear reason as to how the level of improvement (some 25% better than last year) has been achieved. From experience we know that the programme of works in place to maintain the highway would not have achieved this level of improvement.
- 4.6 This is backed by results from the 2012/13 Ipsos MORI customer survey which show that overall residents continue to be unhappy with the condition and maintenance of local roads. Dissatisfaction with the condition of road surfaces has increased from 56% to 61% over the past year with Broadland and South Norfolk showing the greatest increase. This is also true of other counties such as Essex where 74% of residents said they were dissatisfied and 51% in Suffolk. Satisfaction with the quality of repairs has remained consistent (26%) but dissatisfaction with the speed at which repairs are carried out has increased from 59% to 64%.
- 4.7 In January 2013 we reported to Panel that additional funding provided this year by the County Council along with government structural maintenance investment brought the overall budget to approximately £31m. However, changes in the highway maintenance backlog over recent years suggest that a budget between £35m (to keep highway condition at a reasonable level) and £45m (to prevent deterioration) is actually required. Reducing the investment would inevitably lead to further deterioration in highway condition, in spite of the significant progress made in allocating funding through our approach to asset management. Lower cost treatments will continue to be used, where appropriate, to maintain the serviceability of the asset but these will not address the underlying deterioration, potentially leading to increased costs in future years.
- 4.8 In November 2012 we promoted a new web based service called Highways Enquiry Checker in Your Norfolk. The service, which builds upon the success of a previous online reporting system, allows members of the public to not only report but to track progress of an issue. The system was also expanded to include reporting of issues with Public Rights of Way or PROW during the year.

- 4.9 Since it was introduced in October 2012, the tracker has been getting around 620 online 'hits' each month from customers logging in to check progress. The number of reports using the system in relation to highway issues (excluding emergencies where customers are asked to telephone instead) has shown a steady increase from 201 in late November to 651 in March 2013. In addition 202 reports were received for PROW related issues in February, followed by a slight reduction to 129 in March.
- 4.10 Latest figures for May show that 68.7% of PROW enquiries and 15.3% of Highways maintenance enquiries came via the enquiry tracker. The volume of enquiries submitted via the tracker does appear to have reduced but this corresponds with a reduction in the amount of total contacts received.
- 4.11 Keeping Norfolk's 5,965 mile road network open and accessible in periods of bad weather such as snow presents many challenges. 2,000 miles or so of this network form the basis for gritting routes but during 2012/13 the severe weather experienced meant that the service was tested and had to cover much more of the network.
- 4.12 Over 200 people were involved, most working 12 hour shifts to keep the county moving as much as possible. During 7 days of snow we gritted our 57 priority routes on average 6 times a day, using 13,000 tonnes of salt and sand. 1,300 grit bins across the county were also kept filled for use by the public and volunteers from town and parish councils.
- 4.13 By the end of the season over 41,000 tonnes of salt had been used, with the gritters going out 159 times, a 50% increase on average levels. This is likely to have cost the council £5m, significantly higher than the annual budget of £3.8m. Over a three hour period the council treats 2,080 miles of road every time it is gritted. This means that during this winter gritters covered 318,240 miles of road which is further than a journey to the moon.

## **Waste**

- 4.14 Managing the amount of waste produced will always be a challenge that requires a variety of solutions. As the Waste Disposal Authority we are always working in collaboration with the District Councils, as collection authorities, to explore new and innovative ways to manage waste and reduce the amount that is disposed of through landfill. In Norfolk alone, the waste market is estimated to be worth at least £100m a year and the County Council's responsibility for dealing with household waste accounts for around £30m of this.
- 4.15 2012/13 is the final year of the Landfill Allowance Trading Scheme and is a target year meaning we are not able to carry forward any unused allowance from the previous year. This made staying within our allowance even more important as any exceedance may have led to fines or the need to buy allowances. The amount of this waste classified as bio-degradable waste was below our allowance of 111,181 tonnes, rated as Green – on target.
- 4.16 Over the course of the year we use projected figures to determine how much waste is being disposed of through landfill to gain an understanding of the overall picture. End of year figures show that the amount of residual waste was approximately 210,000 tonnes and therefore above our target of 200,000 tonnes leading to a rating of Red - worse than target. This represents a levelling off of the reduction in the amount of residual waste which had been decreasing over previous years.
- 4.17 Changes under the Controlled Waste Regulations in April 2012 meant that the County Council can recharge some of the cost of disposal of waste to collection authorities, who can in turn charge the originator of the waste. As this is a relatively new change,

work has been underway over the course of the year to determine the processes around this.

- 4.18 During 2012/13 over £6.5m was paid out in recycling credits to collection authorities and voluntary organisations. Recycling remains an important element to reducing waste disposal with over 1,000 recycling points across the county, including 20 main recycling centres, plus kerbside collection of common recyclable materials. During 2012 two new recycling centres were opened, one in Caister and one in Thetford. In December 2012 the opening of the centre at Thetford represented the fourth purpose built site as part of a £4m, four year programme of investment in modernising and expanding recycling facilities in the county.
- 4.19 The Government's annual recycling statistics revealed the big contribution that Norfolk's recycling centres make to our recycling performance. The network achieved record performance, recycling nearly 47,000 tonnes of residents' rubbish (over 76% of what was brought to our sites), or nearly one third of Norfolk's total household recycling. Good recycling facilities not only encourage residents to recycle by making it easier but also help to prevent waste from going to landfill or simply being dumped. In 2012 the Environment Agency brought a successful prosecution against a Norfolk resident for allowing illegal fly tipping and waste disposal to happen on his land. The resident, who was ordered to do 120 hours unpaid work and to pay a contribution of £2,000 towards Environment Agency costs, allowed his land to be used for the illegal tipping, sorting and burning of waste without a licence. Evidence also showed that some of the waste was hazardous, including asbestos.
- 4.20 The Ipsos MORI survey of residents showed that satisfaction with the service remains high at 86%. Overall residents said that they were most satisfied with cleanliness and facilities, closely followed by the helpfulness of staff, opening hours and how 'user friendly' sites are.

## Travel

- 4.21 2012/13 saw some improvement in alternative travel provision such as Demand Responsive Travel (DRT) and journeys shared by health and social care.
- 4.22 Demand Responsive Travel (DRT), also known as a flexible service, serves a designated area with flexible timing. Unlike a normal bus service it operates upon passenger request by passengers booking their journeys in advance rather than having a specific timetable. Work to encourage more DRT shows that as a proportion of the overall subsidised bus service it has remained fairly consistent at around 6% over the course of the year.
- 4.23 However the number of shared journeys exceeded target at year end (20,863 against a target of 17,960). By combining journeys for people needing to get to Doctors appointments or various forms of social care we have been able to improve the efficiency of the service, making it more cost effective to run as a number of journeys can be combined together.
- 4.24 Both services (DRT and shared journeys) have been affected by things like the severe weather and reduced levels of 'take up' associated with Bank Holidays in 2012. However, providing options for travel remain a priority and we are continuing to explore ways in which these kinds of services can be provided. This not only provides greater flexibility to our customers but also helps us to work with larger operators to ensure that subsidised routes provide the most cost effective option.
- 4.25 Results from an Ipsos MORI survey undertaken in late 2012, early 2013 show that just over half of residents have used local buses at least once in the previous 12 months.

Social tenants (69%), those aged 65+ (62%), people in Norwich (69%) and Great Yarmouth (66%) used the bus service the most. Satisfaction remained in line with previous surveys at 65% and unsurprisingly those that were most satisfied were those that had used the service within the last 12 months. Among users those aged 65+ (82%), residents in Kings Lynn and West Norfolk (84%) and Breckland (81%) were the most satisfied with the service overall. In contrast in Norwich satisfaction was below average (57% v 70% overall). Satisfaction with the cleanliness of buses and the helpfulness of drivers were the biggest areas of improvement but bus punctuality remains an area of concern for most people.

4.26 The percentage of tracked bus services 'on time' at intermediate timing points has varied throughout the year and has largely been affected by seasonal weather and changes to the bus network. A well established pattern of reduced performance during the autumn and winter was observed and a significant timetable change by First Bus in September 2012 led to a short term drop in performance as the new network settled down. As First Bus account for around 55% of all tracked services, this change was reflected in the overall bus performance of the network. On time performance at intermediate timing points was 79% for 2012/13 as a whole.

## **Jobs**

4.27 Figures available from the Office of National Statistics (ONS) in June 2013 show that the number of people of working age unemployed in Norfolk was 24,000, in December 8,900 less than the previous year. In Norfolk 10,400 of these were aged between 16 and 24, which equates to 43% of the overall number of unemployed.

4.28 The number of people claiming Job Seekers Allowance (JSA) has fluctuated over 2012/13. The measure compares the number of people claiming JSA in the County compared to the rest of East of England in order to get an indication of whether the local market is better or worse than other counties. In November 2012, the indicator fell below target for the first time since April 2008, and it remained below at the end of the year despite a slight improvement in numbers in December 2012. This means that the number of people claiming JSA in Norfolk is not comparable with people living outside the County suggesting that more people are claiming in Norfolk than elsewhere in the East of England.

4.29 There continues to be variations across the county in the number of people claiming JSA as expected. Based upon information available from the ONS there were 18,678 people claiming JSA in Norfolk in March 2013. The break down has remained largely consistent across the course of the year. In March the largest percentage of JSA claimants remained in Great Yarmouth, at 6.8%, with 1.9% of those people having claimed for more than 12 months. This is high compared to the national picture of 3.9% of people claiming JSA, with 1.1% of those claiming for 12 months or more. The only other district council area with the number of people claiming JSA above the national average remained Norwich (5%). The lowest percentage of claimants remained in Broadland with 2%, with 0.4% claiming for 12 months or more. The number of people claiming JSA is only part of the picture as some people may not be claiming for a variety of reasons.

4.30 One area of particular concern is the amount of young people out of work. Figures show that in four out of the seven districts reported in Norfolk have more than the UK mean percentage (7.2%) 18 – 24 year olds claiming JSA (North Norfolk 8.3%, Gt Yarmouth 15.2%, Kings Lynn and West Norfolk 8% and Waveney 11.1%).

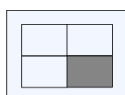
4.31 'Backing Apprenticeships' was launched in 2012. The programme aims to increase the number of 16-24 year olds undertaking an apprenticeship by working with businesses to provide more opportunities for young people. 29 apprenticeship placements have

been funded through the programme and a further 28 placements (NCC) and 53 placements (Norse) have been put in place. Figures show a 25.7% increase in the number of young people taking up apprenticeships in Norfolk, bucking the national and regional trend, which is seeing an overall decrease in apprenticeships.

4.32 In addition the Council has a target to provide between 30 and 50 graduate work placements by March 2014. To date 14 placements have been completed, 4 are taking place and 22 candidates are waiting.

4.33 Further information on performance in Q4 for Norfolk's economy is contained in the Economic Intelligence paper attached as appendix F. A report on delivery during 2012/13 of the Council's Economic Growth Strategy can also be found in a separate paper on this agenda. This paper has a wider focus, including sector development activity, delivery of improved broadband and other infrastructure, and funding secured for Norfolk's priorities.

## 5 Outcomes for Norfolk People



### Road Safety

- 5.1 The long term trend shows a decline in people being killed or seriously injured on Norfolk's roads. Figures remained under target over the course of 2012/13 but have fluctuated towards the end of the year with a steady decrease from 366 in October to 350 in December, followed by an increase to 366 in February and a further decrease to 359 in March. The rolling 12 month total for Child KSI's saw a reduction between April (37) and December (22). Towards the end of the year this increased to 25 in March which has been attributed to a single RTA.
- 5.2 Work to reduce incidents has included a number of initiatives linked to the campaign 'Keep your Mind on the Road'. The campaign, which was launched by the Road Safety Partnership in September. The campaign which used localised advertising was aimed at targeting drivers, cyclists, pedestrians and joggers. In November a further piece of work to recruit road safety volunteers was also launched. At the end of year 83 people had signed up and training began at the start of March 2013.

### Accessibility

- 5.3 The rural nature of Norfolk means that many people need to travel on a daily basis for a variety of reasons. Therefore maintaining the highway network as well as supporting travel for rural communities and a variety of different travel modes is a key priority to unlocking opportunities for everyone.
- 5.4 In order to gain an insight in to how easy it is for residents to move around the County we use a measure called 'Accessibility'. The measure looks at individual's ability to access services and facilities through public transport, walking or cycling at peak times, mainly focusing on their ability to get to work. The measure, which is reported quarterly has shown a roughly consistent picture in 2012/13 with a small increase from 72.8% in September to 73.7% in March 2013 against a target of 77%. Improvement is mainly linked to areas like south of Kings Lynn which has benefitted from a number of schemes since September 2012. Although this is an important step, accessibility around the county still remains an issue.
- 5.5 A joint project between Norfolk County Council and the Department for Transport will introduce smart card technology to provide easier and more cost-effective travel by 2015. Smart cards will replace ordinary tickets, allowing customers to manage their tickets online and bus operators will be able to access shared back-office support, bringing the cost within the reach of even the smaller companies.



- 5.6 Norfolk was chosen for the pilot as it represents a good mix of rural and urban journeys as well as a range of operators. The pilot will last for three years but will be evaluated throughout so that the benefits can be understood and used nationally. Norwich Park and Ride will be one of the first services to use the new smart cards with a launch planned in late summer.

### **Progress against service plans**

- 5.7 ETD 2012/15 service plans were agreed by Panel on the 14 March 2012. The end of year position shows that from the 96 actions, 1 was showing as Red 'off target', 9 were showing as Blue 'slightly off target' and 86 actions were Green 'on target'. The overall pattern over the course of 2012/13 shows that generally all actions have progressed well.
- 5.8 The action showing as 'Red' is the progression of the Waste PFI contract covered in section 2.6 of this report. This is red because in 2012/13 the Planning application was called in by the Secretary State, meaning the project did not meet its targets for that year.
- 5.9 The nine actions showing as Blue cover a variety of activity across the department. The reasons for the rating largely reflect the timescales involved in individual projects and in one instance, 'implementing a full permit scheme in Norfolk', relates to some delay being experienced due to new guidance from DfT.
- 5.10 One of the actions rated as Blue relates to activity to reduce the cost of home to school transport. The rating is due to end of year figures which show that we may not be able to deliver the target to reduce the budget by £1m. The main area of concern is special needs transport and investigation to date shows that this could be an impact of different journey requirements, for example longer journeys and an increased need for passenger assistants, combined with increased operational costs in this discreet area. We are continuing to explore ways in which we can make the service more efficient whilst maintaining good standards.

### **Protecting people**

- 5.11 Trading Standards are continuing to work with local businesses and the community to improve knowledge and understanding of trading in the County. The two measures, percentage of businesses brought into broad compliance with trading standards and the percentage of disputes resolved through advice and intervention have both achieved higher than target over the course of the year.
- 5.12 At the end of 2012/13 figures showed that access to consumer advice and protection pages was significantly up on previous months. The number of subscribers to consumer alerts also rose with 100 new subscribers in March, bringing the total number of subscribers to 2791. 17 alerts were issued in during March following on from the launch of 2013 Norfolk scams awareness programme in February.
- 5.13 This year has seen greater development and use of the Enterprise Act and other Civil Investigation techniques to help tackle those traders causing the most detriment to Norfolk consumers. Twenty-three targeted investigations have been commenced this year using this legislation; with 88% of those targeted already responding by making improvements to business practices (the remainder represent those that are in the early stages of 'consultation'). Performance using this approach is expected to improve further, until compliance is achieved or criminal sanctions imposed.
- 5.14 The 2012/13 food sampling programme concluded with a total of 327 samples taken under 16 discrete survey areas, including one focusing on the emerging food standards issue, the horse meat in beef scandal. Trading Standards obtained some £13,500 worth of funding from the Food Standards Agency to carry out some of our sampling work including the horse meat issue. Overall some 34% of the samples were unsatisfactory. These issues were generally addressed with advice in the first instance and then enforcement action such as warning letters or prosecutions if appropriate.



The Service was at the forefront of the national response to the horse meat issue and continue to work to ensure that confidence in the integrity of the food chain is restored for the benefit of both Norfolk consumers and the large food business sector within the County.

- 5.15 Last year a bid was submitted by the Norfolk Resilience Forum (NRF) (a multi-agency Civil Contingencies partnership) for grant funding for a project to support the delivery of a common community resilience framework of support and assistance. DEFRA confirmed that the NRF were successful in this application, and awarded up to the total value of £9,945. They stipulated a number of deliverables to be delivered by the 31 March 2013, including encouraging communities to develop emergency plans, providing 'Community Emergency' Packs and establishing a series of workshops and training sessions. The project was successful in that not only did it deliver the project plan, but also identified ways in which community engagement can be taken further forward within the Norfolk Resilience Forum Structure.

### **Update to ETD's Equality Improvement Plan**

- 5.16 In July 2012 Members agreed to monitor progress against the ETD equality improvement plan, which was developed to help address some of the inequalities identified through the ETD equality assessment report presented to this Panel in July 2012. This was the first assessment of this type carried out in the County Council.

- 5.17 The plan contains 21 actions across ETD. Overall the plan has been RAG rated as Green because the majority of the activities in the plan are currently on schedule, including:

- New guidance for our in-house highway designers to help ensure accessibility issues are considered in a practical way at the design stage.
- Working with bus operators to develop and deliver disability awareness training for drivers.
- Rolled out equality awareness training for managers and staff.

- 5.18 The first annual review of the ETD equality assessment is being carried out and the findings will be presented to this Panel in September. For more information on the improvement plan please contact Sarah Rhoden, Business Support and Development Manager.

### **6 Resource implications**

- 6.1 Finance: All financial implications have been outlined in the report.
- 6.2 Staff: None
- 6.3 Property: None
- 6.4 IT: None

### **Other Implications**

- 6.5 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.

### **7 Equality Impact Assessment (EqIA)**

- 7.1 This report provides summary performance information on a wide range of activities monitored by Environment, Transport and Development Overview & Scrutiny Panel. Many of these activities have a potential impact on residents or staff from one or more protected groups. Where this is the case, an equality assessment has been undertaken as part of the project planning process to identify any issues relevant to

service planning or commissioning. This enables the Council to pay due regard to the need to eliminate unlawful discrimination, promote equality of opportunity and foster good relations.

- 7.2 Details of equality assessments are available from the project lead for the relevant area of work, or alternatively, please contact the Planning, Performance & Partnerships team.

## 8 Section 17 – Crime and Disorder Act

- 8.1 None

## 9 Risk implications / assessment

- 9.1 Progress against the mitigation of risk is detailed where relevant within the report.

## 10 Conclusion

- 10.1 The majority of measures within the dashboard are showing that overall performance for the Environment, Transport and Development service is on track. In respect to measures currently showing as Red or with a negative direction of travel actions are in place in order to manage performance. The department appears to be managing progress against many of its identified priorities with mitigating actions identified to help improve performance or to influence collective activity in key areas.

## 11 Action required

- 11.1 Members are asked to:

- Comment on the progress against ETD's service plan actions, risks and budget and consider whether any aspects should be identified for further scrutiny.
- Consider and comment on the contents of the Economic Intelligence Report

## Officer Contact

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

<b>Name</b>	<b>Telephone Number</b>	<b>Email address</b>
Andrew Skiggs	01603 223144	andrew.skiggs@norfolk.gov.uk
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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 Bev Herron or textphone 0344 800 8011 and we will do our best to help.

Delivering Norfolk Forward				
Overall assessment of Transformation & Efficiency Programme				
	Date	DoT		
Environment, Transport & Development	Mar 13	→	★	
<b>Programmes</b>				
ETD Process improvements	Mar 13	→	★	
ETD Work Style related improvements	Mar 13	→	★	
Highways Service Delivery	Mar 13	→	★	
Implementation of Flood & Water Mgt Act requirements in relation to Sustainable Urban Drainage Systems (SUDS)	Mar 13	→	★	
Improving ETD Customer Service	Mar 13	→	★	
Joint working with Suffolk County Council & through Eastern Highways Alliance	Mar 13	→	★	
Management of Gypsy & Traveller Permanent Sites	Mar 13	→	★	
Norwich Northern Distributor Road	Mar 13	→	★	
Reduce subsidy for Park and Ride	Mar 13	→	★	
Shared Transport	Mar 13	→	★	
Targeted Rights of Way	Mar 13	→	★	
Waste Private Finance Initiative	Mar 13	→	★	
Waste Procurement & Joint Working	Mar 13	→	★	

Managing our resources				
Managing the budget				
	Value	Date	DoT	
Projected budget spend against revenue budget	-0.10	Mar 13	n/a	★
Projected spend against profiled capital budget	-0.34	Mar 13	n/a	★
ETD efficiency savings	2,574,000	Mar 13	→	★
Strategic partnership (Financial savings - projection of year-end)	1,999,648	Mar 13	→	★
[A] Premises related costs per FTE (ETD)	4,293.21	Mar 13	→	!
<b>Sustainability</b>				
% CO2 emissions from automatically metered buildings compared to respective 2008/9 baseline	67.39	Mar 13	→	★
% CO2 emissions from street lighting & traffic signals compared to respective 2008/9 baseline	104.06	Mar 13	→	★
<b>Organisational Productivity</b>				
Sickness absence - projection of year-end (ETD)	5.77	Mar 13	→	★
Staff Resourcing (composite measure)				
	Green	Sep 12	?	★
[Q] Reportable H&S Incidents (per 1000 FTE) (year-to-date)	1.40	Mar 13	→	!
[Q] Non-Reportable H&S Incidents (per 1000 FTE) (year-to-date)	131.77	Mar 13	→	!
<b>Risk No</b>	<b>Corporate Level Risks (progress against mitigation)</b>	<b>DoT</b>	<b>Prospects</b>	
#RM13917	RM ETD PP Loss of core infrastructure or resources.	→	Green - On Schedule	
#RM14028	RMCP Failure to comply with Landfill Allowance for 2012/13	→	Green - On Schedule	
#RM0199	RMCP Failure to divert waste from landfill	→	Red - Serious Concerns	
#RM0201	RMCP Failure to implement Norwich Northern Distributor Route (NDR) and the Postwick Hub junction imp	→	Amber - Some Concerns	

Service Performance				
	Value	Date	DoT	
Percentage of County Council's own development determined within agreed timescales	100.00	Mar 13	→	★
The number of journeys made using demand responsive transport/community transport as a proportion of all subsidised bus services	6.18	Mar 13	→	★
Number of journeys shared between health and social care	20,863	Mar 13	→	★
Highway Maintenance Indicator	6.93	Mar 13	→	★
Strategic Partnership (Quality of Works)	87.79	Mar 13	→	★
County Council's own highway works promoter performance - Section 74 'fine' comparison with other works promoters in Norfolk	1.02	Mar 13	→	★
Difference in Job Seeker Allowance claimants compared to East of England	0.41	Mar 13	→	★
Percentage of bio-degradable waste landfilled against allowance	98.70	Mar 13	→	★
Residual waste landfilled	210,609	Mar 13	→	★
Recycling Centre rates	76.29	Mar 13	→	★
No. of people accessing & downloading online national trails info	27,506	Mar 13	→	★

Outcomes for Norfolk people				
People's view on Council services				
	Value	Date	DoT	
[A] % Satisfaction with household waste recycling centres	86.00	Jan 13	→	!
[A] % Satisfaction with the condition of road surfaces	26.00	Jan 13	→	!
[A] % Satisfaction with the local bus service	65.00	Jan 13	→	!
Satisfaction with the way in which we handle customer complaints	Green	Mar 13	→	★
<b>Accessing the council including advice &amp; signposting service</b>				
Quality and effectiveness of customer access channels	Green	Mar 13	→	★
<b>Services to improve outcomes</b>				
Number of people killed or seriously injured on roads	359	Mar 13	→	★
Percentage of businesses brought to broad compliance with trading standards	95.77	Mar 13	→	★
Percentage of disputes resolved through advice and intervention	90.90	Mar 13	→	★
% of tracked bus services 'on time' at intermediate timing points	78.53	Mar 13	→	★
[Q] % of planning apps determined in line with NCC advice	81.25	Mar 13	→	★
[Q] Net additional homes provided	620	Mar 13	→	★
[Q] Accessibility	73.70	Mar 13	→	★
<b>Equality</b>				
[Q] Equality improvement plan progress		Mar 13	→	★
<b>Surveillance measures</b>				
[A] Proportion of pop. aged 16-64 qualified to Level 3 or higher	47.80	Jun 12	→	★
[A] Median earnings of employees in the area	467.30	Mar 12	→	★
[A] Proportion of new businesses to business stock	9.00	Dec 11	→	★
<b>Progress in delivery of service plans</b>				
Environment, Transport & Development (overall) (COG)		Mar 13	→	★
Economic Development and Strategy		Mar 13	→	★
Environment and Waste		Mar 13	→	★
Highways		Mar 13	→	★
Public Protection		Mar 13	→	★
Travel and Transport Services		Mar 13	→	★

## Environment, Transport and Development Budget Monitoring revenue

Summary for Period:

12

	Current Budget £m	Full Year Outturn £m	Overspend / (Underspend) £m
Highways	53.870	54.114	0.244
Public Protection	4.047	4.205	0.158
Economic Development and Strategy	2.069	2.069	0.000
Travel and Transport Services	16.678	16.531	(0.147)
Environment and Waste	38.210	38.687	0.477
Business Development and Support	4.645	3.797	(0.848)
<b>Total ETD</b>	<b>119.519</b>	<b>119.403</b>	<b>(0.116)</b>

## Summary - Highways

Scheme Name	Spend project to date (Prior years)	Original	Revised	2012/13		2012/13 Carry Forward	Spend to date - current year	Over/ (Under) Spend	2013/14 Out-turn	2014/15 Out-turn	Total Spend for project
		2012/13 Programme	Programme 2012/13	2012/13 Out-turn	2012/13 Variance						
Bridge Strengthening		1,400,000	1,605,201	1,314,328	-290,873		1,314,328	-290,873	1,400,000		2,714,328
Bus Infrastructure Schemes			141,309	119,095	-22,214		119,095	-22,214			119,095
Bus Priority Schemes			679,611	788,442	108,831		788,442	108,831			788,442
Countrywide Major Scheme Development											0
Cycling		2,631,000	982,427	611,173	-371,254		611,173	-371,254	775,000		1,386,173
Fees for Future Schemes		140,000							140,000		140,000
Detrunked Roads											
Local Road Schemes			10,511,899	11,035,334	523,435		11,035,334	523,435			11,035,334
Local Safety		1,018,000	306,679	190,989	-115,690		190,989	-115,690	1,310,000		1,500,989
Other Improvements											0
Other Schemes			161,916	268,257	106,341		268,257	106,341			268,257
Park & Ride			495	571	76		571	76			571
Public Transport Schemes		1,696,000	204,748	171,026	-33,722		171,026	-33,722	897,000		1,068,026
Retentions/ Land costs on completed schemes											0
Road Crossings			296,933	332,767	35,834		332,767	35,834			332,767
Safer & Healthier Journeys to School			105,000	6,316	-98,684		6,316	-98,684			6,316
Structural Maintenance		23,314,072	29,142,892	28,671,849	-471,043		28,671,849	-471,043	22,203,000		50,874,849
Traffic Management & Calming			894,385	648,406	-245,979		648,406	-245,979			648,406
Walking Schemes			1,296,505	1,332,275	35,770		1,332,275	35,770			1,332,275
Major Schemes		13,341,000							9,175,000	9,442,000	18,617,000
Great Yarmouth Third River Crossing				480,683	480,683		480,683	480,683			480,683
Gt Yarmouth - Eastport Access Section 1											0
Gt Yarmouth - Eastport Access Section 2											0
A140 Long Stratton Bypass											0
Northern Distributor Road			1,591,839	1,810,839	219,000		1,810,839	219,000	1,982,000	1,218,000	5,010,839
Northern Distributor Road-Blight Notices				0							0
Norwich - A47 Postwick Hub			1,357,932	1,357,932			1,357,932				1,357,932
Development of Civil Parking Provision		250,000		61,000	61,000		61,000	61,000	250,000		311,000
LPSA reward grant		565,000		0					565,000		565,000
Future year's funding		0		0						26,783,000	26,783,000
Lab Iveco Van			31,155	31,155			31,155				31,155
Thetford Minstergate Property			251,913	251,913			251,913				251,913
Trafsig upgrade lease			394,985	394,985			394,985				394,985
											0
<b>TOTAL</b>		<b>0</b>	<b>44,355,072</b>	<b>49,957,824</b>	<b>49,879,335</b>	<b>-78,489</b>	<b>49,879,334</b>	<b>-78,489</b>	<b>38,697,000</b>	<b>37,443,000</b>	<b>126,019,335</b>

**Summary Economic Development**

Scheme Name	Spend Project to date (prior years)	2012/13 Programme	2012/13 Out -turn	2012/13 Variance	Spend to date - current year	2012/13 Carry Forward	Over/ (Under) Spend	2013/14 Out-turn	2014/15 Out-turn	Total Spend to date for project
Great Yarmouth Rail Sidings	29,000	660		(660)			(660)			29,000
NE & SW Econets		1,198		(1,198)			(1,198)			
Lakenham Common & Yare Valley Connections										
NORA	307,446	442,700	442,700		442,700		1,249,854			2,000,000
College of West Anglia	104,550	1,395,450	1,395,450		1,395,450					1,500,000
Hethel Engineering Centre -Phase 3							3,770,000			3,770,000
Beach Coach Station							2,076,000			2,076,000
Thetford Riverside Regeneration		180,000		(180,000)			(180,000)	1,000,000		1,000,000
<b>TOTAL</b>	<b>440,996</b>	<b>2,020,008</b>	<b>1,838,150</b>	<b>(181,858)</b>	<b>1,838,150</b>		<b>(181,858)</b>	<b>8,095,854</b>		<b>10,375,000</b>

## Summary Environment &amp; Waste

Scheme Name	Spend	2012/13 Programme	2012/13 Out - turn	2012/13 Variance	Spend to date - current year	2012/13 Carry Forward	Over/ (Under) Spend	2013/14 Out-turn	2014/15 Out-turn	Total Spend to date for project
	Project to date (prior years)									
Closed Landfill Sites-Capping & Restoration		33,857	33,857		33,857			530,037		563,894
Drainage Improvements		777,853	777,853		777,853			2,256,338		3,034,191
New Thetford Recycling Centre		1,246,592	1,246,592		1,246,592			23,072		1,269,664
Hardley Flood Bridge Improvements								20,000		20,000
Norfolk Trails Improvements		3,861	3,861		3,861					3,861
CERF - Ketteringham		2,981	2,981		2,981					2,981
Investment Fund for Norfolk ESCO		550,000	550,000		550,000			4,150,000	3,600,000	8,300,000
Saddlebow Caravan Park CCTV								4,436		4,436
Saddlebow Caravan Park Sewage Plant		26,733	26,733		26,733					26,733
Former RAF Coltishall		4,176,828	4,176,828		4,176,828					4,176,828
Sparham Footpath Number 2		33,622	33,622		33,622			6,378		40,000
RAF Coltishall		5,902	5,902		5,902			867,270		873,172
<b>TOTAL</b>		<b>6,858,229</b>	<b>6,858,229</b>		<b>6,858,229</b>			<b>7,857,531</b>	<b>3,600,000</b>	<b>18,315,760</b>

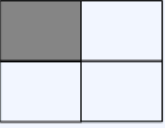
**Environment, Transport and Development - Reserves Monitoring Schedule 2012 / 13**

<b>Reserve</b>		<b>Opening Balance</b>	<b>Closing Balance</b>
		£m	£m
<b>Travel and Transport services</b>			
	Park & Ride refurbishment	0.015	0.012
	De Registration of Bus services	0.103	0.082
	Demand Responsive Transport	0.478	0.561
	Developer Services	0.150	0.150
	Travel Network Reserve	0.150	0.150
	Better Bus Area	0.000	0.095
	Commuted Sums Public Transport	0.024	0.016
	Commuted Sums Travel Plans	0.183	0.206
		<b>1.103</b>	<b>1.272</b>
<b>Highways</b>			
	Commuted Sums Highways Maintenance	3.399	2.509
	Parking Receipts	0.488	1.046
	Highways Maintenance	5.004	2.316
	Street Lighting PFI	8.551	9.063
	Depot R & R	0.385	0.307
	Highways R & R Vehicles	1.766	1.714
	Road Safety Reserve	0.495	0.435
	Reprocurement - Strategic Partnership	0.333	0.483
		<b>20.421</b>	<b>17.873</b>
<b>Environment and Waste</b>			
	Sustainability Invest to save	0.074	0.093
	Sustainability Strategic Ambitions funding	0.011	0.011
	Environment & Waste Vehicle Repair & Replacement Reserve	0.142	0.142
	Historic Building reserve	0.240	0.229
	Waste Partnership Fund	0.647	0.625
	Community Recycling Fund	0.100	0.100
	Closed Landfill	0.000	0.350
	<b>TOTAL: Environment and Waste</b>	<b>1.214</b>	<b>1.550</b>
<b>Economic Development and Strategy</b>			
	3rd River Crossing	0.029	0.029
	Thetford	0.030	0.030
	Eco Town funding	0.007	0.007
	Apprenticeship Scheme	0.000	3.290
	Ec Dev - FJF	0.401	0.383
	Enterprise Zone co-ordination		0.060
	FIG	0.036	0.031
	Europe Fund	0.062	0.070
	Hethel	0.083	0.228
	Strategic Ambitions	0.370	0.542
	Business Start Up Support		0.006
	<b>TOTAL: Economic Development and Strategy</b>	<b>1.018</b>	<b>4.676</b>
<b>Public Protection</b>			
	Trading Standards	0.188	0.526
	<b>TOTAL: Public Protection</b>	<b>0.188</b>	<b>0.526</b>
<b>Service Development and Support</b>			
	Accommodation R & R (general office)	0.080	0.064
	Planned IT projects	0.957	0.861
	<b>Total Service Development and Support</b>	<b>1.037</b>	<b>0.925</b>
	<b>Sub Total</b>	<b>24.981</b>	<b>26.822</b>
	Bad Debt Provision	0.050	0.050
	<b>TOTAL</b>	<b>25.031</b>	<b>26.872</b>



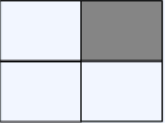
## Definitions of Measures within the ETD Dashboard

Significant changes to any of the following will be highlighted within the covering report.

 <b>Delivering Norfolk Forward</b>		
P'folio	Measure	Definition
All of the projects within Norfolk Forward will assist in delivering budget savings identified through the Big Conversation. Some projects were identified as part of ETD's Strategic Review which sought to establish more efficient ways of working and includes elements of service changes reflected in the Big Conversation.		
Cllr Harrison	Highways Service Delivery	A review of current Highway service delivery standards
Cllr Harrison	Waste Procurement & Joint Working	Looking at the way in which we procure services to dispose of waste and exploration of greater joined up working with waste collection authorities.
Cllr Harrison	Targeted Rights of Way	Redesigning the Rights of Way service, focusing on our statutory duty, and developing the Norfolk Trails network
Cllr Harrison	Management of Gypsy & Traveller Permanent Sites	More effective management of Gypsy & Traveller sites bringing in line with new legislation that removes Local Authority responsibilities to do with provision of sites.
Cllr Harrison	Shared Transport	Re-shaped public transport network with a shift towards demand responsive transport services
Cllr Harrison	Reduce subsidy for Park and Ride	Reducing the subsidy for Park and Ride sites, moving towards self funding for the sites
Cllr Harrison	Joint Working with Suffolk County Council and through Eastern Highways Alliance	Exploring potential joint working with Suffolk County Council with regard to Highways
Cllr Harrison	Waste Private Finance Initiative	Development of a Waste PFI in order to find alternative means to dispose of waste
Cllr Harrison	Norwich Northern Distributor Road	Delivery of the Norwich Northern Distributor Route
All	ETD Process Improvements	Improvements related to general processes in order to increase efficiency
All	ETD Work Style related improvements	Improvements related to the over-arching workstyle programme and how ETD can contribute towards it.
Cllr Harrison	Implementation of Flood & Water Mgt. Act requirements in relation to Sustainable Urban Drainage Systems (SUDS)	Implementation of a system to meet new duties under the Flood and Water Management act.
All	Improving ETD Customer Service	Looking at how we can improve customer service in ETD

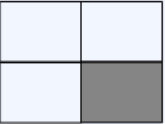
<b>Service Performance</b>		
<b>P'folio</b>	<b>Measure</b>	<b>Definition</b>
Cllr Harrison	<b>[A] PP</b> Percentage of County Council's own development determined within agreed timescales	Measurement of whether determinations made for NCC's own planning applications are within the agreed timescale over the year.
Cllr Harrison	<b>TTS</b> % of transport made by demand responsive/community transport as a proportion of all subsidised bus services ( <b>COG</b> )	Measure links to the 'Shared Transport' Norfolk Forward project. The measure seeks to define progress against moving towards the use of alternative transport provision such as demand responsive as an alternative method of service delivery. Relates to performance in month
Cllr Harrison	<b>TTS</b> Number of journeys shared between health and social care	Where possible transport required by health services and social care are combined to reduce the number of journeys. The number of occasions that this occurs is plotted monthly.
Cllr Harrison	<b>H'Ways</b> Highway Maintenance Indicator ( <b>COG</b> )	This is the weighted variance against target for nine measures (8 at the time of writing as one is still to be reported out of EXOR): <ul style="list-style-type: none"> <li>• A road condition</li> <li>• B and C road condition</li> <li>• Category 1 and 2 footway condition</li> <li>• Bridge condition index</li> <li>• Category 1 defect number</li> <li>• Category 1 defect response time</li> <li>• Rectification of street light faults</li> <li>• Public satisfaction</li> <li>• Inspections carried out on time</li> </ul>
Cllr Harrison	<b>H'Ways</b> Strategic Partnership (Quality of Works)	This is a measure of the number of quality audits of highway works where identified actions are attributable to our partnership contractor.
Cllr Harrison	<b>H'Ways</b> County Council's own highway works promoter performance - Section 74 'fine' comparison with other works promoters in Norfolk	Comparison of the percentage of works on the highway completed on time by NCC and utilities. Monthly performance
Cllr Nobbs	<b>EDS</b> Difference in JSA claimants compared to East of England ( <b>COG</b> )	Compares the number of Job Seeker Allowance claimants in Norfolk to the total in the East of England.
Cllr Harrison	<b>E&amp;W</b> Biodegradable waste landfilled against allowance ( <b>COG</b> )	Monitors the amount of biodegradable waste that is landfilled in the month against the government set landfill allowance.
Cllr Harrison	<b>E&amp;W</b> Residual waste landfilled	Tonnage of waste that was sent to landfill in each month.

P'folio	Measure	Definition
Cllr Harrison	<b>E&amp;W</b> Recycling Centre rates	Percentage of material recycled at the household waste recycling centres each month.
Cllr Harrison	<b>E&amp;W</b> No. of people accessing & downloading online national trails info	Monthly count of people accessing online information relating to Norfolk national trails.

	<b>Managing resources</b>
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P'folio	Measure	Definition
<b>Managing the budget</b>		
All	Projected budget spend against revenue budget	Projected amount of budget spend against ETD revenue budget as a variance each month
All	Projected spend against profiled capital budget	Projected amount of budget spend against ETD capital budget as a variance each month
All	ETD efficiency savings	Monthly efficiency savings generated. This includes a summary of budget savings achieved against Big Conversation proposals and two specific efficiency areas: <ul style="list-style-type: none"> <li>• Use of residual LPSA reward grant funding to support public transport</li> <li>• Reallocation of Officer to LEP duties</li> <li>• This measure will capture any savings being recorded with the exception of procurement efficiency, income generation activity and asset / accommodation rationalisation.</li> </ul>
All	Premises related costs per FTE	Annual measure of FTE actuals against actual spend for all costs coded to premises subjectives collated by the Central Finance Team
Cllr Harrison	<b>H'Ways</b> Strategic partnership (Financial savings – projection of year-end)	Financial savings for the renegotiated NSP contract. The monthly figure is a projection of the year-end result.
<b>Sustainability</b>		
All	ETD Energy (fossil fuels) consumption ( <i>CO2 emissions</i> )	Norfolk County Council Carbon Dioxide Emissions. This measure currently relates to property only.
<b>Organisational productivity</b>		
All	Sickness absence	Sickness absence per employee FTE measured against an internal target.
All	Reportable Incidents	Number of reportable Health and Safety incidents per 1,000 employees per month.
All	Non-reportable Incidents	Number of non-reportable Health and Safety incidents per 1,000 employees

P'folio	Measure	Definition
		per month.
All	Staff resourcing (composite indicator)	This is a composite indicator made up of the following elements supplied centrally, the RAG is determined by the HR Business Partner as a reflection of progress against the relevant measures below: <ul style="list-style-type: none"> <li>• Recruitment activity/costs,</li> <li>• Redeployment activity,</li> <li>• Redundancy,</li> <li>• liP Accreditation,</li> <li>• HR Direct resolution rate,</li> <li>• Use of temporary &amp; agency staff,</li> <li>• Management of Change,</li> <li>• Culture Change Shifts</li> </ul>
All	Corporate level risks	Risks from the Corporate Risk Register that are relevant to ETD.

	<b>Outcomes for Norfolk People</b>
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P'folio	Measure	Definition
<b>People's view on Council services</b>		
All	Satisfaction with services (through annual tracker survey)	Satisfaction levels from NCC Annual Tracker Survey
All	Satisfaction with the way we handle customer complaints	Figure is a composite measure calculated centrally by the Customer Service and Communications Dept. team.
<b>Accessing the council including advice and signposting services</b>		
All	Quality and effectiveness of customer access channels	This is a composite measure supplied monthly by the central Customer Service and Communications Dept. The measure contains the ETD element of three main areas of customer contact – online, customer service centre and face to face.
<b>Services to improve outcomes</b>		
Cllr Roper	<b>PP</b> Percentage of businesses brought to broad compliance with trading standards, focusing on those that are high-risk	Measurement of businesses that Trading Standards work with to bring into broad compliance with relevant law.
Cllr Roper	<b>PP</b> Percentage of disputes resolved through advice and intervention	Measurement of Trading Standards dispute resolution service.

<b>P'folio</b>	<b>Measure</b>	<b>Definition</b>
Cllr Harrison and Cllr Nobbs	<b>[A] EDS</b> Net additional homes provided	Measures house completions. The formal result will be updated annually, but not until Dec/Jan. A quarterly update will be provided based on the managed delivery target or trajectory for the district LDFs
Cllr Nobbs	<b>[A] EDS</b> Proportion of pop. aged 16-64 qualified to Level 3 or higher	Related to former National Indicator 164. People are counted as being qualified to level 3 or above if they have achieved either at least 2 A-levels grades A-E, 4 A/S levels graded A-E, or any equivalent (or higher) qualification in the Qualifications and Credit Framework.
Cllr Nobbs	<b>[A] EDS</b> Median earnings of employees in the area	Formerly National Indicator 166. Measurement of earnings allows local authorities to monitor a rough proxy for productivity.
Cllr Nobbs	<b>[A] EDS</b> Proportion of new businesses to business stock	Annual measure to determine creation of new businesses.
Cllr Harrison	<b>TTS</b> % of tracked bus services 'on time' at intermediate timing points	Former National Indicator 178. Monitors monthly bus punctuality by tracking vehicles against their schedule.
Cllr Harrison	<b>[Q] TTS</b> % of planning apps determined in line with NCC advice	Monitors planning determinations made by the district councils and whether the recommendation of NCC, as Highway Authority, was followed.
Cllr Harrison Cllr Nobbs	<b>[Q] EDS</b> Accessibility	This is based upon former National Indicator 175. This indicator monitors access to core services and facilities via public transport.
Cllr Harrison	<b>H'ways</b> Number of people killed or seriously injured on roads ( <b>COG</b> )	This is a rolling twelve month total of those killed or seriously injured in traffic collisions.
All	<b>All</b> Progress in delivery of service plans	These provide a summation of progress against all the actions within each service area and an overall result for the ETD department.

**Key:**

Unless prefixed by either a **[Q]** or **[A]** (representing Quarterly or Annually respectively) each measure is monitored monthly.

**H'ways** = Highways    **TTS** = Travel and Transport Services    **EDS** = Economic Development and Strategy    **PP** = Public Protection  
**E&W** = Environment and Waste



**Norfolk Economic Intelligence Report**

Economic Development and Strategy

Quarter 4; January – March 2013



This report brings together key business, economic and labour market intelligence to provide a regular insight into the current state of the Norfolk economy.



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 Claire Sullivan or textphone 0344 800 8011 and we will do our best to help.

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The data in this report is taken from a range of sources which are listed on the relevant pages and covers the whole of Norfolk. In most cases data refers to the most recent full quarter, however where this is not available and data is older it will be clearly stated.

This report is produced quarterly by Economic Development and Strategy. If you would like to discuss any of the information or findings you can get in touch with:

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Business Intelligence	General Economic Information
Skills and Labour Market	Employment and Unemployment
Strategic Updates	Infrastructure



## QUARTERLY SUMMARY REPORT

### Key Indicators

<p><b>Business Confidence</b></p>	<p>↑</p>	<ul style="list-style-type: none"> <li>- Confidence is up with companies in key sectors reporting growth and expansion plans</li> <li>- The Energy and Life Sciences &amp; Biotechnology sectors highlight extensive opportunities for future jobs and investment</li> <li>- Tourism industry not performed as well as hoped in 2012, but signs are positive for a better performance in 2013.</li> <li>- The West of the County avoids significant job loss and negative impact on the local economy as RAF Marham's future is secured.</li> </ul>
<p><b>National Economy</b></p>	<p>↑</p>	<ul style="list-style-type: none"> <li>- UK avoids triple dip recession with 0.3% GDP increase</li> <li>- Services was largest growth sector</li> <li>- Interest rate stands at 0.5%</li> <li>- Inflation rate stands at 2.8%</li> </ul>
<p><b>Unemployment</b></p>	<p>↓</p>	<ul style="list-style-type: none"> <li>- Backing apprenticeships initiative launched</li> <li>- 5,800 more people in employment than last year</li> <li>- Norfolk employment level higher than East and England</li> <li>- Claimant rates slightly higher in Norfolk than East and England in this quarter but lower than March 2012.</li> <li>- 43% of total unemployed people in Norfolk are aged 16 to 24.</li> </ul>
<p><b>House Prices</b></p>	<p>↓</p>	<ul style="list-style-type: none"> <li>- House prices fell in value by 1% in last quarter and by 0.3% over the past year.</li> <li>- The average house price in Norfolk stands at £143,271 compared to England at £161,793.</li> </ul>



## 1.0 BUSINESS INTELLIGENCE

### 1.1 Key Sector of the Quarter - Energy

A major energy conference was held in Norwich in March. The conference brought together key players in the local and national offshore energy industry and highlighted some of the opportunities available in the coming years. **The mix of both oil and gas, and offshore wind energy has the potential to provide significant investment for years to come.** Looking ahead there will be more than £50bn of capital expenditure invested in the East of England Energy Zone over the next 20 years. This includes round 3 offshore wind farms, oil and gas exploration and extraction, nuclear new build and decommissioning, and gas storage and platform decommissioning. More than 60% of the proposed opportunities are predicted to arise from offshore wind.

East Anglia Offshore Wind, a company formed by Vattenfall and ScottishPower Renewables to deliver the East Anglia Offshore Wind Zone, emphasised the benefits to be gained from the development. **The first phase, East Anglia One, once given consent by the Government, is expected to deliver £500 million to the region's economy and 1,600 construction jobs in East Anglia alone.** There are a further 4 phases to follow. It is anticipated that construction for phase one could begin onshore as early as 2016 with offshore construction commencing the following year. It is estimated that East Anglia One alone could meet the equivalent electricity needs of roughly 700,000 homes in the UK.

The enterprise zone and awarding of CORE (Centre for Offshore Renewable Engineering) status also bring support to the industry and provide incentives for potential inward investors.

Furthermore, the conference highlighted how the **oil and gas sector** will continue to prosper over the coming years. It has not always been clear if this sector would continue to be a focus of investment due to significant tax rates by government, but a recent relaxation of this has now made previously un-commercial projects much more viable creating a revival of the industry. **More than £3bn is expected to be invested into 10 new drilling projects in the southern North sea over the next five years and £13bn spent on exploration** across the North sea as a whole. Supply chain businesses across Norfolk and Suffolk will need to seize the opportunities and win the business if they are to create jobs in the region.

The **enterprise zone**, created by the New Anglia Local Enterprise Partnership (LEP), has **welcomed Electro-tech** to new premises on the Beacon Park site at Gorleston. The company, which helps offshore energy companies purchase equipment from a single supplier, has recruited three extra people as a result of the move, and has ambitious plans for expansion. The enterprise zone is also home to Seajacks, engineering training company Nexus and Virgin Flightstore, taking the total number of jobs created to 110. Interest in the zone is significant and will be further boosted if New Anglia's bid for funding from the Government's Enterprise Zone Infrastructure Fund is approved. This provides funding to help unlock infrastructure restraints such as links to local road networks, upgrading or installing utilities, or reconfiguring site layouts.

## 1.2 Life Sciences and Biotechnology

**Norwich Research Park** has begun building the first phase of its planned expansion which forms part of 'Project 26', a key strategic plan to develop the park following the award of £26million in government funding in 2011. The expansion will focus on **building the new Centrum building and could create up to 80 new jobs** at the height of its construction. Once built, it will provide around 4,000 sq meters of office, laboratory, business and social space supporting established companies wishing to locate to the park and grow on space for existing companies. It will also act as a hub for the local science and business community and facilitate collaboration. Visit [www.nrp.com](http://www.nrp.com) for more information.

**Procarta Biosystems**, based at the Norwich Research Park, has **developed** a type of **antibiotic specifically to treat MRSA**. Working with the University of East Anglia in a collaborative research project, the plan is to adapt the antibiotic for use as a nasal spray. Procarta Biosystems is a **significant world player** in the fight against drug resistant diseases, a challenge that threatens to cause a potential global disaster, if left unchecked.

## 1.3 Tourism

**An annual tourism survey has highlighted a difficult year for the Norfolk and Suffolk tourism industry in 2012.** 7 out of 10 providers attributed bad weather and the continuing effects of the economic downturn to negative impacts on their business. Despite 39% of tourism businesses reporting increased takings in 2012, 37% suffered a reduction. However, tourism providers in Norfolk are remaining optimistic and as a result are not cutting back on staff for 2013; 77% of providers say that staffing levels will remain unchanged. Providers are also keen to continue investment in improving and enhancing their offer with specific attention being given to marketing. Social media is integral to this with a quarter of businesses reporting that they receive up to half their bookings online.

## 1.4 Advanced Manufacturing

**Hethel Innovation**, a new company created to **establish and drive innovation and business growth in engineering, and to develop links with Norfolk's key sectors**, has led an event bringing together manufacturing and engineering companies focused on the food sector. Research academics from the Norwich Research Park and John Innes Centre were also part of the day. Marel, which produces the world's fastest meat slicers, Sinclair International Ltd, a fruit labelling equipment manufacturer, and Frank Dale Foods, a party food supplier, were some of the companies in attendance, all of whom emphasised the **benefits of working with and learning from peers**. The main aim of the event was to see how working together on hi-tech innovations could help boost businesses' bottom line. Visit [www.hethelinnovation.com](http://www.hethelinnovation.com) for more information.

**Warren Services**, a high quality manufacturing and engineering company based in Thetford, **has bought the former Uniglaze factory** next to its existing site. The factory will enable the company to bid for contracts in the offshore industry as it provides the capacity to develop larger fabrications. It is also hoped that the **current workforce of 90 will double within 5 years** as the company expands into the growing energy sector, centred in Great Yarmouth.

## 1.5 Food, Drink and Agriculture

**Farmers in East Anglia** and across the UK will be able to **develop vital new skills** in marketing and sustainable land management due to a £1.5 million Defra-funded training programme led by the University of East Anglia. The funding will be used as part of a national programme benefiting as many as 6,000 people working in the agriculture, horticulture and forestry sectors with access to subsidised training via its **Centre for Contemporary Agriculture (CCA) LandSkills programme**. The CCA includes other partners of the Norwich Research Park including the John Innes Centre, Institute for Food Research and The Sainsbury Laboratory.

The funding comes as part of a £20 million government business training scheme, led by The Department for Environment, Food and Rural Affairs (Defra), the initiative aims to bring the right skills and business knowledge to rural areas. Visit [www.ccalandskills.co.uk/](http://www.ccalandskills.co.uk/) for more information.

## 1.6 Other

**RAF Marham's future has been secured** following the announcement that it will be the home to the new Joint Strike Fighter aircraft and associated teams to run it. 48 Jet Fighters, each costing £100m, will be located at the base near King's Lynn, ensuring the long term future of thousands of jobs located at and connected to the base.

In February 2013, the Cabinet Office announced it would work with 20 towns and cities, including the **greater Norwich area**, as part of a second wave of **City Deals**. Since then, Broadland, Norwich City and South Norfolk Council partners have worked on a plan to deliver significant growth and other benefits across the whole greater Norwich area. The bid had two main strands, with the Norwich Research Park developed into a world-class science centre acting as a catalyst. Building on private sector investment, the intention is to expand the NRP to four times its current size. But the intention is to bring much **wider benefits**, with the partnership confident a **major transformational boost** to the research park will help **stimulate growth** to the whole greater Norwich area.

By working together and maximising the opportunities for government and private sector funding, as well as using new powers to be granted, the partnership will be set to accelerate the area's growth, so vital for economic recovery. As well as providing additional jobs, this venture will also seek to play a role in **addressing the mismatch between job opportunities and skills** provision. A final decision by government will be made in November 2013. For more information visit [www.norwich.gov.uk/YourCouncil/Partnershipworking/Pages/CityDealForGreaterNorwich.aspx](http://www.norwich.gov.uk/YourCouncil/Partnershipworking/Pages/CityDealForGreaterNorwich.aspx)

## 2.0 GENERAL ECONOMIC INFORMATION

### 2.1 National Economic Information

According to official preliminary gross domestic produce figures (GDP) the **economy avoided a triple dip recession and grew by 0.3%** in the first three months of 2013.

GDP was 0.4% higher in this quarter than in Q3 2011 and therefore has been broadly flat over the last 18 months.

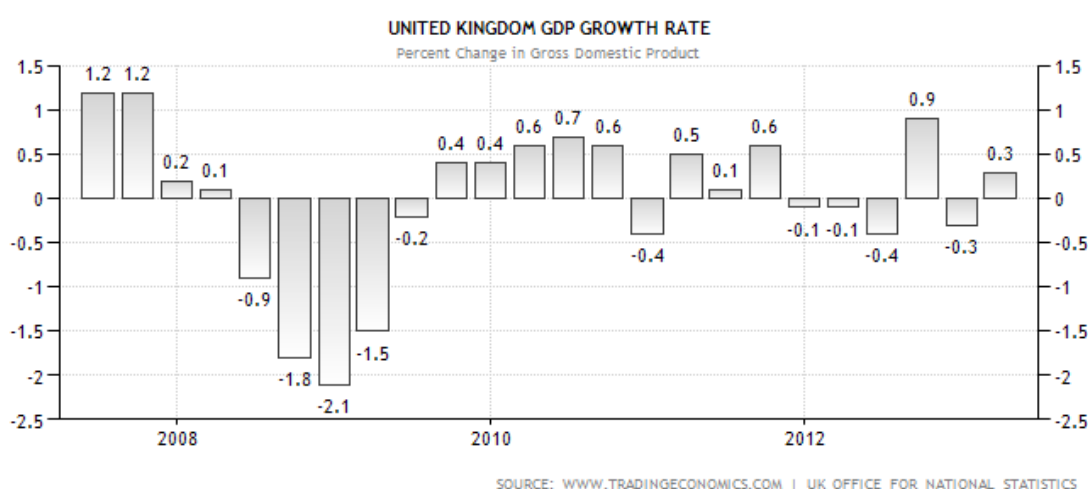
The **largest contribution to the growth in GDP came from services**. These increased by 0.6%.

These upward contributions were partially offset by construction; these industries fell by 2.5%, reducing GDP growth by 0.2%.

**Interest rates have been at a record low of 0.5% since March 2009**. By keeping interest rates low the Bank of England hopes to encourage growth.

The **Consumer Price Index (CPI) currently stands at 2.8%**. Inflation has come down significantly since September 2011 but is still higher than the Government's target of 2%.

**Fig. 1 – GDP growth rate (UK)**



## 2.2 House Prices<sup>1</sup>

The Land Registry's House Price Index (HPI) is the most accurate independent house price index available and is the only index based on repeat sales.

Figures from **March 2013 show that house prices fell by 0.2% in England and Wales in the past quarter but rose by 0.9% over the past year**.

In comparison **house prices fell by 1% in Norfolk** in the past quarter and fell by 0.3% over the past year.

The average house price in Norfolk currently stands at **£143,271** compared to **£161,793** for England and Wales.

<sup>1</sup> HPI, HM Land Registry, Crown copyright release 29 April 2013

## 3.0 SKILLS AND THE LABOUR MARKET

### 3.1 Apprenticeships

The value that businesses see in apprenticeships is growing with a number of significant companies announcing plans to recruit apprentices this quarter.

**Norfolk County Council has launched a major new campaign to support apprenticeships across the County.** The ‘**Backing Apprenticeships**’ initiative aims to increase the number of 16—24 year olds undertaking an apprenticeship by working with businesses to provide more opportunities for young people. By raising awareness of the benefits apprenticeships can bring, as well as providing funding to help subsidise wages, the County Council hopes to build on the higher than average number of placements in the County. New figures show a 25.7% increase in the number taking up apprenticeships, compared to a national rise of 13%.

**May Gurney has announced plans to recruit 500 apprenticeships by the end of 2013.** Despite being a national figure, May Gurney, headquartered in Trowse, just outside Norwich, has a significant stake in the scheme having led the pilot programme. Apprenticeship schemes are aimed at all ages and abilities and cover areas from customer service, to highways, maintenance and driving goods vehicles.

**KLM UK Engineering**, a world class aircraft engineering company based on the airport industrial estate, is **offering eight apprenticeships** to Norfolk school leavers. The company has an excellent track record in supporting young talent; 32 of the firm’s workforce are graduates of its training programme while another 14 are working towards their qualifications.

**Aldi is creating 100 new apprenticeships** across Eastern England and the South East as part of a nationwide programme to recruit 500. This follows the launch of their national apprentice scheme in February 2012 which saw 200 jobs created for young people.

### 3.2 Employment

The most recent data on employment shows that there were **399,000 people of working age** in employment in the County in the year to December 2012.

400 fewer people were in employment during this period than the year to September 2012 and 5,800 more people are in employment now than they were a year ago.

Rates of employment in the County stood at **74.8% in the year to December 2012**. The equivalent rate in the NALEP area was 75.8%. **However, Norfolk’s employment rate in this period was higher than both that of the East (74.6%) and England (70.9%).**

When the most recent employment rates are compared with the same period last year it shows that as a whole Norfolk’s performance is better than the NALEP area, the East and England.

**Table 1 – Employment (December 2011 – December 2012)**  
Working age population %

	Norfolk	NALEP	East	England
<b>Employment Rate</b>	74.8%	75.8%	74.6%	70.9%
<b>Change on last quarter</b>	-0.2%	-0.3%	0.3%	0.2%
<b>Change on last year</b>	0.9%	0.8%	0.7%	0.7%
<b>Numbers employed</b>	399,000	736,600	2,770,200	23,931,800
<b>Change on last quarter</b>	-400	-3,200	12,800	79,300
<b>Change on last year</b>	5,800	8,500	33,700	267,600

### 3.3 Unemployment<sup>2</sup>

In the year to December 2012, **24,000 people of working age were unemployed in Norfolk**. This compares favourably with both figures from the previous quarter (1,200 fewer people of working age) and the same period last year (8,900 fewer people).

The most recent figures show **that rates of unemployment stands at 5.7% in Norfolk** for the year to December 2012. This compares with rates in the **NALEP area of 6.0%, the East of 6.7% and England 8%**.

Rates have consistently fallen in Norfolk over the last quarter and over the past year but at a slower rate than the NALEP area and only marginally faster than the East in the past year. Norfolk shows a greater decrease in unemployment when compared against England.

Annually Norfolk and the NALEP area have shown the greatest fall in unemployment.

**Table 2 – Unemployment (December 2011 – December 2012)**

	Norfolk	NALEP	East	England
<b>Unemployment rate</b>	5.7%	6.0%	6.7%	8.0%
<b>Change on last quarter</b>	-0.2%	-0.4%	-0.4%	-0.1%
<b>Change on last year</b>	-0.2%	-0.7%	-0.1%	-0.1%
<b>Numbers unemployed</b>	24,000	47,100	199,900	2,083,400
<b>Change on last quarter</b>	-1,200	-3,200	-9,600	-10,900
<b>Change on last year</b>	-8,900	-5,400	-300	-6,000

### 3.4 Claimants

In March 2013 there were **18,678 people (3.5%) claiming Jobseekers Allowance (JSA) in the County**. This figure was 1,109 more people than it was in December 2012. The fact that more people are currently claiming JSA in Norfolk than they were in September is broadly in line with seasonal variations. Indeed figures are still lower than they were in March 2012.

Rates in **Norfolk were marginally higher in March 2013 (3.5%) than in the NALEP area (3.3%)**, somewhat higher than they were in the East (3.1%) but lower than the national figure (3.8%). Rates have remained broadly consistent over all comparator areas over the past quarter and the last year.

<sup>2</sup> Annual Population Survey and Claimant Count



**Table 3 – Claimant Count (March 2012)**

	Norfolk	Working age population			England
		NALEP	East		
<b>Claimant Count rate</b>	3.5%	3.3%	3.1%	3.8%	
<b>Change on last quarter</b>	0.2%	0.2%	0.2%	0.2%	
<b>Change on last year</b>	-0.1%	-0.2%	-0.2%	-0.2%	
<b>Claimant Count</b>	18,678	31,913	116,458	1,295,436	
<b>Change on last quarter</b>	1,109	1,447	7,185	46,769	
<b>Change on last year</b>	-569	-2,152	-6,673	-75,068	

### 3.5 Youth unemployment<sup>3</sup>

Of the 24,000 people classed as unemployed in Norfolk in the year to December 2012, 10,400 were aged between 16 and 24. This equates to **43% of total unemployed people in Norfolk are aged between 16 to 24.**

This compares with rates of **41% in the NALEP area, 38% in the East and 38% in England.** Youth unemployment rates have steadily risen nationally since the onset of the economic crisis but over the past year rates have reduced slightly in all comparator areas.

**Table 4 – Youth Unemployment (December 2012)**

	Norfolk	Working age population			England
		NALEP	East		
<b>Unemployment rate</b>	3.5%	3.3%	3.1%	3.8%	
<b>Change on last quarter</b>	0.2%	0.2%	0.2%	0.2%	
<b>Change on last year</b>	-0.1%	-0.2%	-0.2%	-0.2%	
<b>Numbers unemployed</b>	18,678	31,913	116,458	1,295,436	
<b>Change on last quarter</b>	1,109	1,447	7,185	46,769	
<b>Change on last year</b>	-569	-2,152	-6,673	-75,068	

## 4.0 STRATEGIC UPDATES

### 4.1 Inward Investment & Business Support

Norfolk County Council receives inward investment enquiries through a number of sources. These include UK Trade and Investment (UKTI), The Three Counties Partnership (Norfolk, Suffolk, Essex) with Jiangsu Province, China, the Centre for Offshore Renewable Engineering (CORE) Group, the Coltishall Task Group and enquiries from existing companies in the county wishing to expand/relocate and companies from outside the area.

Enquires are processed through the Business & Investment Team within the Economic Development and Strategy department, working with local partners, property agents, specialists and sector leads.

**Norfolk County Council is working closely with Suffolk County Council, UKTI and New Anglia LEP** to improve the quality and quantity of investment enquiries coming thorough to us. Work in the past year has included reviewing the sector strategies and ensuring that Norfolk's key sectors are appropriately represented. We

<sup>3</sup> Annual Population Survey

have also organised sector lead tours to Norfolk (incl advanced engineering and manufacturing and financial industries Norfolk tour). More recently, we helped to produce Norfolk's contribution to the Surfacing the National Offer (SNO) database. SNO gives detail on Norfolk's sector strengths, centres of excellence and any available grants/financial incentives. It also describes the most significant 150 businesses. Businesses were assessed on turnover and sector significance before being added to the list.

During quarter 4, the team have **responded to 11 inward investment enquiries** across a range of sectors, including renewable energy, food and manufacturing, creative industries, construction and advanced engineering. A number of these enquiries have developed and the team will be coordinating visits and associated business support, to progress leads in quarter 1. These have been shared individually with relevant district officers where appropriate.

Norfolk County Council's Inward Investment and profile raising website: **[www.worldclassnorfolk.com](http://www.worldclassnorfolk.com)** provides a comprehensive land and premises search facility for enquirers. There have been **52 commercial property enquiries** through this route between 1 January 2013 and 31 March 2013. The County Council plans to build on the website by working with key stakeholders on a sectoral and thematic basis.

Norfolk County Council has also taken over the management of the **World Class Norfolk Twitter** feed, which has nearly **4,000 followers**. Please let us know if you have any examples of excellent businesses you'd like us to send out.

The **Enterprise Norfolk** programme continues to be delivered across Norfolk, **providing start up support to would be entrepreneurs**. The project is led by Norfolk County Council with an investment of £400K over 2 years, working with Norfolk's district, borough and city council partners. Service and activities available include: - enterprise awareness events, one-to-one support sessions, enterprise workshops and business surgeries and clubs. Although this is the first full quarter of operation, it has already achieved 39 starts, which is well on target for achieving 150 by the end of the year. Visit [www.norfolk.gov.uk/enterprisenorfolk](http://www.norfolk.gov.uk/enterprisenorfolk) to find out more.

## 4.2 New Anglia LEP

**The New Anglia Local Enterprise Partnership (LEP) has published its sector growth strategy which identifies nine growth sectors**, these are: Advanced Manufacturing, Energy, ICT, Ports and Logistics, Life Sciences and Biotechnology, Digital and Cultural Creative Industries, Food, Drink and Agriculture, Financial Services and Tourism. The strategy recognises the importance of sector development in creating jobs and growth and outlines a high level framework for sector growth and the supporting role that the LEP will play. For more information go to: [www.newanglia.co.uk](http://www.newanglia.co.uk).



## 5.0 INFRASTRUCTURE

### 5.1 Infrastructure Plan

Norfolk County Council adopted the Norfolk Infrastructure Plan in December 2012. The Plan highlights the strategic infrastructure requirements (transport, utilities and broadband) needed to help enable economic growth in the County.

This can be found on the Norfolk County Council [website](#)

### 5.2 Road A47 Corridor

The County Council has started work on a Route Based Strategy (RBS) for the A47 following Road Minister, Stephen Hammond's, announcement in December that the A47 should be the subject of one of the first of these. He indicated that future trunk road funding would be based on the outcomes of these strategies. The County Council has offered to undertake the work for the Highways Agency, in order to complete the RBS at the earliest opportunity and maintain momentum on the campaign for road improvements.

A meeting of the A47 Alliance was held in March, attended for the first time by representatives of the GCGP LEP and Peterborough City Council. For the first time, the A47 Alliance is supported by representatives all along the route from the A1 to Great Yarmouth, which will be vital to demonstrate the consensus of support for the campaign.

Work on refreshing membership of the wider A47 Alliance and the steering group is ongoing. The local authorities have agreed to contribute towards the setting up of an independently hosted website.

Work is taking place to identify improvement schemes for the A47 Thickthorn and Longwater junctions

Following the announcement of a successful funding bid for Pinch Point funding at Honingham, the Highways Agency has indicated that no other Norfolk A47 schemes will receive funding as part of the current round.

### A11 Fiveways to Thetford improvement

Major construction commenced in January 2013, with scheme completion expected for December 2014.

The new road will be built in sections alongside the existing road and traffic switched between the old and new carriageway to allow the old road to be reconstructed.

The road will be open throughout the construction period, but there will be the occasional short term closures for certain operations when local diversion routes will be in place.

### Transport for Norwich

The Postwick Hub has been given planning permission, with work due to start later in 2013.

Cabinet has approved proposals for the NDR to be a dual carriageway from Postwick to the A1067. The main NDR scheme is due to start in 2015.

Work on a range of Transport for Norwich implementation measures, such as the Dereham Road Bus Rapid Transit, scheme has begun.

Funding has also been secured through the Better Bus Area bid to deliver elements of the city centre proposals linked to Transport for Norwich. Funding has also been agreed to enable delivery of the Chapel Field North two-way corridor scheme. This was approved through the **Norwich Highways Agency Committee (NHAC)** in March 2013.

### 5.3 Rail

The County Council continues to work with government, the rail industry and other partners to secure improvements to the rail network. The desired improvements are set out in the Norfolk Rail Prospectus, a copy of which can be found here:

[http://www.norfolk.gov.uk/Travel\\_and\\_transport/Transport\\_future\\_for\\_Norfolk/Rail\\_in\\_Norfolk/index.htm](http://www.norfolk.gov.uk/Travel_and_transport/Transport_future_for_Norfolk/Rail_in_Norfolk/index.htm)

Government has announced the revised timetable for the refranchising of rail services. In Norfolk, all services except Norwich to Liverpool and King's Lynn to London King's Cross are part of the Greater Anglia franchise. This franchise will now be renewed so that it commences in October 2016. The franchise that includes King's Lynn to King's Cross services will be renewed in September 2014, whilst the Norwich to Liverpool service's franchise will commence in June 2015. Government is expected to extend the current operators' franchises to the revised dates.

The County Council is concerned these revised dates do not delay much-needed improvements, such as better quality trains on the Norwich-London route, and will work to investigate what improvements can be delivered before the new franchises are awarded.

### 5.4 Broadband

The Better Broadband for Norfolk (BBfN) programme is on schedule. It is important to note that investment will only be made in areas **not** served by commercial rollout from BT or Virgin (the only two superfast broadband infrastructure providers in Norfolk). There will be several, overlapping rollout phases, each following the same sequence: 1) Survey, design and detailed planning; 2) Infrastructure implementation; 3) Services available from ISPs.

Once the first stage for a phase is complete we will be able to announce the areas covered by that phase – data should be available for BBfN Phase 1 summer 2013.

## **Highway Asset Performance**

Report by the Director of Environment, Transport and Development

### **Summary**

The County Council is doing its best to support highway maintenance but structural maintenance budgets have reduced from £36.7m in 2010/11; to £32.4m in 2011/12; £31.1m in 2012/13 and £27.6m in 2013/14. The current proposed budget is £26.8m in 2014/15. This compares to an estimated need of some £36m to manage highway condition at a reasonable level but some £47m for minimum whole life cost.

Additional in-year funding in 2010/11/12/13, together with better targeting and judicious use of lower cost treatments (in particular the size of the surface dressing programme), has helped reduce deterioration from what otherwise had been expected. A significant amount of additional funding was targeted at the fen roads which had suffered prolonged drought prior to May 2012. Further efficiency savings are expected from changes delivered by a new highway works contract in 2014.

Lower budgets have meant that the maintenance strategy has been aimed at holding condition as far as possible. Our trend analysis and customer surveys indicate that net satisfaction has declined across all questions between 2012 and 2013 support this. This decline in satisfaction is a national trend, and relative performance compared to other authorities remains good.

In the 2013 spending review the Government announced that it will support local authorities to repair the local road network, providing nearly £6 billion over the six year period to 2020-21 (£976m per year). Initial information suggests that this represents up to an additional 25% in the highways maintenance block grant in 2015-16. The distribution of these funds has yet to be confirmed at a local authority level, however and will be reported in our Highways Capital Programme Report to panel in January 2014.

The SCANNER surveys for 2012-13 have indicated improvement in condition that does not match the extent of works we have been able to undertake. Other authorities have experienced a similar result. Further investigation is being undertaken by the auditors (TRL) into the results and those of some other authorities. The overall highway asset backlog at June 2013 is £82.5m compared with £89.9m reported in 2012. This reflects the SCANNER surveys.

The current uncertainty about the most recent results does not change the fundamental need to continue with the current asset management strategy and it is suggested that overall priorities for 2014-15 are unchanged.

### **Action Required**

Members are requested to:

1. Comment on the report overall.
2. Comment on the proposed continued use of integrated transport funding to support Structural Maintenance funding for 2014-15 (para 3.2).
3. Comment on the proposed service levels for footways (in paragraph 7.2).

4. Comment on budget need and revised priorities for 2014-15 (paragraphs 5.6 and 7.4).
5. Support the proposed in-year changes to the Transport Asset Management Plan for 2013/14, (paragraphs 9.4 and 9.5) for approval by Cabinet and the County Council.

## 1. **Background**

- 1.1. This report updates members on the performance of the significant highway assets, and seeks comments on service levels and priorities for allocations for the 2014-15 budget round. This report considers only the planned capital funded structural maintenance of the assets, not the routine maintenance that is funded from the Highway Maintenance Fund.
- 1.2. The supporting documents in the Member's Room provide greater detail. We are improving our analysis techniques to increase confidence and accuracy of the information, in particular this year the notable change is:
  - A second year of footway surveys have been carried out across all hierarchy types enabling more informed discussion around service levels and budgetary need.
- 1.3. At the meeting in September 2007, Members supported the view that the road and footway network were in a generally acceptable condition, i.e. fit for purpose. The condition data for 2006/7 is, where available, being used as the baseline against which to assess and report changes.
- 1.4. Any shortfall in achieving 2006-07 service levels, or otherwise agreed within 2012-13, is described as a backlog. The overall highway asset backlog at June 2013 is £82.5m compared with £89.9m reported in 2012. This has been summarised in Appendix 1. The reduction is mainly due to improvements in carriageway condition; however, the level of reduction was unexpected and not explained by the level of investment. The validity of the results is being examined further; some other authorities experienced a similar unexpected change. The backlog for footways has increased as a result of new surveys which are explained later in the report.
- 1.5. Budgets levels have been estimated in order to achieve and maintain the service levels within 2014-15.

## 2. **Fen Roads**

- 2.1. This region of England has experienced a period of significant drought. The Fenland area predominantly has sub-soils containing substantial quantities of peat and alluvium. The lowering of the water table in these soils has resulted in significant drought damage to the road network in the form of differential settlement and cracking. Our analysis of condition data for roads in the Fen area showed deterioration in condition that amounted to £8.92 million.

- 2.2. A bid by the County Council along with other 'fenland' highway authorities for additional government funding was unsuccessful. In response on 18 April 2012 the local roads Minister reiterated that "it is entirely the responsibility of local highway authorities to ensure they have a contingency to deal with these types of issues as they arise from time to time". The estimated cost of outstanding work was £4.7m, at that time.
- 2.3. Overall, £2.35m was allocated to Fen Road repairs in 2012/13. This funded half of the identified schemes, further mitigating risks. The remaining schemes have been prioritised and placed in the relevant programmes or works. From a risk management perspective this is considered to strike a reasonable balance and should avoid the worst case outcome of potential road closures.
- 2.4. The Fen Roads are no longer seen as a special case for funding but their condition remains more susceptible to variations in rainfall and represents a continuing risk when managing the budget for the highway network.

### 3. Budgets

- 3.1. Government has now confirmed details of the capital block funding allocations for Norfolk County Council in both 2013/14 and 2014/15. These were 'topped-up' by an additional award to the LTP Structural Maintenance Grant in the Chancellor's Autumn Statement in December 2012.
- 3.2. The allocations are inadequate to meet our service levels and since 2009/10 we have been reallocating an element of the integrated transport grant to support structural maintenance. The table below shows the total structural maintenance spend and the funding sources. The figure \* shown for 2014/15, is based upon maintaining only a £2m capital improvement budget.

Funding		2010/11	2011/12	2012/13	2013/14	2014/15
LTP Structural Maintenance Grant		£21,134,000	£22,456,000	£21,403,000	£20,529,000	£19,296,000
Reallocated Integrated Transport Grant		£1,000,000	£3,032,000	£3,324,000	£3,324,000	£5,487,000*
Additional award				£732,000	£3,701,000	£1,977,000
De-trunk grant		£2,800,000	£0	£0	£0	£0
County Council Contribution		£7,000,000	£0	£5,700,000	£0	£0
Winter damage	Gov	£2,814,000	£6,898,000	£0	£0	£0
	Council	£1,800,000	£0	£0	£0	£0
Total £ Funding		£36,548,000	£32,386,000	£31,159,000	£27,554,000	£26,760,000 *

- 3.4. The average annual rate of inflation for this type of work is around 4%. If this continues, the buying power of the annual LTP Structural Maintenance Grant will reduce, effectively reducing the budget in 2014/15 to 73% of the 2011/12 figure.

### 4. Customer Satisfaction

- 4.1. Two public satisfaction surveys were undertaken in 2011/2012/2013.

4.2. **National Highways & Transport Network (NHT) Public Satisfaction Survey 2011**

This was the fourth time the national survey had been undertaken, and the second time Norfolk had participated. 70 Local Authorities took part, eight in the Eastern Region and overall 22 County Councils. Summarised findings are:

- Norfolk was rated eighth for overall satisfaction out of the County Councils and 25<sup>th</sup> out of the local authorities taking part.
- Biggest gap between importance and satisfaction, both nationally and in Norfolk, across all highway functions continues to be highway condition.

4.3. Only two questions showed a decline in satisfaction under highways maintenance, with all other questions seeing an improvement.

These were:

- The condition of road surfaces
- Speed of repair to damaged roads/pavements

4.4. 41% of respondents placed roads and footpaths as in most need of improvement.

4.5. We are participating in the survey for 2013 to help benchmark ourselves against other authorities.

4.6. **Ipsos MORI**

This is part of the Citizens Panel survey undertaken for Norfolk County Council. The survey was undertaken in February 2012 and 2013 and the question set was modified to be more in line with those asked in the NHT. It is the current intention to repeat this survey in future years.

4.7. On all measures in the 2013 survey the levels of satisfaction have declined and actual levels of dissatisfaction have increased. There are three areas of negative net satisfaction (where the level of dissatisfaction is higher than those who are satisfied) these are:

- Condition of road surfaces = -35%
- Speed of repair to damaged roads and pavements = -45%
- Quality of repair to damaged roads and pavements = -31%

4.8. The three areas of highest satisfaction are:

- Cleanliness of roads – 50%
- Condition and cleanliness of road signs – 48%
- Speed of repair to street lights – 40%

Some recent work to benchmark our performance against four neighbouring county councils shows our position is in line or better than other councils for the majority of indicators. This includes for the three areas of biggest negative net satisfaction above (where the comparison shows our ranked performance as second for all of those).

4.9. Overall the results are showing the importance that residents place on the condition of the highway network, and whilst their level of satisfaction is reducing, our overall performance is good compared to other County Councils.

## 5. **Highways Maintenance Efficiency Programme (HMEP)**

- 5.1. HMEP is a sector-led transformation programme designed to maximise returns from highways investment and deliver efficient and effective services. Aimed at the local highways sector, the programme runs to 2018 and is sponsored by the Department for Transport (DfT) who are providing £6 million of funding.
- 5.2. The programme provides a series of 'products' to help inform highway authorities of best practice examples and recommendations that should lead to improved outcomes for all road users and better value for money for taxpayers.
- 5.3. As part of the additional funding announced for local roads by the Government in the 2013 spending review, the DfT is also expecting that local highway authorities continue to ensure they achieve best value for money for the taxpayer and devote renewed energy and commitment to delivering local roads that are fit for purpose. They wish to see all highway authorities adopt the tools that are being made available through the Highways Maintenance Efficiency Programme in order to achieve cost savings and efficiencies. Any recommendations that add value to our current practices will be implemented if they are affordable.
- 5.4. Current reports are:
- Pothole Review – Prevention is better than cure – issued April 2012 and referenced in last year report.
  - Asset Management Toolkit – issued November 2012. Our asset team attended training in March 2013. The tool is a prediction model informed by available budgets and intervention strategies. The use of a recommended model will increase the confidence in our assessment of options and reporting. We will adopt it.
  - Guidance of the management of Highway Drainage – issued November 2012. This has been reviewed and we will review our prioritisation process.
  - Standard specification and details for Local Highway Maintenance – issued September 2012.
  - Standard form of Highways Maintenance contract – issued February 2013.
  - Collaborative Alliance Toolkit – issued July 2012.
  - Highway Infrastructure Asset Management – issued 21 May 2013 and yet to be reviewed.
- 5.5. Both the pothole review and asset management guidance recommend that authorities should employ an asset management approach. They advise adoption of the principle that 'prevention is better than cure' in determining the balance between structural, preventative and reactive maintenance activities in order to improve the resilience of the highway network and minimise the occurrence of potholes in the future.
- 5.6. Ideally, this would require assets to be maintained to a planned regime based on the effective life of treatments. Our estimation of the budget required to do this is about £47m, as shown in Appendix 1. Currently this is unaffordable.
- 5.7. We have adopted a pragmatic asset management approach heavily using cheaper intermediate treatments, typically surface dressing, to maximise our network length treated, thereby protecting past investment and postponing further capital expenditure, as opposed to using more robust treatments using a 'worst first'

approach but over a lesser network length. This has allowed us to minimise the decline in highway condition in a time of significantly falling resources. Any reduction in the capital funding will result in an increase in reactive works and the need for additional revenue funding.

- 5.8. Our expenditure on surface dressing in recent years has been approximately £11m; representing 40% of our total structural maintenance spend. This is probably one of the largest surface dressing programmes in the country.

## 6. **Budget Pressures**

- 6.1. Looking forward, the following have been identified as pressures on the budgets:

6.1.1. Inflation as described in section 3.4.

6.1.2. Traffic Signals – The current analogue communication systems for our Urban Traffic Control will not be supported by BT beyond March 2018 and we will have to introduce digital communications. The estimated cost of this change is in the region of £1m. It is possible the project could be phased over four years starting in 2014-15 to complete March 2018. Without real time communication with the traffic signal controllers' SCOOT control to reduce congestion cannot operate, and there would be no automatic fault reporting.

6.1.3. Park and Ride sites - It is anticipated that from 2015-16 there could be significant pressure on the structural maintenance budget due to the need to resurface some of older sites. The annual cost could be in the region of £0.5m.

## 7. **Condition of Highway Assets**

### 7.1. **Roads**

7.1.1. The SCANNER condition surveys undertaken by our contractor for 2012-13 have indicated improvement in condition. We believe that this does not reflect the works we have undertaken. Other authorities have experienced a similar result. Further investigation is being undertaken by the auditors (TRL) into the results and those of some other authorities

7.1.2. Our view on road condition is supported by the increasing number of orders to repair priority A & B defects across the whole network between 2011/12 and 2012/13. These have increased by 108% and demonstrate the impact of the prolonged winter weather but also a higher demand throughout the last year. This is shown in the graph detailed in Appendix 3. Priority A and B defects are to be repaired within two and 36 hours respectively.

### 7.2. **Footways**

7.2.1. We have been collecting footway condition data since 2011-12 to inform Whole Government Accounts. We now have results for 100% of our hierarchy 1 & 2 footways and 50% of our hierarchy 3 and 4. These results have confirmed the condition and informed the budgetary need for these assets.



7.2.2. The new Footway Survey categorises using four different defect levels, they are:

Condition Level	Description	Examples
1. As New	Footways that have no defects	Brand new or recently reconstructed footways
2. Aesthetically Impaired	Lengths of footway that are in sound condition but have reduced visual attractiveness though patching	Sound footways with patching of different colour/age/material Faded bituminous
3. Functionally Impaired	Lengths of footway with surface deterioration that are structurally sound.	Cracked but level flags/blocks, minor surface deterioration
4. Structurally Unsound	Lengths of footway with defects affecting both the surface and the structure.	Cracked, uneven flags Poor shape, wide cracking, major loss of material

7.2.3. The surveys enable the development of new service levels and a revised method for monitoring the backlog. It is recommended that Norfolk adopts only the 'Condition level 4' 'structural unsound' band as its service level.

7.2.4. This is to be graduated between hierarchy based upon importance as follows:

7.2.5.

Hierarchy	Proposed Service Level		Current Condition
	% of network in structurally unsound condition	Length in km this represents	
1 (Town Centres)	12.5%	15km	13.1%
2 (Significant pedestrian generators)	25%	111km	27.8%
3 (other footways)	30%	901km	33.4%
4 (cul-de-sacs)	30%	271km	36.0%

7.2.6. The difference between the proposed service level and the current condition represents a backlog and this has informed Appendix 1.

7.3. A summary on the performance of individual asset types can be seen in Appendix 4 and a full supporting document is in the Members Room.

## 7.4. **Priorities for 2014-15**

7.4.1. The current priorities agreed by Members in 2012 were:

- A roads – maintain current condition
- B & C roads – maintain current condition
- Bridges – give priority to bridges on the HGV network
- Traffic signals – extend the controller replacement programme to 6 years (2013-14).
- Footways – maintain current condition
- U roads – give priority to more heavily trafficked roads in village centres
- Drainage – local maintenance schemes.

7.4.2. Despite the uncertainty about the results it does not change the fundamental need to continue with the current asset management strategy and it is suggested that overall priorities for 2014-15 are unchanged, but with the four higher priorities receiving 7/10ths of the funding available and the reference to the traffic signal programme being amended to the reference to the delivery of a programme that targets controllers over 20 years old.

7.4.3. This approach was consistent with the approach agreed by Members as part of the fundamental look at priorities in the Strategic Review during 2010.

## 8. **Whole Government Accounts**

8.1. The Chancellor announced in Budget 2008 that a Whole of Government Account will be published for the first time for 2009-10. This includes the requirement to have a common set of accounting policies for the whole of the public sector. The intention is to track the value of the highway asset over time with assets valued on the basis of their Depreciated Replacement Cost (DRC).

8.2. Highways infrastructure assets transitioned to a DRC basis in 2012-13, following the implementation of asset management plans for each local authority and a formal, fully audited dry run of the processes and accounting in 2011-12. The timing of this move reflects the size and complexity of the valuation exercise and the readiness of individual local authorities to implement the change.

8.3. We compiled a Gross Replacement Cost (GRC) and DRC for 2011-12. The GRC was £8.6 billion and the annualised depreciation for roads surfaces only was £51m.

8.4. Current funding and performance trends suggest we are generally managing a decline of the value of the highway asset and therefore would normally expect annualised depreciation to be shown in our accounts.

## 9. **Transport Asset Management Plan**

9.1. As indicated in section 3, the Transport Asset Management Plan, and in particular service levels, are reviewed to identify potential to improve efficiency and reduce costs.

9.2. In March 2003, the Highways Agency introduced a new interim notice (IAN49/03); it addressed potential increased skidding risks on new asphalt surfaces emerging from anecdotal comment and early phases of research. It introduced the use of warning signs to help manage the perceived risks on newly-resurfaced roads,

pending findings from further research. We adopted this approach on higher speed roads.

- 9.3. As a result of further TRL (an independent Transport Research Laboratory), research the Highways Agency have reviewed the advice given in IAN 49/03 and now recommend withdrawing the use of warning signs.
- 9.4. This concurs with our own research on our network and we recommend a change in policy for Norfolk, namely that the use of warning signs on new surfacing should stop and all existing signs removed. This should generate a saving of some £30k pa to be used elsewhere in the structural maintenance programme,
- 9.5. Also, following an exercise comparing standards with Suffolk County Council, we revised frequency of highway inspections. The revised inspection arrangements are set out in Appendix 5.

## 10. **Resource Implications**

- 10.1. **Finance:** This report has no direct financial implications.

## 11. **Other Implications**

- 11.1. **Equality Impact Assessment (EqIA):** The potentially vulnerable service users who benefit most from accessible highways in Norfolk are disabled and older people. The suggested approach to managing the highway asset helps ensure the existing levels of access, in terms of the highway, do not significantly decline by making best use of the resources available, for example intervening earlier to recover condition and using cheaper intermediate treatments.
- 11.2. **Environmental Implications : None**
- 11.3. **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.

## 12. **Section 17 – Crime and Disorder Act**

- 12.1. None.

## 13. **Risk Implications/Assessment**

- 13.1. Funding allocations may be changed by Government or the Council.
- 13.2. Inflationary pressures may not be fully funded reducing relative buying power.
- 13.3. Our relative performance in the ex-national indicators impacts on the formulae for the structural maintenance allocation. The funding allocation is partly needs-based, reflecting condition according to the national indicator.
- 13.4. Damage to assets caused by adverse weather, winter, drought, wind and flood.
- 13.5. The relative risk regarding the ability to meet service levels for each asset type is described in the supporting document in the Members Room.

## 14. **Alternative Options**

- 14.1. Members could seek additional funding to address the deterioration of the assets.
- 14.2. Members could consider reviewing the service levels in line with the budgets available.
- 14.3. Members could revise the suggested priorities and budget allocations.
- 14.4. Cheaper, short-term maintenance interventions could be employed to address the deterioration, but these are not suitable in all circumstances and are not likely to be value for money in the longer term. Where appropriate they are currently being used.

## **Action Required**

Members are requested to:

- (i) Comment on the report overall.
- (ii) Comment on the proposed continued use of integrated transport funding to support Structural Maintenance funding for 2014-15 (paragraph 3.2).
- (iii) Comment on the proposed service levels for footways (paragraphs 7.8 to 7.11).
- (iv) Comment on the budget need and revised priorities for 2014-15 in the summary (para 5.4 and 7.5).
- (v) Support the proposed in-year changes to the Transport Asset Management Plan for 2013/14, (paragraphs 9.4 and 9.5) for approval by Cabinet and the County Council.

## **Background Papers**

Highway Asset Performance Report - Environment, Transport and Development Overview and Scrutiny Panel – 11 July 2012

Highways Capital Programme for 2012/13/14 and Transport Asset Management Plan – Cabinet – 4 March 2013

## **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 Paul Elliott or textphone 0344 800 8011 and we will do our best to help.

# Highway Assets: Backlog and Needs

App 1

	Backlog	Budget	Backlog	Budget	Budget Need 2014-15	
	2011-12	2012-13	2012-13	2013-14	Steady State estimate	To recover service levels*
Asset type	£m	£m	£m	£m	£m	£m
A roads	9.8	7.066	9.8	5.642	9.643	19.4
B roads	5.2	2.618	2.9	3.345	4.222	7.1
C roads	16	7.895	5.1	5.804	8.546	13.6
U roads	4.4	5.192	0	4.477	7.416	7.4
<i>Winter Damage Patching and potholes</i>		0		0		
Category 1 footways*****	3.3	0.45	0.54	0.45	0.684	1.224
Category 2 footways*****			1.907		2.071	3.978
Category 3 footways*****	2.5	2.633	7.48	2.996	5.591	13.071
Category 4 footways*****			3.459		2.265	5.724
Highway Drainage	Maintenance	0.9	1.2	0.7	0.6	0.616
	Improvement	35.7	0	35.8	0	0
Bridges	Maintenance	10.6	0.95	13.818	1.27	1.988
	Strengthening	0.32	0.245	0.344	0.03	0.03
	Assessment	0	0.205	0	0.1	0.155
Traffic Signals	1.15	0.65	0.5	0.65	0.79	1.17
Park and Ride Sites	0	0.045	0.038	0.04	0.68	0.058
Area Manager Schemes	0	0.2	0	0.2	0.2	0.2
Vehicle restraint systems	0.036	0.195	0.133	0.195	0.195	0.201
Contingencies****	0	1.175	0	1.755	1.618	3.118
<b>Total</b>	<b>89.906</b>	<b>30.719</b>	<b>82.519</b>	<b>27.554</b>	<b>46.71</b>	<b>92.896</b>

## Notes

These figures are taken from the price base for each year, not a common price base. 2012/13 Backlog based upon 1-4-13 prices. The backlog figure refers to the end of year, 31/3/2013

\* Where service condition is linked to condition surveys, the budget need is to recover service condition not just hold condition in year

^ Budgets include winter damage grants

\*\* These budgets have not been ring-fenced in but shared across

\*\*\* Funded from revenue

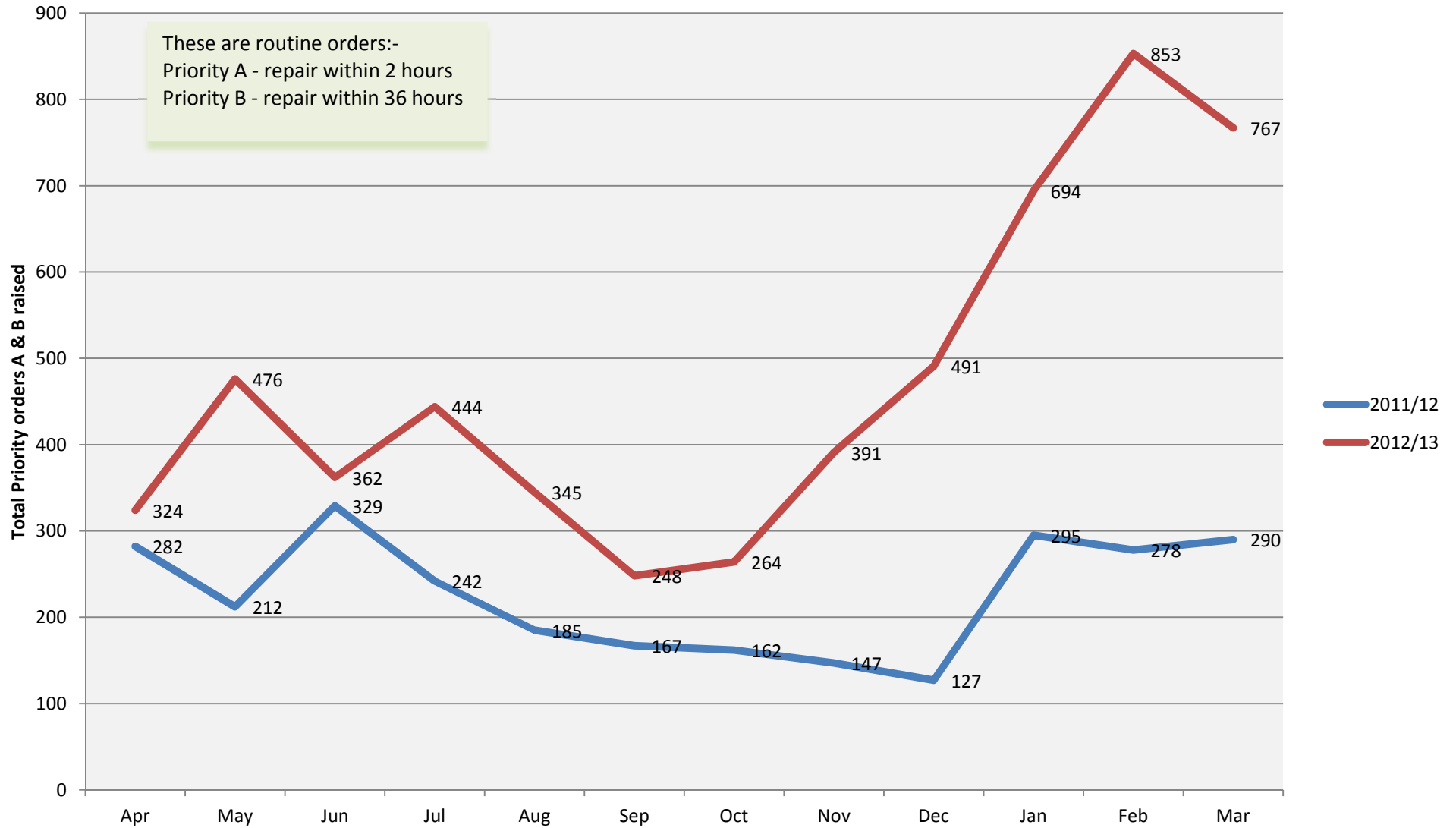
\*\*\*\* 5% inflation & interim Management Fees to cover uncertainties around the new re-procurement

\*\*\*\*\* new for 2013/14 report, new budget split for footways, the 13/14 budget is still amalgamated but will be split for 14/15

Customer Satisfaction Highway Surveys 2011/12/13	2011 NHT	2012 Tracker	2013 Tracker
<b>How satisfied or dissatisfied are you with each of these locally?</b>			
<b>Condition of road surfaces</b>			
Very satisfied		2%	3%
Fairly satisfied		30%	23%
Neither satisfied nor dissatisfied		14%	13%
Fairly dissatisfied		24%	34%
Very dissatisfied		31%	26%
<b>Satisfied</b>	<b>32%</b>	<b>32%</b>	<b>26%</b>
<b>Dissatisfied</b>	<b>54%</b>	<b>54%</b>	<b>61%</b>
<b>Net satisfaction (satisfied - dissatisfied)</b>	<b>-22%</b>	<b>-22%</b>	<b>-35%</b>
<b>How satisfied or dissatisfied are you with each of these locally?</b>			
<b>Cleanliness of roads</b>			
Very satisfied		7%	7%
Fairly satisfied		47%	43%
Neither satisfied nor dissatisfied		20%	22%
Fairly dissatisfied		17%	18%
Very dissatisfied		8%	10%
<b>Satisfied</b>	<b>52%</b>	<b>55%</b>	<b>50%</b>
<b>Dissatisfied</b>	<b>22%</b>	<b>26%</b>	<b>28%</b>
<b>Net satisfaction (satisfied - dissatisfied)</b>	<b>30%</b>	<b>29%</b>	<b>22%</b>
<b>How satisfied or dissatisfied are you with each of these locally?</b>			
<b>Condition of road markings (e. g. white lines)</b>			
Very satisfied		7%	5%
Fairly satisfied		44%	41%
Neither satisfied nor dissatisfied		22%	23%
Fairly dissatisfied		18%	20%
Very dissatisfied		10%	10%
<b>Satisfied</b>	<b>52%</b>	<b>50%</b>	<b>46%</b>
<b>Dissatisfied</b>	<b>23%</b>	<b>28%</b>	<b>31%</b>
<b>Net satisfaction (satisfied - dissatisfied)</b>	<b>29%</b>	<b>22%</b>	<b>16%</b>
<b>How satisfied or dissatisfied are you with each of these locally?</b>			
<b>Condition and cleanliness of road signs</b>			
Very satisfied		7%	6%
Fairly satisfied		46%	42%
Neither satisfied nor dissatisfied		25%	27%
Fairly dissatisfied		15%	17%
Very dissatisfied		8%	8%
<b>Satisfied</b>	<b>51%</b>	<b>52%</b>	<b>48%</b>
<b>Dissatisfied</b>	<b>20%</b>	<b>23%</b>	<b>26%</b>
<b>Net satisfaction (satisfied - dissatisfied)</b>	<b>31%</b>	<b>30%</b>	<b>22%</b>
<b>How satisfied or dissatisfied are you with each of these locally?</b>			
<b>Speed of repair to street lights</b>			
Very satisfied		8%	8%
Fairly satisfied		42%	40%
Neither satisfied nor dissatisfied		31%	33%
Fairly dissatisfied		10%	12%
Very dissatisfied		8%	8%
<b>Satisfied</b>	<b>46%</b>	<b>51%</b>	<b>48%</b>
<b>Dissatisfied</b>	<b>15%</b>	<b>18%</b>	<b>20%</b>
<b>Net satisfaction (satisfied - dissatisfied)</b>	<b>31%</b>	<b>33%</b>	<b>28%</b>
<b>How satisfied or dissatisfied are you with each of these locally?</b>			
<b>Speed of repair to damaged roads and pavements</b>			
Very satisfied		3%	2%
Fairly satisfied		20%	17%
Neither satisfied nor dissatisfied		20%	17%
Fairly dissatisfied		31%	34%
Very dissatisfied		26%	30%
<b>Satisfied</b>	<b>18%</b>	<b>23%</b>	<b>19%</b>
<b>Dissatisfied</b>	<b>62%</b>	<b>57%</b>	<b>64%</b>
<b>Net satisfaction (satisfied - dissatisfied)</b>	<b>-44%</b>	<b>-34%</b>	<b>-45%</b>
<b>How satisfied or dissatisfied are you with each of these locally?</b>			
<b>Quality of repair to damaged roads and pavements</b>			
Very satisfied		3%	3%
Fairly satisfied		25%	20%
Neither satisfied nor dissatisfied		24%	21%
Fairly dissatisfied		28%	29%
Very dissatisfied		21%	26%
<b>Satisfied</b>	<b>24%</b>	<b>28%</b>	<b>24%</b>
<b>Dissatisfied</b>	<b>51%</b>	<b>48%</b>	<b>55%</b>
<b>Net satisfaction (satisfied - dissatisfied)</b>	<b>-27%</b>	<b>-21%</b>	<b>-31%</b>
<b>How satisfied or dissatisfied are you with each of these locally?</b>			
<b>Maintenance of highway verges, trees and shrubs</b>			
Very satisfied		7%	6%
Fairly satisfied		41%	37%
Neither satisfied nor dissatisfied		26%	24%
Fairly dissatisfied		16%	18%
Very dissatisfied		9%	14%
<b>Satisfied</b>	<b>39%</b>	<b>48%</b>	<b>43%</b>
<b>Dissatisfied</b>	<b>34%</b>	<b>26%</b>	<b>33%</b>
<b>Net satisfaction (satisfied - dissatisfied)</b>	<b>5%</b>	<b>22%</b>	<b>10%</b>
<b>How satisfied or dissatisfied are you with each of these locally?</b>			
<b>Weed killing on pavements and roads</b>			
Very satisfied		6%	6%
Fairly satisfied		37%	35%
Neither satisfied nor dissatisfied		33%	29%
Fairly dissatisfied		14%	16%
Very dissatisfied		10%	14%
<b>Satisfied</b>	<b>39%</b>	<b>43%</b>	<b>40%</b>
<b>Dissatisfied</b>	<b>29%</b>	<b>24%</b>	<b>31%</b>
<b>Net satisfaction (satisfied - dissatisfied)</b>	<b>10%</b>	<b>19%</b>	<b>10%</b>
<b>How satisfied or dissatisfied are you with each of these locally?</b>			
<b>Keeping drains clear and working</b>			
Very satisfied		8%	7%
Fairly satisfied		45%	37%
Neither satisfied nor dissatisfied		25%	23%
Fairly dissatisfied		13%	18%
Very dissatisfied		10%	15%
<b>Satisfied</b>	<b>45%</b>	<b>53%</b>	<b>44%</b>
<b>Dissatisfied</b>	<b>28%</b>	<b>23%</b>	<b>33%</b>
<b>Net satisfaction (satisfied - dissatisfied)</b>	<b>17%</b>	<b>30%</b>	<b>11%</b>

# Number of Priority A&B orders raised By Month & Year

App. 3



## 1. Condition of Highway Assets Summary

### 1.1. Roads

- 1.1.1. A, B & C roads have all shown considerable improvement against previous years national indicators.

'A' roads have changed from 3.7% to 2.9% 'in need of attention' which translates to ~11Km (20%) of last years figures. 'B' & 'C' roads moved, likewise, from 12.2% to 9.4%, within this 'B' roads have moved from 8.6% to 7.2% a decrease of 18.5Km (17%) from the 'in need of attention' indicator and 'C's from 12.9% to 9.9% a decrease of 104Km (23%).

A roads show a small decrease in the % of roads with no defects, where as both the B & C show an increase.

- 1.1.2. Backlogs are shown in Appendix 1; both the B & C movement is down, C roads considerably. The A road figure has remained constant despite the drop in the main percentage reported.

- 1.1.3. The SCANNER surveys for 2012-13 have indicated improvement in condition. Whilst the results are within the tolerances of the process they were unexpected given the level of investment in the assets. Other authorities have experienced a similar result. At present these stand but further investigation is planned by the auditors (TRL) into our results and those of some other authorities. We believe the results do not reflect the works we have undertaken and the road network has not improved.

1.1.4.

	2012/13	2013/14 Predicted
A roads	3% (2.9%)	3% (3.2%)
B roads	7% (7.2%)	7% (7.2%)
C roads	10% (9.9%)	11% (10.7%)

Note: Lower is better. Figures in brackets are the actual figures, but these are rounded to the nearest whole number when reported.

- 1.1.5. Unclassified (U) road condition indicator has also dropped; our target of 32% for a 4-year average was achieved with 22%. A new survey contractor was used for the first time in 2012-13, reducing costs. Whilst the surveyors are accredited, the survey is visual so there is the potential for variance. However, there has been an increase in Surface Dressing budget for U roads in 2011/12 and 2012/13 and this has had a positive result. As a whole there has been a large drop in treatments recommended resulting in no backlog for U roads this year in comparison to the 2006/7 benchmark year.



## 1.2. Bridges

1.2.1. Bridges have, as a whole, continued to deteriorate in 2012/13. The Backlog as of 1<sup>st</sup> April 2013 had risen by £1.1m to £11.7m. There is also a need to strengthen 2 further Bridges that were not accounted for last year.

## 1.3. Traffic Signals

1.3.1. The programme to replace all the controllers which are over 15 years old will complete in 2013/14. The current backlog is £0.5m which is the last few sites from the 5 year controller replacement programme (extended to 6 years).

1.3.2. A new service level of controllers older than 20 years will be introduced in 2013/14. This is a rolling programme and a backlog will be recorded for this from April 2014 and is estimated to be £0.79m. It is anticipated that a steady yearly funding model can be achieved in the future to control the level of backlog.

## 1.4. Footways

1.4.1. This year is a fresh start for footways, as it is the first year with 100% results for Cat 1 & 2 from the new Footway Network Survey (FNS). The Cat 3 & 4 are on a different collection frequency and thus far 50% of the network has been completed. The collection frequencies of the different Categories are:-

Footway Category	Frequency of collection (percentage of network per year)	100% of network covered by
1	50%	12/13
2	50%	12/13
3	25%	14/15
4	25%	14/15

1.4.2. An independent service level for each Category of footway (Cat. 1, 2, 3 & 4) has been set (further information is available in Appendices D (i),(ii) & E (i),(ii) of the extra members pack) and from these a backlog has been calculated. This is the first time these have been calculated and therefore no comparison to past years can be made.

1.4.3. Individual budgets are to be set for each category and guidance on which footways to target will be given to Area staff, (for the 2014/15 season) based on the survey data.

## 1.5. **Drainage**

1.5.1. There are not any formal condition surveys of highway drains. Overall condition is assessed from regular road inspections. The identified schemes are a mixture of small scale local interventions and larger “catchment wide” projects. The drainage backlog has decreased slightly.

## 1.6. **Park & Ride Sites and Norwich Bus Station**

1.6.1. The service level on these sites is, to fully fund any urgent, essential or necessary structural maintenance works identified by NPS in their annual inspection. In the past the requirements have been relatively small and all have been funded, however this year we are carrying a backlog of £38k related to minor works picked up during the previous year’s inspection.

## 1.7. **Vehicular Restraint Systems (VRS)**

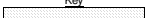
1.7.1. Our service level uses information from structural integrity surveys carried out of the whole stock over a 5-year period. We have adopted a service measure whereby if those sites assessed as priority 1 through risk assessment were not to be funded then they would represent a backlog.

1.7.2. Six schemes have been deferred into the 2013-14 financial year from the 2010-11 and 2011-12 inspections. They total £133,000 and this represents the backlog at 1<sup>st</sup> April 2013.

## 2. **Full Supporting Document**

2.1. A full supporting document stating the performance of individual asset types will be placed in the member’s room.

Highway Safety Inspections in Norfolk					
Code of Practice 2005		Norfolk County Council practice (Sept 2012)			
Subject	Category	Category	Sub-Category / Description	Detailed/Safety inspections (combined)	
Roads	2	2a	Trunk	1 month	
		2b	Primary		
		2c	Most principal roads- see 3a(i) & 3b(iii)		
	3a	3a (Main Distributor)	3a(i) (Some remaining A roads A1062, A1064 only)	3 months	
			3a(ii) all others		
	3b	3b (Access routes)	3b(i) HGV	3 months	
			3b(ii) Local		
			3b(iii) Special (A149 Hunstanton-Cromer & C636 Bacton to North Walsham)		
				Town Centres : All roads , footways, cycleways within these defined areas (Footway Cat 1)	1 month
	4a	4a	4a(i) Typically dense urban terrace in Gt. Yar/KL/Nor with on-street parking	6 months	
			4a(ii) Remaining		
4b	4b	4b Typically urban (40mph or less) cul-de-sac's or loop roads without significant traffic generators	Annual		
		4c Back Lanes		Annual	
			4d Soft roads	Every 5 years (i.e. 1/5 each year)	
Footways	1(a)				
	1	1	Defined 'Town Centre'	1 month with roads (town centre)	
	2	2	Remaining urban (Cat 2 & 3 roads) in City and Towns in Norfolk Structure Plan 1999 + exceptions	6 months	
			Detached Footway (2)	6 months	
	3	3	Link Footways	frequency determined by adjoining road	
			Detached Footway (3)	6 months	
4	4	Local access footways alongside road 4b & 4c	Annual		
		Detached Footway (4)			
Cycleways	A	A	(i) on road facilities	As roads	
			(ii) signed only (urban)		
			(iii) signed only (rural)		
	B	B	Shared or dedicated off-road detached Cycleway (not contiguous with highway)	6-monthly	
			Shared or dedicated off-road provision alongside road corridor	As roads	
C					
Public Rights of Way			Urban	Annual	
			Rural	Every 5 years (i.e. 1/5 each year)	

Key  = Highway Agency responsibility

## Lead Local Flood Authority Flood Investigation Duty

Report by the Director of Environment, Transport and Development

### Summary

This report updates the panel on the role of Norfolk County Council as the Lead Local Flood Authority in carrying out its duty to investigate flooding in line with Section 19 of the Flood and Water Management Act 2010. Submitted with this report are three initial investigations into flooding that have occurred in Norfolk in 2012-13, at Dereham, Brooke and Little Melton. Officers will ensure any lesson learned through the process of flood investigation will be fed back to future Panels.

This report follows on from a previous report to ETD OSP on 13 March 2013 where a Flood Investigation Protocol detailing how Norfolk County Council would fulfil this duty was endorsed. The protocol sets out that Norfolk County Council:

- Will investigate flooding where there is a risk to life or serious injury, internal flooding of residential or commercial properties, any section of a national category 3 road or above made impassable due to flooding/ any section of a priority 1 and 2 gritting route or flooding impacting on critical services and/or
- Where there is ambiguity regarding the cause, nature or frequency of a flood event.

### Action Required

Members are asked to comment on and note the report and to endorse the approaches outlined below;

- a) To publish the attached Flood Investigation Reports (Appendices A-C) and the revised Flood Investigation Flow Chart (Appendix D).
- b) To publish flood investigation reports inline with the revised Flood Investigation Flow Chart.
- c) The Flood and Water Management Team may close an investigation case file where it is not possible to corroborate the impact of a flood event as there is a lack of physical evidence.
- d) The Flood and Water Management Team may undertake and publish an investigation where it has been possible to corroborate the impact of a flood event and there is evidence.
- e) To produce a report for the purposes of communicating Flood Investigations to the general public. The report will be sent to Risk Management Authorities and affected parties.
- f) To provide an annual report to ETD OSP, including progress on Flood Investigation's, in relation to service delivery undertaken by the Flood and Water Management Team in relation to the duties conferred through the Flood and Water Management Act 2010.

## 1. **Background**

- 1.1. Section 19 of the Flood and Water Management Act 2010 sets out a statutory duty for Lead Local Flood Authorities to investigate flooding in their administrative area. This section states that on becoming aware of a flood in our area, where necessary or appropriate, we must investigate which Risk Management Authorities have relevant flood risk management functions and whether each of those Risk Management Authorities has exercised, or is proposing to exercise, those functions in relation to the flood.
- 1.2. A previous report on this statutory duty was submitted to the Environment Transport and Development Overview and Scrutiny Panel (ETD OSP) on the 13th March 2013. As part of this report a Flood Investigation Protocol detailing how Norfolk County Council would fulfil this duty was submitted and subsequently endorsed. The protocol sets out that Norfolk County Council will investigate flooding where there is a risk to life or serious injury, internal flooding of residential or commercial properties and flooding impacting on critical services.
- 1.3. Within the 13 March 2013 ETD OSP report Members were made aware that the Flood and Water Management Team received 3477 flood reports April 2012 – February 2013 These reports are provided by Risk Management Authorities and Norfolk County Council requires clarity on how these are being managed. Where they fall within the Significance Criteria outlined in the Flood Investigation Protocol or where the Council cannot ascertain who is responsible for managing these incidents, a formal investigation will be launched.

## 2. **Current Investigations**

- 2.1. Of the 3477 flood reports that the Flood and Water Management Team received, 37 flood incidents have been taken forward for further investigation, based on the criteria outlined in the Flood Investigation Protocol. Of those being investigated 29 have been resolved and closed down as work is being done and there is no need for further investigation. Of the 8 flood investigations we mentioned in March we are now reporting on 3.
- 2.2. These 3 events have been found to satisfy the significance criteria as set out in the Flood Investigation Protocol and as such they are published as formal flood investigation reports and accompany this committee report. The reports aim to establish the source of the flooding and enable ETD OSP to assess the roles and responsibilities of the relevant Risk Management Authorities with regards to whether those authorities have or intend to exercise their powers appropriately.
- 2.3. The 3 formal flood investigation reports summarising the outcomes of the investigation process provided for consideration cover the following locations:

<b>District</b>	<b>Parish</b>
Breckland	Dereham (Appendix A)
South Norfolk	Brooke (Appendix B)
South Norfolk	Little Melton (Appendix C)

As part of the formal investigation report Norfolk County Council have worked at the local level with Risk Management Authorities and relevant stakeholders to make recommendations to resolve the flooding issues.

### 3. **Structure of flood investigation reports and desk studies**

3.1. The 3 formal flood investigations have been produced in line with the protocol as endorsed by ETD on 13 March 2013. For the purpose of ensuring uniformity between reports the Flood and Water Management Team have designed 2 standard templates to aid the structure and compilation of reports. These are as follows;

1. Flood Investigation Report, fields for which include:

- Executive Summary
- Location of flooding incident
- Flood Incident as reported
- Desk Study
- Summary of site investigation and information received
- Summary of impacts
- Investigation findings
- Recommendations

2. Desk Study Report, fields for which include:

- Location & Geology
- Flood Risk Mapping
- Drainage systems
- Hydrological data
- Document Review
- Flood history
- Flood Investigation Actions

### 4. **Implications of flood investigations**

4.1. In undertaking the flood investigation process a number of issues have been identified for which officers seek Member's views on. These are considered in more detail below;

4.2. The three flood investigation reports (Appendices A-C) are the first reports to be produced by the Flood and Water Management team. They have been provided to ETD OSP to illustrate the outputs of this statutory duty. In future, it is expected that published reports may be brought to ETD OSP where there is a need for scrutiny and/or to update the panel on matters affecting the delivery of investigations.

- 4.3. It is recognised that flooding is a highly emotive issue and residents regularly involve their Members and MPs on these matters and as such officers have revised the flood investigation flow chart (see Appendix D) to incorporate the involvement of the relevant Member throughout the flood investigation process.
- 4.4. In taking forward flood investigations the Flood and Water Management Team require evidence of flooding. If flooding cannot be corroborated the statutory duty to investigate may be undermined. Whilst other lead Local Flood Authorities in other parts of the country have experienced recent flooding to multiple properties recent flood events in Norfolk have primarily occurred in single properties. Therefore the need for physical evidence has become more pertinent where there is reliance for verification of flooding on a single property owner.
- 4.5. Taking into account the need for evidence, guidance is sought from ETD OSP on whether any of the decisions outlined below are appropriate for use by officers to determine whether a flood report should be published or not;
- The Flood and Water Management Team may close an investigation case file where it is not possible to corroborate the impact of a flood event as there is a lack of physical evidence.
  - The Flood and Water Management Team may undertake and publish an investigation where it has been possible to corroborate the impact of a flood event and there is evidence.
- 4.6. As part of the Flood Investigation process there is a need to balance the provision of meaningful information that enables communities to protect themselves from flood risk against the desire of individuals to protect their ability to secure affordable insurance. To protect the personal position of residents in defining the flood area, for the purpose of the 3 attached reports NCC have;
- Excluded all personal details of members of the public and officers.
  - Referred to the locality of the flooding at street level, without reference to the individual properties affected.
- 4.7. Identifying the locality of the flood incident concerned is an integral part of the formal reporting process; however the LLFA must be mindful that formalising and publishing these details may give rise to potential implications for the property owner as well as the wider community in the future. In turn this may lead to public reluctance to report flood damage experienced to residential properties
- 4.8. Norfolk County Council, under Section 21 of the Flood and Water Management Act 2010 (FWMA) is required to establish and maintain –
- A register of structures or features which, in the opinion of the authority, are likely to have a significant effect on a flood risk in its area, and
  - The lead local flood authority must arrange for the register to be available for inspection at all reasonable times

This ‘Section 21 register’ will provide an important source of information and evidence to use for flood investigations and provide residents with transparency in highlighting the need for the identification of ownership and maintenance of structures or features that could cause a risk in their area.

- 4.9. It should be noted that formal investigation reports will only present the best available information at the time of publishing and may not fully resolve the flooding issue. Therefore any subsequent information or comments will be considered as part of any Section 21 register of structures or features work.
- 4.10. Legislation only requires that the results of the LLFA investigations are published and no further Government guidance is given on the content that is to be published. NCC is therefore under no statutory obligation to release all details of the report process and this remains at NCC's own discretion.

It is recommended that in the interests of transparency a report for publication is produced for the purposes of communicating Flood Investigation findings to the general public and will be sent directly to affected parties which are:

- Risk Management Authorities who are responsible for managing the risk or drainage features associated with the flood incident.
  - Tenants / occupiers of buildings or other property subject to draft Flood Investigation Reports.
  - Property owners of buildings or other property subject to draft Flood Investigation Reports.
  - Management Companies maintaining buildings or other property subject to draft Flood Investigation Reports.
  - Members within whose electoral division the flood incident is located.
- 4.11. This approach to consultation will be reviewed following feedback being received on the effectiveness of this process.

## 5. **Resource Implications**

5.1. **Finance** : No new implications.

5.2. **Staff** : No new implications.

5.3. **Property** : No new implications.

5.4. **IT** : No new implications.

## 6. **Other Implications**

6.1. **Legal Implications:** The Flood and Water Management Act 2010 introduces new statutory duties on Norfolk County Council. These are outlined in the report. Further local legal /statutory guidance is ongoing. Under the Localism Act 2011, duties now apply to the Lead Local Flood Authority to review and scrutinise the functions of Risk Management Authorities in its area. Those Risk Management Authorities must comply with a request made by a Lead Local Flood Authority. The implications for producing Flood Investigation Reports and any consequences of blight have been considered. The process of gaining insurance for a property and/or purchasing/selling a property and any flooding issues identified are considered a separate and legally binding process placed upon property owners and this is independent of and does not relate to the County Council highlighting flooding to



properties at a street level.

6.2. **Human Rights:** None

6.3. **Equality Impact Assessment (EqIA):** An EqIA is assessed at the Flood Investigation Report level. It is important to note that the Government's approach to funding flood mitigation is to operate a beneficiary pays policy, where Government funding is unlocked through seeking local contribution. However, it may transpire that we identify communities that may be more / less able to afford contributions towards schemes.

6.4. **Communications:** Published flood investigation reports will support the Council's Flood Investigation responsibilities, with a view to making the multi-agency response to flooding more effective and transparent.

6.5. **Health and Safety Implications:** None.

6.6. **Environmental Implications:** This report addresses issues associated with adapting to the impacts of climate change. Climate change is placing additional burdens on communities and organisations through increasing the intensity and frequency of rainfall that leads to flood events.

6.7. **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.

## 7. **Section 17 – Crime and Disorder Act**

7.1. Not applicable.

## 8. **Risk Implications/Assessment**

8.1. Flood Investigation Reports will highlight risks to communities in Norfolk. A number of these reports will provide evidence that can be used to support the development and submission of targeted funding bids to external programmes. These bids would be aimed at mitigating the issues highlighted by these reports and that are experienced by communities at risk in Norfolk. However, other reports may highlight areas of long term risk where it is more difficult to secure adequate levels of protection to residents and businesses in the short term. The previous Cabinet Member for Environment and Waste communicated with Government, Ministers and Norfolk MPs on flood insurance issues. A visit to Norfolk by a Defra insurance specialist to discuss the issues for Norfolk was held in June 2012. Norfolk County Council will continue to lobby central government on this issue to ensure that residents and businesses are able to secure affordable insurance. The Association of British Insurers (ABI) currently have an agreement in place (known as the 'Statement of Principles') with Government to continue to provide affordable insurance. Government and the ABI are working to revise the existing 'Statement of Principles' and secure a long term agreement for the continuation of affordable insurance for residents and businesses.

## 9. **Alternative Options**

- 9.1. Norfolk County Council does not publish Section 19 Flood Investigation Reports - However this is likely to create confusion and uncertainty for residents and businesses that are affected by flooding. It also makes it difficult to scrutinise the activities of Risk Management Authorities and their response to flooding issues within Norfolk.
- 9.2. Norfolk County Council publishes an executive summary only of Section 19 Flood Investigation Reports – However, this is likely to be criticised for withholding information that could in any case be requested through a Freedom of Information request. It also may reduce the level of transparency and makes it difficult to scrutinise the activities of Risk Management Authorities and their response to flooding issues within Norfolk.

## 10. Reason for Decision

- 10.1. This process is a statutory duty under the Flood and Water Management Act 2010.

## Action Required

- (i) Members are asked to comment on and note the report and to endorse the approaches outlined below;
  - a) To publish the attached Flood Investigation Reports (Appendices A-C) and the revised Flood Investigation Flow Chart (Appendix D).
  - b) To publish flood investigation reports inline with the revised Flood Investigation Flow Chart.
  - c) The Flood and Water Management Team may close an investigation case file where it is not possible to corroborate the impact of a flood event as there is a lack of physical evidence.
  - d) The Flood and Water Management Team may undertake and publish an investigation where it has been possible to corroborate the impact of a flood event and there is evidence.
  - e) To produce a report for the purposes of communicating Flood Investigations to the general public. The report will be sent to Risk Management Authorities and affected parties.
  - f) To provide an annual report to ETD OSP, including progress on Flood Investigation's, in relation to service delivery undertaken by the Flood and Water Management Team in relation to the duties conferred through the Flood and Water Management Act 2010.

## Background Papers

Appendix A: Yaxham Road, Flood Investigation Report

Appendix B: Brooke, Flood Investigation Report

Appendix C: Little Melton Flood Investigation Report

Appendix D: Amended Flood Investigation Flow Chart

## Officer Contact

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

<b>Name</b>	<b>Telephone Number</b>	<b>Email address</b>
Graham Brown	01603 638 083	<a href="mailto:graham.brown@norfolk.gov.uk">graham.brown@norfolk.gov.uk</a>
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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 Karen Wildsmith or textphone 0344 800 8011 and we will do our best to help.



## Flood Investigation Report

Report Title:

Breckland

Dereham

Yaxham Road

Report Reference: 000018

July 2013

Report Status: Approved Report

	<b>Name</b>	<b>Date</b>
<b>Prepared by:</b>	Alys Bishop	26 / 06 / 2013
<b>Checked by:</b>	Graham Brown	03 / 07 / 2013
<b>Approved by:</b>	Phil Bennett-Lloyd	03 / 07 / 2013

Prepared by Flood and Water Management Team

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# **Flood Investigation Report**

## **1. Location of flooding incident**

- 1.1 Dereham is located approximately 24.5 km North-West of Norwich. Yaxham Road is situated on 1.6km from the Centre of Dereham. The area of reported flooding are the gardens of residential properties on Yaxham Road.

## **2 Flood Incident as reported**

- 2.1 Norfolk County Council's Flood and Water Management Team was contacted on 9th August 2012 regarding external flooding to the back gardens of a number of residential properties on Yaxham Road, Dereham that occurred on 23rd July 2012. The report stated that gardens were frequently water logged, however the flood water was not reported to have entered the properties.
- 2.2 The issue raised was that the ditch running adjacent to the footpath on Safari Way overflowed at the time of the reported flood incident. It was stated that flooding had not been prior to the construction of the George Wimpey housing development known as 'South Green' situated to the south of Yaxham Road.
- 2.3 More flooding to the gardens was reported by Breckland Council to the Flood and Water Management Team on 14th November and the 17th December 2012.
- 2.4 Numerous other incidents of flooding relating to insufficient drainage have been reported in and around the flood location at Yaxham Road. These reports highlighted serious inadequacies and limitations in the Dereham Stream catchment.

## **3 Desk Study**

- 3.1 The location of the flooding:
- Lies within the Dereham Stream catchment. This watercourse is a 5.8 km tributary of Wendling Beck which is in turn a tributary of the River Wensum.
  - Is sited within an area of geology likely to have low rates of infiltration.
  - Is located within Breckland District Council's administrative boundary.
  - Is located within the Environment Agency (EA) Central Admin area and the EA Eastern Water Management area.
  - Lies adjacent to surface water accumulations and is to the

West of significant overland flow paths associated with the course of Dereham Stream.

- There are a number of pre-existing drainage systems associated with this flow path apparent on the 1905 map.
- Does not lie within Flood Zone 2 or Flood Zone 3.
- Information taken from Anglian Water's asset location maps show that Anglian Water have an adopted surface water sewer out falling into an open ditch adjacent to the vicinity of the flooding location.
- Is approx. 2 km from an EA rain gauge.
- Has been mentioned within Breckland District Council's Water Cycle Study, Strategic Flood Risk Assessment and has been referenced in the Eastern Daily Press (June 2012). Further investigation into published reports on the Dereham catchment identified other serious inadequacies in the wider drainage system.

3.2 From the desk study it is indicated that the management of local drainage is primarily the responsibility of Anglian Water, Norfolk County Council Highways and where appropriate riparian owners.

#### **4 Summary of site investigation and information received**

4.1 As there were concerns from residents that new development had increased flood risk experienced at the flooding location Norfolk County Council reviewed the details of the planning decision.

4.2 The planning application for the South Green development, along with accompanying documentation highlighted that:

- The Environment Agency requested that a surface water drainage condition (Condition 11) should be applied to the permission to ensure that "prior to the commencement of any development, a scheme for the provision and implementation of surface water drainage shall be submitted and agreed in writing with the Local Authority..." to prevent the increased risk of flooding and/or pollution of the environment.
- The Dereham Stream (see point C on the attached map) has no spare capacity and that any anticipated increase in surface water run off should be communicated to Anglian Water and the Kings Lynn Consortium of IDB's (as part of Dereham Stream is an IDB Main Drain).
- Following further information submitted by Wimpey Homes (the developer of the South Green Housing estate) the EA still felt unable to recommend the discharge of Condition 11 due to there still being inadequate information regarding surface water drainage on the site.
- Concerns highlighted by the Environment Agency and neighbouring residents of the development regarding known surface water drainage issues were not resolved and

Breckland Council subsequently discharged Condition 11. Following this discharge of condition construction on the South Green site is presumed to have started on the 2<sup>nd</sup> of November 2006.

- 4.3 Correspondence with Anglian Water established that;
- The surface water drainage system on the South Green site (see point A on the attached map) outfalls at the headwall adjacent to the ditch (Safari Way) (see point B on the attached map) and was adopted by Anglian Water in April 2010.
  - Anglian Water have informed NCC that arrangements were made with the developer, George Wimpy, as to rights for discharge into the ditch (under Section 104 of the Water Industry Act 1991)
- 4.4 A site visit was conducted in October 2012 by a Norfolk County Council officer.
- 4.5 No outfall point was identified for the open ditch (see point C on the attached map), confirming that the ditch is not connected to any other drainage system. The ditch stretches for approximately 100m adjacent to the Safari Way footpath, which runs for 200m between Yaxham Road and South Green.
- 4.6 Correspondence with the Norfolk County Council Highway Engineer for Dereham indicated that Norfolk County Council do not own any culverts in the vicinity of the ditch. In addition, no Risk Management Authority confirmed the existence of culverts in the vicinity of the ditch suggesting that the water in the ditch cannot be conveyed off site.
- 4.7 The ditch was seen to be at capacity and was found to be poorly maintained, reducing the capacity of the watercourse further. The surface water sewer outfall from the new development was found to be submerged, so there was no free outfall to this system
- 4.8 Reports that the height of the footpath had been altered (raised and straightened) or that it had in any way influenced the direction of flood water could not be confirmed; however the ditch did appear to be level with the South Green development.
- 4.9 Evidence collected during the search process would suggest that the ditch used to continue through the back of the gardens on Yaxham Road, but is since presumed to have been filled in.
- 4.10 The riparian owner of the ditch could not be identified and the ditch is not apparent on land registry searches (it should be noted however that Land Registry Searches operate using the 'General Boundaries Rule' and ditches tend to get excluded by default rather



than by design).

- 4.11 Analysis of the rainfall data requested from Anglian Water shows that on the date the flood event was recorded, a significant rainfall event was registered at the East Dereham Sewage Treatment Works rain gauge 2.01km from the flood site which registered 34mm in 30 minutes.

## 5 Summary of impacts

- 5.1 Information relating to the impacts experienced at the flood location are detailed below; *(Please see Annex 6 within the PFRA Annexes to the final guidance for the classification of property types to be used in filling in the section below).*

**Risk to life:** None

**Internal Flooding:** None

**External Flooding:** Residential gardens

**Critical services:** None

**Priority Gritting Routes:** None

**Obstruction of Access:** None

- 5.2 Other incidents experienced at this flooding location and reported to Norfolk County Council over the last 4 years by members, these comprise the following;

- 20 July 2012: Flooding to gardens of residential properties on Yaxham Road following heavy rainfall over the previous 4 weeks. Resident spoke to Anglian Water regarding the issue who directed them to Norfolk County Council.
- 25 January 2012: External flooding on Cabinet Close reported to be obstructing the use of the footpath due to large pooling of water after periods of heavy rain.
- 13 April 2011: The ditch was reported to be poorly maintained.
- 17 July 2009: Drainage problems reported outside a residential property on Yaxham Road.
- 23 July 2008: Resident of Yaxham Road raised concerns regarding works being carried out on the footpath as part of construction works for the South Green development.

- 5.3 Records show 4 informal drainage investigations were undertaken in Dereham between 2012 and 2013, all of which are within a 1km radius of the flood site and relate to the insufficient capacity of the

Dereham Stream. These are as follows;

- February 2013, Neatherd Moor; external flooding restricted access to a public right of way following the overloading of the adjacent watercourse during heavy rainfall.
- July 2012, Larners Road; internal flooding to residential properties and flooding of the highway resulting from surface water accumulation due to insufficient drainage.
- August 2012, Pine Grove; external flooding to residential properties caused by sewerage surcharge during heavy rainfall.
- November 2012, William Cowper Close; internal and external flooding to residential properties resulting from inadequate drainage of the adjacent land (Shipdham Road) and the overloading of the drainage system during heavy rainfall.

## **6 Investigation findings**

### **6.1 What caused the flooding?**

6.1.1 The flooding at this location was experienced due to a number of factors. These are set out below. It should be noted that the order in which these are listed does not reflect the significance of the issue and that a number of factors require more detailed analysis or surveying to ascertain their level of influence over the incidents experienced at this location.

- Overloading of the drainage system which serves the flood site has resulted in repeated flooding to residential gardens due to an increase in the rate of discharge from the adjoining site into the ditch at the rear of Yaxham Road.
- Drainage investigations have showed that the ditch has no identifiable outfall point, with site visits concluding any original outfall has either been blocked or did not exist.
- The insufficient capacity of the ditch to convey or attenuate additional volumes of water is exacerbated during periods of heavy rainfall.
- A culmination of these factors caused the system to breach, resulting in external flooding to the gardens off Yaxham Road.

### **6.2 Who has responsibilities to manage the cause(s) of the flood?**

6.2.1 With reference to the above factors, responsibility to manage the causes of the flood are listed below;

- Efforts to identify the riparian owner of the ditch, including land registry searches, were unsuccessful.
- The discharge rates and arrangements from the adjacent development site into the ditch were approved by Breckland District Council. The drainage condition applied to the planning permission was discharged contrary to advice given by the Environment Agency. The discharge of surface water into a ditch that cannot convey water off-site is a contributory factor to the flooding of the gardens at Yaxham Road.

### **6.3 What was their response in relation to the cause of the flood?**

6.3.1 The responses of the organisations to the cause of the flooding are listed below;

- No responsive maintenance from riparian owners adjacent to the ditch has been evident following the flood events experienced.
- Breckland District Council's letter dated 25th January 2013, stated that with regards to the outline planning application and the reserved matters planning application for the South Green development, the following applied;
  - No assessments or calculations were undertaken by the developer in response to the issues highlighted by the Environment Agency.
  - There was ambiguity over the drainage conditions set at the outline planning stage.

## **7 Recommendations**

7.1 The recommendations highlighted below are referenced against the factors detailed above.

7.1.1 Recommendation 1: Breckland District Council could lead and support the the identification of potential mitigation measures for the flood risk experienced by properties on Yaxham Road. This could include attenuation of surface water on adjacent land. An example of this support could be that any future development in the area could include provision of the acceptance of surface water from the South Green development that currently outfalls into the ditch.

7.1.2 Recommendation 2: Breckland District Council could develop technical capacity within the planning department to assess flood risk to ensure that any future planning applications with drainage

implications are appropriately assessed.

- 7.1.3 Recommendation 3: Anglian Water could investigate the potential to update and incorporate the surface water sewer network serving the South Green Development to determine if an alternative sewer network could be utilised to reduce the surface water flows that outfalls into the ditch that flows into the Yaxham Road gardens.
- 7.1.4 Recommendation 4: Norfolk County Council, in cooperation with other Risk Management Authorities could support the establishment and identification of a suitable organisation to take ownership of the open ditch system that is currently conveying surface water into the gardens on Yaxham Road. This would enable maintenance to take place that may increase to a small degree the storage capacity of the ditch and reduce the frequency of impact of the surface water flooding experienced on Yaxham Road.
- 7.1.5 Recommendation 5: Identify structures or features that have an effect on local flood risk within Dereham in order to;
- establish an overview of the drainage and watercourse systems in the affected area, allowing for quicker identification of the responsible authority in incidences of flooding.
  - develop more informed maintenance regimes which take account of assets considered important for managing local flood risk. Where structure or features are associated with significant flood risk these will be included on a public register. This will provide transparency for residents as to ownership and condition.
- 7.1.6 Recommendation 6: Residents could seek further guidance and advice from the Upper Tribunal (Lands Chamber) (formally Agricultural Lands Tribunal) who may be able to enforce against those riparian owners who are required to maintain their watercourse and seek appropriate costs.

## **8 Disclaimer**

Although every effort has been taken to ensure the accuracy of the information contained within the pages of the report, we cannot guarantee that the contents will always be current, accurate or complete.

This report has been prepared as part of Norfolk County Council's responsibilities under the Flood and Water Management Act 2010. It is intended to provide context and information to support the delivery of the local flood risk management strategy and should not be used for any other purpose.

The findings of the report are based on a subjective assessment of the information available by those undertaking the investigation and therefore may not include all relevant information. As such it should not be considered as a definitive assessment of all factors that may have triggered or contributed to the flood event.

The opinions, conclusions and any recommendations in this Report are based on assumptions made by Norfolk County Council when preparing this report, including, but not limited to those key assumptions noted in the Report, including reliance on information provided by third parties.

Norfolk County Council expressly disclaims responsibility for any error in, or omission from, this report arising from or in connection with any of the assumptions being incorrect.

The opinions, conclusions and any recommendations in this report are based on conditions encountered and information reviewed at the time of preparation and Norfolk County Council expressly disclaims responsibility for any error in, or omission from, this report arising from or in connection with those opinions, conclusions and any recommendations.

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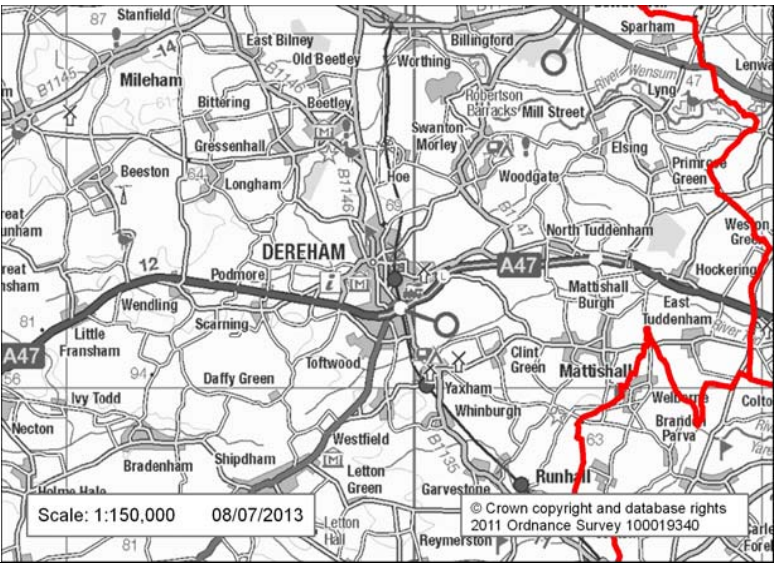
# Annotated Map

## Flood Investigation Report: Dereham

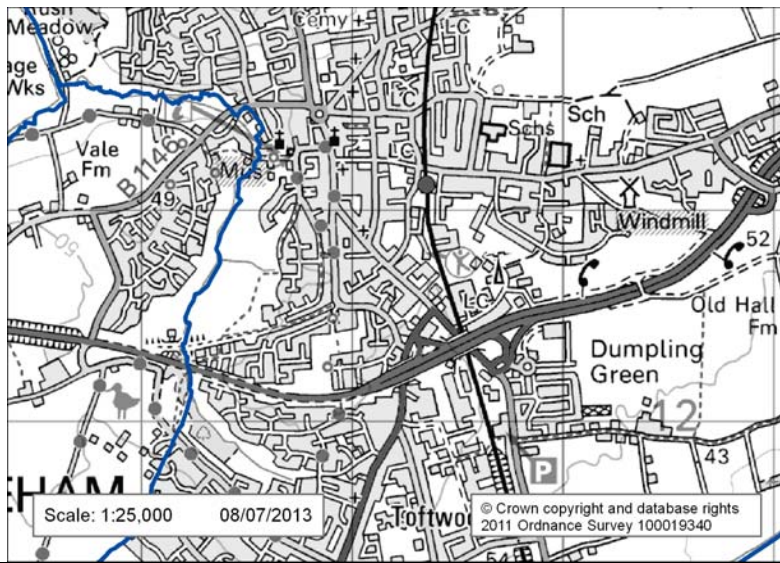
A	The surface water drainage system on the South Green site
B	Outfall for the surface water drainage system on the South Green site at the headwall adjacent to the ditch
C	Dereham Stream – This falls from the Yaxham Rd towards South Green



Derham Norfolk County Council  
 Scale 1: 1500 Centred on 599136 312602



**Legend**  
▭ Parish Boundaries  
▭ District Boundaries





## Flood Investigation Report

Report Title:

South Norfolk

Brooke

Church of England V.C Primary School

Report Reference: 000162

July 2013

Report Status: Approved Report

	<b>Name</b>	<b>Date</b>
<b>Prepared by:</b>	Richard Hendry	03 / 05 / 2013
<b>Checked by:</b>	Graham Brown	03 / 06 / 2013
<b>Approved by:</b>	Phil Bennett-Lloyd	05 / 07 / 2013

Prepared by Flood and Water Management Team

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# **Flood Investigation Report**

## **Church of England V.C Primary School, Brooke, South Norfolk**

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### **1. Location of flooding incident**

- 1.1 Brooke is located approximately 12km miles South-East of Norwich. The Church of England V.C Primary School is situated on High Green Road, Brooke village. The area of reported flooding is at the school premises.

### **2 Flood Incident as reported**

- 2.1 Two successive reports of internal flooding have been reported at the school. Both events were reported by the School to Norfolk Property Services (NPS).
- 2.2 The first event occurred on 28 January 2013. Further flooding was experienced over the weekend of the 9 and 10 March 2013. Both events caused the school to close to students until the flood water was removed and the property dried out.
- 2.3 Norfolk County Council's Flood and Water Management Team were first alerted to the flooding issues at Brooke Primary School by NPS on the 13 March 2013. The contact in NPS requested assistance in understanding the land drainage issues and identifying possible causes of the flooding.

### **3 Desk Study**

- 3.1 The location of the flooding:
- Lies within the upper reaches of the River Chet Catchment.
  - Is sited within an area of geology likely to have low rates of infiltration.
  - Is located within South Norfolk District Council's administrative boundary.
  - Is located within the Environment Agency Eastern Admin and Water Management areas.
  - Does not lie within any predicted significant surface water overland flow paths.
  - Does not lie within Flood Zone 2 or Flood Zone 3.
  - Is approx. 1.8 km from an Environment Agency raingauge.
  - Has not been mentioned within existing flood risk management publications (i.e. Strategic Flood Risk Assessments).

- 3.2 From the desk study it is indicated that the management of local drainage is primarily the responsibility of riparian owners and where appropriate, Anglian Water and Norfolk County Council Highways. .

#### **4 Summary of site investigation and information received**

- 4.1 A site visit was carried out by NCC officers on Friday 5th April 2013. When officers arrived on site, it was evident building contractors contracted through NPS were carrying out remedial works caused from the effects of flooding.
- 4.2 Norfolk County Council received a copy of a drainage report undertaken by contractors Dyna-Rod Ltd and dated 19/03/2013 as instructed by NPS Property Consultants Ltd. This drainage report has informed the annotated map attached to this report which summarises the information received by third parties and through on site investigations.

#### **5 Summary of impacts**

- 5.1 Information relating to the impacts experienced at the flood location are detailed below; *(Please see Annex 6 within the PFRA Annexes to the final guidance for the classification of property types to be used in filling in the section below).*

**Risk to life:** None

**Internal Flooding:** Yes

**External Flooding:** School grounds only

**Critical services:** Main School building internally flooded

**Priority Gritting Routes:** None

**Obstruction of Access:** None

- 5.2 No other flooding was reported in the locality.

#### **6 Investigation findings**

##### **6.1 What caused the flooding?**

- 6.1.1 The flooding at the school was experienced due to a number of factors. These are set out below. The order that these are listed does not reflect the significance of the issue and a number of factors require more detailed analysis or surveying to ascertain their level of influence over the two incidents experience at this location.

- An extreme rainfall event was experienced at the flooding location on 8 January when rain fell over a period 5.5. hours and on 9/10 March when rainfall fell over period of 23.5 hours.
- The drainage system which serves the topography falling towards the school has been segmented through changes in the settlement over the last 100 years. This has caused a loss of conectivity between drainage features.
- The drainage system falling towards the school is in a poor state of repair.
- The drainage system serving the school is inadequate for the rainfall events which were experienced. It is likely to only mitigate small return periods.
- The extent of the drainage system associated with the highway imediately adjacent to the school is unknown.

## **6.2 Who has responsibilities to manage the cause(s) of the flood?**

6.2.1 With reference to the above factors, responsibility to manage the causes of the flood are listed below;

- The maintenance of the drainage system falling towards the school is a riparian owner responsibility.
- The adequacy of the on-site drainage system is the responsibility of the property owner.
- The responsibility of highways drainage is the relevant highways authority, in this case Norfolk County Council.

## **6.3 What was their response in relation to the cause of the flood?**

6.3.1 The response of the organisations to the cause of the flooding is listed below;

- No responsive maintenance from riparian owners of the drainage system falling towards the school has been evident following the two flood events experienced.
- Through NPS the school investigated the on-site drainage of the school. This has not yet established the full extent or connectivity of the drainage to wider systems or infiltration devices.
- Norfolk County Council highways have provided Norfolk County Council's Flood and Water Management Team (who act as Lead Local Flood Authority) with drainage plans known to serve the road south of the school site and identify features where by the connectivity to wider systems in some instances are inconclusive.

## **7 Recommendations**

- 7.1 Whilst Norfolk County Council are aware that some remedial works have been carried out on site there are a number of further options available to mitigate the risk experienced on site. These include, but are not limited to, the following.
  - 7.1.1 The property owner should work with the Lead Local Flood Authority and Norfolk County Council's Highways services to help identify where the pre-existing drainage network conveyed flows to. Identified beneficiaries should determine the wider systems integrity or capacity issues.
  - 7.1.2 Norfolk County Council as the Lead Local Flood Authority may notify all riparian owners of their responsibility to maintain the ditch system found north of the school.
  - 7.1.3 The property owner should determine the adequacy of the on-site drainage and where appropriate increase on-site storage capacity.
  - 7.1.4 The property owner should instigate a regular regime of maintenance to ensure the gullies are free from obstruction (i.e. tree leaves) at all times.
  - 7.1.5 The property owners should aim to protect the buildings through flood protection measures where appropriate.
  - 7.1.6 An extension to Brooke School is at the planning stage and as such provides a useful opportunity to determine the potential for drainage improvements to be facilitated by the new development. As such the evidence and lessons learnt from past flooding and drainage surveys need to be incorporated into any possible drainage strategy identified for the proposed extension.

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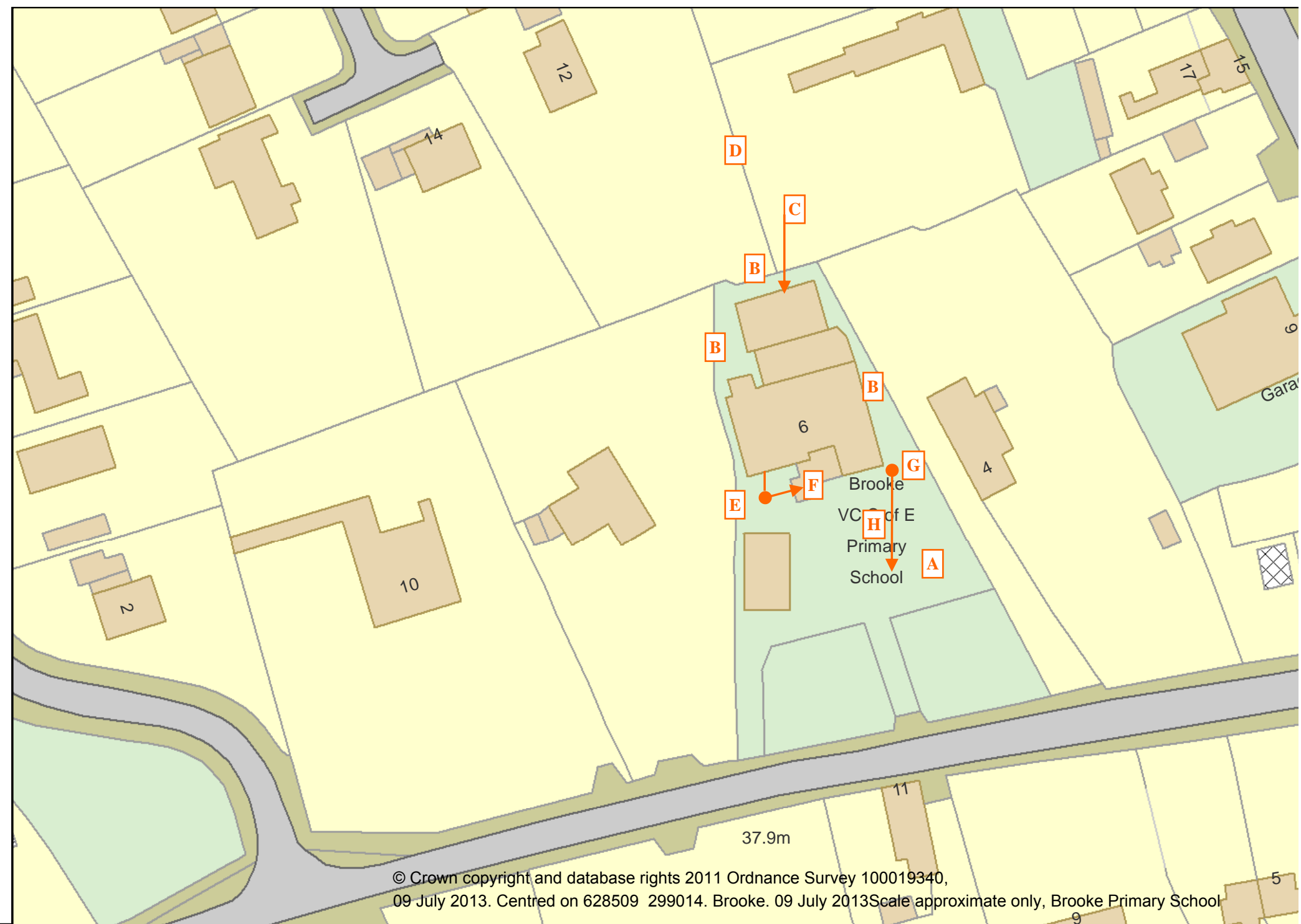
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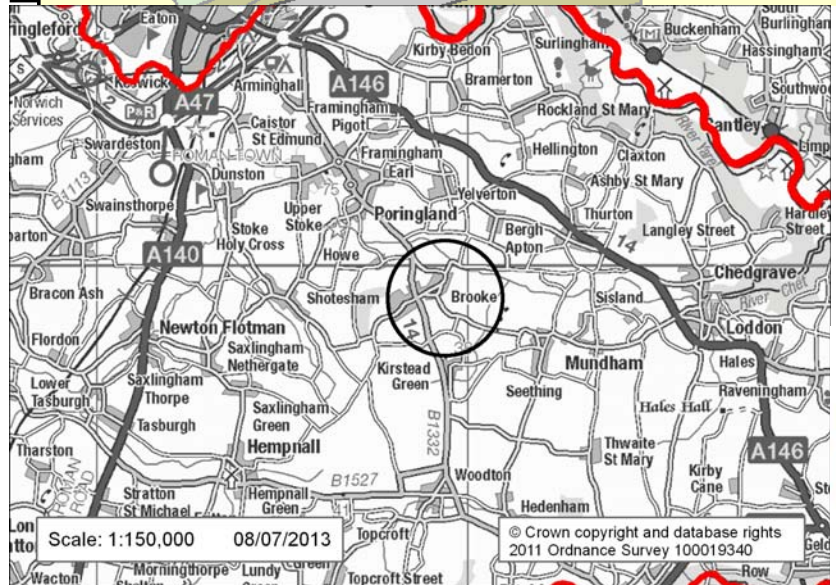
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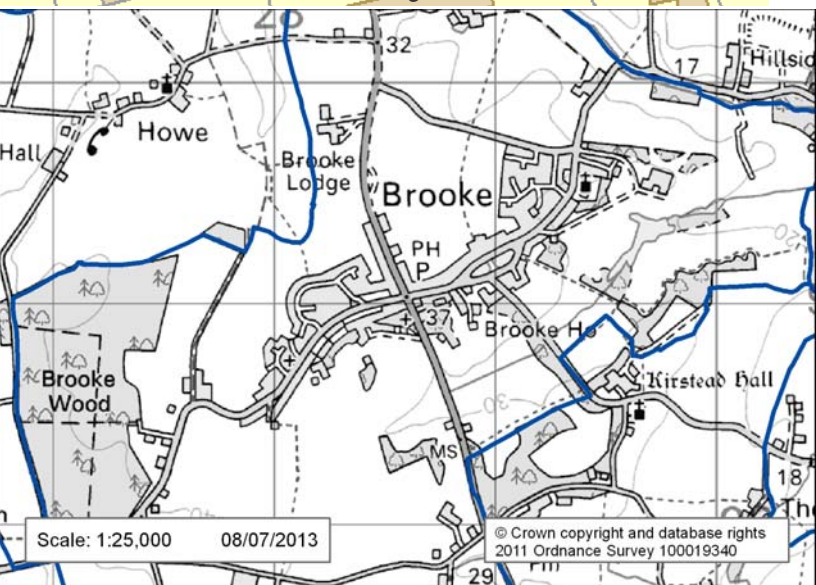
### Annotated Map

#### Flood Investigation Report: Brooke Primary School

A	On the outside of the building the entire school grounds are asphalted. The levels of the asphalt consistently fall from the extremities of the site downwards toward the building. This raised level of asphalt is also at a level which is consistent with that of the damp-proof membrane designed to prevent both the ingress of water and protect the superstructure of the main building from rising damp from the ground. Air vents within the fabric of the walls were also found below the asphalt. At every door opening the asphalt was level with the internal floor levels.
B	There are 3 domestic sized drainage gully pots which are located one each side of the main building and one to the rear of the building. These appear to be the only form of drainage to remove surface water runoff from the immediate area surrounding the school. Other isolated drainage gullies exist within the play ground areas of the school. These have a negative gradient and were found to be approximately 50% efficient.
C	Works were ongoing to remove the northern access to the building and to infill the space to prevent flood water entering the building.
D	There is a ditch which requires maintenance but this falls toward the school which would be the natural direction of flow
E	A well has been identified which is located south of the main building, with in a few meters of the wall outside the most south-western classroom. One pipe leads northerly away from the well chamber to a buried chamber not visible on the asphalt surface
F	A second pipe from the chamber is laid in an east-west direction and would appear to terminate under the front office/entrance lobby of the school. Condition of chambers and/or pipes are not clear in the report.
G	The Surface water drainage system includes a manhole chamber at the south east corner of the building.
H	A drain runs in a southerly direction from this chamber. The condition of this drain is not known due to heavy siltation and poor access at the time of survey. The ability of flow and general integrity was not determined.



**Legend**  
▬ Parish Boundaries  
▬ District Boundaries





# Norfolk County Council

## Flood Investigation Report

Report Title:  
South Norfolk  
Little Melton  
Mill Road

Report Reference: 000089

July 2013

Report Status: Approved Report

	Name	Date
<b>Prepared by:</b>	Mark Henderson	24 / 06 / 2013
<b>Checked by:</b>	Graeme Taylor	24 / 06 / 2013
<b>Approved by:</b>	Graham Brown	05 / 07 / 2013

Prepared by Flood and Water Management Team

# Contents

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# **Flood Investigation Report**

## **Mill Road, Little Melton, South Norfolk**

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### **1. Location of flooding incident**

- 1.1 Little Melton is located approximately 8 km West of Norwich. Mill Road is situated on 0.5 km from the Centre of Little Melton. The area of reported flooding is on Mill Road.

### **2 Flood Incident as reported**

- 2.1 The office of MP Richard Bacon was provided with several reports of flooding to the highway by a resident on Mill Road, Little Melton. The resident provided evidence of historic flooding over a period of 40 years in addition to recent flood events over the previous 6 months, which culminated in the most recent flood event occurring on 14 February 2013.
- 2.2 Norfolk County Council's Flood and Water Management Team were first alerted to the flooding issues on Mill Road, Little Melton by the MP's office on 14 February 2013. The contact in the MP's office requested a response from Norfolk County Council to the issues listed above and identification of the possible causes of the flooding which has occurred on Mill Road.

### **3 Desk Study**

- 3.1 The location of the flooding:
- Lies within a small localised catchment that forms part of the wide River Yare Catchment.
  - Is sited within an area of geology likely to have low rates of infiltration.
  - Is located within South Norfolk District Council's administrative boundary.
  - Is located within the Environment Agency (EA) Eastern Admin and Water Management areas.
  - Does not lie within any predicted significant surface water overland flow paths but the topography of the land dictates that water naturally pools within the area of reported flooding on Mill Road.
  - Does not lie within Flood Zone 2 or Flood Zone 3.
  - Is approx. 2 km from an EA rain gauge.
  - Has not been mentioned within existing flood risk management publications (i.e. Strategic Flood Risk

Assessments).

- 3.2 From the desk study it is indicated that the management of local drainage is primarily the responsibility of Norfolk County Council Highways for the highway drainage system and where appropriate riparian owners for the drainage ditch.

#### **4 Summary of site investigation and information received**

- 4.1 Please see annotated Map attached to this report summarising the information received by third parties and through on-site investigations.

#### **5 Summary of impacts**

- 5.1 Information relating to the impacts experienced at the flood location are detailed below; *(Please see Annex 6 within the PFRA Annexes to the final guidance for the classification of property types to be used in filling in the section below).*

**Risk to life:** None

**Internal Flooding:** None

**External Flooding:** None

**Critical services:** No

**Priority Gritting Routes:** Yes/ P1/P2 gritting route

**Obstruction of Access:** Yes 2/3 days at any one time.

- 5.2 Several flood reports relating to flooding or drainage issues associated with the flood site have been identified in Norfolk County Council and other Risk Management Authority's records. All of which were found to relate to surface water flooding of the highway.

#### **6 Investigation findings**

##### **6.1 What caused the flooding?**

- 6.1.1 The flooding at this location was experienced due to a number of factors. These are set out below. It should be noted that the order in which these are listed does not reflect the significance of the issue and that a number of factors require more detailed analysis or surveying to ascertain their level of influence over the incidents experienced at this location.

- An above average rainfall event which was greater than the surface water drainage system could cope with, and the natural fall of the land creates ponding at the lowest point within the highway on Mill Road.
- The highways drainage system was put under pressure as it did not have capacity to deal with the rainfall event.
- The drainage ditch that the highways system outfalls into has inadequate levels and limits the capability of the highways system to drain effectively.
- Within the drainage system within the allotments there is an interruption to the flow
- The different maintenance regimes for the private drainage systems along Mill Road and Great Melton Road have an effect on the flow.

## **6.2 Who has responsibilities to manage the cause(s) of the flood?**

6.2.1 With reference to the above factors, responsibility to manage the causes of the flood are listed below;

- Norfolk County Council Highways.
- Riparian owners.

## **6.3 What was their response in relation to the cause of the flood?**

6.3.1 Norfolk County Council Highways stated position to date is based upon correspondence between Norfolk County Council Highways and local residents, and is as follows:

- "Norfolk County Council Highways have stated that the piped system that runs under the road is clear and the problem lies with the lack of fall when the piped system feeds into the open ditch system within the allotments. Norfolk County Council Highways have stated that the responsibility for resolving the flooding issues lies with the landowners of the allotments."

6.3.2 In addition, Norfolk county Council Highways have also carried out the following works in the past to improve and/or repair the drainage connected to Mill Road as a good-will gesture although it is not deemed to be their responsibility;

- Re-lining and deepening of the ditch running parallel to Mill Road within the allotments boundary.
- Survey of the downstream system in 2010 resulting in works being carried out to resolve a collapsed pipe in Great Melton Road.
- Tankering of standing water from Mill Road.

- In response to a request for the allotments to be surveyed to assess whether there was an appropriate fall for surface water to drain from Mill Road - and if not whether any improvement could be made:
  - Norfolk County Council Highways subsequently surveyed the allotments in April 2013.
  - Norfolk County Council Highways found that some improvement to the fall could be made by deepening the ditch within the allotments.
  - Norfolk County Council Highways have stated that the effect of these works will ultimately be limited by the existing levels which they found to be approx. 40cm below the level of the outfall in the south-west corner of the allotments.
  - As Norfolk County Council Highways funding is limited and drainage improvements are therefore based on a risk based approach, although potentially feasible (as it could be linked to a positive drainage system), Norfolk County Council Highways have stated that any such scheme would need to be prioritised against other potential drainage schemes in areas of flood risk.

## **7 Recommendations**

- 7.1 The recommendations highlighted below are referenced against the factors detailed above.
- 7.2 Landowner/ riparian owners to look to:
- Improve levels within the private system to ensure the drainage system operates effectively.
  - Clean out the existing ditch and widen / deepen this to maximise storage capacity.
- 7.3 Norfolk County Council Highways could investigate and assess the current capacity of the highways drainage system to indicate how the system accommodates rainfall in normal events and whether there is a need to increase this capacity to accommodate normal rainfall events.
- 7.4 Based on investigations into the capacity of the highways drainage system, Norfolk County Council Highways could consider the feasibility for a capital drainage scheme in the medium to long term in order to improve and/or link the Mill Road surface water drainage system into an alternative positive drainage system.
- 7.5 Future improvements of drainage systems on any new developments adjacent to the flood site could be sought through

developer funded/Norfolk County Council capital programmes in order to provide mitigation for the existing piped system on Mill Road. This would rely on the developer securing a drainage route and outfall for the drainage system. It would be beneficial for any developer to work closely with Norfolk County Council Highways with regards to the adoption of any mitigation measures provided by the development.

7.6 Where structure or features are associated with significant flood risk these will be included on a public register. This will provide transparency for residents as to ownership and condition.

7.7 Norfolk County Council Highways and Flood and Water Management departments could develop appropriate guidance to clarify the roles and responsibilities of highways and riparian owners with regards to water management systems and their future maintenance.

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Drainage system  
Little Melton

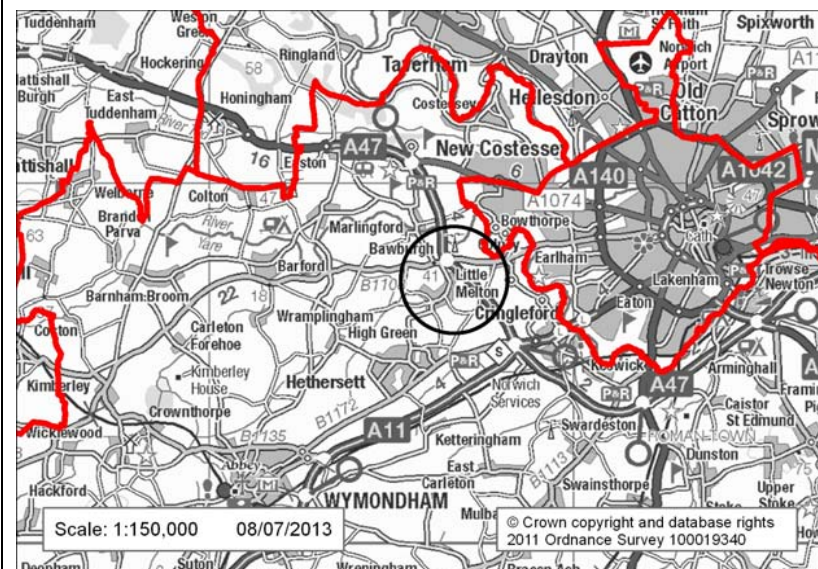
Norfolk County Council

Scale 1: 1500 Centred on 815771 306759

## Annotated Map

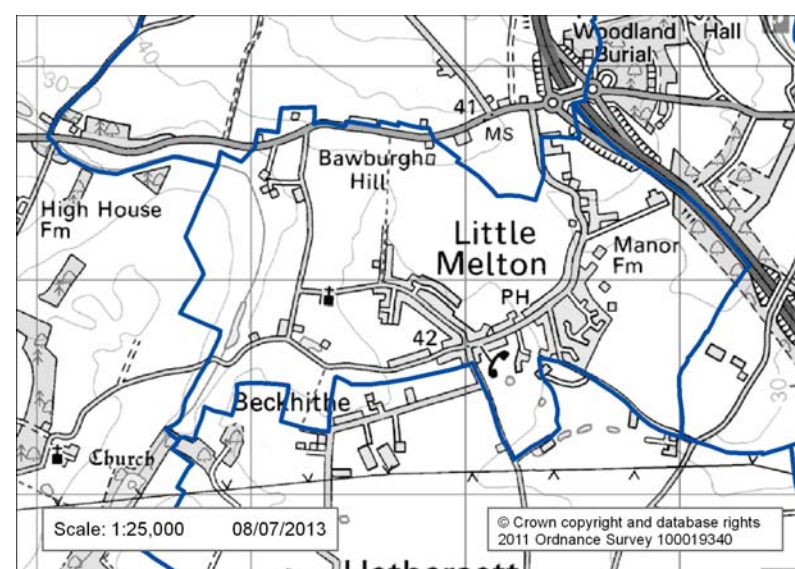
### Flood Investigation Report: Little Melton

A	There are a series of NCC Highways gullies along Mill Road that feed into a NCC Highways pipe.
B	This NCC Highways pipe outfalls to a ditch at the allotments on Mill Road..
C	The ditch then runs through the allotments to the south west corner (within the allotment ditch there is a culvert, through the track, which is a restriction)
D	The ditch connects to an enclosed chamber at the south west corner of the allotments at which point the chamber connects two culverted systems.
E	The first culvert has been surveyed by a drainage contractor and was found to be blocked. The culvert is not adopted by Norfolk County Council Highways and is a privately owned culvert.
F	The second culvert runs along the northern side of Great Melton Road. There was evidence of a number of access chambers to the culverted watercourse that runs along Great Melton Road .
G	The culverted pipe along Great Melton Rd outfalls into an open ditch.
H	There is a proposed development site which has the potential to mitigate and potentially resolve some of the existing flooding issues on Mill Road.
I	The proposed development site will have an access point within Mill Road.
N.B.	South Norfolk District Council have been in discussions with the developers for the site adjacent to Mill Road to assess the potential to mitigate the flooding as part of the proposed development. An attenuation tank and swale adjacent to the junction of Mill Road and Gibbs Close has been incorporated into the designs for the outline application. NCC Developer Services have assessed the potential for the attenuation tank to mitigate the flooding on Mill Road and have confirmed that this feature will hold back any additional flows from the new development site on to Mill Road but will not mitigate the existing flooding problem on Mill Road. The drainage from the site of the proposed new development will outfall into the private drainage system.

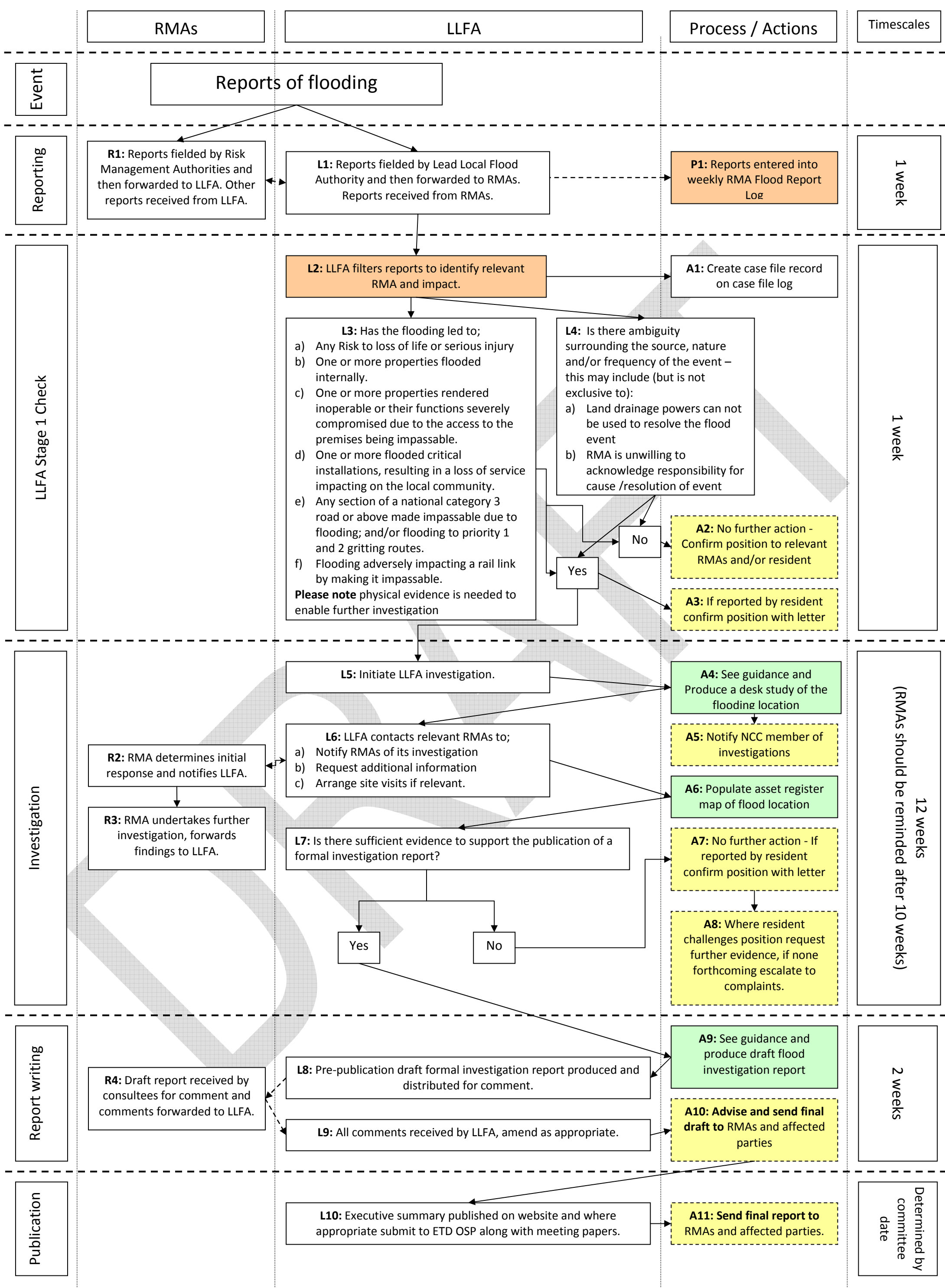


### Legend

- Parish Boundaries
- District Boundaries







## The County Council's Economic Growth Strategy End of Year 1 Progress Report

Report by the Director of Environment, Transport and Development

### Summary

The Council's Economic Growth Strategy (EGS) was approved by Cabinet in April 2012. This report provides an update on delivery, with highlights below and more detail in the report.

#### **Provide support for growth and removing infrastructure constraints**

- Our programme to deliver faster broadband in Norfolk is progressing well, with a phased roll out and new services from internet service providers due by the end of 2013.
- Dualling of the A11 is on track and work on the Northern Distributor Road is on track to start in 2015. Postwick Hub has planning permission and work should start next year, subject to the outcome of a public enquiry. A business case for investment in the A47 was launched and strategic route status secured, as well as £1.3m for improvements at Honingham
- An East Anglian and a Norfolk rail prospectus, highlighting required improvements and their impact, were produced and are being used with Government to promote our needs.
- We are working with partners to develop a City Deal for Greater Norwich, giving greater local control over government funds for infrastructure, enterprise & innovation and skills.

#### **Help businesses start up and grow**

- Enterprise Norfolk, our business start up programme has delivered 39 starts since its November 2012 launch and is on track to deliver 300 by December 2014.
- £3.1m of EU funds was secured to deliver the £7.8m Hethel Innovation project: an Advanced Manufacturing Centre, grow on space for businesses, 18 start-ups and 220 jobs.
- The rural LEADER programme has supported 26 and created 7 micro-enterprises, and created/safeguarded 97 jobs.

#### **Secure inward investment and growth in key sectors**

- Our Enterprise Zone is one of the best performing in the country, with 110 jobs provided.
- We are handling 12 leads, arising from our links with China and presence at wind energy shows. We also produced a joint response with Cambridge to the Government's agritech strategy consultation and will further develop joint activities with them to address its themes.

#### **Provide fair access to the public sector**

- 17 new county farm leases have been let and improved access provided to NCC contracts, which resulted in the Council winning a Government award for support to businesses.

#### **Address Norfolk's skills and employability challenges**

- 53 apprentices have been funded by our Apprenticeships Norfolk programme, with a further 53 by NORSE. NCC has also provided 14 graduate work placements, with a further 27 in the pipeline. Our Landskills programme also provided 37,223 training days to 8917 people.

There have been significant policy developments recently, including Government giving greater responsibilities to Local Enterprise Partnerships, the Heseltine Growth Review and June 2013 Spending Review. The Council is also reshaping itself through its Transformation Programme. The ramifications of these changes for Norfolk and the Council's work will unfold during 2013/14. It is therefore proposed to focus on the targets in the 2013/14 Delivery Plan in Appendix C and bring back to members a refresh of the EGS by the year end.

#### **Action required**

Members are requested to note progress on delivery of the Strategy and the proposal to refresh it by the year end.



## 1. Background

- 1.1. 'Delivering Economic Growth in Norfolk – the Strategic Role for Norfolk County Council' (NCC) was approved by Cabinet on 2 April 2012. This report provides a progress update on the first year of delivery. The strategy has a number of priorities under the broad headings of infrastructure, enterprise & innovation and skills:

### Infrastructure

- Provide support for growth and removing infrastructure constraints.

### Enterprise & Innovation

- Help businesses to start up and grow.
- Improve perceptions of Norfolk's business offer and secure inward investment and growth in key sectors.
- Provide fair access to the public sector.

### Skills

- Address Norfolk's skills and employability challenges.

A further cross-cutting aim is to **secure funding to deliver on these priorities**.

Key highlights under each of these themes are shown below. A member presentation on activity being undertaken by the County Council and partners to support the Norfolk economy is also taking place just prior to this Panel meeting.

## 2. Progress to date

### 2.1. Infrastructure

#### To provide support for growth and removing infrastructure constraints

- 2.1.1 **Broadband.** By autumn 2015, the 'Better Broadband for Norfolk' (BBfN) project ([www.sayyestobroadband.co.uk/](http://www.sayyestobroadband.co.uk/)) seeks to achieve: at least 2 megabits per second (Mbps) for all premises and 24Mbps+ for as many premises as possible.

In September, Cabinet approved the appointment of BT as project partner. BT will install an 'open' infrastructure, so that all Internet Service Providers (ISPs) can offer services and customers have a choice of who to buy broadband from.

BBfN investment will only be made in areas **not** served by commercial rollout from BT or Virgin (the only two superfast broadband infrastructure providers in Norfolk). There will be several, overlapping rollout phases, each following the same stages: 1) Survey, design and detailed planning; 2) Infrastructure implementation; 3) Services available from Internet Service Providers (ISPs).

Better broadband services should become available between July and September in: **Baconsthorpe, Bayfield, Bodham, Broome, Costessey, Cringleford, Croxton, Ditchingham, East Beckham, Emneth, Gorleston, Great Yarmouth** (more specifically: South Denes Enterprise Zone, Yarmouth Business Park on Thamesfield Way, parts of the town to the east of Hall Quay, South Quay and North Quay and Southgates Road plus areas centred around the bus depot on Caister Road), **Gresham, Gressenhall, Hempstead, Hethersett, Holt, King's Lynn** (more specifically: some areas of Bentinck Dock, north of Crossbank Road, south of Gayton Road, west of Railway and St James' Roads and either side of John Kennedy Road), **Letheringsett, Little Thornage, Lower Bodham, Norwich** (more specifically: some areas west of Woodside Rd, south of Cantley Lane, either side of Cantley Lane South, west of Riverside Road, north of Queen's Road and south of St

Crispin's Road), **Saxlingham, Scarning, South Wootton, Thetford** (more specifically: Mundford Road Trading Estate, Threxton Road Industrial Estate and some areas north of Norwich Road), **Thorpe End, Upper Sheringham** and **West Beckham**.

From July, people will be able to check whether their home/business can receive better broadband services via the website: [www.betterbroadbandnorfolk.co.uk](http://www.betterbroadbandnorfolk.co.uk). The first services from ISPs should be available by the end of 2013.

2.1.2 **A11 dualling.** A ceremony was held on 24 January 2013, where the Minister, Stephen Hammond, officially started the main construction. The general works programme takes place in 2013/14, with scheme completion due in December 2014.

2.1.3 **A47 campaign.** Based on a study carried out by Mott MacDonald, an A47 business case was produced. As well as highlighting the strategic role of the route, the prospectus summarised the return on investment that may arise through focussed road improvements and set out our 'ask' to government. It was launched in November, with Keith Simpson, the MPs' representative, driving the route between King's Lynn and Great Yarmouth. A meeting also took place with the Roads Minister, Stephen Hammond, where news was received that the A47 is to be considered as part of the Highways Agency's route study. More information on the prospectus and the role of the A47 can be found on the Council's website, [here](#).

The Council raised awareness of the A47 in Europe with MEPs when revised TEN-T (Trans-European Transport Network) regulations were discussed at the EU Transport Committee in September. Vicky Ford MEP tabled an amendment to allow funding to be directed to 'comprehensive' routes, like the A47, not just 'core' routes.

A successful bid to the Government's Pinch Point programme - designed to relieve congestion and spur economic growth through small-scale schemes on the trunk road network - will see the Honingham expressway receive c. £1.3m and the scheme will be constructed in the next 2/3 years.

2.1.4 **Transport for Norwich (TfN).** Our objective was to put in place a funding package for elements of the TfN strategy, including the remainder of the Northern Distributor Road (NDR) project, and ensure that they, and the dualling of the A11, are delivered to plan. Government funding of £86.5m was secured for the NDR. The Postwick Hub has been given planning permission, with work due to start later in 2013, subject to completion of a Public Inquiry (PI) into the Side Roads and Slip Roads Orders. The main NDR scheme is due to start in 2015. More information on the TfN Strategy and projects can be found [here](#).

2.1.5 **Better Bus Area (BBA).** In March 2012 NCC successfully bid for £2.855m from the Department for Transport (DfT), for bus improvements in Norwich. The package of 38 projects from the TfN Strategy aim to improve passenger experience, reduce journey time and promote the bus as an affordable sustainable transport method.

Also funded through BBA, at the end of February 2013, we received the positive news that the DfT will invest up to £2.5m in a unique smart ticketing pilot across Norfolk. This will see the introduction of a 'smart' ticket on Park and Ride buses which passengers will swipe as they board the bus. Benefits will include a wider range of payment options and quicker boarding of buses. The pilot will look to include other ticketing options including the 16-19 year old discounted ticket and the multi-operator ticket Fusion.

2.1.6 **Rail improvements.** The County Council was involved in the production of 'Once in a Generation' a rail prospectus for East Anglia, launched in July 2012. The prospectus makes the case for improvements to railways across East Anglia, in terms of reliability, journey times, carriage stock quality and infrastructure. A Norfolk-specific prospectus was launched to almost 50 stakeholders, including MPs, Network Rail and the Chamber of Commerce in October. It was favourably received and adopted by Cabinet in January 2013. It can be found [here](#):

Government announced the revised timetable for the refranchising of rail services, which meant that some dates for Norfolk services are deferred up to 2016, with current operators' franchises expected to be extended to the revised dates. The Council is concerned that these deferrals may delay improvements - eg better quality trains on the Norwich-London route - and we are investigating what improvements can be delivered before the new franchises are awarded.

2.1.7 **Norfolk Infrastructure Plan.** A plan was produced which pulls together information on key infrastructure needed to deliver economic growth in Norfolk. It identifies funding sources and is updated as information becomes available. It helps us to co-ordinate implementation, prioritise activity and respond to any funding opportunities. A copy can be found [here](#).

2.1.8 **Norfolk Development Company.** Working with Great Yarmouth Borough Council and NPS through the Norfolk Development Company, we built 19 houses (including three affordable) on the Beach Coach Station site in Great Yarmouth, where the market would not intervene. The properties are now being marketed and sold.

## 2.2. Enterprise & Innovation

### To help businesses to start up and grow

2.2.1 **Business starts.** In November we launched 'Enterprise Norfolk', our two-year business start up programme, aimed at producing 300 business starts by 31 October 2014. More background to the scheme can be found in Appendix A.

Since November, 348 people have been through the start up workshops, with more booked onto future courses, and 39 business starts have been confirmed. This is what we would anticipate at this stage, as people need to go through enterprise engagement sessions, one-to-one sessions, 3 day workshops and mentoring before starting a business. Obviously some will drop out during this process, with a smaller number going on to start up a business. All districts believe they are on course to deliver their share of the 150 business starts due by end October 2013.

2.2.2 **Hethel Innovation Ltd (HIL).** Born out of Hethel Engineering Centre (HEC), the Council's engineering enterprise hub, HIL was created as a company wholly owned by NCC, supporting businesses in advanced manufacturing/engineering to become more innovative, with a low carbon focus. The £7.8m project (including £3.1m EU funds) is delivering a 40,000 ft<sup>2</sup> Advanced Manufacturing Centre (AMC) at Hethel, providing grow on space for companies that have outgrown their start-up space at HEC, as well as incubating 24 hi-tech start-ups and creating 260 jobs. HEC delivered all the outputs required by the end of 2012 for the EU funding claim (38 businesses supported, 4 start-ups and kicked off over 45 innovation projects) and is due to complete construction of the AMC by January 2014.

In order to grow supply chains in Norfolk, HIL has started mapping the various sectors in High Value Manufacturing and Advanced engineering, focussing on

Automotive, Food, Electronics, Renewable Energies, Meditech, Built Environment, Energy, Composites, Cleantech and Precision Engineering. Next are Industrial Biotechnology, Biosciences, Plants and Microbials and Software Engineering. Once mapped, we will determine how these future sub-sectors can best be supported.

**2.2.3 Great Yarmouth and Lowestoft Enterprise Zone (EZ), Norfolk/Suffolk targets: 1400 direct/1000 indirect jobs; 60,000m<sup>2</sup> of development space and 80 new businesses attracted/started by 2015.** This project focuses on the establishment of an energy-related 'enterprise zone' for Great Yarmouth and Lowestoft and the targets relate to the two counties. The background to the project can be found in Appendix A. To date, 110 jobs, in 3816m<sup>2</sup> of commercial space, have been provided. A further 4597m<sup>2</sup> of additional space is available and more is in the pipeline. The EZ is one of the best performing in the country with many yet to accommodate any new jobs.

Work is also underway to try to achieve 'Assisted Area Status' for the urban areas of Gt Yarmouth and Lowestoft, as well as the rural area linking them. The signs are that we have a strong case based on deprivation and opportunity.

**2.2.3 Support business start up and growth in the rural economy, in the areas of tourism, farm diversification, animal welfare and micro-enterprise.** The Leader programme seeks to create 12 and support 37 existing micro-enterprises and to create or safeguard 290 rural jobs by December 2013. To date, 26 have been supported and 7 created, as well as 97 jobs created or safeguarded.

### **2.3. To improve perceptions of Norfolk's business offer and secure inward investment and growth in key sectors**

**2.3.1** Following the hosting of a number of inbound Chinese delegations and a Norfolk presence at offshore renewable energy events, we are now progressing 12 inward investment leads. Planning is also in place for attendance at a Renewable UK event in June 2013 in Manchester, as well as another inbound Chinese delegation. We have also handled a number of screen location enquiries for film and TV.

**2.3.2** As part of our efforts to gain better recognition for Norfolk's world class science assets, we submitted a joint response with Cambridge to the Government's consultation on an Agri-tech Strategy and will further explore joint working to deliver the Strategy's priorities in 2013/14.

**2.3.3** Also see 2.2.2, where HIL is mapping emerging sectors and their supply chains.

### **2.4. To provide fair access to the public sector**

**2.4.1 County Farms.** These are farms owned by the County Council. To increase opportunities for new entrants to rural business, we let 7 fully equipped farms and 11 bare parcels of land. All new tenancies started on 11/10/12 and will run for 10 years (fully equipped) and five years (bare land).

**2.4.2 Improved procurement processes.** In order to increase opportunities for small and medium businesses to gain contracts with the County Council, we have implemented a range of measures: tweeting about local opportunities to entrepreneurial businesses; including requirements for supply chain management (such as prompt payment and transparency about sub-contract opportunities) when we re-tender our largest contracts; publishing advanced warning about major

upcoming procurements and holding a suppliers' day during the planning process. This resulted in the Council winning one of 10 Government awards for 'best council to do business with', for our help to small businesses to win contracts.

**2.4.3 Community Construction Fund.** The Council's Community Construction Fund was launched in September to assist construction schemes benefiting Norfolk communities, such as village hall extensions, sports facilities, play areas and improved access for disabled people. Projects gain grants of £100 - £100,000. In addition, the Fund seeks to support Norfolk's construction sector, by using local workers and contractors wherever possible.

To date, 80 projects have been supported, totalling £4.07m of the available £4.5m. While more detail is awaited on the business benefits, typically the full range of construction was undertaken: building; plastering; plumbing; electrics; ground works; roofing etc. A further bidding round will take place in September 2013.

## **2.5. Skills**

### **To address Norfolk's skills and employability challenges**

#### **2.5.1 General.**

**Enterprise Zone (EZ) Skills Plan.** The Plan is complete and will soon be made public. It has been appraised by a number of groups including the Employment & Skills Board, East of England Energy Group and the EZ Officers Group. There is scope for the methodology of the skills plan to be rolled out and applied to other key sectors, to support a better alignment between training provision and employer demand for skills.

**Employer Ownership of Skills.** This is a government initiative which sees employers articulating the skills training they need, which is not currently available in the market. We worked with partners on the submission of a number of bids, some covering Norfolk and Suffolk. Sectors included engineering, aeronautical engineering and social care. The outcome of these will be known later in the year.

There is also a range of work underway to improve uptake of Information Advice and Guidance and production of high quality Labour Market Information (LMI) which will continue into next year.

**Schools engagement.** Children's Services and Economic Development and Strategy continue to work together to engage better with schools. Planning has begun, to engage with schools on the opportunities in the energy sectors as well as an emphasis on science, technology, engineering and maths. There is also work underway on the development of a LMI matrix, which will be built into [www.helpyouchoose.org](http://www.helpyouchoose.org). It will give young people and key stakeholder groups a better understanding of their local economy and what jobs are likely to be available in the future.

#### **2.5.2 Apprenticeships.**

The '**Apprenticeships Norfolk Fund**' was launched in September 2012 to deliver up to 500 apprenticeships and pre apprenticeship training for 16-24 year olds (including care leavers and 80 placements within NORSE) by March 2014.

Following extensive promotion, 53 apprentices had been funded through the programme by 24 June 2013. For 19 – 24 year olds within this group, this represents a 12% increase in placements, compared to a regional increase of 9.2% and a national one of 6.4%.

Where 16-18 year olds are concerned, the number placed represents an 8.3% increase in Norfolk, compared to decreases of 8% regionally and 12% nationally.

In addition, NORSE have also delivered 53 apprenticeships and the County Council itself has delivered a further 28 apprenticeships, not funded by Apprenticeships Norfolk.

To maximise opportunities, businesses now need not to have taken on an apprentice in the last 12 months, rather than the last 3 years.

**Other schemes.** NCC funding for apprenticeships has been targeted at Norfolk's priority sectors. As part of a joint bid with Suffolk, we also secured **£200,000** from the Coastal Communities Fund (CCF) to establish 66 Norfolk offshore engineering apprenticeships and Anglia Farmers secured **£1.4m** from the Growth & Innovation Fund for agri-engineering apprenticeships, to meet a predicted need for 10,000 of these jobs. The delivery partner for CCF has been appointed and a timetable is in place for the delivery of placements. An awareness raising campaign is under way and the Council is ensuring that all three programmes complement each other.

**2.5.3 Graduate work placements.** The objective is to host 30-50 work placements, for unemployed graduates, at the Council by March 2014. To date, 14 placements have completed, 4 are taking place, 1 is being arranged and 22 candidates are waiting. The number waiting has risen over the past 6 months, due to the outstanding reputation that NCC has developed for the quality of our placements. We have also coordinated provision of 25 jobs / internships, 6 at NCC.

## **2.6. To secure funding to deliver on agreed priorities**

Appendix B gives details of the Council's funding and external funding secured to help deliver on the economic growth strategy's objectives. In summary, Council funding amounts to **38.35m** (including loan capital) and partner/external funding comes to more than twice that - **£148.56m** - over approximately two years.

## **3 Refresh of the strategy**

Much has changed on the policy front since the Strategy was adopted in April 2012, including:

- Government offering 20 areas, including Greater Norwich, the option to produce proposals for a 'City Deal', which would allow the local area to take decisions on how a 'single pot' of funding for infrastructure, enterprise/innovation and skills are spent. We are having meetings with Whitehall officials to refine the proposal, culminating in a ministerial meeting in the autumn. City Deals will allow us to test the approach across these three strands of funding, in readiness for the policy changes ushered in by the Heseltine Growth Review.
- Lord Heseltine's Growth Review being adopted by Government and requiring LEPs to prepare a Growth Plan for their area, including an approach to using EU funds in the 2014-20 period. New Anglia has been given a notional allocation of £80m to draw down for this seven year period and is currently consulting on priorities. Final government guidance on how to develop an EU structural and investment fund strategy is yet to be issued, despite the deadline for production of the strategies being the end of September.
- As a result of the Comprehensive Spending Review (CSR) on 26 June, local government resource funding will be reduced by a further 10% in 2015-16, adding to the 33% reduction since 2010. This makes it all the more important to

align our activities and funding with partners', to maximise impact and reach.

- CSR also outlined proposals to allocate £2bn per annum, from 2015 for the Single Local Growth Fund (SLGF). This will be allocated to LEPs on the basis of 'Growth Deals' negotiated with central government. It is emphasised that LEPs will need to demonstrate the impact that they can achieve. Over time, the Government will seek to expand the scope of funding. However, the process will be highly competitive: on the basis of the strategic plans developed by LEPs, the Government will negotiate the "Growth Deal" with each LEP, but LEPs with the strongest strategic plans will get the greatest share of the SLGF. It is therefore imperative that we work closely with New Anglia to produce its Growth Deal and that the Norfolk elements of these proposals are reflected in our refreshed growth strategy for the county.
- Government plans, more generally, to devolve more powers/responsibilities to LEPs, eg having a Local Transport Body for Norfolk and Suffolk, rather than one for each county.
- The Council's own programme of actions to cut cost and generate more income.

The Council is working with New Anglia and district colleagues on several of the above areas of activity (some of which are covered in more detail in Appendix A), and their impact will become clearer over the coming months. It therefore makes sense to refresh our own growth strategy in tandem with these developments.

#### 4. **Resource Implications**

4.1 **Finance:** See Appendix B for Council/partner funding secured to deliver priorities.

4.2 **Property:** All property issues relating to the construction of the AMC are dealt with by the HIL Board, which includes the Cabinet Member for Economic Development.

#### 5. **Other Implications**

5.1 **Legal Implications:** None in this report, however, the final City Deal proposal will need the legal sign off of all four local authorities involved.

5.2 **Equality Impact Assessment (EqIA):** Programmes commissioned by the Council ensure that individuals in protected groups are not disadvantaged and that promotional information is communicated to their respective umbrella groups.

5.3 **Communications:** The Communications Service designs/develops the marketing and messages about elements of the strategy's delivery, such as the A47 campaign, rail prospectus launch, apprenticeships programme and Enterprise Norfolk.

5.4 **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.

#### 6. **Section 17 – Crime and Disorder Act**

6.1 None.

#### 7. **Risk Implications/Assessment**

7.1 The AMC has its own risk register, as does Apprenticeships Norfolk. Risks will also be considered as part of the refresh of the Economic Growth Strategy.

#### 8. **Alternative Options**



8.1 The implications of policy changes for growth in Norfolk are unfolding during 2013/2014. It is therefore proposed to focus on the targets in the 2013/14 Delivery Plan in Appendix C and bring back to members a refresh of the EGS at the year end.

### Action required

- (i) Members are requested to note progress on delivery of the Strategy and the proposal to refresh it by the year end.

### Background Papers

[NCC's Economic Growth Strategy](#) & [half year report on delivery](#); [Norfolk Infrastructure Plan](#)

### 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 Jo Middleton or textphone 0344 800 8011 and we will do our best to help.



## Appendix A: background to some key projects and policy developments

**A1. Local Enterprise Partnerships (LEPs).** LEPs are public/private partnerships instigated by the Coalition Government to replace Regional Development Agencies. 'New Anglia' is the LEP for Norfolk and Suffolk and NCC is represented on its Board, by the Leader, which has a private sector majority.

**A2. Enterprise Zone (EZ).** The four authorities of Norfolk and Suffolk County Councils, Great Yarmouth and Waveney Borough Councils produced a successful bid for an EZ for Gt Yarmouth and Lowestoft, which had to be submitted by New Anglia. EZs help boost local economies by attracting businesses and start-ups through the provision of simplified planning and business rate discounts. The New Anglia EZ covers 121 hectares in Gt Yarmouth and Lowestoft, including land around the two ports and key industrial estates in both towns. Economic benefits across the two areas are estimated as: 8,300 jobs created directly (1,400 jobs by 2015); 4,150 jobs created indirectly (1,000 by 2015); up to 500,000 sq m of development (60,000 sq m by 2015); 150-200 new businesses attracted/started (80 by 2015)

New Anglia will retain any growth in business rates generated by the EZ for 25 years and this funding will support job creation projects across the two counties, in the form of a challenge fund, which will be open to all local authorities.

**A3. Enterprise Norfolk.** In November 2012 we launched 'Enterprise Norfolk', our two-year business start up programme, aimed at producing 300 business starts by 31 October 2014. In an innovative approach, the Council contracted with all seven districts to deliver the scheme in the way that best suits their local area and district councils are aligning their own funding with the Council's £200,000 in each of 2012/13 and 2013/14. In 2012/13, the Council's £200,000 levered in a further £150,000 for the scheme from districts and in 2013/14 it could be as much as £200,000, giving a total investment value of £750,000.

**A5. City Deals.** Following a successful pilot with some of England's major cities, Government invited 20 areas, including Greater Norwich (made up of the Norwich City Council, Broadland District Council and South Norfolk Council district areas, plus Norfolk County Council) to submit a proposal for a 'City Deal'. This provides the opportunity to bring a number of funding streams currently managed by central government – such as Business Rates, New Homes Bonus and Community Infrastructure Levy – into a Single Pot, focussed on Infrastructure, Enterprise & Innovation and Skills. Local areas determine locally how the pot is spent, securing the benefits of accelerated growth.

Having successfully passed the expression of interest stage, our proposal is to 'make Greater Norwich a dynamic international centre for business enterprise in life sciences, to meet the global challenges of healthy ageing, food and energy security, sustainability and environmental change'. All 20 areas will now have meetings with Whitehall officials to refine the proposal, culminating in a ministerial meeting in September/October 2013.

**A6. Heseltine Growth Review.** Lord Heseltine produced a Growth Review, to which the Government has recently responded. Government will:

- Create a new Single Local Growth Fund (SLGF) from 2015. This will include elements of skills, housing and transport funding - over half will be allocated from various transport budgets, £170m from European Social Fund match funding and £400m will be from the New Homes Bonus. The City Deals Single Pot will be a precursor to the SLGF.
- Ask LEPs, to develop long-term strategies for their area through a new multi-year strategic plan. The plans should include the area's **vision, priorities, capacity, governance reforms, high-level investment plan (including for EU funds for the programming period 2014-20)** and the **resources available from local authorities and the private sector**
- Allocate funding to local areas from the SLGF through a Local Growth Deal. The SLGF will support both tried and tested proposals and innovative ideas where they have potential. Every LEP will receive some funding, but those areas with the best plans will receive more.

## Appendix B: Funds secured to deliver the Strategy (approx 2 year period)

### a. Council funding (totalling £38.349m)

- **£15m** towards delivery of faster broadband in rural parts of Norfolk
- Norfolk Infrastructure Fund – the Council's capital fund for infrastructure, totalling **£10.76m**:
  - £5m to support broadband development in rural parts of Norfolk
  - £2.08m to support the development for housing of part of the Beach Coach Station Car Park in Great Yarmouth, where the market would not intervene.
  - £1.5m towards the development of a new technology block at the College of West Anglia
  - £1.18m contribution to the £6m development to regenerate the Thetford Riverside site
  - £1m investment in a housing joint venture with King's Lynn and West Norfolk Borough Council on the Nar Ouse Regeneration Area site in King's Lynn
- **£4.5m** from the Community Construction Fund for projects boosting the construction sector
- A loan of **£3.77m** for the construction of the Advanced Manufacturing Centre at Hethel.
- **£3.5m** for Apprenticeships Norfolk
- **£200,000** to support Enterprise Norfolk and **£100,000** to boost inward investment capacity, in each of 2012/13 and 2013/14, from the Economic Development and Strategy (EDS) budget
- **Tourism.** Contributing £100,000 each, NCC and NALEP commissioned a **£200,000** contract, lasting two and a half years, to provide a strong strategic voice for the sector and build local capacity, so that the Visit Norfolk partnership becomes more private-sector led and funded.
- Over a 4 year period, EDS is contributing **£119,000** to the **North Sea Energy Alliance (NSEA)**, towards a total budget of £586,000 to support the 6 national Centres of Offshore Engineering, of which Gt Yarmouth/Lowestoft is one.

### b. External funding (totalling £148.558m)

- **NDR.** **£86.5m** has been secured from Government for delivery of the route.
- **Broadband.** **£15m** secured from the Government's BDUK Fund, to enable delivery of faster broadband speeds in rural Norfolk. This is matched by **£15m** from NCC (above) + **£9m** from BT.
- **A11 dualling.** The estimated cost of improvements is £113m - £149m. Using the mid point of £131m, and the fact that 11% is in Norfolk, approx **£14m** of the project is in Norfolk.
- **Leader/Landskills:** EDS manages two 'Rural Development Programme for England' schemes: LEADER (**£10.3m**) and Landskills East (**£4.2m**). These focus on skills development in rural economy areas, eg tourism, farm diversification, micro-enterprise.
- **Hethel Innovation Ltd** secured **£3.1m** EU funds to deliver its business plan and AMC.
- **Better Bus Area.** NCC secured **£2.855m** for the Better Bus Area package of measures to improve passenger experience, reduce journey time and promote bus usage.
- **Honingham Expressway.** We secured **£1.3m** of Government Pinch Point funding.
- **Apprenticeships.** **£1.4m** secured from the Growth & Innovation Fund for agri-engineering apprenticeships and **£200,000** secured from the Coastal Communities Fund for 66 offshore engineering apprenticeships.
- **NSEA.** **£467,000**, as outlined above, topping up EDS funds to £586,000
- **Enterprise Zone.** **£136,000** contributed by partners to the promotion of the Zone.
- **Tourism.** **£100,000** from NALEP, as outlined above.

## Appendix C: Economic Growth Strategy (EGS) Delivery Plan and Targets 2013/14

### 1. Income generation to deliver local priorities

- a. Improve our access to and success at bidding for Government funds to be managed locally, eg City Deals, Community Infrastructure Levy.
- b. Shape the emerging 2014-20 EU funding programme and exploit all relevant funding opportunities.
- c. Increase our income generation target from the 12/13 baseline of £200,000 to £300,000 by end 2014/15.

### 2. Infrastructure

- a. Effectively support the delivery of the Northern Distributor Route and the Postwick Hub.
- b. A47: Develop a programme of improvements to key junctions: Easton, Longwater, Thickethorne in order to facilitate economic growth; Provide input to secure a 'route-based strategy' for the A47, so that the key improvements can be delivered.
- c. Rail: Promote and secure improvements for key routes: Norwich-London; Norwich-Cambridge; King's Lynn-Cambridge, eg ½ hourly service.
- d. Housing/employment sites: build on our track record of a development company approach, with districts and other partners, to progressing development where the market would not intervene.
- e. Broadband: at least 2Mbps for all premises by 2015 (24Mbps at key sites); choice of at least 2 broadband suppliers; stimulate business demand for services.

### 3. Enterprise & Innovation

- a. Deliver 2<sup>nd</sup> year of Enterprise Norfolk programme and generate up to 300 new businesses by end December 2014.
- b. Support the delivery of the Enterprise Zone (EZ) Norfolk/Suffolk targets: 1400 direct/1000 indirect jobs; 60,000m<sup>2</sup> of development space and 80 new businesses attracted/started by 2015.
- c. Work with UK Trade & Investment (UKTI) to respond to inward investment offers and champion Norfolk's offshore wind capabilities here and overseas. 2013/14 targets: 40 leads; 9 visits from potential investors; 2 foreign direct investments to Norfolk.
- d. Deliver the Hethel Innovation Ltd (HIL) business plan: 300 businesses supported, 240 jobs created, 60 jobs safeguarded, 40 new products, processes and services, 40 collaborations with knowledge base, 88 development programs and the construction of the Advanced Manufacturing Centre by Dec 2014. In so doing, secure £3.1m of EU funds and lever in significant private sector support / investment.
- e. Promote Norfolk's world class assets in plant science and energy and secure funds from the Government's Agritech strategy to develop supply chains between Norwich and Cambridge.
- f. Using NCC's Community Construction Fund, facilitate community projects and provide employment opportunities for local construction professionals.

### 4. Skills

Look at new, innovative solutions to bring about a step change in the approach to tackling youth unemployment and getting JSA claimants back into work by:

- a. Developing a systematic approach and sustainable model, through City Deals, to test and apply across the county for schools' engagement with business
- b. Delivering up to 500 apprenticeships (80 within the NORSE Group) and pre-apprenticeship training by September 2014
- c. Hosting 30-50 graduate work placements at the Council by March 2014
- d. Refreshing the Norfolk Skills Strategy, modelled on the EZ pilot, to align with the opportunities from City Deals and the emerging needs of key sectors

## Local Major Transport Schemes

Report by the Director of Environment, Transport and Development

### Summary

Government has implemented a new process for major transport schemes. Instead of local authorities having to bid to a central government pot for the money, government is devolving funding – and decisions for how the funding is spent – to a local level. However, rather than devolving directly to local transport authorities, government required new bodies be set up, called Local Transport Bodies (LTBs). An LTB – called the *Norfolk and Suffolk Local Transport Body* – has been set up to cover both Norfolk and Suffolk. Decisions will be made by a Board comprising the relevant portfolio holders from Norfolk and Suffolk County Councils and a Local Enterprise Partnership Board member.

It is expected that the Norfolk and Suffolk LTB will receive £39m for the four-year period from April 2015 for major transport schemes across the two counties. Whilst this funding and the devolution of decision-making is welcome, Members should note that it is a relatively small amount of funding and by itself insufficient to fund even one modestly-sized transport scheme. Further, it is the Local Transport Body, and not the individual county councils that will make the decisions.

The LTB needs to submit priorities for spending to government by the end of July. Stakeholder engagement has been undertaken on a 'Long List' of potential schemes taken directly from the two counties' adopted agreed plans such as the Local Transport Plan and Norfolk Infrastructure Plan. These plans have been the subject of extensive engagement with a wide range of stakeholders. They also draw on infrastructure needs identified in other plans and programmes (eg Local Plans) which themselves have been subject to extensive engagement. Initial assessment and appraisal of the Long List of schemes has been undertaken. This has led to emerging scheme priorities which the LTB Board will be asked to agree for submission to government at the end of July.

For Norfolk, the emerging priorities are:

- Thickethorn Junction with the A47/A11
- Public transport NATS
- Scheme development costs for Third River Crossing Great Yarmouth
- Easton / Longwater Junction with the A47
- Lynn Sport Access Road
- Blofield to Burlingham dualling
- Great Yarmouth station improvements.

Panel is asked for any comments on the emerging priorities. These comments can be considered by the Cabinet Member who is the Norfolk County Council representative on the LTB Board.

### Action Required

Panel is asked for any comments on the emerging priorities.

## 1. **Background**

- 1.1. Government is devolving decision making on major transport schemes to a local level. New bodies have to be set up, called Local Transport Bodies (LTBs) and based on Local Enterprise Partnership Areas. LTBs will be devolved the funding (rather than this going to local authorities) and be responsible for deciding the priorities for, and managing, a programme of major transport schemes for the period 2015-19.
- 1.2. Government has outlined that the Norfolk and Suffolk Local Transport Body can expect to receive £39m for major transport schemes for the period from April 2015-19. Government is suggesting that LTBs plan for spending within an envelope of between 30% below, to 30% above, this amount (or £27.3-£50.7m).  
Priorities for this spending have to be submitted to government by the end of July.
- 1.3. This report considers progress to date and offers panel an opportunity to comment on the emerging spending priorities.

## 2. **Norfolk and Suffolk Local Transport Body: Progress to date**

- 2.1. A local transport body has been set up to cover the geographical area of the two counties of Norfolk and Suffolk. This is called the Norfolk and Suffolk Local Transport Body.
- 2.2. Decisions will be made by a Board comprising the relevant portfolio holders from Norfolk and Suffolk County Councils and a representative from the New Anglia LEP (a LEP Board member). This will operate on a consensus basis; ie the Board will need all to agree decisions before progress can be made. Cabinet agreed in June to delegate authority to the portfolio holder to represent the interest of Norfolk on the LTB Board.
- 2.3. The LTB has submitted its proposed working arrangements to government. Whilst government has given initial positive feedback about the governance aspects, it has yet however to formally approve the proposals for how the LTB is proposing to determine its scheme priorities. Government will not release funding until it has agreed and signed-off the arrangements.
- 2.4. On 17 June the Norfolk and Suffolk LTB published its 'Long List.' This comprises major transport schemes identified in the current plans of Norfolk and Suffolk County Councils such as the Local Transport Plan and Norfolk Infrastructure Plan. These plans have been the subject of extensive engagement with a wide range of stakeholders including elected representatives, Parish Councils, interest groups, businesses and business representatives, and the general public. They also draw on infrastructure needs identified in other plans and programmes (eg Local Plans) which themselves have been subject to extensive engagement and public scrutiny.
- 2.5. Stakeholders were asked for their views on the long list or to make suggestions about which schemes should be added to the list for consideration for inclusion on the 2015-19 spending programme. This engagement process ended on 12 July.
- 2.6. Around 80 comments have been received at the time of writing (11 July 2013). These included representations for consideration of additional schemes, comments on (mostly in support of) published schemes and general comments about the size of the funding pot available being insufficient to deliver the infrastructure priorities. A

summary of the responses can be made available to Members on request.

- 2.7. All schemes, including those suggested in the engagement process, have been appraised and assessed using the LTB's published processes. This has led to an indication of which of the schemes are likely to perform most strongly in terms of meeting the strategic objectives across the two counties (eg delivering economic growth) and providing value for money.
- 2.8. It is important to note that although decision-making is being devolved, DfT will not sign off priorities or release funds until it is satisfied with, and signed off, the methodology for deciding scheme priorities. DfT has well-established transport appraisal techniques and is endeavouring to ensure that these are embedded within LTBs' processes in order to ensure that the funding is spent on value-for-money schemes. LTBs will be unable to direct spending towards schemes unless it can satisfy itself that schemes pass the tests in the DfT appraisal processes.

### 3. **Emerging priorities for spending**

- 3.1. As outlined, some assessment has been undertaken which has led to a provisional list of emerging priorities. This work is ongoing and the provisional list may be subject to some change as this work progresses.

For Norfolk, the emerging priorities are:

- Thickthorn Junction with the A47/A11
- Public transport NATS
- Scheme development costs for Third River Crossing Great Yarmouth
- Easton / Longwater Junction with the A47
- Lynn Sport Access Road
- Blofield to Burlingham dualling
- Great Yarmouth station improvements.

- 3.2. Panel is asked for any views on the emerging priorities. These can be considered by the Cabinet Member as he represents the county in the LTB Board meeting as it makes its decisions on what to submit to government.
- 3.3. Panel is asked to bear in mind that this funding stream is for major transport schemes. Although the LTB is suggesting that these schemes can be as little as £2m, strategic objectives are likely to be better met by larger schemes, which are also likely to offer better value for money than through the implementation of a number of smaller projects (which in any case could probably be funded through traditional routes).

### 4. **Resource Implications**

- 4.1. **Finance:** The budget for delivery of major transport schemes would be provided by the devolved local major transport schemes budget from government anticipated to be £39m for 2015-19, for an area covering both Norfolk and Suffolk. This would be topped-up using contributions from other sources including the Councils' own money, developer funding such as CIL, private funding or other government funds.

Funding to administer the process being devolved from government to the LTB would need to be met from the Councils' existing budgets or from the LEP's budget.

Funding for scheme development would need to be met by the scheme promoter

(Norfolk County Council for highway schemes within Norfolk).

These financial arrangements are set out in the Joint Working Agreement of the LTB.

- 4.2. **Staff:** Staff resource for supporting the workings of the LTB will be met from existing staff resource.

## 5. **Other Implications**

- 5.1. **Legal Implications:** Norfolk County Council is entering into an agreement with Suffolk County Council and the New Anglia LEP to create a Local Transport Body. The terms of this are set out in a Joint Working Agreement, to which the Council would adhere as if it were a legally binding contract. Suffolk County Council will be the 'Accountable Body' meaning that they will be, amongst other things, responsible for holding and administering funds, and ensuring decisions of the LTB comply with financial, legal and other regulations and requirements. The full responsibilities are set out in Section 7 of the Joint Working Agreement.

The advice of NP Law has been taken in setting up the working arrangements of the LTB and drafting the Joint Working Agreement and Assurance Framework.

- 5.2. **Equality Impact Assessment (EqIA):** This report is not directly relevant to equality in that it is not making proposals which may have a direct impact on equality of access or outcome. The impact of individual schemes funded by the major schemes funding will be considered by completing Equality Impact Assessments as relevant.
- 5.3. **Communications:** A website has been set up for the Norfolk and Suffolk LTB: [www.norfolkandsuffolkltb.org.uk](http://www.norfolkandsuffolkltb.org.uk). Meetings of the LTB Board will be held in public with meeting dates, minutes and agendas published on the website. The long-list of schemes has been the subject of stakeholder engagement; further engagement will be held post-submission of priorities in July.
- 5.4. **Environmental Implications:** Setting up the LTB and its ongoing administration will not have significant environmental implications since meetings will be conducted as part of existing LEP Transport Forum meetings and will not therefore involve additional travel. The impact of individual schemes funded by the major schemes funding will be considered as part of the appraisal and assessment process required.
- 5.5. **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.

## 6. **Section 17 – Crime and Disorder Act**

- 6.1. No implications from setting up the LTB and its ongoing administration. Implications arising from individual schemes funded by the major schemes funding will be considered as part of the appraisal and assessment process required.

## 7. **Risk Implications/Assessment**

- 7.1. The main risks surround the inability for the County Council to secure a slice of the local major transport scheme funding, leading to a continuing infrastructure deficit placing risks on economic success; or that the County Council is unable to see

schemes through to delivery after securing funding – for example if it is unable to secure necessary consents, funding packages or approvals for a scheme.

## Action Required

- (i) Panel is asked for any comments on the emerging priorities.

## Background Papers

Norfolk and Suffolk Local Transport Body Assurance Framework  
Joint Working Agreement For the Creation of a Local Transport Body

## 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 David Cumming or textphone 0344 800 8011 and we will do our best to help.