Infrastructure and Development Select Committee

Date: **15 July 2020**
Time: **10am**
Venue: **Microsoft Teams (virtual meeting)**

To view the meeting please follow this link**:** public link to view meeting

Members of the Committee and other attendees: **DO NOT** follow this link, you will be sent a separate link to join the meeting.

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

Membership:

Cllr Barry Stone (Chairman)
Cllr Graham Middleton (Vice-Chairman)

Cllr Stuart Clancy
Cllr Jess Barnard
Cllr Claire Bowes
Cllr Tim East
Cllr Brian Iles
Cllr Mark Kiddle-Morris
Cllr Beverley Spratt
Cllr Vic Thomson
Cllr Colleen Walker (Spokes)
Cllr Brian Watkins (Spokes)
Cllr Tony White

For further details and general enquiries about this Agenda please contact the Committee Officer:
Tim Shaw on 01603 222948
or email committees@norfolk.gov.uk

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Agenda

1 **To receive apologies and details of any substitute members attending**

2 **Minutes** Page **4**
To confirm the minutes of the meeting held on 11 March 2020.

3 **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, to a greater extent than others in your division

- Your wellbeing or financial position, or
- that of your family or close friends
- Any body -
    - Exercising functions of a public nature.
    - Directed to charitable purposes; or
    - One of whose principal purposes includes the influence of public opinion or policy (including any political party or trade union);

Of which you are in a position of general control or management.

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

4 **To receive any items of business which the Chairman decides should be considered as a matter of urgency**

5 **Public Question Time**

Fifteen minutes for questions from members of the public of which due notice has been given. Please note that all questions must be received by the Committee Team (committees@norfolk.gov.uk) by **5pm Friday 10 July 2020.** For guidance on submitting a public question please visit www.norfolk.gov.uk/what-we-do-and-how-we-work/councillorsmeetingsdecisions-and-elections/committees-agendas-and-recent-decisions/ask-aquestion-to-a-committee

6 **Local Member Issues/Questions**

Fifteen minutes for local member to raise issues of concern of which due notice has been given. Please note that all questions must be received by the Committee Team (committees@norfolk.gov.uk) by **5pm Friday 10 July 2020**

7 **Infrastructure and Development Response to Covid-19** Page **16**
Report by the Executive Director of Community & Environmental Services.

8 **Policy and Strategy Framework – annual review** Page **32**
Report by the Executive Director of Community & Environmental Services.

9 **Forward Plan** Page **40**
Report by the Executive Director of Community & Environmental Services

10 **Performance of Key Highways Contracts** Page **44**
Report by the Executive Director of Community & Environmental Services

11 **Update from Local Transport Plan Member Task and Finish Group** Page **71**
Report by the Executive Director of Community & Environmental Services

12 **Wymondham Market Town Transport Network Improvement Strategy** Page **136**
Report by the Executive Director of Community & Environmental Services

Tom McCabe
Head of Paid Service
County Hall
Martineau Lane
Norwich
NR1 2DH

Date Agenda Published: 23 January 2020

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Norfolk County Council

Infrastructure and Development Select Committee

Minutes of the Meeting Held on Wednesday 11 March 2020
10.00am, Edwards Room, County Hall, Norwich

Present:
Cllr Barry Stone – Chairman
Cllr Graham Middleton (Vice-Chairman)

Cllr Stuart Clancy
Cllr Mark Kiddle-Morris
Cllr Tim East
Cllr Beverley Spratt
Cllr Claire Bowes
Cllr Tony White
Cllr Brian Watkins

Substitute Members Present:
Cllr Phillip Duigan for Cllr Vic Thompson
Cllr Danny Douglas for Cllr Colleen Walker

Also Present:

Martin Wilby	Cabinet Member for Highways and Infrastructure

Officers Present:

Grahame Bygrave	Director of Highways and Waste
Jason Glasspoole	Operations Director (Norse Highways)
Sophie Leney	Head of Trading Standards
Tom McCabe	Executive Director of Community and Environmental Services
Ian Parkes	Senior Transport Planner
Karl Rands	Highway Services Manager
Sarah Rhoden	Assistant Director, Performance and Governance
Ceri Sumner	Director of Community, Information and Learning
Matt Tracey	Growth and Infrastructure Group Manager
David Cumming	Strategic Transport Team Manager

1. Apologies and substitutions

1.1 Apologies were received from Vic Thomson (Cllr Phillip Duigan substituting), Colleen Walker (Cllr Danny Douglas substituting), Cllr Jess Barnard. Also absent was Cllr Brian Iles.

2. To agree the minutes of the meeting held on 29 January 2020

2.1 The minutes of the meeting held on 29 January 2020 were agreed as a correct record and signed by the Chairman, with amendment at paragraph 1.2 to include Cllr Tony White as having given his apologies.

2.2.1 Cllr Bev Spratt asked for an update under the discussion at paragraph 10.2, bullet point 1 of the minutes, noting ongoing problems on the line. The Executive Director of Community and Environmental Services reported that Greater Anglia were now improving since the reliability problems experienced with their new stock.

2.2.2 Cllr Clancy requested an update on the feasibility study on Ely junction discussed at paragraph 10.2, bullet point 16 of the minutes.

3. Declarations of Interest

3.1 No interests were declared

4. Items of Urgent Business

4.1 There were no items of urgent business.

5. Public Question Time

5.1 No public questions were received

6. Local Member Issues / Questions

6.1 The Chairman took a local Member question from Cllr Spratt, who asked for information on who took responsibility for clearing large animal carcasses from Norfolk roads. Cabinet Member for Highways, Infrastructure & Transport, Cllr Martin Wilby, clarified that this was the responsibility of the local District Council.

7. Potholes

7.1 The Committee heard a presentation by the Director of Highways and Waste and the Operations Director (Norse Highways) on potholes and the pragmatic approach to their repair (see appendix a of these minutes):

- The number of potholes recorded in Norfolk had reduced since 2017-18
- The peak seen in 2017-18 was due to snow and ice over the winter caused by the "beast from the east"
- Highways teams had tablet technology to receive information from and input information into the Mayrise system in real time. Contractors had tablets to receive and update the works orders in real time
- Norfolk was at the forefront of technology in the Country, with many counties still using paper-based systems

7.2 The following points were discussed and noted

- Cabinet Member for Highways, Infrastructure & Transport, Cllr Martin Wilby, was confident in the Council's bid for further funding
- It was queried whether reported potholes were new or recurring potholes; The Director of Highways and Waste replied that if a section of road received repeated reports of potholes, it was highlighted by the system as requiring resurfacing
- Concern was raised about fallen road signs; Officers confirmed that highways inspectors regularly inspected the road network, including signs in need of repair. A recent decluttering exercise had removed thousands of signs from the network
- The high backlog of repairs across the network was raised as a concern; the Cabinet Member for Highways, Infrastructure & Transport noted that the proactive response was resulting in a decline in reported potholes and the maintenance repair backlog had reduced from around £50 million to around £36 million. He was

confident the Council would receive their share of funding to continue to address this and maintain the network

- Members of the Select Committee thanked the highways team for their work
- The discontinuation of liquid bitumen to seal pothole repairs was queried; the Director of Highways and Waste explained that this was due to changing national practices
- It was suggested that the standard email should explain why reported defects did not meet intervention criteria; the Director of Highways and Waste **agreed** to look into whether more detail could be put into the standard replies.
- There was a discussion around why multiple potholes on one road were not always repaired at the same time. Officers reported that changes being brought in at Norse Highways would empower staff to identify work for completion. It was also noted that some repairs required specialist machinery and would therefore need to be completed on a different day
- It was confirmed that pothole repair included footways where they were part of the highways' asset. Reporting footway defects followed the same reporting structure and they also received regular inspections.
- The risk-based approach to identifying repairs took public safety into account
- The Cabinet Member for Highways, Infrastructure & Transport confirmed that edging work and repair, or haunching, was still carried out
- The Director of Highways and Waste confirmed that the CRM and Mayrise systems discussed in the presentation were working well and feedback received so far had been positive
- The Operations Director (Norse Highways) confirmed that Norse Highways had an arrangement with national contractors for repairs by spray injection patching. They were looking to combine resource with contractors so it could be used by Norfolk when needed. The Vice-Chairman suggested that Norse Highways could invest in the equipment and loan it out when not in use. The Operations Director (Norse Highways) suggested this could be something for consideration in the future.
- A discussion was held about damage to vehicles caused by potholes; the Executive Director of Community and Environmental Services confirmed that an insurance claim could be made to the Council, however, there was a robust defence in place due to the robust monthly driven inspection regime and reporting system, and national codes of practice for how long it takes to have a pothole repaired after notification to the Council.
- Officers would circulate information to Cllr Tim East on how much had been awarded in such claims over the past year

7.3 The Committee **NOTED** the presentation

8. Future Highways Arrangements in Norwich

8.1 Following the decision of Environment, Development and Transport Committee in 2019 to bring the delivery of highways services in Norwich City back to Norfolk County Council, the Committee received the report providing detail on what was changing, some of the benefits and how the service would be delivered in future. The decision was made to help deliver efficiencies and savings by avoiding duplication, sharing resources and providing greater consistency across the service.

8.2 The following points were discussed and noted

- Some Members of the Select Committee discussed concerns about the decision to bring delivery of services back to Norfolk County Council, queried the route of

reporting, and raised concerns that the voice of Norwich City Councillors and skills of staff working in Norwich Highways would be lost
- The Executive Director of Community and Environmental Services confirmed that there were technical advantages in having a single approach countywide including greater resilience on issues as there would be a larger team to call on. Members would be able to contact local highway engineers. The correct engineer would be identified by the system through the location of the issue when entered into the online form. Briefing material had been prepared with the City Council for City and County Councillors in the Norwich city area. The public should notice no detriment brought about by the changes.
- The Chairman noted the savings this would have for the Council, and assumed that it would also infer savings for Norwich City Council
- Officers confirmed that the modal share in Norwich had been shifted in a positive way, with 500,000 extra bus passengers seen in the past year; footfall in Norwich had increased yearly and bucked the national trend. Work using Transforming Cities funding would prioritise bus travel and bring in more people to the city.
- It was clarified that the staff from Norwich Highways would be offered the opportunity to TUPE over into their role under Norfolk County Council, however it could not be guaranteed that they would only work on schemes in Norwich
- The Chairman noted that further work was needed to increase availability of buses in rural areas
- Having the teams together would give a closer working relationship and ability to use the same contractor, bringing efficiencies and more seamless working
- Members of the public who did not have access to a computer could call Norfolk County Council's customer service who would direct them to the Highways team.
- The Executive Director of Community and Environmental Services explained that the Joint Committee for Transforming Cities Funds projects was a joint committee between Norfolk County Council, Broadland District Council, Norwich City Council and South Norfolk District Council.

8.3 The Committee **NOTED** the content of the report

9. Great Yarmouth Transport Strategy & Implementation Plan

9.1 The Committee received the report setting out the transport study carried out for Great Yarmouth by the Borough and County Councils which included data collection, evidence gathering including stakeholder engagement, the appraisal of a long list of possible schemes and a public consultation exercise, and setting out the draft Great Yarmouth Transport Strategy report had been prepared which included an implementation plan of transport schemes to address the priorities and objectives.

9.2 The following points were discussed and noted

- A Members asked whether the decision about the third runway at Heathrow would have an impact on sustainability appraisals; the Strategic Transport Team Manager replied that officers were aware of the Heathrow judgment and were in the process of assessing what, if any, impact this would have one the appraisals currently being undertaken
- A Member raised that there was no detail in the plan regarding how outputs and outcomes would be measured
- It was noted that housing density was important to the viability of commercial bus services; the Growth and Infrastructure Group Manager confirmed that Officers worked with Borough Councils to advise on housing development layouts through

discussions with Planning officers and transport providers as part of the consultation around Local Area Plans
- Dualling of the A47 Acle Straight was discussed; the Executive Director of Community and Environmental Services confirmed that this was a priority of the Council under RIS 2, but this under the remit of Highways England
- Historical issues regarding on street parking and the loss of bus service at lodge farm were discussed. Officers confirmed that discussions were needed at early opportunities with bus providers and housing developers to avoid such situations.
- The Senior Transport Planner confirmed that schemes would be taken forward with the new environmental policy adopted
- Cllr Clancy was concerned that the plan did not pick up on aspirations positively and firmly enough. He felt that rail improvements proposed were not enough and that dualling of the A47 Acle Straight was needed. Cllr Clancy felt rail and road linkage in the report required strengthening. The Executive Director of Community and Environmental Services replied to Cllr Clancy that this report focussed on transport within the Great Yarmouth urban area; he agreed that strategic links were important to feed into Yarmouth however this report was not intended to look at this
- The Chairman felt that the work in the report would improve infrastructure and transport in Yarmouth and could act as a standalone report, not dependent on the work on the Acle Straight and railway line, but which were also important.

9.3 The Committee agreed, with one objection,

1. **REVIEWED** and **COMMENTED** on the draft Great Yarmouth transport strategy and implementation plan
2. **NOTED** that work on a Sustainability Appraisal is being carried out in conjunction with work on the Local Transport Plan

10. Trading Standards Service Plan 2020-21

10.1.1 The Committee received the report introducing the Trading Standards Service Plan 2020-21 including the Enforcement of Age Restricted Sales and Illicit Tobacco Plan (Annex 1 of the service plan) and the Food and Feed Law Enforcement Plan (Annex 2 of the Service Plan).

10.1.2 The Director of Community, Information and Learning and the Head of Trading Standards introduced the report:

- The successes from the previous year included the focus on complaints; work carried out with the home improvement and second-hand car sectors to focus business advice and enforcement action had seen a reduction in complaints from the public
- There had been an increase in the number of no cold calling zones, which now cover more than 11,000 Norfolk homes. Applications for zones had increased following an article in Your Norfolk.
- Test purchasing of allergen-free meals at catering establishments had identified a lack of compliance with allergen labelling and provision of information to people with allergies and this is being addressed through advice to businesses.
- The calibration laboratory at Hethel was forecast to generate an income of over £0.5m

10.2 The following points were discussed and noted:

- The Select Committee thanked the Trading Standards team for their work and noted the good information provided via social media
- The Head of Trading Standards confirmed that the team tackled online commerce

and worked with the national trading standards e-crime team to take-down offending websites. The team had also been proactive in highlighting online scams

- It was confirmed that the £0.5m income by the calibration laboratory was turnover and not revenue
- The effect of Brexit on the work of the team was queried; the impact was not known fully at that stage however, it may affect laws on how animals were kept, transported and slaughtered; along with other legislative changes. If this was the case, this would lead to uncertainty for business and the opportunity for fraudsters to exploit any confusion. There would need to be additional business advice, greater market surveillance and increased information provision to the public
- The information at paragraph 1.1 under Growing Economy "More businesses start, grow and invest in Norfolk" was queried; Officers confirmed that this related to business advice and guidance provided to new businesses, including via the library service and the New Anglia Compliance Partnership to aid them to operate in accordance with the law.
- The Growth and Infrastructure Group Manager highlighted the work of Economic Development in supporting business start-ups and agreed to provide information on the number of businesses which had been supported to start up by the business development team
- The 74% of samples taken at butcher's shops rated as unsatisfactory was queried; Enforcement was focused on meat contamination following national intelligence. Low levels of meat cross-contamination could be caused by insufficient cleaning of meat processing machines; where high levels of meat substitution were picked up this was followed up robustly
- Non-compliant letting agents were highlighted in the report; new legislation had been brought in in 2019 restricting the fees that letting agents could charge to renters and the information which must be included on their websites. A piece of work had been carried out to look into compliance and a number of agents needed support to put this new legislation into place.
- Officers had a good working relationship with public health and worked with them on public promotion work, such as stop smoking and on issues of child and baby safety that they had identified
- The Head of Trading Standards **agreed** to email parish clerks information about the scam alerts

10.3 The Committee:

1. **REVIEWED** and **COMMENTED** on the Trading Standards Service Plan including Annexes I and II of the plan
2. **REVIEWED** and **COMMENTED** on the Consumer Services Policy.

11. Forward Work Plan

11.1 The Select Committee received the report setting out the forward plan for the Committee.

11.2 Members requested the following information on the forward plan:

- A report on waste; The Executive Director of Community and Environmental Services reported that the waste disposal contract was currently out for procurement, therefore agreed that a report on waste would be brought to coincide with an update on this.
- A report to look at road safety performance, including consideration of the findings of the task and finish group: The Executive Director of Community and Environmental Services confirmed that the task and finish group looking into this had

reported to the Environment Development and Transport Committee. He agreed to check with the road safety team to see when the last 12 months' data could be reported to Committee.

- The Vice-Chairman asked if Highways England could be invited to a future meeting to give an update on their plans for progress on schemes in Norfolk; the Executive Director of Community and Environmental Services agreed to send an invite to them to attend a future meeting.
- A report was requested on the performance indicators of the rural population able to access a market town and key employment locations by public transport; the Executive Director of Community and Environmental Services suggested that a report from the Local Transport Plan would be a suitable place to look into this topic as they were looking into rural public transport.
- Cllr Clancy requested feedback on the lobbying of the ministers as reported in paragraph 8.2.2 of the minutes of the meeting held on 29 January 2020.
- More reports looking into topics related to economic development, such as partnership with the LEP or apprenticeships was requested.
- Cllr Kiddle-Morris discussed the change in legislation which meant that 'crouching' buses now needed to be used for school transport, meaning coaches could no longer be used. The Executive Director of Community and Environmental Services asked Cllr Kiddle-Morris to send him the letter he had received on this so he could look into whether this was correct.

11.3 The Select Committee **AGREED** the forward plan with the addition of the agreed reports as discussed in paragraph 11.2 above

The meeting closed at 12.34 pm

Chairman

IN TRAN communication for all

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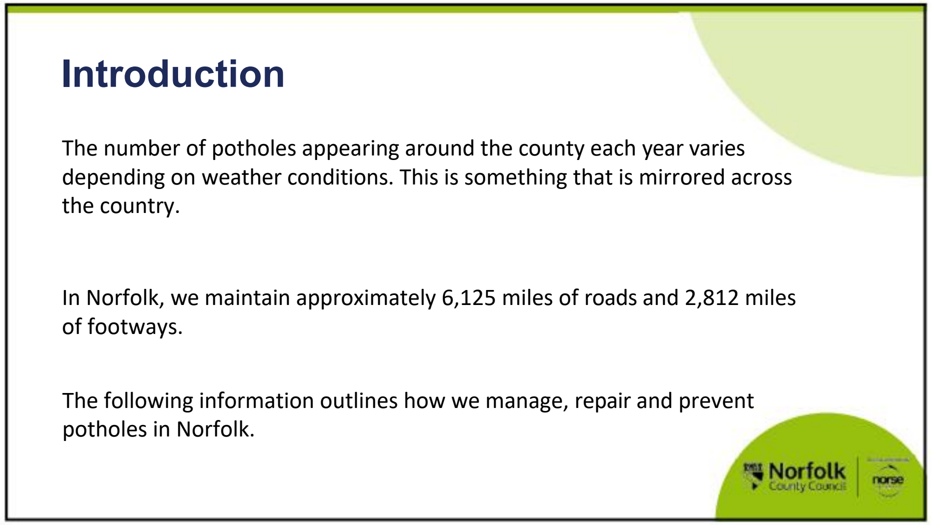
Potholes

A Pragmatic Approach to Repair

Grahame Bygrave
Director of Highways & Waste
Norfolk County Council

Jason Glasspoole
Operations Director
Norse Highways

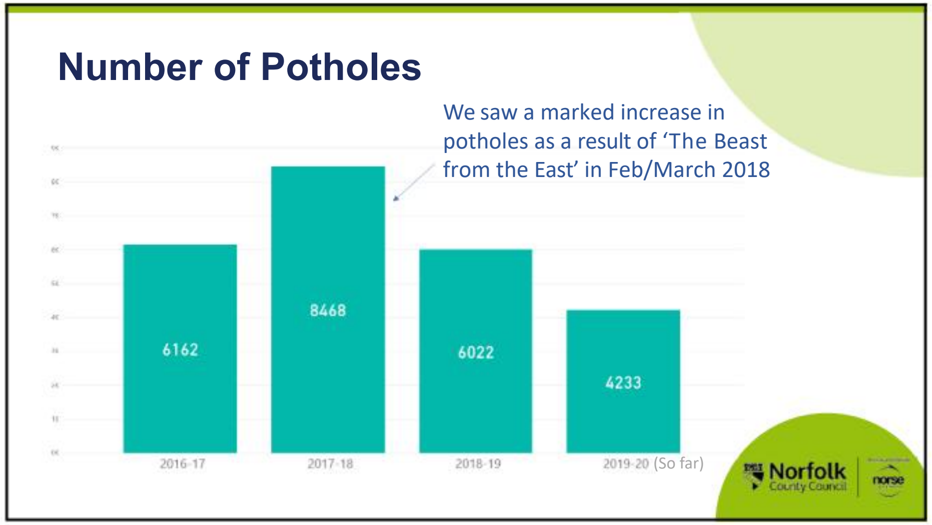


Introduction

The number of potholes appearing around the county each year varies depending on weather conditions. This is something that is mirrored across the country.

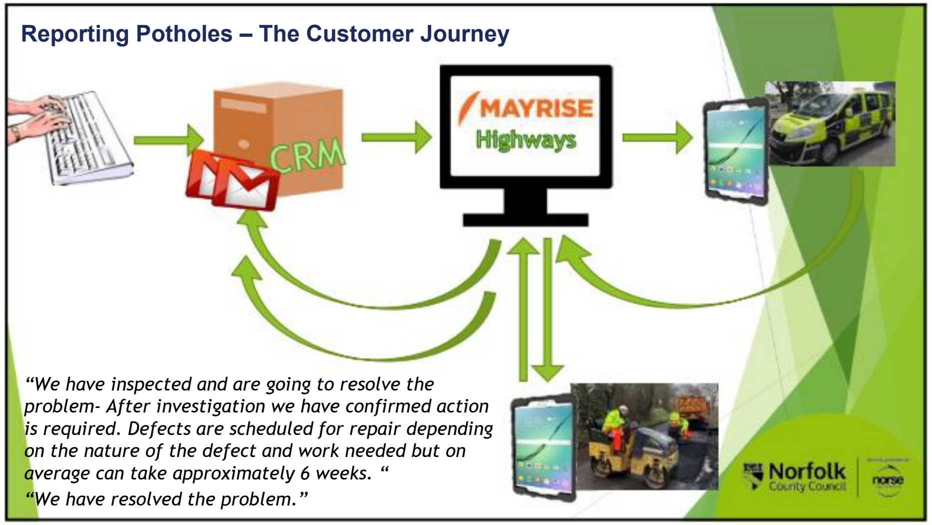
In Norfolk, we maintain approximately 6,125 miles of roads and 2,812 miles of footways.

The following information outlines how we manage, repair and prevent potholes in Norfolk.



Number of Potholes

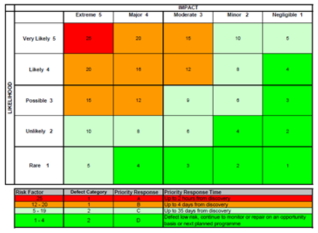
We saw a marked increase in potholes as a result of 'The Beast from the East' in Feb/March 2018



Reporting Potholes – The Customer Journey

"We have inspected and are going to resolve the problem- After investigation we have confirmed action is required. Defects are scheduled for repair depending on the nature of the defect and work needed but on average can take approximately 6 weeks. "
"We have resolved the problem."

A Risk-Based Approach



		IMPACT				
		Extreme 5	Major 4	Moderate 3	Minor 2	Negligible 1
LIKELIHOOD	Very Likely 5	25	20	15	10	5
	Likely 4	20	16	12	8	4
	Possible 3	15	12	9	6	3
	Unlikely 2	10	8	6	4	2
	Rare 1	5	4	3	2	1

Risk Factor	Defect Category	Priority Response	Priority Response Time
25	1	A	Up to 2 hours from discovery
12 - 20	1	B	Up to 4 days from discovery
5 - 19	2	C	Up to 35 days from discovery
1 - 4	2	D	Defect low risk, continue to monitor or repair on an opportunity basis or next planned programme

We operate a risk-based approach in accordance with the national Code of Practice, updated in October 2018.

We have scheduled inspections that take place every day, the frequency of which is dependent on hierarchy.

We use a risk-based approach when identifying potholes and prioritising their repair.

We consider the type and severity of the defect alongside it's location to assess risk and determine a response time.

The majority of works are permanent repairs on the first visit.

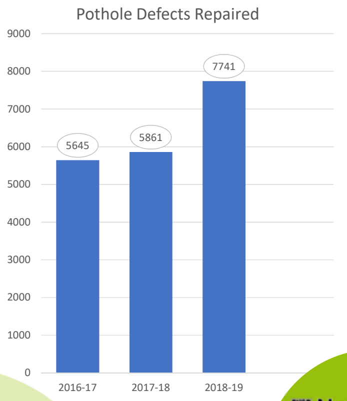
Additional Funding

To tackle the increase in potholes, central government provided additional funding in 2018.

Norfolk received:
£3.4m in March 2018 and
£12.7m in November 2018

In 2018-19 we repaired almost 2,000 more potholes than the previous year.

The extra funding also delivered 35 additional resurfacing schemes across the County.



NHT Survey

Norfolk ranked 1st out of 28 county councils that participated in the 2019 NHT survey.

We also ranked 1st in the following Key Business Indicators:

- **KBI 23** Condition of Highways (9% above average)
- **KBI 24** Highway Maintenance

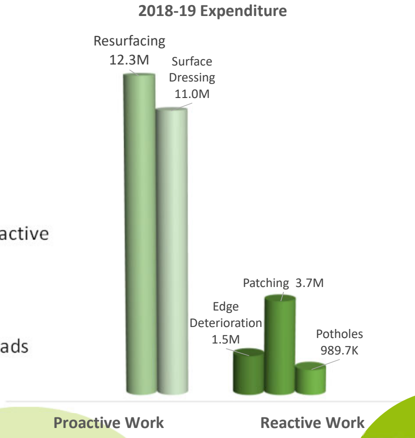
National Highways & Transport Network

Proactive v Reactive Repairs

‘Prevention is Better than Cure’ - *Potholes Review 2012 by Highways Maintenance Efficiency Programme*

In Norfolk, we spend far more on proactive work than reactive pothole repairs.

Proactive work includes resurfacing, surface dressing, reclamite and joint sealing, which all extend the life of roads and prevent potholes forming.



Our Contractors

We rely on our contractors to carry out the necessary work identified to help in the battle against potholes.

Norse Highways

- Carries out routine maintenance work (including routine patching)
- Respond to emergencies (including Out of Hours response)
- Provides the specialist Spray Injection pothole repair service

Tarmac

- Routine patching in North & City areas
- Surface dressing & reclamite
- Resurfacing Schemes

Norfolk County Council | Services provided by norse

Patching with hot asphalt

- This method is used across the county and is suitable for most surfaces.
- A permanent repair and a preferred solution.
- Dense Bound Material (DBM) or Hot Rolled Asphalt (HRA) - a mixture of sand, filler and bitumen - is transported to site in a 'hot box' and used to repair the pothole.
- This work is carried out by Norse Highways, Tarmac and sub-contractors such as NR Asphalt.

Norfolk County Council | Services provided by norse

Cold Applied Instant Material

- Pre-mixed asphalt material is used as a reactive repair product to fill potholes, typically for emergencies out of hours, when hot material is unavailable
- It is a quick method of repair and can be less costly for small repairs.

Norfolk County Council | Services provided by norse

Spray Injection Patching

- We use this method to help us repair potholes faster than conventional methods.
- It helped us deal with the significant demand as a result of the 'Beast from the East'.
- We typically use specialist contractors.

Norfolk County Council | Services provided by norse

Spray Injection Patching

How it works…

1. A jet of air is directed at the pothole at high speed to remove all the dust and debris.
2. A cold bitumen emulsion is forced into every crack and crevice of the pothole, sealing the defect and protecting it by preventing water from getting in.
3. The aggregate mix is fired at high speed through the hose, evenly coating the granules with bitumen emulsion.

Norfolk County Council | Services provided by norse highways

Improving the Way We Work

The establishment of Norse Highways brings us the opportunity to deliver more efficient ways of working.

Close working relationships help make this happen.

Post transfer, 98% of pothole defects have been completed by Norse on time.

It is in Norse Highway's Business Plan to identify efficiencies with savings of up to £500,000 by year 5.

Teams on both sides are encouraged to be pragmatic.

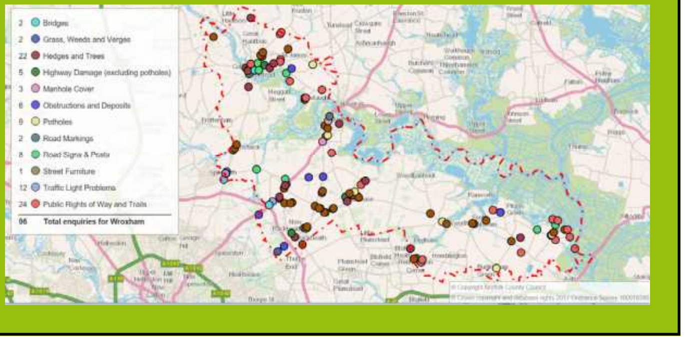
Allocating pothole work to geographical resource/equipment best placed to deliver the work efficiently

The teams identifying and ordering work are empowered to take a pragmatic approach

Empowered to spot and fix repairs when potholes found on route

Norfolk County Council | Services provided by norse highways

To see the reported defects in your area: http://maps.norfolk.gov.uk/highways/enquiries/


2 Bridges
2 Grass, Weeds and Verges
22 Hedges and Trees
5 Highway Damage (excluding potholes)
3 Manhole Cover
6 Obstructions and Deposits
9 Potholes
2 Road Markings
8 Road Signs & Posts
1 Street Furniture
12 Traffic Light Problems
24 Public Rights of Way and Trails
96 Total enquiries for Wroxham

Norfolk County Council | Services provided by norse highways

In Summary

01 We take a risk based approach to decision making in order to efficiently and effectively maintain roads.

02 Highways teams are encouraged to take a common sense and pragmatic approach when prioritising and programming work.

03 We favour prevention rather than cure and will continue to spend more on proactive prevention than reactive repairs.

04 Additional funding has allowed us to carry out more resurfacing and improve road condition, resulting in improved public perception (NHT).

05 Our close relationship with Norse Highways & Tarmac allow us to work flexibly, identify efficiencies, and respond quickly to changing financial situations.

Norfolk County Council | Services provided by norse highways

For more information or to report a pothole visit:
http://www.norfolk.gov.uk/potholes

Infrastructure and Development Select Committee

Item No. 7

Report title:	**Infrastructure and Development Response to Covid-19**
Date of meeting:	**15 July 2020**
Responsible Cabinet Member:	**Cllr Graham Plant, (Cabinet Member for Growth and Development)** **Cllr Margaret Dewsbury (Cabinet Member for Communities and Partnerships)** **Cllr Andy Grant (Cabinet Member for Environment and Waste)** **Cllr Martin Wilby (Cabinet Member for Highways, Infrastructure and Transport)**
Responsible Director:	**Tom McCabe (Executive Director, Community and Environmental Services)**

Introduction from Cabinet Members

The response to Covid-19 in Norfolk has been a huge community and partnership effort. Over the past four months, everyone across Norfolk has worked together to adjust to the new 'normal', to support friends, colleagues and neighbours and to play their part in keeping themselves and others safe and well.

We want to place on record our thanks to all of the staff, contractors, volunteers and communities who have worked hard to keep people safe and protected and will continue to do so. Thank you.

We are proud that residents in Norfolk have responded so well to the massive changes which has helped the Council do its work. We still have challenges to face, but we are confident that, continuing to work together, we are well placed to face them.

Executive Summary

This report provides the Infrastructure and Development Select Committee with a summary of how the County Council services reporting to this committee have responded to the Covid-19 crisis. The report summarises the work that Norfolk County Council is undertaking in response to the Covid-19 pandemic.

Note that the contents of the report are based on circumstances that are changing frequently and therefore some areas may become superseded by new information on an ongoing basis.

Actions required

1. **To formally thank all staff involved in the significant effort to keep people safe and protected.**
2. **To acknowledge the work that has been carried out by NCC, contractors, partners and communities during the COVID-19 pandemic.**
3. **Identify any priority areas for review to consider changes or additions to policies and strategies to ensure they continue to be shaped effectively in these areas and add these to the Committee's Forward Work Programme.**

1. Background and Purpose

1.1. On 31 December 2019, the World Health Organisation (WHO) was informed of a cluster of cases of pneumonia of unknown cause detected in Wuhan City, China. The cause is now identified as a Coronavirus, one of the family of viruses which caused the SARS (Serious Acute Respiratory Syndrome) outbreak in 2002-2003 across the world. The virus was subsequently named Covid-19.

1.2. In response, the UK government announced a four-phase strategy to deal with the spread of the virus. These are:

- Contain: detect early cases, follow up close contacts, and prevent the disease taking hold in this country for as long as is reasonably possible;
- Delay: slow the spread in this country, when the virus does take hold, lower the peak impact and push it away from the winter season either by a moderate delay strategy or a harder strategy to suppress the transmission; (We are now in that suppression phase.)
- Research: better understand the virus and the actions that will lessen its effect on the UK population; innovate responses including diagnostics, drugs and vaccines; use the evidence to inform the development of the most effective models of care;
- Mitigate: provide the best care possible for people who become ill, support hospitals to maintain essential services and ensure ongoing support for people ill in the community to minimise the overall impact of the disease on society, public services and on the economy.

1.3. We are currently in the Delay phase, as part of which, on 16 March 2020, the UK government announced significant changes to the social distancing and other measures asked of people, especially those with symptoms or who are more vulnerable. From 20 March, the country has been in "lockdown" with all but essential movement allowed, with some lockdown restrictions eased during June.

2. Norfolk County Council mobilisation and response

2.1. Planning for a pandemic was started well before Covid19 was discovered. In September 2019 Norfolk tested, under exercise, a Flu Pandemic Plan, enabling the Norfolk Resilience Forum to review emergency plans for pandemic flu, and for other system functions such as the management of mass deaths.

2.2. Norfolk County Council's Public Health played the lead Norfolk role in establishing the emergency planning response prior to the first cases in the UK. The flu pandemic plan and excess deaths plan were reviewed in early February 2020 as the Covid19 epidemic developed in Asia. Emergency planners, along with community NHS providers and Public Health stood up and chaired the Strategic Coordinating Group (SCG) and Tactical Coordination Group (TCG) by 12 February to support implementation of the national strategy that initially focussed on containment. Support cells to address mortality pathways, epidemiological modelling, and communications were established at this stage also.

2.3. Subsequently, across Norfolk, enhanced case identification with community testing (led by the NHS and in line with Public Health England guidance), isolation and contact tracing was implemented. At this stage the general public were asked to take measures such as hand washing, reporting symptoms linked to key risks such as travel, and change travel plans. These principles of basic communicable disease control remain our key messages and the bastion of management of control of infection spread.

2.4. In the wake of the crisis and lockdown announcements, the council rapidly redeployed its resources and took steps to minimise the risk of spread of the disease arising from its activities.

2.5. A three-phase approach was established, as follows:

- **Phase 1 – Response** – focussed on delivery in response to the crisis.
- **Phase 2 – Normalise** – focussed on identifying and addressing the immediate issues and challenges that have arisen from Phase 1, as well as doing the detailed thinking, planning and preparations for Recovery (Phase 3). This phase is a stepping stone, or period of guided transition, to the 'new normal'.
- **Phase 3 – Recovery** – focussed on the long-term recovery and regeneration of our economy and society. It will require the need for significant collaboration and joint working.

2.6. On 17 March, staff able to do so were instructed to work from home. Our internal command and control structure of Gold and Silver was established to dovetail with multi-agency command and control. Activities were re-prioritised to reflect the new reality. A number of commissioned services were put onto a different footing to reflect the changed circumstances – with a different operating model or a change to emergency-only provision, whilst many were stood down.

2.7. Alongside the organisational pivot, Public Health activities were intensified, including:

- Providing advice on infection control and management to staff
- Media messaging on reducing the risk of infection, reassuring the public and seeking to mitigate the impact of social control measures
- Information and analysis – modelling the likely impact of an epidemic on the population of Norfolk started about 10 March. This early start means we are now ahead of the curve in terms of epidemiological data and analysis available to plan service capacity. There is ongoing work to model likely impacts; and also monitoring and surveillance of current data to measure the current impact
- Providing mutual aid to Public Health England for infection control

2.8. With the transition from the containment to a delay phase of the strategy, the council's Public Health staff have established a 7-day rota system providing public health technical advice, interpreting scientific evidence and legal regulations, supporting commissioning and business continuity actions to Norfolk County Council (NCC) Gold & Silver command. This included advising the resilience forum, SCG and TCG, the NHS incident response and Infection Control Groups.

3. Infrastructure and Development response

3.1. The services reporting to the Infrastructure and Development Committee have carried out significant work, including local and community-based work, to provide and effective response to Covid-19 and also continue to provide essential Norfolk services. A quick summary of activity carried out across relevant services is included in Appendix A. This gives a picture of the additional or re-shaped activity staff have carried out during the Covid-19 response period.

3.2. Activity has focussed around four main themes (further detail of activities and volumes are included at Appendix A).

1. Supporting Norfolk's businesses and workforce

The Employment & Skills Team have worked with the District Councils and the New Anglia Local Enterprise Partnership (NALEP) to develop and launch a portal advertising job vacancies across the region: https://newanglia.co.uk/employment-opportunities/, while in terms of apprenticeships, they issued a survey, in conjunction with New Anglia and Suffolk County Council, to gauge the impact of Covid-19 on providers, employers and apprentices. The team are also increasing their social media presence and keeping our network up to date on the support available during the pandemic.

To support the Norfolk economy, it is vital that partners continue to work together to support SMEs and key sectors. Through joined up working with the NALEP, Chamber of Commerce and the Federation of Small Businesses, we have been ensuring consistent messaging across all of our websites, with the New Anglia Growth Hub acting as the primary source of information, advice and guidance for businesses. The County Council's website also continues to enable them to sign up to NALEP, Chamber and FSB support newsletters, as appropriate, from our COVID-19 business support page.

2. Keeping the County moving

Essential highway maintenance activities have continued throughout the Covid-19 period. Highway improvement works have re-started; we have also secured additional funding to enable further improvements and support work on cycling and walking facilities. We have also submitted other bids for funding.

Work with bus operators continues to enable an effective and safe network to continue to operate. We have also been working with colleagues in district councils to put measures in place in urban centres and market towns to enable people to safely access retail and other facilities as they reopen.

Disposal of around 4,000 tonnes of rubbish a week continues to run smoothly, meaning that the collections from households are unaffected. Most Recycling Centres are now open and operating.

The Norfolk Record Office continues to provide a service for those urgently requiring copies of birth, death and marriage certificates

Planning Officers have continued to process planning applications in line with the Secretary of State's expectation that planning decisions will not be delayed as a result of the lockdown.

Museums continue to deliver key projects including *Norwich Castle: Gateway to Medieval England* and *Kick the Dust Norfolk* with project teams working remotely and developing new opportunities for people to engage through digital content

The Environment team are providing key advice to the public and are developing promotional campaigns to help promote the visitor economy, post closedown. The work on the Council's Environmental Policy continues positively.

3. Delivering essential support and supplies to those most in need

Services have taken a significant role in leading and supporting key response activities. This includes ensuring shielded and vulnerable people can access the food, medicines and support that they need by working with partners and through the volunteer network. This includes making individual calls to shielded individuals and arranging deliveries.

A number of staff have been redeployed to ensure essential PPE supplies are delivered to essential NCC and partner front line services. Libraries staff have actively managed the food distribution hub, using library vans to distribute food parcels around the county. Library Managers have also been deployed as volunteer co-ordinators aligned to District council hubs.

We have continued to update and publish information on our website and through Norfolk Community Directory to ensure people can easily access the information and advice that they need. Customer Services have been joined by people from other departments, such as Museums and Economic Development to make, and take calls from Norfolk residents providing much needed information and advice.

4. Keeping communities safe, healthy and well

Norfolk Fire and Rescue Service have maintained response capability and their availability of “on call” appliances. Fire and Rescue staff have also been supporting Ambulance colleagues to ensure that the they can continue to provide emergency response, including Fire and Rescue staff driving ambulances.

Fire inspections and Community safety activities have been restricted, but continue to be delivered to “High Risk” groups.

Trading Standards staff have continued to operate throughout Covid-19, providing support to businesses and carrying out essential checks to keep consumers safe.

Significant activity has been carried out to engage communities digitally, in particular to keep them active and engaged. Activities have included digital services to keep people fit and support creativity through museums activities and collections.

The closed landfill team continues to ensure the safety and environmental aftercare of landfill sites we are responsible for across Norfolk, making sure that gas and leachate control systems remain effective and that we keep using landfill gas to generate electricity where we can.

Adult Learning have transferred all their courses online and delivered an additional programme designed to support people at home, such as “creation in isolation”. Libraries staff continue to deliver a programme of online activities, including Bounce and Rhyme Videos, and support individuals to access online resources.

4. Financial Implications

4.1. The financial impact on the Council of responding to the coronavirus will be significant. Government has provided the Council with funding total totalling £43.674m to enable the Council to deliver its COVID-19 response across all services. Cabinet are receiving regular reports to consider the financial implications. The report to the June Cabinet meeting reported the forecast that the council will incur cost and income pressures of £63.737m against total grant funding of £43.674m, a shortfall of £20.063m; with a high degree of uncertainty about the forecasts and they will continue to be refined as the situation develops, timescales become clearer, and further national and local responses are delivered.

5. Resource Implications

5.1. **Staff:** There are no current direct implications arising from this report. Across the Council, new working practices and policies have been adopted. Significant numbers of staff have been fully or partially redeployed to other or new activities to meet the needs across NCC.

5.2. **Property:** None.

5.3. **IT:** None.

6. Other Implications

6.1. **Legal Implications:** None.

6.2. **Human Rights implications**: None.

6.3. **Equality Impact Assessment:** COVID-19 has impacted on every individual and family across Norfolk, particularly on people with protected characteristics. New evidence is emerging daily about the nature and extent of this impact. In view of this, the Council is maintaining a dynamic equality impact assessment.

This impact assessment is being used to inform decision-making during the COVID-19 crisis. It is being continually updated to inform business continuity planning. Mitigating actions are being developed wherever necessary and these are summarised in the assessment.

6.4. **Health and Safety implications:** We continue to put in place full and up to date advice and risk mitigation responses for all our staff in light of the pandemic. A robust process is in place to assess and consider the risks of all face to face activities before they are introduced.

6.5. **Any other implications**: None.

7. Actions required

7.1. **1. To formally thank all staff involved in the significant effort to keep people safe and protected.**

2. **To acknowledge the work that has been carried out by NCC, contractors, partners and communities during the COVID-19 pandemic.**

3. **Identify any priority areas for review to consider changes or additions to policies and strategies to ensure they continue to be shaped effectively in these areas and add these to the Committee's Forward Work Programme.**

8. Background Papers

8.1. Report to Cabinet 11 May 2020 titled **NCC response to Covid-19**

Officer Contact

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IN TRAN
communication for all

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Summary of performance

As a result of the Covid-19 pandemic, the context of service delivery is now very different. Performance in some areas has reduced, and in others has increased. In addition, some services have been re-shaped to enable delivery within Government lockdown restrictions, and resources have been re-directed to other and new activities, including as a direct response to the emergency.

This note provides an overview of the broader performance across the services aligned to Infrastructure and Development Committee. This is not intended to be an exhaustive list of activity and performance and is aimed to provide a richer picture of performance within the Covid-19 context.

Details are only included below where we have up to date information or data. For some areas, data is only available monthly or annually, or there is a time lag in accessing reliable data; information is only included where we have recent data.

Community, Information and Learning (Director, Ceri Sumner)

Adult Learning

Highlights

2,935	126	2,346%
learners accessing digital courses	Apprenticeships transitioned to online provision	increase in online learners (from 120 in March to 2935 in June)

Examples of activity during Covid-19

- Transitioned all delivery online within a 3-week period – include a number of practical course like Art and Lip Reading
- Two Assistant Heads of Service and many staff redeployed to support the Community Resilience workstream (including leading work on Customer Contact)
- 18 coffee and chat engagement mornings held
- Maintained delivery target at 103% of Adult Education budget (payments can be 3% above allocation)
- Seen as national best practice and invited to be part of national support programme through HOLEX Digital Development programme as only 6% of Adult Learning providers nationally had moved to 100% online delivery by April
- Working with Children’s Services to create family learning activity packs for distribution at food banks etc

- Particular success with students with Learning Difficulties who have created a county wide network of new friends.

Libraries and Information

Highlights

103,600
views of Bounce and Rhyme videos

56%
Increase in users of the Libby App (from 3759 in February to 5888 in May)

70,554
views of Brick Building videos

Examples of activity during Covid-19

- Head of Service and two Assistant Heads redeployed to Community Resilience work
- Active management of the food distribution hub – library vans used to distribute food parcels around the county
- All Library managers redeployed as volunteer co-ordinators aligned to district hubs
- Library staff making outbound calls and safe and well home checks
- 2,688 downloads for a new eBook Club reading collection, with the most popular title being Matt Haig's "Reasons to Stay Alive" – a memoir of how the author overcame crisis, triumphed over a mental illness that almost destroyed him and learned to live again
- RB Digital eMagazines up 68% : top 3 issuing eMagazine titles in May 2020 were 1) New Scientist, 2) Hello! Magazine and 3) Woman's Own
- Press Reader 10,682 users (articles read up 162%, number of users up by 103%, compared to Feb 2020) : The top 3 issuing titles in May were 1) Daily Mail, 2) Daily Telegraph and 3) Guardian
- Business and Intellectual Property Centre Norfolk has offered 55 webinar events We have also provided a further range of 1:2:1 business advisory clinics delivered remotely (5 types of business clinics Most popular webinars are 'Introduction to Social Media for Small Business' and 'Why You Need a Trademark and how to search for One'
- 11,000 more eMagazines and eAudio books were downloaded from RBdigital. The most popular eMagazine titles in April 2020 were New Scientist, Woman & Home and Good Housekeeping.
- Social media engagement increased – compared to same period last year, Twitter engagement up 219% (from 1336 to 4270), Facebook engagement up 642% (from 1534 to 11379), video views up 13,950% (from 353 to 49,600), You Tube views up 8,809% (from 41 to 3653); Britannica Online, to source trusted information, nearly doubled compared to April 2019
- Norfolk Borrowers Book Group engagement up 227% compared to May 2019 (from 269 to 882)

Trading Standards

Highlights

623
Covid-19 business restrictions advice provided in response to complaints, requests and referrals

589
consumer, business and enforcement partner enquiries in April / May 2020 (up 20%)

81,684
engagements with our covid-19 related information on Facebook, Twitter and NCC website scam alerts pages

Examples of activity during Covid-19

- Worked in partnership with Environmental Health colleagues in each of the seven district councils and Norfolk Constabulary, to enforce the new Coronavirus Restrictions Regulations; which cover the law for both businesses and members of the public.
- Our joint approach has been one of engagement, explanation and encouragement, with enforcement used only as a last resort. We have seen very high levels of business compliance with the law across the county, despite the myriad of changes as restrictions are relaxed.
- Provided advice on the manufacture and procurement of PPE and hand sanitiser, food labelling at our food distribution hubs and consumer rights over holiday cancellations.
- Worked with the Norfolk Against Scams Partnership (NASP) to raise awareness of the multitude of covid-19 frauds and scams, to prevent people and businesses falling victim to them; including a 3-week media campaign and issuing 29 consumer and 15 business scam alerts.
- Our calibration laboratory has remained open throughout, calibrating weights and weighing machines for essential businesses such as care homes, food manufacturers and pharmaceutical companies. Our clients have welcomed the fact that we have maintained services, albeit with covid-19 secure measures in place.

Voluntary and Community Sector Support

Highlights

41,500
contacts made to vulnerable people to check what support they needed

3,456
emergency food parcels distributed

10,201
prescriptions delivered

Examples of activity during Covid-19

- Implemented a new CRM system across the county to 750 trained users in NCC and all Districts (4 weeks from concept to implementation)
- Consistent operating model and processes agreed across the county

- £1.2m raised by Norfolk Community Foundation – facilitated quick distribution to community groups through town and parish council network
- Set up a food distribution hub offering same day distribution of emergency food parcels out to District Hubs
- New bereavement support service launched
- 3200 volunteers recruited through the Voluntary Norfolk Portal (1000 DBS checked)
- 41,500 contacts made to vulnerable people to check what support they needed
- New befriending service launched

Culture and Heritage (Director, Steve Miller)

Norfolk Museums Service

Highlights

164% increase
In number of times ours Tweets appeared in people's feeds (Up from 324, 500 in February to 858,300 in May)

Kick the Dust Norfolk! project engagements
692, with 262 young people

1,600 people
accessing online creative writing resource

Examples of activity during Covid-19

With museums closed there have been no physical visits to sites. However, digital and virtual activity has increased significantly. Activities have included: -

- Norwich Castle, Gressenhall and Time and Tide social media engagements (Twitter, Instagram, Facebook) over 2200 new followers, total followers over 50,000.
- Working with Children's Services, children's homes and others, we are preparing to deliver arts parcels to enable around 750 young people and their families, along with materials to help them to get creative.
- Working with Churchill Park special school in King's Lynn to support sensory skills in lockdown through our collections.
- Great Yarmouth museum has created a new collections blog, with over 3,942 views so far.
- The Lockdown Living Room Escape Challenge has been launched, with 9,346 reached in the first episode.

Active Norfolk

Highlights

18,600 views
Active at Home platform

Exercise at home packs delivered
4,600

Examples of activity during Covid-19

- Developed interactive COVID-19 Risk Map that identifies at-risk groups and key worker information for every Middle Super Output Area (MSOA) in England, to support agencies to target resources effectively.
- Supported creation of new digital resources to support people living with disabilities to be active at home as part of the On the Move project.
- New telephone support service to provide advice to vulnerable adults with access to the internet, offering one-to-one guidance from a qualified physical activity instructor tailored to meet their medication condition/health needs.

Norfolk Record Office

Highlights

250,000 records migrated to a new system during lockdown (850,000 total)

Catalogued and ingested into British Library system 631 sound recordings

25 volunteer days remotely transcribing information for the sound archive

Examples of activity during Covid-19

- Created and uploaded 3 children's activity packs
- Database of birth, death and marriage indexes being created. This will greatly improve the efficiency of copy certificates issue: 84,000 entries
- 284 email enquiries answered, 150 birth, death or marriage certificates sent out
- Seven school workshops adapted to online worksheets and activities.

Norfolk Arts Service

- Supported work for arts organisations delivered through the via Norfolk Arts Forum
- Organised sector surveys
- Restructured the Celebrating Culture 2020 project
- Advocacy work to DCMS and Arts Council England with the New Anglia Cultural Board
- Delivery of Creativity & Wellbeing Week 2020 (digitally)
- Work supporting vulnerable groups via network of arts organisations and through digital channels

Environment

Examples of activity during Covid-19

- Delivery of major projects, including EXPERIENCE and National Lottery Heritage Fund projects (Water, Mills & Marshes, etc.) continues
- Work for DEFRA around Covid-19 carried out
- Continuing work on NCC Environmental Policy and Plan
- Maintenance of Trails and Greenways to support access to greenspace for exercise and connection to employments and neighbouring communities
- Support for major infrastructure including Third River Crossing and Western Link

Visitor Economy

Examples of activity during Covid-19

- Working with Growth & Regeneration and with partners at Suffolk CC and New Anglia LEP on a recovery programme as part of the C-19 Visitor Economy Working Group

Planning

Highlight

97.4%
Planning applications determined on time – planning applications continued to be processed and we remain on target in terms of performance

Fire and Rescue (Chief Fire Officer, Stuart Ruff)

Highlights

507 ambulance shifts
covered by 75 Fire and Rescue staff trained to drive ambulances

Trained and ready to support the temporary mortuary to move people with dignity and respect
110 staff

10 tonnes
of potatoes delivered to food banks, plus delivery of medicine to some vulnerable people

Examples of other activity

- The work to support the East of England Ambulance Service has helped keep up to 30 extra ambulances on the road each day, with over 7,000 hours worked.
- Supporting NHS to transport supplies.

Growth and Development (Director, Vince Muspratt)

Highlights

350 aged 16-24
to be engaged through the re-focussed Youth Pledge programme

LEADER programme allocated funding to 10 rural economy projects
£263k

425 SMEs
To be engaged in future workforce development

Examples of other activity

- Working as part of an Economy Recovery Cell to ensure that government grants to businesses are promoted, local allocations are disbursed and that recovery plans are in place.
- Working with partners to re-focus the Youth Pledge programme

- Working with partners to re-focus the Agri-Tech & Digital employer engagement projects, with 50+ businesses in key and Covid-impacted sectors supported in recruitment and workforce planning
- Undertaking feasibility study into a localised wage incentive programme#
- Roll out of refreshed Apprenticeship Norfolk Network website, supported by a #MadeInNorfolk marketing campaign and incentive offer
- France Channel England Programme committed 81% of available EU funds (€170m of €209m), with €25m of applications for decision on 23 June and a further 4 calls remaining.
- LIFT Community Grants awarded £100k+ to VCSE organisations, in addition to £150k of other Community grants.
- Key strategic infrastructure projects and plans progressed eg: Long Stratton By-pass, West Winch Housing Access Relief Road; Local Transport Plan refresh, development of the Greater Norwich Local Plan.
- During the past three months we have engaged with six Nationally Significant Infrastructure Projects and responded to 23 S106 requirements for non-transport infrastructure.

Highways and Waste (Director, Grahame Bygrave)

Highways

Highlights

6,595 Reported Highway defects inspected	Supported distribution and co-ordination of PPE across the county 40 staff	4,403 Highway defects repaired (by NORSE Highways and Tarmac)

Examples of other activity

- Highway inspections have continued through the Covid-19 period, with 98% of scheduled inspections completed on time
- There has been a 65% drop in defects reported during lockdown
- Highways staff deployed to the Customer Service Centre to support them in receiving vital calls during lockdown
- Working with local councils to implement measures to help people socially distance when they use the highway as schools, non-essential shops and workplaces start to reopen. For example, temporarily increasing the width of footpaths, introduction of new Covid-19 branded signage, barriers, temporary road closures and changes to roadside parking to increase public usage and safety.
- Worked with our colleagues in districts to allow for free parking for key workers

Waste

Highlights

14

Recycling centres re-opened for use (with more to follow)

77.2%

Recycling rate at recycling centres (May, unaudited figure)

Examples of other activity

- Recycling Centres have been operating with a reduced number of customers on site to allow for 2m social distancing
- Promoted home composting and the sale of compost bins throughout lockdown. Hosted online You Tube and Facebook tutorials – How to home compost, Cut down food waste. Home composting allows households to manage some kitchen and garden waste at home without the collection and disposal costs of waste collected at the kerbside.

Public Transport

Examples of other activity

- Passenger numbers down by 90%, we have assisted Bus operators by helping them apply for to apply for additional funding direct from DfT and from NCC.
- We are supporting bus operators to increase their services levels to 70-90% of previous levels
- We have worked with schools since lockdown started to provide transport for vulnerable children and those of key workers. This activity is increasing daily as more year groups return to school
- Costessey Park and Ride has continued to provide services throughout for key workers to access the hospital
- We have used contracted school and adult transport resource to collect and deliver prescriptions
- We continue to deliver transport for vulnerable adults and children to access respite care

Infrastructure and Development Select Committee

Item No. 8

Report title:	**Policy and Strategy Framework – annual review**
Date of meeting:	**15 July 2020**
Responsible Cabinet Member:	**Cllr Graham Plant, (Cabinet Member for Growth and Development)** **Cllr Margaret Dewsbury (Cabinet Member for Communities and Partnerships)** **Cllr Andy Grant (Cabinet Member for Environment and Waste)** **Cllr Martin Wilby (Cabinet Member for Highways, Infrastructure and Transport)**
Responsible Director:	**Tom McCabe (Executive Director, Community and Environmental Services)**

Executive Summary

The Select Committee has a role in developing and advising on Council policies and strategies. This report provides details of the relevant policy and strategy framework to enable the Select Committee to enable to have oversight of policy and strategy development work across relevant services and to inform development of the Forward Work Programme.

Actions required

1. **To review the policy and strategy framework at Appendix A and identify appropriate items for inclusion on the Forward Work Programme.**

1. Background and Purpose

1.1. The Select Committee has a role in developing and advising on the policy and strategy framework. The Committee has a item on the Forward Work Programme for an annual review of the framework; this was last reviewed by the Committee in May 2019.

1.2. This report provides details of the current policies and strategies which align to this Select Committee along with timescales for anticipated development and review work.

2. Proposals

2.1. The current policy and strategy framework in relation to this Select Committee is set out in Appendix A. This lists the policies and strategies which require Member approval. The following definitions have been used as a guide: -

- **Strategy** – guides the future shape and delivery of services by setting out a high-level long-term vision and/or priority;
- **Policy** – sets out a principle, protocol or set of rules that guide decisions or achieve outcomes.

The framework covers policies and strategies only, and not all documents which require member approval.

2.2. The working assumption is that all relevant policies and strategies will be reported to this Committee prior to any consideration by Cabinet. This will facilitate Select Committee input and enable the Select Committee to develop appropriate recommendations for Cabinet to consider.

2.3. The timescales anticipated for reviewing existing policies and strategies varies, with some reviewed annually and some longer-term strategies less frequently. The framework aims for each to be reviewed at least once every 5 years.

2.4. During 2020, the Committee has already carried out work to review and develop the following policies and strategies

- King's Lynn Transport Strategy
- Local Transport Plan (and established a Member Working Group)
- The full suite of Market Town Network Improvement Strategies
- Norfolk Library Strategy
- Norfolk Rail Prospectus
- Great Yarmouth Transport Strategy and Implementation Plan

And the following are planned for the remainder of 2020 and are already included in the Committee's Forward Work Programme:-

- Local Transport Plan (work being overseen by a Member Working Group established by the Committee)
- NCC Environmental Policy
- Transport Asset Management Plan
- Norfolk Strategic Infrastructure Delivery Plan
- CES Enforcement Policy

- Norfolk Parking Principles
- Local Flood Risk Management Strategy

2.5. In considering the policy and strategy framework, the Select Committee may wish to consider: -

- Priorities – there may be priority areas that the Select Committee wish to identify e.g. areas where the Select Committee may wish to be involved in development work in more detail.
- Timings – some policies/strategies have a specified timescale and work to develop a revised strategy may need to be carried out within a specific timeframe to ensure there is no gap in provision. In other cases, there is no specific timescale and there is more scope for the Select Committee to set timings for review, if needed, e.g. in line with any priorities.
- Gaps – whether there may be any gaps in the current policy and strategy framework, or new requirements, where the development of a new policy or strategy may be useful.

3. Impact of the Proposal

3.1. The policy and strategy framework helps to provide clarity in relation to the overall vision, direction and standards of services. A regular review of the framework (and individual elements within in) helps to ensure that the Select Committee is able to oversee the range of activity.

4. Financial Implications

4.1. There is no direct financial implication from a review of the policy and strategy framework. There is a general need for policies and strategies developed to be realistic in terms of the overall financial envelope to ensure that they are deliverable. This includes taking account of the opportunities to access external funding to support delivery, particularly of key areas of work or projects. This needs to be balanced against the need for some strategies to set out a long-term future vision for services or for the county.

5. Resource Implications

5.1. **Staff:** Policy review and development is, in the round, carried out within existing staff resource. In some cases there may be a need to commission specialist or technical resource, from within available funding.

5.2. **Property:** N/A

5.3. **IT:** N/A

6. Other Implications

6.1. **Legal Implications:** All policies and strategies developed are assessed to ensure that there are within the context of relevant legislation and similar requirements. Changes in legislation or associated standards/guidance are also assessed to determine to need to review policy/strategy as a result, and some of the anticipated development work is as a result of expected changes.

6.2. **Human Rights implications:** The implications of individual policies and strategies will be considered as part of their development.

6.3. **Equality Impact Assessment (EqIA):** Assessments are completed for individual policies/strategies as part of their development. Copies of these assessments will be included in relevant reports so that they can be considered as part of the decision-making process.

6.4. **Health and Safety implications:** These will be assessed as a part of policy/strategy development.

6.5. **Sustainability implications:** These will be assessed as a part of policy/strategy development.

7. Actions required

7.1.

1. **To review the policy and strategy framework at Appendix A and identify appropriate items for inclusion on the Forward Work Programme.**

8. Background Papers

8.1. Report to May 2019 Infrastructure and Development Committee – Policy and Strategy Framework

Officer Contact

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

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Appendix A

Infrastructure and Development Policy and Strategy Framework – as at 10 June 2020

Title	Link to latest version	Cabinet Member	Service	Lead Senior Officer	Next planned review due (approx.)
Community and Environmental Services wide					
1. CES Enforcement Policy	Link	All	All CES	Sophie Leney	September 2020
1. Local Service Strategy (new strategy to be developed – purpose under review)	*N/A*	Martin Wilby/ Margaret Dewsbury	All NCC	Ceri Sumner	TBC
Community, Information and Learning – Director, Ceri Sumner					
2. Adult Education Strategy	Link (pg 129)	Margaret Dewsbury	Adult Education	Denise Saadvandi	2024
3. Blue Badge (Disabled Persons) Parking Scheme Policy	Link	Margaret Dewsbury	Customer Service	Michelle Carter	2024
4. Norfolk Library Strategy	Link	Margaret Dewsbury	Libraries and Information	Jan Holden	2025
5. Library Stock Management Policy	Link	Margaret Dewsbury	Libraries and Information	Jan Holden	2021
6. Trading Standards Service Plan	Link	Margaret Dewsbury	Trading Standards	Sophie Leney	March 2021
7. Trading Standards Business Services Policy	Link	Margaret Dewsbury	Trading Standards	Sophie Leney	March 2021
8. Trading Standards Consumer Services Policy	Link	Margaret Dewsbury	Trading Standards	Sophie Leney	March 2021
Culture and Heritage – Director, Steve Miller					
9. Norfolk Museum Service 5 Year Strategic Framework 2019-2023 *(not currently on website - copy available on request)*		Margaret Dewsbury	Museums	Steve Miller	2022
10. Active Norfolk Strategy 2016-21	Link	Margaret Dewsbury	Active Norfolk	Ben Jones	2020
11. Arts Policy	Link	Margaret Dewsbury	Arts	Mary Muir	2022
12. Norfolk Access Improvement Plan 2019-2029	Link	Andy Grant	Environment	John Jones	2024

Title	**Link to latest version**	**Cabinet Member**	**Service**	**Lead Senior Officer**	**Next planned review due (approx.)**
13. NCC Environmental Policy*	Link	Andy Grant	Environment	Steve Miller	November 2020
14. Tree Safety Management Policy	Link	Andy Grant	Environment	John Jones	2023
15. Norfolk Minerals and Waste Development Scheme*	Link	Andy Grant	Planning	Nick Johnson	2025
16. Core Strategy and Minerals and Waste Development Management Policies Development Plan Document 2010-2026 (DPD)*	Link	Andy Grant	Planning	Nick Johnson	Review of DPDs underway, with a view to combining into a single DPD
17. Minerals Site Specific Allocations Development Plan Document (DPD)*	Link	Andy Grant	Planning	Nick Johnson	
18. Waste Site Specific Allocations Development Plan Document (DPD)*	Link	Andy Grant	Planning	Nick Johnson	
Fire and Rescue – Chief Fire Officer, Stuart Ruff					
19. Integrated Risk Management Plan 2020-2023*	Link	Margaret Dewsbury	Fire and Rescue	Stuart Ruff	2022
Growth and Development – Director, Vince Muspratt					
20. Local Transport Plan*	Link	Martin Wilby	Transport strategy	Matt Tracey	Underway (Member Working Group)
21. Norwich Area Transportation Strategy (NATS)	Link	Martin Wilby	Transport strategy	Matt Tracey	Underway
22. King's Lynn Transport Strategy *(not currently on website - copy available on request)*		Martin Wilby	Transport strategy	Matt Tracey	2025
23. Great Yarmouth Transport Strategy *(not currently on website - copy available on request)*		Martin Wilby	Transport strategy	Matt Tracey	2025
24. Aylsham Network Improvement Strategy	Link	Martin Wilby	Transport strategy	Matt Tracey	2025
25. Dereham Network Improvement Strategy	Link	Martin Wilby	Transport strategy	Matt Tracey	2024
26. Diss Network Improvement Strategy	Link	Martin Wilby	Transport strategy	Matt Tracey	2025

Title	Link to latest version	Cabinet Member	Service	Lead Senior Officer	Next planned review due (approx.)
27. Downham Market Network Improvement Strategy	Link	Martin Wilby	Transport strategy	Matt Tracey	2025
28. Fakenham Network Improvement Strategy	Link	Martin Wilby	Transport strategy	Matt Tracey	2025
29. North Walsham Network Improvement Strategy	Link	Martin Wilby	Transport strategy	Matt Tracey	2025
30. Swaffham Network Improvement Strategy	Link	Martin Wilby	Transport strategy	Matt Tracey	2025
31. Thetford Network Improvement Strategy	Link	Martin Wilby	Transport strategy	Matt Tracey	2025
32. Wymondham Network Improvement Strategy *(not currently on website - copy available on request)*		Martin Wilby	Transport strategy	Matt Tracey	2025
33. Wroxham and Hoveton Network Improvement Strategy	Link	Martin Wilby	Transport strategy	Matt Tracey	2025
34. Longwater and Easton Transport Strategy	Link	Martin Wilby	Transport strategy	Matt Tracey	2025
35. Norfolk Rail Prospectus	Link	Martin Wilby	Transport strategy	Matt Tracey	Underway
36. Norfolk Parking Principles		Martin Wilby	Transport strategy	Matt Tracey	Underway
37. Planning Obligations Standards	Link	Martin Wilby	Transport strategy	Matt Tracey	Annual
38. Norfolk Strategic Infrastructure Delivery Plan	Link	Martin Wilby	Transport strategy	Matt Tracey	Annual
39. Norfolk and Suffolk Economic Strategy*	Link	Graham Plant	Economic Development	Vince Muspratt	TBC
40. Norfolk and Suffolk Local Industrial Strategy	Link	Graham Plant	Economic Development	Vince Muspratt	TBC
41. Greater Norwich Development Partnership Joint Core Strategy	Link	Graham Plant	Economic Development	Vince Muspratt	Work on Greater Norwich Local Plan underway
Highways and Waste – Director, Grahame Bygrave					
42. Transport Asset Management Plan	Link	Martin Wilby	Highways	Kevin Townly	Annual
43. Norfolk Speed Management Strategy	Link	Martin Wilby	Highways	Karl Rands	2020
44. Local Flood Risk Management Strategy	Link	Andy Grant	Highways	Mark Ogden	2020

Title	**Link to latest version**	**Cabinet Member**	**Service**	**Lead Senior Officer**	**Next planned review due (approx.)**
45. Street Lighting Policy *(not currently on website - copy available on request)*		Martin Wilby	Highways	Grahame Bygrave	2021
46. Winter Maintenance Policy	Link	Martin Wilby	Highways	Grahame Bygrave	2024
47. Brown Tourist Information Signs Policy	Link	Martin Wilby	Highways	Grahame Bygrave	2024
48. Sustainable School Travel Strategy	Link	Martin Wilby	Transport	Niki Park	2020
49. County Council Waste Policies and Moving Towards Zero Waste Strategy Document*	Link	Andy Grant	Waste	Joel Hull	2020
50. Recycling Centres Policies	Link	Andy Grant	Waste	Kate Murrell	2020
51. Recycling Credits Policy	Link	Andy Grant	Waste	Ian Roe	2020
52. Sky Lanterns and Balloon Release Charter	Link	Andy Grant	Waste	Joel Hull	2023
Public Health – Director, Louise Smith					
53. Road Safety – Safe Systems Approach	Link	Bill Borrett	Public Health	Nadia Jones	2023

* = forms part of the NCC Policy Framework set out in the Constitution, and therefore Full Council is the approval body

Infrastructure and Development Select Committee

Item No. 9

Report title:	**Forward Work Programme**
Date of meeting:	**15 July 2020**
Responsible Cabinet Member:	**N/A**
Responsible Director:	**Tom McCabe (Executive Director, Community and Environmental Services)**

Executive Summary

This report sets out the Forward Work Programme for the Committee to enable the Committee to review and agree it.

The Committee will note that there are two additional reports on the agenda for this meeting aimed to prompt discussion about items for the Forward Work Programme; Policy and Strategy Framework report and Infrastructure and Development Response to Covid-19. Additional items for the Forward Work programme may be identified during the discussion on these items.

Actions required

1. **To review and agree the Forward Work Programme for the Select Committee.**

1. Forward Work Programme

1.1. The existing Forward Work Programme for the Select Committee is set out in Appendix A, for the Committee to use to shape future meeting agendas and items for consideration.

2. Member Task and Finish Groups

2.1. At the meeting in May 2019, the Select Committee agreed that, to help ensure a manageable workload, there will be no more than two Member Task and Finish Groups operating at any one time. There is currently one Task and Finish Group: -

- **Local Transport Plan** - Cllr Graham Middleton (Chairman), Cllr Tony White, Cllr Brian Watkins and Cllr Danny Douglas. The terms of reference for this group were approved by the Select Committee in September 2019.

3. Financial Implications

3.1. None

4. Resource Implications

4.1. **Staff:** None.

4.2. **Property:** None.

4.3. **IT:** None.

5. Other Implications

5.1. **Legal Implications:** None.

5.2. **Human Rights implications:** None.

5.3. **Equality Impact Assessment (EqIA):** N/A.

5.4. **Health and Safety implications:** N/A

5.5. **Sustainability implications:** N/A

5.6. **Any other implications:** None.

6. Actions required

1. **To review and agree the Forward Work Programme for the Select Committee.**

7. Background Papers

7.1. None

Officer Contact

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

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Appendix A

Infrastructure and Development Select Committee – Forward Work Programme

Report title	Reason for report
Meeting: 16 September 2020	
CES Enforcement Policy – Annual review	To review any proposed changes to the policy.
Waste disposal-update	To receive an update on waste disposal arrangements
Norfolk Parking Principles	To review and consider the updated principles, developed with district councils
Highway and Transport Network Performance	To consider the performance of the network and identify any priorities to be considered as part of the annual review of the Transport Asset Management Plan (TAMP) in the light of this performance.
Budget Planning 2021/22	To consider proposed areas for saving
Forward Work Programme	To review and agree the Forward Work Programme for the Select Committee.
Meeting: 11 November 2020	
NCC Environmental Policy	One year one from the agreement of the NCC Environmental Policy, and in light of progress made, to review and consider the Policy document.
Local Flood Risk Strategy	To review the risk strategy
Local Transport Plan strategy	To receive feedback and recommendations from the Member Working Group and to review and consider the emerging Local Transport Plan implementation plan
Transport Asset Management Plan (TAMP)	To consider proposed amendments/updates for the TAMP
Norfolk Strategic Infrastructure Delivery Plan (NSIDP)	To review and consider the latest version of the Plan.
Forward Work Programme	To review and agree the Forward Work Programme for the Select Committee.
Meeting: 28 January 2021	
Forward Work Programme	To review and agree the Forward Work Programme for the Select Committee.
Meeting: 17 March 2021	
Forward Work Programme	To review and agree the Forward Work Programme for the Select Committee.

Regular reports

Regular items	Frequency	Requested committee action (if known)
Policy and Strategy Framework – annual report	Annually - May	To enable the Select Committee to understand the relevant Policies and Strategies for the relevant services.
Highway and Transport Network Performance	Annually - May	To consider the performance of the network and identify any priorities to be considered as part of the annual review of the Transport

Regular items	Frequency	Requested committee action (if known)
		Asset Management Plan (TAMP) in the light of this performance.
Performance of key highways contracts	Annually - May	To review the performance of key contracts for the highways service, including customer service.
Transport Asset Management Plan (TAMP)	Annually - November	To consider proposed amendments/updates for the TAMP
Forward Work Programme	Every meeting	To review and agree the Forward Work Programme for the Select Committee.
CES Enforcement Policy – Annual review	Annually - September	To review any proposed changes to the policy.
Trading Standards Service Plan	Annually – March	To review and consider the policy elements of the service plan.

Infrastructure and Development Select Committee

Item No. 10

Report title:	**Performance of Key Highways Contracts**
Date of meeting:	**15 July 2020**
Responsible Cabinet Member:	**Cllr Martin Wilby (Cabinet Member for Highways, Infrastructure & Transport)**
Responsible Director:	**Tom McCabe (Executive Director Community and Environmental Services)**

Introduction from Cabinet Member

There are a number of contracts designed to enable the delivery of the Highways service. It is vital that these contracts are proactively managed, and performance is scrutinised to ensure best value is being achieved and contractors are being held to account.

Through these contracts, Norfolk has been able to rise to the challenge of delivering additional works as and when funding opportunities become available, including the most recent challenges of the £22.2m additional highways maintenance (pothole) funding and the Emergency Active Travel funding, both from the Department for Transport.

This report identifies that key highways contracts are all performing well, and existing robust contract management arrangements will ensure this level of performance is maintained. To illustrate this fact, the contract with Tarmac has been extended to the full 12-year term (to 2026), which reflects their consistent performance in the delivery of highway works.

In summary, the key contracts are all performing well and offer good value to the residents of Norfolk.

Executive Summary

Contracts that Norfolk County Council (NCC) have awarded are regularly reviewed to ensure performance targets are achieved.

Over the length of the contracts identified in this report, the Council has seen benefits in terms of innovation to the value of £1.49m . This has reduced scheme costs allowing more schemes to be delivered.

Each of the contractors have achieved additional years added to their respective terms through meeting the required performance targets.

Actions required

1. The Select Committee is invited to comment on key contract performance and arrangements.

1. Introduction

1.1. The following report summarises the active contracts the Council's Highways Service has procured in terms of services provided, performance and value for money. The Highway Service Contracts reviewed in this report are as follows:

- Tarmac;
- Norse Highways;
- WSP;
- Dynniq;
- Amey;
- Eastern Highways Alliance (EHA).

1.2. Tarmac (previously Lafarge Tarmac)

1.2.1. The contract became operational in April 2014 and has an average turnover of £40m per year. This can vary depending on the actual level of Government allocations received. Lafarge Tarmac were rebranded as Tarmac in July 2015.

1.2.2. The Council uses Tarmac for construction and routine maintenance works on the highway. They have a robust network of sub-contractors that allow the Council to access specialist services, as well as utilise the expertise of Tarmac's in-house teams. Tarmac undertake the following works for the Council:

- Grass cutting (both rural and urban);
- Weed treatment;
- Gully clearing and drainage investigation surveys;
- Topographical surveys;
- Surface Dressing;
- Bridge maintenance;
- Bridge schemes;
- Vehicle Restraint System (VRS) works;
- Patching (carriageway and footway);
- Delivery of large schemes (e.g. footway, drainage, resurfacing, etc.);
- Major schemes (e.g. Hempnall Roundabout etc.)
- Externally funded works (S278, Developer funded works and District Council works etc.);
- Road markings.

1.2.3. A performance meeting is held on a monthly basis to:

- monitor task order progress against the agreed programme;
- monitor budgets;
- review performance of the service;
- review available resources;
- discuss health & safety issues

- review our collaborative approach to deliver the highway service.
- identify value engineering options as new industry practices emerge

1.3. Norse Highways

1.3.1. Commercialisation of Highways Services was approved in January 2019. The Council's internal Highway Works team was transferred to a new business within Norse (Norse Highways) from 1 October 2019. Key service areas that are now delivered by Norse Highways include:

- Highway works (routine maintenance e.g. pothole repairs, drainage works, sign repairs & winter services);
- Highways Laboratory;
- CES Fleet Services (including Norfolk Fire & Rescue Service fleet);
- Fast Lane Training Services.

1.3.2. This contract has been operating since October 2019 and has an expected average turnover of £16m per year.

1.3.3. Norse also have a robust network of sub-contractors that allow the Council to access expert companies, as well as utilise the skills of Norse Highways in-house teams. Norse Highways undertake the following works:

- Verge & hedge maintenance;
- Road signs;
- Structures maintenance;
- Pothole repairs;
- Emergency works (e.g. out of ours service delivery);
- Delivery of allocated capital schemes (e.g. footway, drainage,);
- Public Right of Way (PRoW) maintenance;
- Patching (carriageway and footway);
- Footway repairs;
- Road stud replacements;
- Drainage works;
- Parish partnership schemes;
- Local Member budget works;
- Small private works (e.g. private driveway accesses)
- Winter Service.

1.3.4. A performance meeting is held on a monthly basis to:

- monitor task order progress against the agreed programme; &
- monitor budgets;
- review performance of the service;
- review available resources;
- discuss health and safety issues
- review our collaborative approach to delivering the service
- identify value engineering options as new industry practices emerge
- discuss progress made on areas of the service (as 1.3.1 above).

1.4. WSP (previously Mouchel)

1.4.1. This contract was awarded to Mouchel in October 2013 to commence operations from April 2014 with an original turnover of £3m per year. This has now increased to £9m per year which reflects the range of schemes delivered and increases in funding from the Department for Transport. The Mouchel contract was novated to WSP in July 2017 due to the acquisition of Mouchel by WSP in October 2016.

1.4.2. The Council has a contract with WSP for their professional services in Highway Design. WSP employees work collaboratively with our in-house design team in order to deliver the capital programme of works, with an annual turnover of up to £9m (depending on additional Government funding). WSP have experienced staff across the world in numerous specialist fields. We use WSP staff across the UK to help deliver Major Projects (such as the 3rd River Crossing and the Norwich Western Link).

1.4.3. WSP staff (currently 45 FTEs) are embedded in the highway design delivery teams. Weekly review meetings ensure the WSP design resource is managed efficiently in order to deliver highway scheme design.

1.4.4. An officer contract review meeting is held on a quarterly basis to:

- review key issues;
- monitor progress against the agreed programme;
- review performance of the service;
- discuss innovations and any future saving opportunities;
- review available resources.

1.5. Dynniq (previously Imtech)

1.5.1. This contract was originally awarded to Imtech and has been operating since April 2014 with an average turnover is £1.2m per year. Imtech were rebranded as Dynniq in June 2016.

1.5.2. Dynniq are contracted to maintain our network of permanent traffic signals across the county. Dynniq work closely with the Electrical Services Team who manage the county's permanent traffic signals and Intelligent Transport Systems (ITS).

1.5.3. Dynniq undertake the following works for the Council:

- Maintenance of existing traffic signal assets;
- Installation of new traffic signal assets;
- Key involvement in schemes with controlled crossings.

1.5.4. A monthly officer service delivery meeting is held to discuss:

- Contract
  - General issues;
  - Schedule of rate issues;
  - Procurement issues;
- Health & Safety
  - Incidents / Accidents;

    - Site specific risks;
- Performance Management;
    - KPI Review;
- Innovation & Efficiencies
- Routine Works Programme
    - Maintenance issues;
- Installation Works Programme
    - Installation issues.

1.5.5. A contract review meeting is held on a quarterly basis to:

- review key issues (installation, maintenance, communication);
- review health and safety incidents;
- review performance of the service;
- discuss innovations and any efficiencies;
- review available resources.

1.6. Amey “Norfolk Streetlighting Private Finance Initiative (PFI)”

1.6.1. This PFI started in February 2008 and has an average turnover of £7.8m per year.

1.6.2. The PFI provides that Amey will maintain all the Council owned street lights, illuminated signs and illuminated bollards. The contract transfers all risks associated with these assets to Amey, throughout the lifetime of the contract. The contract has two main periods of investment to bring aging assets up to relevant standards (agreed at the beginning of the contract) and allows for new assets to be accrued into the scope of the contract (providing they also meet the relevant standards). Amey carry out street lighting design and installation work for all highway improvement schemes.

1.6.3. Amey undertake the following works for the Council:

- Emergency response following RTA (Road Traffic Accident) damage;
- Replacement programme of street lighting assets;
- Liaison with contractors for VAS (Vehicle Activated Sign), streetlighting, etc.;
- Moving electrical supplies to enable safe working on schemes;
- Maintenance of the asset

1.6.4. A monthly officer meeting is held to discuss and agree the Monthly Service Performance Report (MSPR). The MSPR sets out the Unitary Charge (the fee Norfolk County Council pays for the service provided by the PFI) and notifies the client (NCC) of all deductions applicable under the terms of the contract. The meeting also covers:

- review key issues;
- monitor progress of the investment programmes; &
- review performance of the service, working with the contractor to improve delivery where required.

1.7. Eastern Highway Alliance

1.7.1. The aim of the Eastern Highways Alliance (EHA) is to support the EHA Members (listed in 1.7.2) to achieve better quality highway, public realm and infrastructure schemes at lower cost by combining and sharing resources.

The Alliance establishes a number of pre-qualified contractors that have already been assessed for their suitability to deliver highway projects. Highway schemes are tendered through the alliance framework but it is quicker than an open tender process. This provides greater resilience for Norfolk in addition to our existing arrangements with Tarmac and Norse Highways.

The Eastern Highways Framework Contract operated from April 2016 to March 2020. The new 4-year Framework is due to commence in October 2020.

1.7.2. Current EHA Members include the following Local Authorities:

- Bedford Borough Council;
- Cambridgeshire County Council;
- Central Bedfordshire Council;
- Essex County Council;
- Hertfordshire County Council;
- Luton Borough Council;
- Norfolk County Council;
- Peterborough City Council;
- Suffolk County Council;
- Southend On Sea Borough Council.

1.7.3. The strategic objectives for this Framework are:

- To provide an efficient and effective means of procuring highways and other construction works for local authorities in the Eastern region;
- To use collaborative procurement to provide cost-effective delivery options to the Eastern Highways Alliance Members;
- To meet the requirements of current and potential future Alliance members for project delivery specifically in terms of cost, quality, and timescales;
- To promote positive and professional relationships between Alliance members and the Framework Suppliers;
- To provide additional capacity and positive challenge to existing delivery options;
- To drive future scheme delivery in accordance with HMEP principles, specifically:
    - Continuous improvement;
    - Cost savings through increased efficiency and innovation;
    - Greater engagement of the supply chain.

1.7.4. EHA Governance

- The Executive Board meets every three months unless otherwise agreed;
- The Framework Steering Group (FSG) meets quarterly unless otherwise agreed and reports to the Board;
- The Framework User Group (FUG) will meet bi-monthly unless otherwise agreed and will report to the FSG.

2. Contract Performance Summaries

2.1. The contracts, which started their first year in April 2014, were developed following a strategic review of the Highways Service. The contracts include specific requirements around performance targets, which was agreed with Members as part of the fundamental criteria for the new contracts. The performance management regime within the contracts specifies key targets that each supplier has to achieve and is defined in the Contract Service Information.

2.1.1. Annex 4 of the contracts detail the Annual Strategic Score banding to be used for performance measures.

Annual Strategic Score	Banding	Result
Less than 3	C	Service period reduced
At least 3, but less than 4	B	Service period unchanged
At least 4	A	Service period extended

For an additional year to be granted for good performance, an Annual Strategic Score of at least 4 has be achieved (not applied in year 1 of each contract).

2.1.2. An overview of the annual performance of each contract can be seen in section 2.2-2.6 below.

2.2. Tarmac Performance Summary

2.2.1. Tarmac’s performance is summarised in the table below.:

Year of the contract	Service Delivery (x /5.0)	Public Satisfaction (x /5.0)	Innovation score (x /5.0)	Annual Strategic Score (x /5.0)
Year 1 (2014-15)	3.8	4.0	3.0	**3.6**
Year 2 (2015-16)	4.9	4.0	1.0	**4.2**
Year 3 (2016-17)	4.9	4.0	3.0	**4.3**
Year 4 (2017-18)	4.9	3.0	1.0	**4.2**
Year 5 (2018-19)	4.4	4.0	5.0	**4.5**
Year 6 (2019-20)	4.5	4.0	5.0	**4.4**

2.2.2. Over the duration of the contract, Tarmac's performance has been consistent with all but the first year achieving over 4.0. Based on their consistent performance, the contract has been extended to 12 years (until 2026), with agreed minimum turnover and savings targets.

2.2.3. Service Delivery, which includes the work activities detailed in point 1.2.2, scored highly at 4.6 over the length of the contract despite the year-on-year increase in targets defined within the contract.

2.2.4. Tarmac issue a number of customer satisfaction questionnaires each month which relate to highway scheme delivery. On average the response rate is typically 20%. The service areas they ask for opinions on are as follows:

Service Area	**Average Score over 6 years (x /10.0)**
Information received in timely manner	8.8
Quality matched expectations	8.3
Access to frontages	8.7
Site tidiness	8.9
Workforce helpfulness & courtesy	9.0

Although the response level is satisfactory, submissions must be returned by post. Tarmac are currently investigating ways to improve this response rate by allowing online submissions.

2.2.5. Tarmac has a very strong health and safety record which is measured through Accident Incident Rate (AIR) and audit scores. Tarmac's excellent safety performance continues with 3 million hours worked without any time lost to injury. In addition, there have been no Reports of Injuries, Diseases and Dangerous Occurrences (RIDDOR).

2.2.6. Innovation has been scored a 5.0 for the last 2 years of the contract with Tarmac achieving 254% of year 6's original target. To date Tarmac have identified innovations totalling £877,238 (listed in paragraph 3.2.2 below). This reduction in cost enables more highways work to be delivered.

Innovation has been achieved by:

- Identifying ways in which a task can be made more efficient and more cost effective (i.e. Value Engineering);
- Close collaboration between NCC and Tarmac to identify alternative working practices or materials

2.2.7. Tarmac have scored well in both collaboration and prompt payment to sub-contractors, scoring an average of 3.8 and 3.5 respectively.

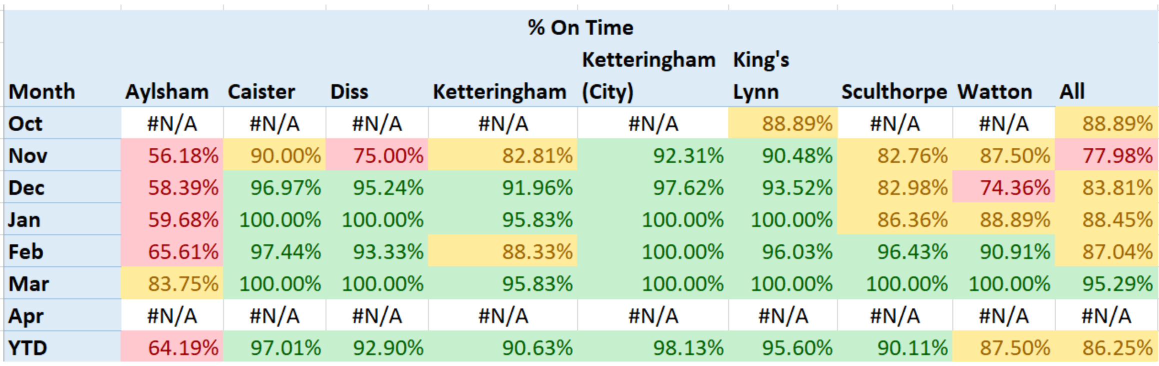
2.3. Norse Highway Performance Summary

2.3.1. The commercialisation of highway works has only been operational since 1 October 2019. Over this time, the following performance measures have been achieved. The performance is generally very high. The priority C performance is above target and this compares very favourably with pre-Norse Highways (April – September) figures, where the priority C defect response time was 70% completed on time.

2.3.2.

Priority	**KPI target**	**Defects repaired**	**Completed on-time**	**Completed late**	**Completed on-time**
A	95%	1086	1085	1	99.91%
B	95%	2,701	2,610	91	96.63%
C	85%	4,930	4,453	477	90.32%
D	85%	3,356	3,314	42	98.75%

2.3.3. In 2019/20 there were 45 full route equivalent gritting actions undertaken using 10,900 tonnes of salt. Norse Highways completed 86% of winter gritting routes within the target 3 hour window, the target being 80%. The route length of some gritting routes makes meeting this KPI particularly challenging in some locations. This is specifically noticeable at Aylsham where 4 of the 11 gritting routes exceeded the 3 hour gritting window. In order to address this imbalance of performance, routes are currently being re-designed within 2 depots with a view of moving a vehicle to Aylsham. This work will be completed or the 2020/21 winter season.,.



	% On Time								
Month	**Aylsham**	**Caister**	**Diss**	**Ketteringham**	**Ketteringham (City)**	**King's Lynn**	**Sculthorpe**	**Watton**	**All**
Oct	#N/A	#N/A	#N/A	#N/A	#N/A	88.89%	#N/A	#N/A	88.89%
Nov	56.18%	90.00%	75.00%	82.81%	92.31%	90.48%	82.76%	87.50%	77.98%
Dec	58.39%	96.97%	95.24%	91.96%	97.62%	93.52%	82.98%	74.36%	83.81%
Jan	59.68%	100.00%	100.00%	95.83%	100.00%	100.00%	86.36%	88.89%	88.45%
Feb	65.61%	97.44%	93.33%	88.33%	100.00%	96.03%	96.43%	90.91%	87.04%
Mar	83.75%	100.00%	100.00%	95.83%	100.00%	100.00%	100.00%	100.00%	95.29%
Apr	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
YTD	64.19%	97.01%	92.90%	90.63%	98.13%	95.60%	90.11%	87.50%	86.25%

Route analysis is being undertaken for the 2020/21 winter season to improve the route completion times at Aylsham.

2.4. WSP Performance Summary

2.4.1. The table below summarises the performance scores that WSP have achieved over the length of the contract:

Year of the contract	Service Delivery (x /5.0)	Collaborative Working (x /5.0)	Innovation score (x /5.0)	Annual Strategic Score (x /5.0)
Year 1 (2014-15)	N/A	N/A	N/A	N/A
Year 2 (2015-16)	4.4	4.0	4.0	**4.2**
Year 3 (2016-17)	5.0	4.0	3.0	**4.4**
Year 4 (2017-18)	4.6	4.0	1.0	**3.8**
Year 5 (2018-19)	4.8	4.0	5.0	**4.5**
Year 6 (2019-20)	4.8	4.0	1.0	**4.1**

2.4.2. WSPs annual strategic score of 4.1 for year 6 is within banding A. WSP has achieved strong scores over the duration of the contract, achieving over a 4.0 in all years but one (2017/18). (A score greater than 4 results in an extension to the service period).

2.4.3. Service Delivery scored on average 4.7 over the length of the contract despite the year-on-year increase in targets defined within the contract.

2.4.4. Innovation scores have fluctuated over the length of the contract. The average score has been 2.8. Some years have been poor, where the targets have not been met, whereas some years targets have been exceeded by 165%. Innovation is analysed further in point 3.4 below.

This fluctuation can be explained by the fact that it is difficult for WSP to change the way they work. They integrate with NCC and work to NCC's standards. WSP do not play an operational role in delivering the highways service, as for example Tarmac do. This means they have significantly fewer opportunities to identify innovations.

2.4.5. WSP have achieved strong scores in both collaborative working, leadership, & contract commitments, scoring an average of 4.0 and 3.8 respectively.

2.5. Dynniq Performance Summary

2.5.1. The table below summarises the scores Dynniq have achieved over the duration of the contract:

Year of the contract	Service Delivery (x /5.0)	Public Satisfaction (x /5.0)	Innovation score (x /5.0)	Annual Strategic Score (x /5.0)
Year 1 (2014-15)	4.22	1.00	1.00	**3.3**
Year 2 (2015-16)	4.18	3.00	3.00	**4.1**
Year 3 (2016-17)	4.30	3.00	1.00	**4.0**
Year 4 (2017-18)	4.80	N/A	1.00	**4.4**

Year 5 (2018-19)	4.30	N/A	5.00	**4.5**
Year 6 (2019-20)	4.30	N/A	5.00	**4.6**

2.5.2. Dynniq's annual strategic score of 4.6 for year 6 is within banding A. The annual strategic score achieved since the start of the contract have been above 4.0 with the exception of only year 1 (2014/15).

2.5.3. Service Delivery scored highly at 4.4 over the length of the contract representing a very good level of performance against contract measures despite the year-on-year increase in targets defined within the contract.

2.5.4. Public satisfaction was removed from the contract measures in 2017/18 because surveys proved problematic and were only relevant on a small number of schemes where Dynniq were Principal Contractor. Norse Highways is now the Principal Contractor, so this measure was no longer required.

2.5.5. Innovation has been scored 5.0 for the past 2 years. The innovation value achieved in 2019/20 was just over £44,000 which is 147% of the original target.

2.5.6. Health and Safety has been scored a maximum 5.0 over the last 6 years of the contract which is excellent performance.

2.6. Amey Performance Summary

2.6.1. Amey provide the street lighting service through a PFI, therefore the performance monitoring is not carried out in the same way as for other contracts.

2.6.2. The contract is structured around a number of performance standards and Amey self-report on their performance. Deductions for any failures are levied against the monthly Unitary Charge, which incentivises the contractor to perform well.

2.6.3. Key Performance Standards within the contract are:

Performance Standard 2 (PS2) - Lighting Performance and Planned Maintenance

This requires that no less than 99% of all NCC streetlights are in light at any time.

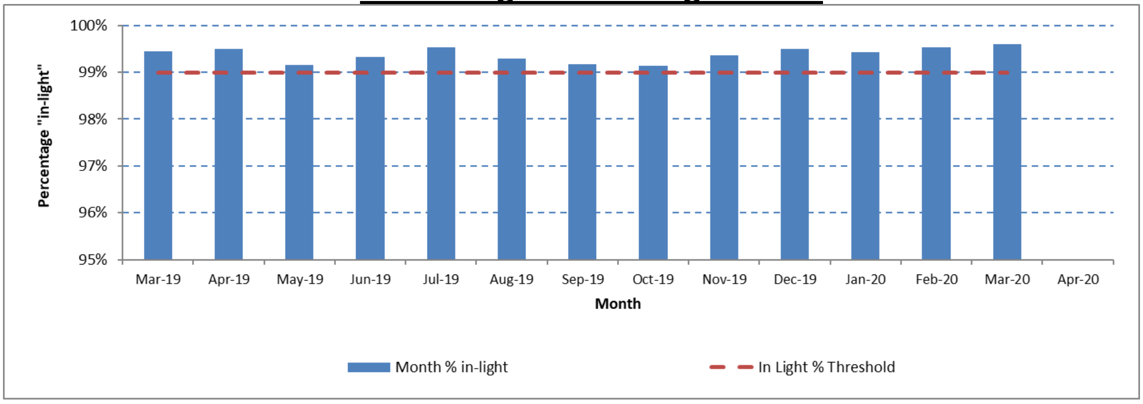
Performance Standard 3 (PS3) - Operational Responsiveness and Reactive Maintenance

This gives timescales for which all reactive maintenance must be rectified. There are different requirements for different kinds of faults. For example; Emergency faults (such as exposed live wires or an RTC) must be attended within 2 hours whereas a fault such as a lamp replacement must be attended to within 5 working days.

2.6.4. The 2019 NHT survey contained in Appendix A, indicated 64% customer satisfaction with the street lighting service, this was an improvement of 4% from the previous year and is 3% above the national average. The overall Key

Benchmark Indicator (KBI) score of 64% is the third highest KBI of all our KBI results in the NHT survey.

2.6.5. **Percentage units in light 19-20**



2.6.6. Amey have ensured that streetlights remain operational above the required 99% target since the beginning of the contract. Performance dipped below this target in the first year of the contract on 4 occasions (worst case = 89.7%), but subsequently has remained above 99%. This equates to 4 months in 147.

2.6.7. Below are some highlight figures from the PFI to date:

- Health & Safety – Amey are currently at 1,980 days without a RIDDOR and an Employee Injury rate of nil for 2019/20;
- Emergency Attendance – Amey have attended 7,500 emergency call outs since the start of the contract;
- Out of hours attendance – Amey have attended over 26,000 out-of-hours faults;
- Non-routine faults – Amey have attended over 115,000 non-routine faults with an average repair time of 3.24 days;
- Replacement Units – Amey have replaced over 3,400 units due to knockdowns, damage or age;
- Improved environmental performance by reducing energy consumption by initially upgrading to SON, then LED lanterns. Cumulative savings of 47m kWh and over 27,000 tonnes of CO2 since 2008 have been achieved, along with financial savings £5.4m.

3. Value for money

3.1. Ensuring value for money in the contracts is a key driver for the Council.

3.1.1. Before a contract is agreed, procurement exercises are undertaken where contractors take part in a competitive tender process. They provide their best price, quality and level of service that they can offer to the Council. In each of the contracts identified in this report, the Council has compared all information provided by other suppliers. Contractors that can deliver the required services to meet our standards, and at the best price, were awarded the contract.

3.1.2. In order to guarantee that the level of service provided by the contractors matches the level of service identified within the contract, Key Performance Indicators, as described above, are monitored. Monitoring of the service means the Council can award more contract years for high levels of service delivered. As required, the Council can also deduct income from the contractor if performance falls below the required level. Any deductions are reviewed at the monthly KPI meetings where quantum is confirmed.

3.1.3. One of the main ways in which our contractors demonstrate value for money is through innovation. These innovations need to result in a saving or an improvement in the service levels. Below is a summary of each contractors agreed and approved innovations.

3.2. Tarmac

3.2.1. As mentioned in 2.2.6 above, Tarmac have scored 5.00 for innovation the last 2 years of the contract, achieving 254% of year 6’s original target.

3.2.2. The table below summarises the innovation values achieved over the term of the contract.

Target Innovation	Actual innovation	Percentage of target achieved
£967,284	**£877,239**	**90.69%**

	Innovation	Agreed value
1	Value Engineering	£497,723
2	Patching efficiency	£124,510
3	Weeds efficiency	£67,000
4	Gully cleansing risk-based approach	£54,305
5	Grass cutting efficiencies	£27,971
6	Work Ordering & IT efficiencies	£23,447
7	Various efficiencies	£82,282
8	**Total**	**£877,238**

3.3. Norse Highways

3.3.1. As part of the approved business plan, Norse Highways are required to deliver savings to the Council. This was set out in the business plan, approved in January 2019. Although it is early days in terms of identified savings, NCC and Norse Highways have jointly discussed areas where savings could be achieved. Most recently investigating a more efficient road patching and pothole repair methodology which has been adopted in June 2020. The net total annual (and ongoing) saving of over £500,000 is anticipated to be realised after 3 years of operation.

3.3.2. In terms of innovation, NCC and Norse Highways have worked collaboratively to introduce a saving initiative concerning road patching. This initiative relates to lower classification roads and will allow the contractor to fill potholes using prescribed methods and materials in a more efficient way.. This should result in reduced numbers of visits by the contractor to repair defects rather than multiple visits to deliver different specified treatments.

3.4. WSP

3.4.1. As mentioned in 2.4.4 above, WSP innovation scores have fluctuated over the length of the contract. The table below shows the innovation targets and the amount actually achieved by WSP. Typically, the targets equate to 1.00% of the turnover for the year.

3.4.2. The table below summarises the innovation values achieved over the term of the contract to date.

Target Innovation Saving	Actual innovation Saving	Percentage of target achieved
£236,657	**£258,915**	**109.41%**

	Innovation	Agreed value
1	Early Contractor Involvement savings	£68,752
2	Dereham Road, Costessey Temporary footway matting	£41,292
3	Vendor management on-costs - Commercial Advice	£43,055
4	Principal Bridge Inspections (10%)	£17,318
5	Pool cars for site inspections	£35,575
6	Volunteer Day – (WSP Staff litter picking & hedge maintenance)	£9,598
7	Postwick sensors work for lab	£7,289
8	Use of WSP Integrated Complimentary Resource Centre (India)	£6,593
9	Great Yarmouth Third River Crossing Efficiency Saving - High level review of costs and benefits	£3,989
10	Various	£25,454
	Total	**£258,915**

3.5. Dynniq

3.5.1. Innovation has been scored 5 for the past 2 years. The efficiency saving achieved in 2019/20 was just over £44,000 which is 147% of the original target. In 2018/19 Dynniq achieved 817% of their target for the year.

3.5.2. The table below summarises the innovation values achieved over the term of the contract to date.

Target Innovation Saving	Actual innovation Saving	Percentage of target achieved
£147,420	**£353,967**	**240.11%**

Examples of the types of savings achieved include:

- Dynniq introduced the Mobi RMS unit that monitors the traffic light faults at a fraction of the cost of the old system. New system faults are texted from the signal controller to the control room. This has allowed accurate and fast fault reporting across the county (saving of £284,494 since 2016);

	Innovation	Agreed value
1	Mobi RMS Control	£284,494
2	Fibre Optic Lamps	£25,421
3	Slot Cutting for traffic signals	£18,400
4	Local traffic signal control (Mesh)	£10,345
5	Traffic light controller	£8,903
6	Various	£6,404
	Total	**£353,967**

3.6. **Amey**

3.6.1. Ensuring value for money for contract changes, such as LED upgrade programmes, has been more difficult, as all PFI projects are structured differently based on the time they were signed.The Department for Transport does not hold data to enable benchmarking. The Norfolk Streetlighting PFI contains clauses to enable best value reviews to be undertaken, which requires the contractor to make all costs visible.

3.6.2. Amey receive a share of any energy costs saved through innovations introduced by them and carried out at their cost. Since the advent of LED technology Amey have elected to replace sign and bollard lights with LED as they come up for planned or reactive maintenance. They have also de-illuminated where regulations no longer require the sign/bollard to be illuminated. The introduction of LED technology has generated a total saving of £5.4m through reduced energy consumption (47m kWh) and reduction of 27,000 tonnes of CO2 of since 2008.

4. Financial Implications

4.1. Norfolk County Council monitors the performance of their key contractors with regard to value for money, innovation and savings via Key Performance Indicators (KPI’s). The KPI’s determine whether the Council can award additional contract years to the maximum contract term. Such an award motivates the contractors to perform well.

4.2. £1.49m of savings related to innovation reduces scheme costs and allows more schemes to be delivered within the highways budget.

5. Resource Implications

5.1. **Staff:.**

No implications to note.

5.2. **Property:**

No implications to note.

5.3. **IT:**

No implications to note.

6. Other Implications

6.1. **Legal Implications**

No implications to note.

6.2. **Human Rights implications**

No implications to note.

7. Actions required.

7.1.

1. **The Select Committee is invited to comment on key contract performance and arrangements.**

8. Background Papers

8.1. Extension to Tarmac Trading Ltd Contract .
Highway Asset Performance Report

Officer Contact

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

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IN TRAN communication for all

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

Appendix A

NHT
National Highways
& Transport Network

www.nhtnetwork.org

NHT Survey Report 2019

Ipsos MORI

measure2improve
ACTIV. BUSINESS IMPROVEMENT

HMEP

UNIVERSITY OF LEEDS
Institute for Transport Studies

Introduction

This report summaries your Authority's results in the 2019 National Highway & Transport (NHT) Public Satisfaction Survey and compares your results this year with your results in the 2018 NHT Survey.

The main purpose of this report is to show your satisfaction scores from the survey this year and highlight those areas where they have changed most significantly from last year. The report comprises a page of summary results, followed by a series of individual pages which show high level results for each of the main themes of the survey.

Summary Page

The summary page shows your overall satisfaction result and satisfaction results for each of the surveys themes as a series of pictograms. Each pictogram shows your percentage satisfaction result for this year, the larger of the two numbers, and compares that to your satisfaction result for last year. The pictograms use traffic light colouring to show the degree of change, see notes below.

The summary page includes tables that highlight which of your KBI results have improved the most since last year and which have declined the most since last year, up to three results are shown in each table in descending order. Details of your sample size and response rate in this years survey are also shown in a table.

The theme pictograms show the number of Key Benchmark Indicator (KBI) results within each theme that have increased this year, next to an upward arrow, and the number to have reduced this year, next to a downward arrow.

Theme Pages

The theme result pages show your theme satisfaction result and satisfaction results for each of the KBI's within the theme as a series of pictograms. Each pictogram shows your percentage satisfaction result for this year, the larger of the two numbers, and compares that to your satisfaction result for last year. The pictograms use traffic light colouring to show the degree of change, see notes below.

Notes

The pictograms in this report use traffic light colouring to signify the change in results from last year. For any improvement in satisfaction pictograms are shown in green; dark green for improvement of 3% or more and light green for improvements of up to 3%. For any small declines in satisfaction, up to 3%, pictograms are show in amber and for larger declines in satisfaction, more than 4%, pictograms are shown in red.

Executive Summary - Norfolk County Council

2019 NHT Survey Results - Year on Year Comparison
Summary

Overall Satisfaction

56%

(last year 53%)

Accessibility

71%

(last year 68%)

KBI's **2** ↑ **1** ↓

Public Transport

60%

(last year 60%)

KBIs: **2** ↑ **3** ↓

Walking & Cycling

56%

(last year 53%)

KBI's: **6** ↑ **0** ↓

Tackling Congestion

53%

(last year 49%)

KBI's: **3** ↑ **0** ↓

Road Safety

56%

(last year 53%)

KBI's: **3** ↑ **0** ↓

Highway Maintenance

54%

(last year 48%)

KBI's: **4** ↑ **0** ↓

Executive Summary - Norfolk County Council

2019 NHT Survey Results - Year on Year Comparison
Summary

Key: Dark Green = an improvement of 4% or more, Light Green = an improvement of up to 3%, Amber = a decline of 1% to 3%, Red = a decline of 4% or more. Blue = no data for last year

Top KBI increases

Key Benchmark Indicator	% Change
KBI 23 - Condition of highways	12
KBI 05 - Ease of Access (no car)	10
KBI 11 - Pavements & Footpaths	5

Top KBI falls

Key Benchmark Indicator	% Change
KBI 04 - Ease of Access (disabilities)	-3
KBI 07 - Local bus services (BVPI 104)	-2
KBI 08 - Public transport info (BVPI 103)	-2

Survey Numbers

Sample Size: **3,300**
Responses: **886**
Response Rate: **27%**

Accessibility

This Year

71%

Last Year

68%

KBI 03

Ease of Access (all)

This Year

75%

Last Year

74%

KBI 04

Ease of Access (disabilities)

This Year

62%

Last Year

65%

KBI 05

Ease of Access (no car)

This Year

75%

Last Year

65%

Key

Dark Green = an improvement of 4% or more, Light Green = an improvement of up to 3%, Amber = a decline of 1% to 3%, Red = a decline of 4% or more. Blue = no data for last year.

Public Transport

This Year

60%

Last Year

60%

KBI 06

Local Bus Services

This Year

58%

Last Year

59%

KBI 07

Local Bus Services (BVPI 104)

This Year

58%

Last Year

60%

KBI 08

Public Transport Information (BVPI 103)

This Year

45%

Last Year

47%

KBI 09

Taxi / Mini Cab Services

This Year

64%

Last Year

63%

KBI 10

Community Transport

This Year

57%

Last Year

57%

Key

Dark Green = an improvement of 4% or more, Light Green = an improvement of up to 3%, Amber = a decline of 1% to 3%, Red = a decline of 4% or more. Blue = no data for last year and Grey: only available on 12 page questionnaire.

Executive Summary - Norfolk County Council

2019 NHT Survey Results - Year on Year Comparison
Walking & Cycling Theme

Norfolk County Council

Walking / Cycling

This Year

56%

Last Year

53%

KBI 11	KBI 12	KBI 13	KBI 14	KBI 15	KBI 16
Pavements & Footpaths	Pavements & Footpaths (Aspects)	Cycle Routes And Facilities	Cycle Routes And Facilities (Aspects)	Rights of Way	Rights Of Way Aspects
This Year	This Year	This Year	This Year	This Year	This Year
60%	60%	53%	51%	58%	52%
Last Year	Last Year	Last Year	Last Year	Last Year	Last Year
55%	56%	51%	51%	54%	51%

Key

Dark Green = an improvement of 4% or more, Light Green = an improvement of up to 3%, Amber = a decline of 1% to 3%, Red = a decline of 4% or more. Blue = no data for last year.

Tackling Congestion

This Year

53%

Last Year

49%

KBI 17

Traffic Levels & Congestion

This Year

51%

Last Year

46%

KBI 18

Management Of Roadworks

This Year

54%

Last Year

52%

KBI 19

Traffic Management

This Year

59%

Last Year

57%

Key

Dark Green = an improvement of 4% or more, Light Green = an improvement of up to 3%, Amber = a decline of 1% to 3%, Red = a decline of 4% or more. Blue = no data for last year.

Road Safety

This Year

56%

Last Year

53%

!

KBI 20

Road Safety Locally

This Year

58%

Last Year

54%

KBI 21

Road Safety Environment

This Year

57%

Last Year

54%

KBI 22

Road Safety Education

This Year

52%

Last Year

51%

Key

Dark Green = an improvement of 4% or more, Light Green = an improvement of up to 3%, Amber = a decline of 1% to 3%, Red = a decline of 4% or more. Blue = no data for last year.

Executive Summary - Norfolk County Council

2019 NHT Survey Results - Year on Year Comparison
Highway Maintenance Theme

Highway Maintenance

This Year

54%

Last Year

48%

KBI 23

Condition Of Highways

This Year

45%

Last Year

33%

KBI 24

Highway Maintenance

This Year

56%

Last Year

51%

KBI 25

Street Lighting

This Year

64%

Last Year

60%

KBI 26

Highway Enforcement /Obstructions

This Year

50%

Last Year

47%

Key

Dark Green = an improvement of 4% or more, Light Green = an improvement of up to 3%, Amber = a decline of 1% to 3%, Red = a decline of 4% or more. Blue = no data for last year.

Infrastructure and Development Select Committee

Item No. 11

Report title:	**Update from Local Transport Plan Member Task and Finish Group**
Date of meeting:	**15 July 2020**
Responsible Cabinet Member:	**Cllr Martin Wilby (Cabinet Member for Highways, Infrastructure and Transport)**
Responsible Director:	**Tom McCabe (Executive Director, Community and Environmental Services)**

Introduction from Chair of Task and Finish Group

As chair of the Local Transport Plan Task and Finish Group I'm pleased to say that we've reached a milestone in development of the plan. We've just completed very successful consultation on the strategy, receiving almost 1,000 responses. Towards the end of last year, the Task and Finish Group helped to shape the consultation, and I think that the good response rate has shown the value of this approach. Looking forward, the next stage is to draft the strategy. The most recent meeting of the Task and Finish Group was in early June and Members were able to have a look at the consultation responses and start to provide an insight into how these might shape the final strategy. However, responses from the consultation are just one aspect helping to inform the final plan. They will need to be considered alongside other technical analyses and appraisal work that officers are undertaking. Officers have found that additional technical appraisal work is needed, principally on the strategic environmental assessment, to make sure that the plan is produced in a robust way. This means that the programme will need to be extended to the end of this calendar year.

I welcome Select Committee’s comments, particularly on the consultation responses and what Members consider important to take into account in the final stages of the plan’s development.

Executive Summary

The review of the Local Transport Plan (LTP) is underway. This was due to have been completed by July but, due principally to additional technical appraisal work being required beyond what could have been envisaged when the programme was first agreed, will now come forward for adoption at the end of the calendar year. This will not affect other projects, such as the Norwich Western Link, that are being progressed, and which the review of the LTP will support.

A public consultation, which closed at the end of February, has been completed. Responses will be integrated into the draft strategy to reflect the opinions of stakeholders, alongside completion of the technical work being undertaken.

Actions required

1. **Members are asked to consider the programme and consultation responses. In particular, Members are asked to provide any views about how the consultation might be used to help shape the LTP strategy.**

1. Background and Purpose

1.1. The County Council's former Environment, Development and Transport Committee agreed to review the Local Transport Plan in January 2019. At that time Members also agreed that a Member Working Group be set up to review the plan.

Work has progressed on the review of the plan, the main elements of work completed having been a review of the evidence and consultation on major issues to help shape the strategy. Running alongside this, a sustainability appraisal, incorporating a strategic environmental assessment, is being undertaken. The next stages will comprise writing the strategy alongside completing the appraisal work.

1.2. The Member Task and Finish Group has met five times. Its most recent meeting was 1 June. At that meeting the group considered two substantive items: the programme for the remainder of the work; and the results of the consultation. These two issues are the focus of this report.

1.3. **Programme**

The Member Task and Finish Group heard that the programme for adopting the strategy to the original programme, agreed in early 2019, presents a challenge. This is due principally to three developments that could not have been foreseen when the programme was first agreed:

- The requirement to build-in time for further legal and professional advice on strategic environmental assessment across a number of projects
- Covid-19, which has required a new way of working on the project together with further analysis to understand long-term impacts (both changes that might occur and continue over the longer-term, and consideration of positive change that the plan would want to include to sustain these over the longer term). These analyses will inform the final LTP4 strategy
- Additional tasks have been identified since adoption of the plan, including to assess how the plan incorporates the requirements in the County Council's Environmental Policy, which was adopted during development of the LTP.

1.4. Principally for these reasons the programme will be revised and, instead of adopting the strategy in the summer, the strategy will be adopted at the end of the year. This revision of the programme will not affect the council's delivery of major projects or programmes such as the Norwich Western Link or Great Yarmouth Third River Crossing. The extension of time will ensure that the plan is robust in the process of its preparation and is able to fully take account of the really significant change to people's lives and behaviours being seen.

1.5. **Consultation**

Consultation was carried out between Monday 13 January and Friday 28 February 2020. 928 responses were received, of which 889 were from the public and 39 an organisation. This is considered to be a good level of response, showing that the public and stakeholders are keen to engage in the way transport infrastructure is shaped in the future.

1.6. The aim of the consultation was to get the views of residents, local businesses and key stakeholders to find out their main concerns for the future of transport in Norfolk and where they feel Norfolk County Council should be prioritising resources. The results will be used to inform the development of the Local Transport Plan strategy.

Results from the consultation will need to be considered alongside other evidence and in the light of government guidance and policies, and of how the LTP supports the county council's objectives. It should also be noted that the consultation was undertaken before the impacts of the Covid-19 pandemic had been felt. The final LTP strategy will need to take this into account, considering – amongst other things – how the transport strategy can help to restart and sustain the economy; and to changes to the way that people think and behave. Some of the benefits being seen, such as improved air quality or better physical and mental health through increased walking and cycling, will be beneficial to capture for the longer-term.

1.7. Some of the key messages from the consultation are set out below. A fuller report is included as Appendix 1. This Appendix is in two parts: Part 1 including an analysis of the consultation responses picking out the main messages; Part 2 being a computer-generated report showing a statistical and graphical representation of all questions.

1.8. The majority of responders agreed that we have the right aims and objectives. These were previously agreed by the Task and Finish Group and are:

- A Well Managed and Maintained Transport Network
- Delivering a Sustainable Norfolk
- Enhancing Connectivity
- Enhancing Norfolk's Quality of Life
- Improving Transport Safety
- Increasing Accessibility.

1.9. Overall the consultation shows that there is a great deal of support for a proactive future thinking approach, with the environment at the forefront. Many responders felt that there should be a greater focus on carbon neutrality and reducing the need for private cars. However, highway maintenance is still the largest priority for residents and businesses who rely on the road network to commute, move goods or transport tourists. Responders generally felt that predictable journey times are more important than faster, but less reliable, journey times.

The majority of responders strongly agreed that encouraging people to walk, cycle and use more public transport is vital. This can be done through a combination of improved infrastructure and behaviour change interventions. A large number of free text responses were concerned that without a safe and well-maintained infrastructure for public and sustainable transport residents, particularly in rural areas, will not be able to go car free.

People in rural areas often choose the car as they cannot complete a whole journey by public transport, and journeys are quicker, cheaper and more reliable by car. Therefore, respondents want to see an increase in all bus services in rural areas and better links between bus and rail. There is also support for encouraging uptake of new technologies and a desire for Norfolk to lead in the development and implementation of new green transport technology.

1.10. Overall the responses provide a good basis for understanding views of the public, business and other organisations. These will feed into development of the draft strategy alongside (amongst other things) the evidence base, guidance and policy direction both locally and nationally. Members will be asked to agree the Local Transport Plan strategy at Full Council April 2021, preceded by consideration at Select Committee and Cabinet in November and December 2020 respectively. Following this, an Implementation Plan for the LTP will be developed.

2. Proposals

2.1. Select Committee is asked to consider the programme and consultation responses. In particular, Members are asked to provide any views about how the consultation might be used to help shape the LTP strategy and to highlight any areas where they feel that the consultation responses indicate a direction of travel that they would want to see included in the LTP strategy, or highlight any areas where they feel this is not the case.

3. Impact of the Proposal

3.1. The proposal will help to shape the Local Transport Plan strategy. Comments from Select Committee on the key issues will therefore potentially affect how the council deals with some of the key strategic issues likely to affect transport for many years.

3.2. A report on the recommended strategy will be presented to Select Committee in November providing Members with a further opportunity to shape the revised Local Transport Plan. The plan, when adopted, is likely to have significant longer-term impacts on shaping the future development of the county including on its residents and economy, and the impact that transport has across a range of social, environmental and economic indicators.

4. Financial Implications

4.1. At this time there are no financial implications. The consultation analysis and Strategic Environmental Assessment are being undertaken within existing financial resources.

5. Resource Implications

5.1. **Staff:.**

Current activities in terms of developing the Local Transport Plan are being undertaken within existing resources.

5.2. **Property:**

None at this stage.

5.3. **IT:**

None at this stage although the review is considering the appropriate future strategy for managing and maintaining the transport network.

The results of the consultation show that there is demand for technology to provide live information and updates on traffic conditions, accidents and public transport so that residents can better plan their journeys. It is therefore important that we consider new, and smart, technologies to support how people use the transport network. Respondents also felt that support for new technology such as electric charging points is important to encourage the uptake of cleaner vehicles.

Covid-19 has led to a dramatic increase in homeworking, showing that broadband and access to suitable IT is of increasing importance to Norfolk residents.

6. Other Implications

6.1. **Legal Implications**

We have been careful that information collected in the consultation is confined to data that will help the council to analyse the responses (how the person responding uses the transport network, their age and gender, and postcode). It will not be possible to identify individuals from the requested information. This will not constitute personal data under the terms of the Data Protection Act.

A Strategic Environmental Assessment (SEA) is being undertaken alongside development of the strategy and will be consulted on alongside a draft of the strategy, as is required. SEA is a requirement of the Environmental Assessment of Plans and Programmes Regulations 2004. Legal advice has been taken and confirmed that we are meeting requirements and following correct procedure.

6.2. **Human Rights implications**

None at this stage.

6.3. **Equality Impact Assessment (EqIA)**

An EqIA is currently being undertaken. Equality impacts, together with a wider range of impacts across social, economic and environmental indicators (see below) will be assessed and help to inform the strategy prior to it being brought to members for agreement.

6.4. **Sustainability implications**

A Sustainability Appraisal is being undertaken on the Local Transport Plan. This will consider its impacts across a range of social, economic and environmental indicators. This work will incorporate a Strategic Environmental Assessment, required to be undertaken on a plan, policy or programme document such as the Local Transport Plan (see 6.1).

7. Action required

7.1.

1. **Members are asked to consider the programme and consultation responses. In particular, Members are asked to provide any views about how the consultation might be used to help shape the LTP strategy.**

8. Background Papers

8.1 [Connecting Norfolk: Norfolk's Transport Plan for 2026.]

Officer Contact

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

Officer name:	**David Cumming**	**Tel No.:**	**01603 224225**
Email address:	**David.cumming@norfolk.gov.uk**		

IN TRAN communication for all

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

Appendix 1.1

Norfolk Local Transport Plan 4

Consultation Report

June 2020

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1. Methodological statement
2. Introduction
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    b. Delivering a sustainable Norfolk
    c. Enhancing connectivity
    d. Enhancing Norfolk's quality of life
    e. Improving transport safety
    f. Increasing accessibility
4. Conclusion

Overview

This report summarises the responses from the Local Transport Plan consultation. It should be read in conjunction with the accompanying, self-generated report showing a statistical and graphical representation of the responses to each question.

1. Methodological Statement

Summary

The aim of the consultation was to get the views of residents, local businesses and key stakeholders to find out their main concerns for the future of transport in Norfolk and where they feel Norfolk County Council (NCC) should be prioritising resources. This was not designed as a consultation on a draft plan, rather a questionnaire, the results of which will be used to inform the development of the Norfolk Local Transport Plan 4.

The online consultation was open to the public Monday 13th January – Friday 28th February 2020 and was publicised by various means.

Engagement methods

- Information about the consultation and a link to survey was sent out by email to:
    - District Councils
    - Members
    - Association of Local Councils
    - Public Transport operators
    - MPs
    - Disability groups
    - Environmental organisations
    - Key Stakeholders and partner organisations
    - Statutory consultees
- Promoted on social media online:
    - Posts from NCC twitter and Facebook accounts
    - The results were analysed throughout the consultation period and paid Facebook advertising was used to target key areas and demographics that were underrepresented
- Offline survey sent by request
- Telephone and in person:
    - Norfolk Youth Parliament
    - Disability and older people's groups

The consultation was launched through Norfolk County Council's Online consultation portal and included questions to rate, rank, and some were open to free text, so the responders had a chance to express their feelings and ideas further.

2. Introduction

Within the 6-week period 928 responses were received, of which 889 were from the public and 39 responded on behalf of an organisation. This is a good number of responses to an NCC consultation, showing that the public are keen to engage in the way transport infrastructure is shaped in the future.

Through this consultation we sought views from a wide range of people and ages and used a variety of methods to engage the widest audience. Businesses who responded included public transport providers; charities and community groups; interest groups; hospitality industries; key stakeholders such as district councils; and service providers.

It was important to engage different groups that may not respond to an online consultation, such as those with disabilities, learning disabilities, and older people, in order to encourage them to submit their opinions. We also wanted to let them know that we would accept submissions through other means to better suit their users' needs.

We engaged with the Norfolk Youth Parliament, not only to gain their views but to encourage them to promote the consultation with other under 18s, which were underrepresented in the responses. This was a successful activity, proving an interesting insight into the way younger people view transport issues. This, along with targeted advertising, was also successful in increasing responses from your people as the number of 18s responding increased by the end of the consultation.

Businesses

Electric taxi company
Spirit Motorsport Ltd
Liftshare.com ltd
Forum Trust
WNCT Ltd
First Eastern Counties Buses Ltd
Workshop Bar/Café
MJP Conveyancing
Bucks Cottage
Arena Cleaning Services
Norwich Airport Limited
Bixley Farms
Orbit Homes and Bowbridge Strategic Land

Voluntary/community Groups

Car-Free Norwich
Magdalen Street Celebration
Norfolk Peer Support Project
The Hamlet
Greening Wymondham
Extinction Rebellion
Norwich & Norfolk Friends of the Earth

Statutory & Key Stakeholders

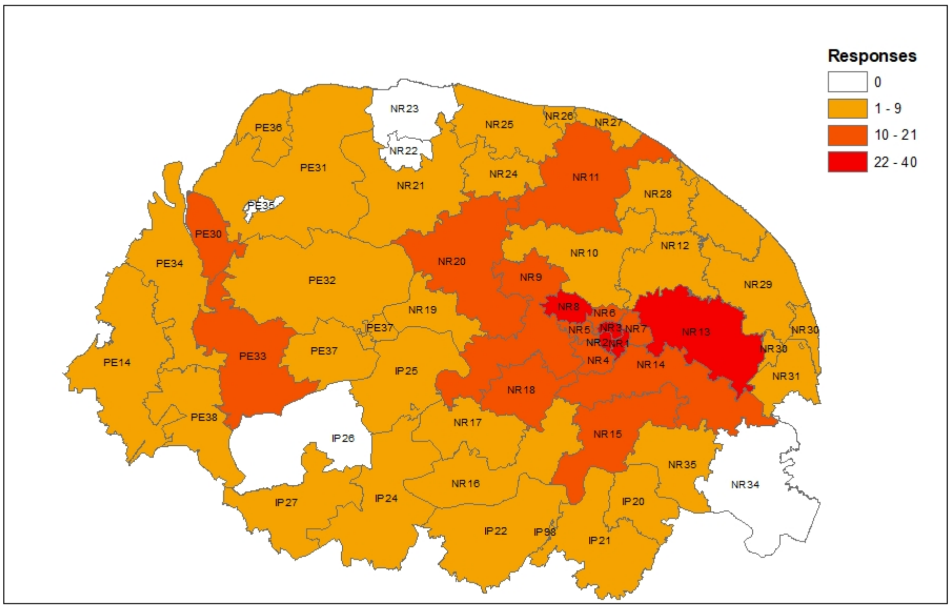
Norfolk Coast Partnership
District Councils

Norwich Business Improvement District (BID)
Costessey Town Council
Norfolk Labour Group
Broads Authority
Cromer Town Council
Brettenham and Kilverstone Parish Council
Norfolk Association of Local Councils
Green Party Group - Norwich City Council

Responders were asked to give the first line of their postcode so we could ensure a mix of perspectives across Norfolk and better understand some of their views. Views are likely to be influenced by where people live, whether urban or rural, close to services and large roads. Age is also a factor in your priorities, as access to services and reasons for travelling will change through your life cycle.

Midway through the consultation we looked at geographical coverage and age, to identify where there were gaps in the types of residents responding. We then used paid for Facebook advertising to targeted areas with fewer responses. Some responders declined to give their postcode. The first figure below shows that there were no responses in small areas of North Norfolk and Great Yarmouth. The lack of responses in Great Yarmouth can be explained by the recent consultation on the Great Yarmouth Transport Strategy, so many may have chosen to comple that instead.

Febuary 2020 update


Responses
0
1 - 9
10 - 21
22 - 40
NR23
NR22
NR25
NR26
NR27
PE36
PE31
NR21
NR24
NR11
NR28
PE35
PE30
NR20
NR10
NR12
PE34
PE32
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NR19
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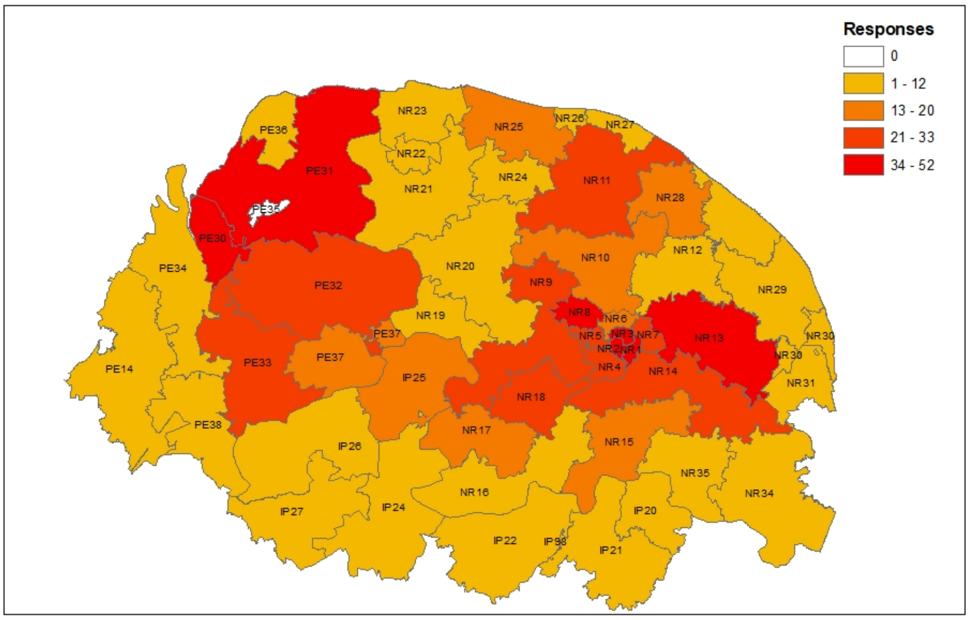
NR7
NR13
NR30
NR2
NR1
PE37
PE33
NR4
NR14
PE14
IP25
NR18
NR31
PE38
NR17
NR15
IP26
NR35
NR16
NR34
IP27
IP24
IP20
IP22
IP98
IP21

Midway through the consultation, before targeted advertising

In response to this we used targeted advertising, which was successful in broadening the reach of he consultation. The incresed coverage can be seen in the figure below. Larger numbers responded from areas around a Major Road or Trunk road such as the A47 corridor and the A10 in West Norfolk. \this could be due to a hightened awareness of local transport issues linking rural and urban areas.


Responses
0
1 - 12
13 - 20
21 - 33
34 - 52
PE36
PE31
PE35
PE30
PE34
PE32
PE33
PE37
PE14
PE38
NR23
NR22
NR21
NR25
NR26
NR27
NR24
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NR4
NR14
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IP25
NR18
NR17
NR15
IP26
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NR16
NR34
IP27
IP24
IP20
IP22
IP98
IP21

Responses at the end of the consultation, after targeted advertising

3. Consultation topics

The analysis in the further sections is broken down into the themes of the Local Transport Plan and the associated consultation. At the end of the consultation responders were able to give their response to the topics themselves, to ensure people agree that these should be the focus of the strategy.

Responders were given the option to skip questions, as some were more relevant to the public than organisations.

3a. Well managed and maintained transport network

Q6: *How far do you agree or disagree that we should prioritise maintenance of the highway network over making improvements to the network?*

Strongly agree	27%
Agree	**31.53%**
Neither agree or disagree	20.52%
Disagree	11.66%
Strongly disagree	4.97%
Don’t know	1.73%

The majority of responders agreed, or strongly agreed, showing that maintenance is an important issue to residents. This could reflect that they are making more local journeys, or in areas where maintenance is seen as lacking. The majority of car/van drivers agreed that maintenance should be the priority over improvements.

A very small number strongly disagreed, but this could be reflected in one of the comments that “we believe there should be a balanced approach” so they felt neither should have priority over the other.

Q7: *How far do you agree or disagree that, where possible, we should consider making some roads more public transport friendly and other nearby roads more suitable for cars?*

Strongly agree	23.11%
Agree	**37.9%**
Neither agree or disagree	17.82%
Disagree	10.15%
Strongly disagree	7.56%
Don’t know	1.84%

The majority of responders agreed, then strongly agreed that separating different users would make journeys more reliable. Separating different modes of transport would also make public transport more appealing, if it was faster and journey times more predictable.

2 Stakeholder comments:

1. DLA strongly support the approach to making some roads more public transport friendly. Options are currently being explored for Silfield Garden Village (SGV) to be served by public transport only/priority connections and routes. SGV, subject to a positive planning outcome, could become a flagship development to showcase NCC’s aims and objectives in this regard. DLA welcome an opportunity to discuss

SGV with NCC and how the proposed development could be an exemplar development.
2. Difficult in rural areas, the priority should be to improve the flow of public transport to reduce the possibilities of an unreliable service

Q8: *Here is a list of things that we could do to help manage the road network. Please use the dropdown box to rank these.* (listed in order, as ranked)

1. More information to be provided about the transport network, such as parking spaces, diversions and accidents, on automatic signs
2. More infrastructure to support different vehicles such as charging points to support electric cars
3. More information to be provided about the transport network via SatNavs
4. Planning for future developments in the way we use the highway, such as tracks for autonomous cars

The majority of responders feel that the most useful intervention would be to provide more information about the transport network, such as parking spaces, diversions and accidents, on automatic signs. Having more knowledge would help users better, and more efficiently, navigate the network and make the best choices. At the moment NCC is limited by how much it can influence alternative routes given on google or SatNav when roadworks restrict traffic.

The second most important was the desire for more infrastructure to support different vehicles such as charging points to support electric cars.

These results show that planning for future developments such as autonomous cars isn't seen as a priority. This may be because technology is developing at such a rapid rate people don't know how this will change and develop. Free text comments suggested that some residents would like to see Norfolk be leaders in the implementation of new technology, but not be too focussed on one form of technology that might be superseded quickly.

Q9: *How do you think we should prioritise transport infrastructure?* Choose only 1.

We should plan for future changes in the way we use the highway network	**54.54%**
We should aim to maintain and ensure that transport network is fit for its current use	42.66%

The majority of responders agreed that we should plan for future changes in the way we use the highway network rather than maintaining that transport network is fit for its current use. However, this was very close, showing that residents probably want NCC to consider the future of transport, but not at the expense of the current network.

Q10: *We have to get the right balance between the numbers of vehicles on our roads and the length of journey times. How do you think we should manage the road network?*

We should aim to make journey times reliable, even if this makes journey times slower	**81.64%**
We should aim to make journey times as fast as possible, even if this makes journey times unreliable	14.69%

The large majority of responders felt we should aim to make journey times reliable, even if this makes journey times slower, rather than making journey times as fast as possible, even if this makes journey times unreliable. This was a large majority, showing that people don’t necessarily mind the length of the journey, rather that journey is reliable and predictable.

Q11: *Thinking of the future, if you have any suggestions, ideas or comments about any transport infrastructure that Norfolk needs.*

The public transport system, mainly busses, was the theme of most comments. Responders felt that lack of bus services, poor value for money, and poor reliability, need to be improved to encourage use.

The largest barriers to using public transport and sustainable transport modes is seen to be in rural areas, where cycleways and footways are often lacking, or competing with large, and fast traffic. For NCC to achieve its environmental targets busses should be cleaner and cheaper, and sustainable modes safer, to increase use and encourage people away from the car.

The environment and planning for e-charging points were popular topics, with people feeling lack of infrastructure for charging is a barrier to converting to electric cars.

3b. Delivering a sustainable Norfolk

Q12: *Currently we support new growth being in urban areas or villages that already have schools, other services and sustainable transport options.* How far do you agree or disagree with this approach?

Strongly agree	22.03%)
Agree	**39.09%)**
Neither agree or disagree	15.55%)
Disagree	12.53%)
Strongly disagree	6.91%)
Don't know	2.16%)

Most responders agree, and strongly agree that our current focus for planning is sensible and that suitable infrastructure needs to be in place before new developments are inhabited.

3c. Enhancing connectivity

Q13: *Here is a list of different types of transport connections. Please use the dropdown box to rank these, with 1 being the most important to you and 5 the least important. These have been listed in the order they were ranked by responders*:

1. Public transport connections
2. Major A road connections
3. Walking and cycling connections
4. Rural road connections
5. Urban road connections

Public transport connections were seen as the most important type of transport connection, closely followed by major A road connections, then walking and cycling connections. This could be due to the large number of responders being of working age and many of the comments suggested that infrequent and unreliable public transport is a barrier to commuters, many of whom work unusual hours or shift worker.

Rural road connections and urban road connections were seen as least important showing that improvements to major networks would better support users needs.

3d. Enhancing Norfolk's quality of life

Q14: *Two main challenges are to reduce the impact transport has on air quality, and to reduce carbon emissions from transport to reach our aim to be carbon neutral by 2030. Please say how far you agree or disagree that we should explore the following approaches*.

Encouraging people to walk, cycle and use more public transport	**Strongly Agree** Agree Neither agree or disagree Disagree Strongly Disagree	**59.07%** 23.33% 7.78% 4.64% 3.56%
Investing more in measures to support less polluting forms of transport such as charging points for electric cars	**Strongly Agree** Agree Neither agree or disagree Disagree Strongly Disagree	**43.63%** 31.21% 14.36% 5.17% 3.53%
Restricting all petrol and diesel vehicles from larger urban areas	Strongly Agree Agree Neither agree or disagree Disagree **Strongly Disagree**	19.65% 15.87% 15.66% 22.03% **23.87%**
Restricting only the most heavily-polluting vehicles from larger urban areas	Strongly Agree **Agree** Neither agree or disagree Disagree Strongly Disagree	26.78% **34.45%** 14.45% 12.74% 8.86%
Charging for vehicles to enter certain areas; or on certain roads	Strongly Agree Agree Neither agree or disagree Disagree **Strongly Disagree**	13.93% 17.17% 15.12% 18.47% **31.64%**
Introducing a charge for businesses on their car parking spaces, which would be re-invested in sustainable transport	Strongly Agree Agree Neither agree or disagree Disagree **Strongly Disagree**	22.89% 17.17% 13.5% 17.6% **25.16%**

The majority of responders most strongly agreed that we should be encouraging people to walk, cycle and use more public transport. Closely followed by investment in measures to support less polluting forms of transport such as charging points for electric cars. These responses reflect the growing awareness for environmental issues and support for the need to reduce reliance on the private car.

Responders largely believed that restricting only the most heavily-polluting vehicles from larger urban areas is a priority. However, they strongly disagreed that we should restrict *all* petrol and diesel vehicles from larger urban areas.

3e. Improving transport safety

Q15: *Here is a list of things we could do to help improve road safety. Please rank 1-5. These have been listed in the order they were ranked by responders*:

1. Improving the safety standards of Norfolk's main A-roads and B-roads so that traffic levels can grow without increasing the risk of collisions or casualties
2. Improving safety for pedestrians and cyclists in urban areas by, for example, lowering and enforcing speed limits and improving cycling and walking provision
3. Making minor roads less attractive to traffic, and therefore safer for other modes of transport
4. Influencing behaviour through a range of education programmes and publicity campaigns
5. Investing in measures like CCTV to make people feel safer

Improving the safety standards of Norfolk's main A-roads and B-roads so that traffic levels can grow without increasing the risk of collisions or casualties was the most important intervention to improve road safety. This was followed by improving safety for pedestrians and cyclists in urban areas.

Influencing behaviour through a range of education programmes and publicity campaigns and investing in measures like CCTV to make people feel safer were less important in improving road safety.

3f. Increasing accessibility

Q16: *Here is a list of statements about bus services. Please say how far you agree or disagree.*

Bus services should be direct to people's end destination and people should not be expected to change service mid-route	Strongly Agree	25.05%
	Agree	**30.24%**
	Neither agree or disagree	25.05%
	Disagree	14.15%
	Strongly Disagree	2.38%
Increased services into the evenings and weekends would encourage me to use the bus more often	**Strongly Agree**	**43.09%**
	Agree	30.13%
	Neither agree or disagree	11.88%
	Disagree	6.26%
	Strongly Disagree	3.76%
I would like clearer information explaining travel options and prices	Strongly Agree	30.89%
	Agree	**37.04%**
	Neither agree or disagree	21.6%
	Disagree	4.32%
	Strongly Disagree	1.85%
Newer and cleaner buses, for example electric buses, should be provided,	**Strongly Agree**	**29.48%**
	Agree	29.05%
	Neither agree or disagree	20.63%

even if passengers then have to pay higher fares	Disagree Strongly Disagree	11.77% 5.62%
I am happy with the bus services running along main roads/corridors rather than providing services from each village, as long as they are frequent and reliable	Strongly Agree Agree Neither agree or disagree Disagree **Strongly Disagree**	7.67% 25.98% 14.15% 23.43% **27.43%**

The statement with the largest number of people strongly agreeing is that increased services into the evenings and weekends would encourage people to use the bus more often. This reflects other comments throughout the consultation that current bus timetables don't reflect users needs. Responders also strongly agreed that newer and cleaner buses, for example electric buses, should be provided, even if passengers then have to pay higher fares.

As we would expect, people would like to see a bus services direct to people's end destination, without changing service mid-route. However, this is largely unrealistic in such a largely rural county. People would like to see clearer information explaining travel options and prices and comments suggested there is support for an integrated ticketing system for all transport providers to make journey's run smoother when you can't get straight to your destination on one bus.

People generally do not want to have to travel to get to a bus, and instead want bus services through their village. The comments gave more insight into this response, as people in rural areas feel they have to start all journeys by car as there is no local bus, or safe infrastructure to use sustainable transport. Often lack of parking or information at bus stops means it is easier for people in rural areas to drive direct to their destination, especially for disabled travellers.

Q17: *Where do you think we should prioritise our investment in bus services?*

Daytime services in rural areas	**50.86%**
Evening and Saturday services between towns and urban centres	26.35%
Other	17.93%

The majority of people prioritised investment in daytime services in rural areas, rather than evening and Saturday services between towns and urban centres. This could show that the current timetables do not make busses a viable option for commuters or students travelling to school or college. This is reflected in other comments we received, which show that young people in rural areas feel they cannot have the independence they would like as they remain dependant on parents to drive them.

Responders also had an option to choose 'other' and explain in more details what they feel the priority should be. The main themes of responses to 'other' was that there should be an increase all services in rural areas and that these services must be more reliable than they are currently.

There is support for a change the current fare system, as people don't feel the busses currently offer value for money. A large number of comments felt that busses don't currently link well enough to other forms of transport such as Park and Ride and train connections.

4. Conclusion

Overall Strategy

Q18: *These are our main draft aims and objectives. Please use the dropdown box to rank these, with 1 being the most important to you and 6 the least important. These have been listed in the order they were ranked by responders:*

1. Well managed and maintained transport network
2. Delivering a sustainable Norfolk
3. Enhancing connectivity
4. Enhancing Norfolk's quality of life
5. Increasing accessibility
6. Improving transport safety

Maintenance is a strong issue for residents in all locations and ages as potholes and lack of maintenance make journeys difficult for all users. Responses from younger people, who don't drive, indicate that road conditions are still a concern as they can also be dangerous for cycling and walking.

Many of the free text responses show that people feel quality of life is very important but can be gained through interventions in the other aims and objectives.

Q19: *How far do you agree or disagree that these are the right aims and objectives for the focus of this strategy?*

Strongly agree	8.32%
Agree	**50.65%**
Neither agree or disagree	27.86%
Disagree	8.64%
Strongly disagree	1.94%

The majority of responders agreed that we have the right aims and objectives and very few people disagreed or strongly disagreed. Many people were unsure and felt that the correct aims and objectives depend on what is proposed in further development of the strategy.

We asked responders who said the disagreed to give us more information on why they felt this. This is a selection of some of the comments made:

Quality of Life & Environment
"In the current climate emergency there is only one priority and that is reduced carbon emissions. The whole policy needs to be focused on making cycling safer, attractive and a realistic option; a mass urban transport network that reduces pollution and a massive reduction in car usage"
"there shouldn't be any more roads built. All investment should go to maintenance and public transport"
"We need to be much more ambitious. We need to change the focus from prioritising cars to prioritising public transport and more importantly active travel"
"We need to maintain the network we have but not seek to increase it. We need to consider the environment more"
"Climate considerations need to be the priority focus. The more public transport becomes environmentally friendly, reliable and accessible the more the quality of all our lives will improve"

“Protecting our natural environment, our wildlife and the health of present and future generations should take priority over all”
“The 2030 zero carbon target is great but it simply is not reflected in this plan”
“The main priority should be to improve health and the environment. Cars should not be at the centre of any transport strategy. Cars have no place at all in the urban environment”
The Future - Innovation
“Not enough emphasis on the need for revolutionary change to how we get around because of the climate and ecological crisis”
“I would like to see the Authority concentrating on innovation, cycling routes and less on public transport”
“You have tunnel vision on EV and cycles. EV are not suitable for everyone. You should be looking at all options, not just the ones currently in fashion”
Behaviour change
“There needs to be a focus on community outreach on convincing people that transition is coming, not in 20 years, but in 10 and they need to be ready - but they'll only be ready if the county is preparing for the future properly and giving them an alternative”
Connectivity
“The aims conflict with each other - you really have to grasp the nettle and decide whether you are going aim for a safe, non-polluting, quiet, green transport environment or else fast cars and lorries and loads of 'connectivity'. You can't have both. I know which one I want”
“I would like to see investment in connecting rural villages to towns rather than a focus on urban areas”
“Enhancing Connectivity - the County Council is likely to interpret and use it as a justification for enhancing strategic road links. This is contrary to Norfolk's fair share on meeting the Paris Agreement on climate change. We support improved connections for public transport, walking and cycling and to rail stations. We strongly oppose further new major road building. We also have doubts about Norwich in 90 as we would prefer to see reliable rail services as opposed to simply faster ones”
Other
“Does not focus enough on disabled travel”
“This plan is focusing on the needs of the population in and around Norwich with little consideration to the South of the county bordering Suffolk”
“Need to look at impact of HGVs”
“Transport cannot be dissociated from energy - and the county has huge renewable energy windfarms on its doorstep, which produces more energy at night than peak times, and it's lost. The county should be working on hydrogen solution, working on charging stations that put electricity back into the system, smart management of energy. Also work with private factories that pollute a lot (like british sugar) to capture CO2 and transform that into Methane with hydrogen - this would create renewable gas to homes and cars - improve efficiency, create economic growth to the council and avoid having to raise taxes on people for a greener future”
“Investment should not be pumped into blocking roads off and making one ways systems as this kills the footfall to shops and business”
“We need to be much more ambitious”

Overall the consultation shows that there is a great deal of support for a proactive future thinking approach, with the environment at the forefront. There should be a greater focus on carbon neutrality and reducing the need for private cars. However, highway maintenance is still very important to residents and businesses who rely on the road network to commute, move goods or transport tourists. Responders generally felt that predictable journey times are more important than faster, but less predictable journey times.

The majority of responders strongly agreed that encouraging people to walk, cycle and use more public transport is vital. This can be done through a combination of improved infrastructure and behaviour change interventions.

A large number of free text responses were concerned that without a safe and well-maintained infrastructure for public and sustainable transport residents, particularly in rural areas, will not be able to go car free. People in rural areas often choose the car as they cannot complete a whole journey by public transport, and journeys are quicker, cheaper and more reliable by car. Therefore, responders want to see an increase in all bus services in rural areas and better links between bus and rail. There is also support for encouraging electric charging points for cars to help encourage uptake of new technologies and a desire for Norfolk to lead in the development and implementation of new green transport technology.

Norfolk County Council

Norfolk County Council Local Transport Plan 2020-2036: Summary report

This report was created on Wednesday 04 March 2020 at 09:39.

The consultation ran from 13/01/2020 to 28/02/2020.

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  Network priorities - More information to be provided about the transport network, such as parking spaces, diversions and accidents, on automatic signs 17
  Network priorities - More information to be provided about the transport network via SatNavs 17
  Network priorities - More infrastructure to support different vehicles such as charging points to support electric cars 18
  Network priorities - Planning for future developments in the way we use the highway, such as tracks for autonomous cars 18
Question 9: How do you think we should prioritise transport infrastructure? Please select one only: 19
  Transport infrastructure priorities 19
  9: comments 19
Question 10: We have to get the right balance between the numbers of vehicles on our roads and the length of journey times. How do you think we should manage the road network? Please select one only: 19
  Cars vs times 19
Question 11: Thinking of the future, if you have any suggestions, ideas or comments about any transport infrastructure that Norfolk needs, please write these below: 19
  Comments about transport infrastructure 19
Question 12: Currently we support new growth being in urban areas or villages that already have schools, other services and sustainable transport options. How far do you agree or disagree with this approach? 20
  Sustainable growth 20

12: comments 20

Question 13: Here is a list of different types of transport connections. Please use the dropdown box to rank these, with 1 being the most important to you and 5 the least important. Please note - you can't choose the same ranking for multiple items, for example, it's not possible to choose two things to be ranked equal 1st. 20

Ranking of 'Connectivity improvements' 20

Connectivity improvements - Major A road connections 21

Connectivity improvements - Urban road connections 21

Connectivity improvements - Rural road connections 22

Connectivity improvements - Public transport connections 22

Connectivity improvements - Walking and cycling connections 23

13: comments 23

Question 14: Two main challenges are to reduce the impact transport has on air quality, and to reduce carbon emissions from transport to reach our aim to be carbon neutral by 2030. Please say how far you agree or disagree that we should explore the following approaches by selecting one answer on each row: 23

Sustainability - Encouraging people to walk, cycle and use more public transport 23

Sustainability - Investing more in measures to support less polluting forms of transport such as charging points for electric cars 24

Sustainability - Restricting all petrol and diesel vehicles from larger urban areas 24

Sustainability - Restricting only the most heavily-polluting vehicles from larger urban areas 25

Sustainability - Charging for vehicles to enter certain areas; or on certain roads 25

Sustainability - Introducing a charge for businesses on their car parking spaces, which would be re-invested in sustainable transport 26

14: comments 26

Question 15: Here is a list of things we could do to help improve road safety. Please use the dropdown box to rank these, with 1 being the most important to you and 5 the least important. Please note - you can't choose the same ranking for multiple items, for example, it's not possible to choose two things to be ranked equal 1st. 27

Ranking of 'Safety improvements' 27

Safety improvements - Improving the safety standards of Norfolk's main A-roads and B-roads so that traffic levels can grow without increasing the risk of collisions or casualties 27

Safety improvements - Making minor roads less attractive to traffic, and therefore safer for other modes of transport 28

Safety improvements - Improving safety for pedestrians and cyclists in urban areas by, for example, lowering and enforcing speed limits and improving cycling and walking provision 28

Safety improvements - Influencing behaviour through a range of education programmes and publicity campaigns 29

Safety improvements - Investing in measures like CCTV to make people feel safer 29

Question 16: Here is a list of statements about bus services. Please say how far you agree or disagree with each by selecting one answer on each row: 30

Bus statements - Bus services should be direct to people's end destination and people should not be expected to change service mid-route 30

Bus statements - Increased services into the evenings and weekends would encourage me to use the bus more often 31

Bus statements - I would like clearer information explaining travel options and prices 32

Bus statements - Newer and cleaner buses, for example electric buses, should be provided, even if passengers then have to pay higher fares 33

Bus statements - I am happy with the bus services running along main roads/corridors rather than providing services from each village, as long as they are frequent and reliable 34

16: Comments 34

Question 17: Where do you think we should prioritise our investment in bus services? Please select one only: 34

Bus service priorities 34

Other bus investmenr 35

Question 18: These are our main draft aims and objectives. Please use the dropdown box to rank these, with 1 being the most important to you and 6 the least important. Please note - you can't choose the same ranking for multiple items, for example, it's not possible to choose two things to be ranked equal 1st. 35

Ranking of 'Objective priorities' 35

Objective priorities - Well managed and maintained transport network 35

Objective priorities - Delivering a sustainable Norfolk 36

Objective priorities - Enhancing connectivity 36

Objective priorities - Enhancing Norfolk's quality of life 37

Objective priorities - Improving transport safety 37

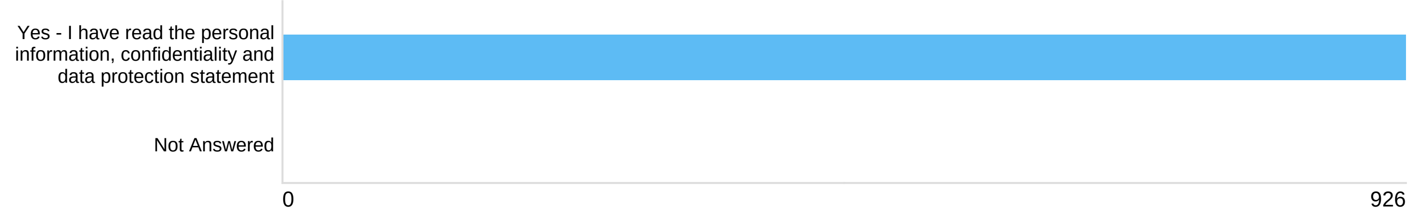
Objective priorities - Increasing accessibility 38

!8: comments 38

Question 19: How far do you agree or disagree that these are the right aims and objectives for the focus of this strategy? Please select one only: 38
Level of agreement with aims and objectives 38
Question 20: Why do you say that? Please write in below: 39
Why disagree 39
Question 21: Other comments: 39
Other comments 39
Question 22: Uploads 39
Question 23: Are you responding as...? 39
Responding as 39
Question 24: If you are responding on behalf of an organisation, what is the name of the organisation, group or business? Please note: If you are responding on behalf of an organisation it should be in an official capacity. 40
Organisation 40
Question 25: If you are responding on behalf of an organisation, please provide an email contact below: 40
Organisation email 40
Question 26: Are you...? 40
Gender 40
If you prefer to self-describe please write in here: 40
Question 27: How old are you? 41
Age 41
Question 28: Do you have any long-term illness, disability or health problem that limits your daily activities or the work you can do? 41
Disability 41
Question 29: How would you describe your ethnic background? Please select one only 42
Ethnicity 42
Ethnicity 2 42
Question 30: What is your first language? 42
Language 42
Question 31: Which of the following best describes where you live? Please select one only: 43
Rural / urban 43
Question 32: What is the first part of your postcode? (e.g. NR4) 43
Postcode 43

Question 1: Please tick to confirm that you have read the Personal information, confidentiality and data protection statement above.

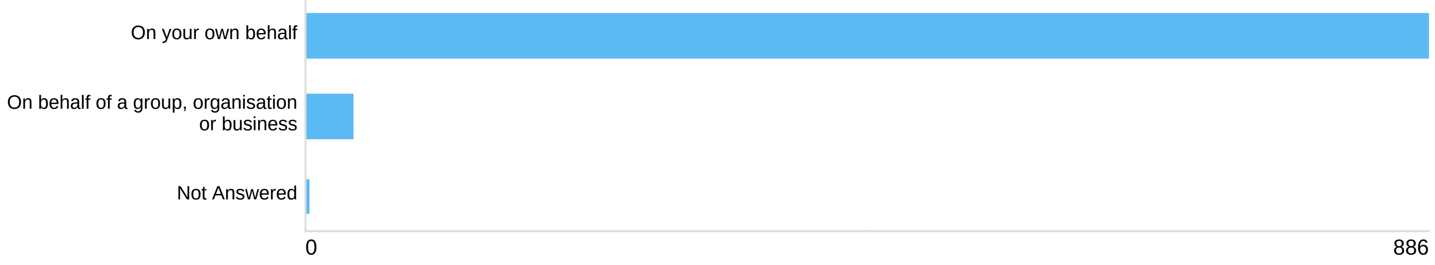
Data protection agreement



Option	Total	Percent
Yes - I have read the personal information, confidentiality and data protection statement	926	100.00%
Not Answered	0	0%

Question 2: Are you responding to this consultation ...? Please select one only:

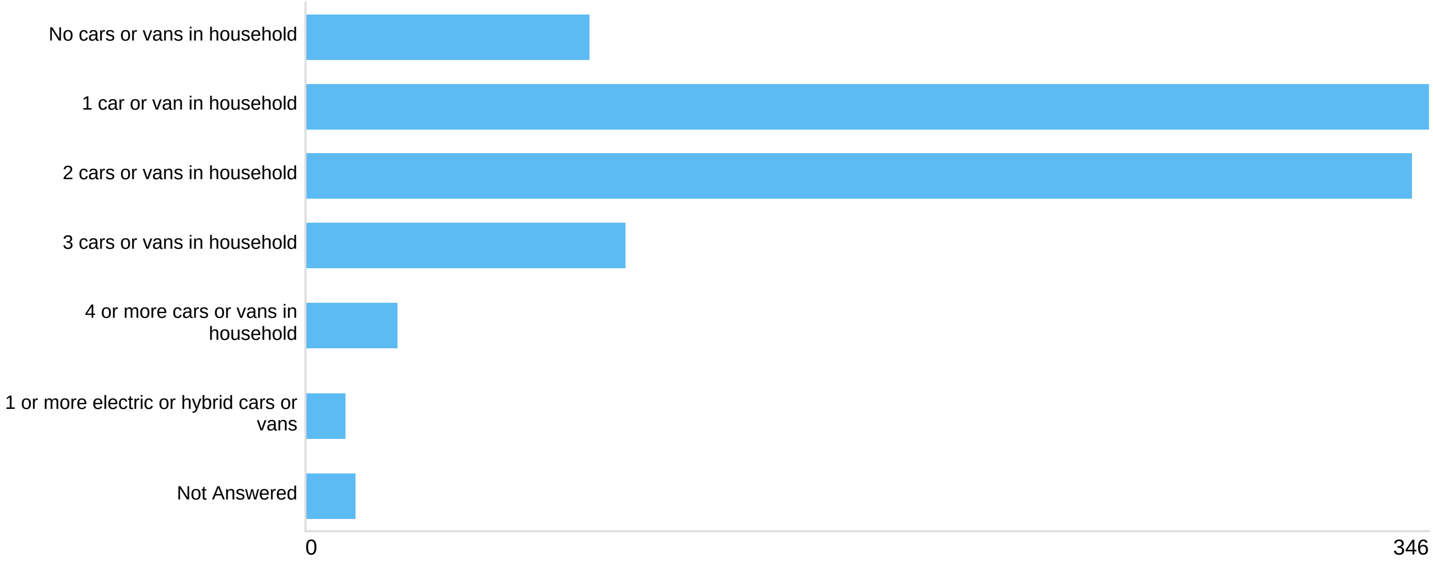
Individual or business



Option	Total	Percent
On your own behalf	886	95.68%
On behalf of a group, organisation or business	37	4.00%
Not Answered	3	0.32%

Question 3: How many cars or vans, if any, are there in your household? Please select one only:

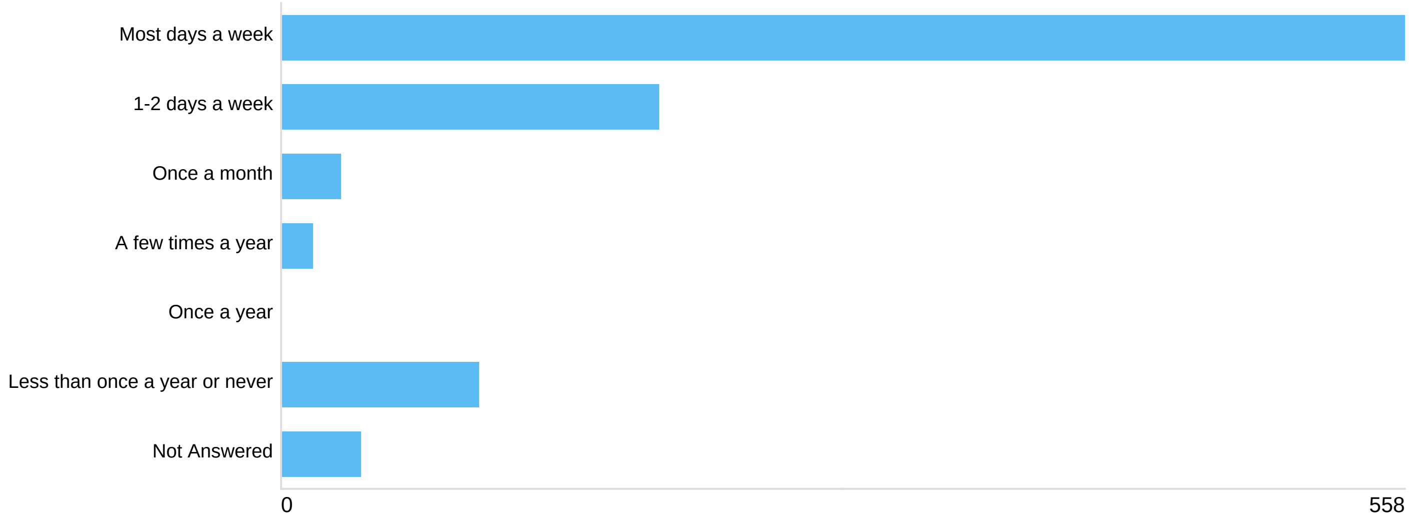
Vehicles in household



Option	Total	Percent
No cars or vans in household	87	9.40%
1 car or van in household	346	37.37%
2 cars or vans in household	340	36.72%
3 cars or vans in household	98	10.58%
4 or more cars or vans in household	28	3.02%
1 or more electric or hybrid cars or vans	12	1.30%
Not Answered	15	1.62%

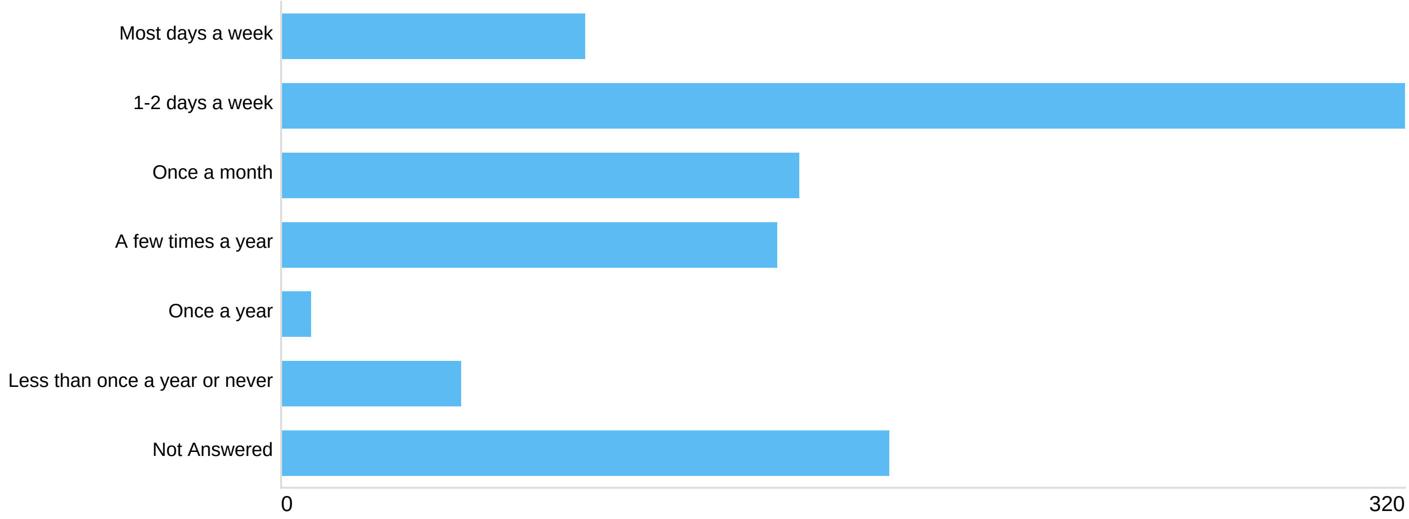
Question 4: How often, if at all, do you use each of the following types of transport? Please select one answer on each row:

Travel mode - Car or van as driver



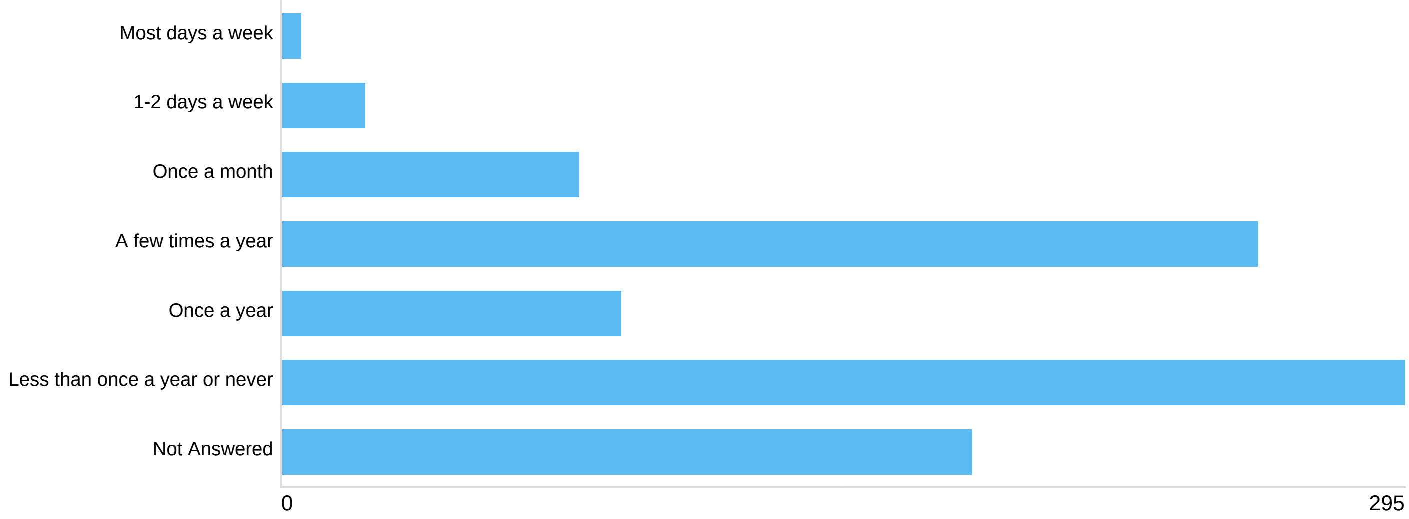
Option	Total	Percent
Most days a week	558	60.26%
1-2 days a week	187	20.19%
Once a month	29	3.13%
A few times a year	15	1.62%
Once a year	0	0%
Less than once a year or never	98	10.58%
Not Answered	39	4.21%

Travel mode - Car or van as passenger



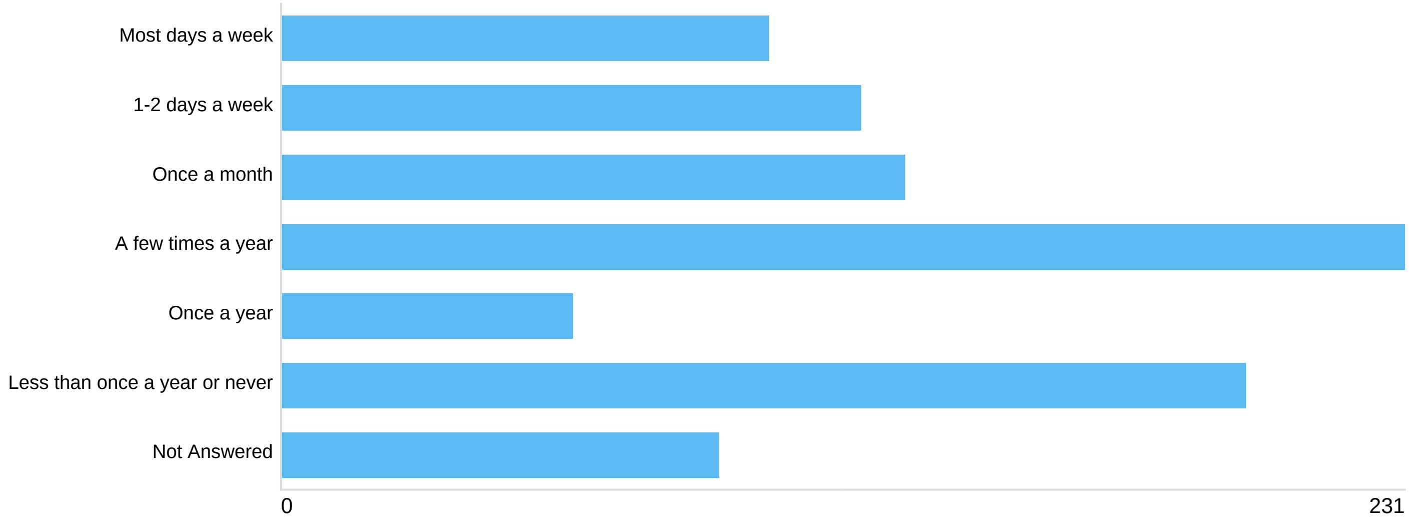
Option	Total	Percent
Most days a week	86	9.29%
1-2 days a week	320	34.56%
Once a month	147	15.87%
A few times a year	141	15.23%
Once a year	8	0.86%
Less than once a year or never	51	5.51%
Not Answered	173	18.68%

Travel mode - Taxi



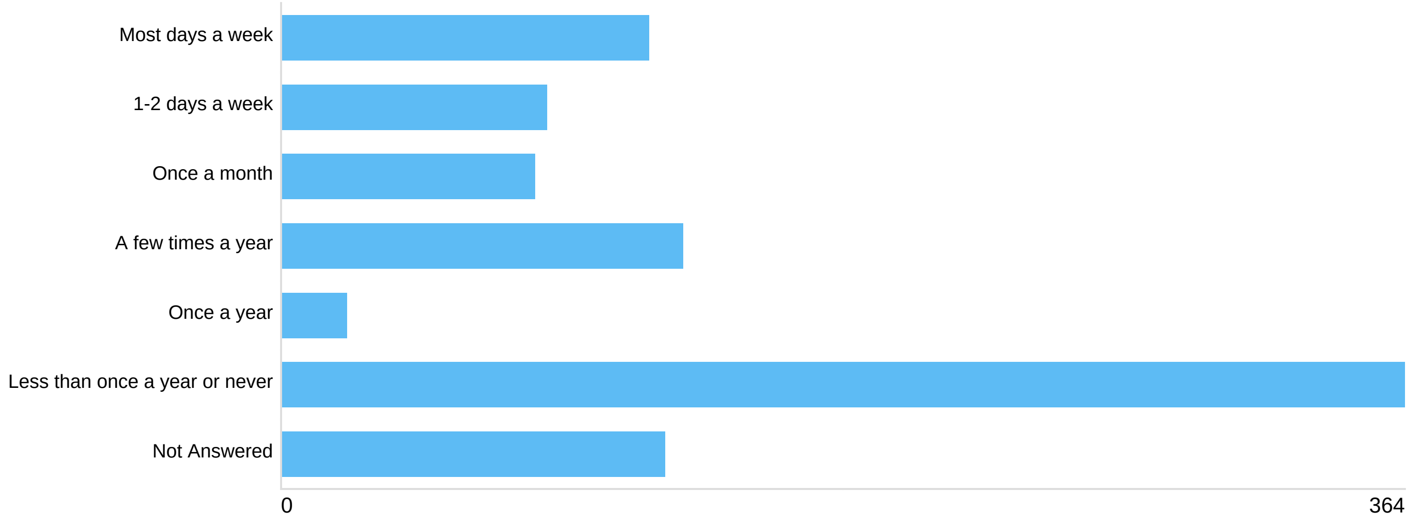
Option	Total	Percent
Most days a week	5	0.54%
1-2 days a week	22	2.38%
Once a month	78	8.42%
A few times a year	256	27.65%
Once a year	89	9.61%
Less than once a year or never	295	31.86%
Not Answered	181	19.55%

Travel mode - Bus



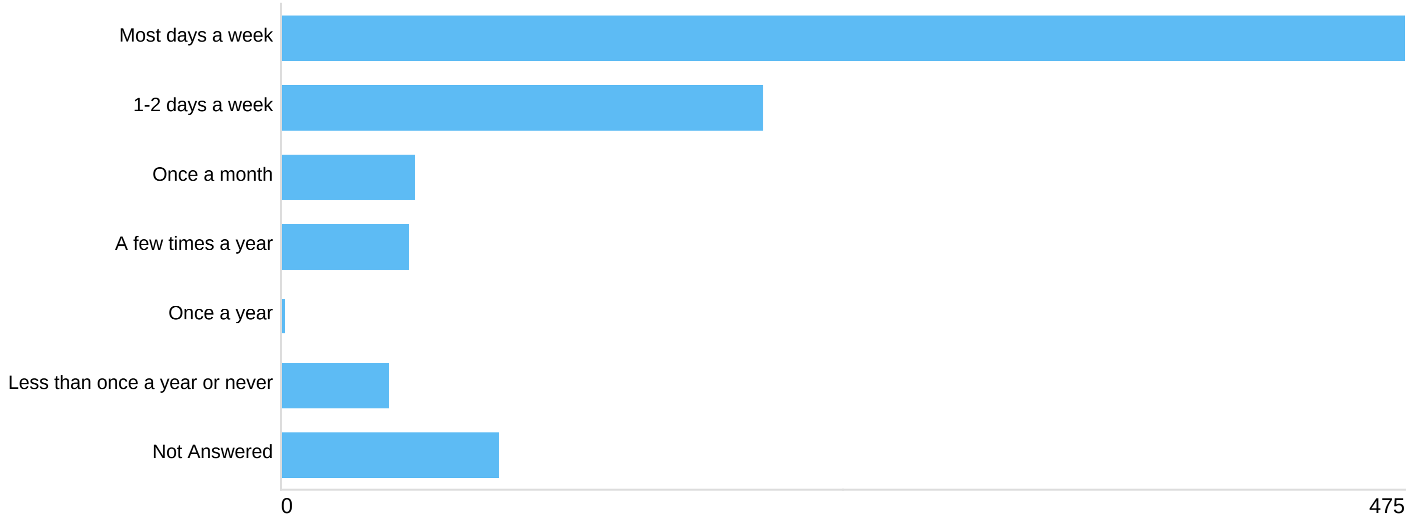
Option	Total	Percent
Most days a week	100	10.80%
1-2 days a week	119	12.85%
Once a month	128	13.82%
A few times a year	231	24.95%
Once a year	60	6.48%
Less than once a year or never	198	21.38%
Not Answered	90	9.72%

Travel mode - Bicycle



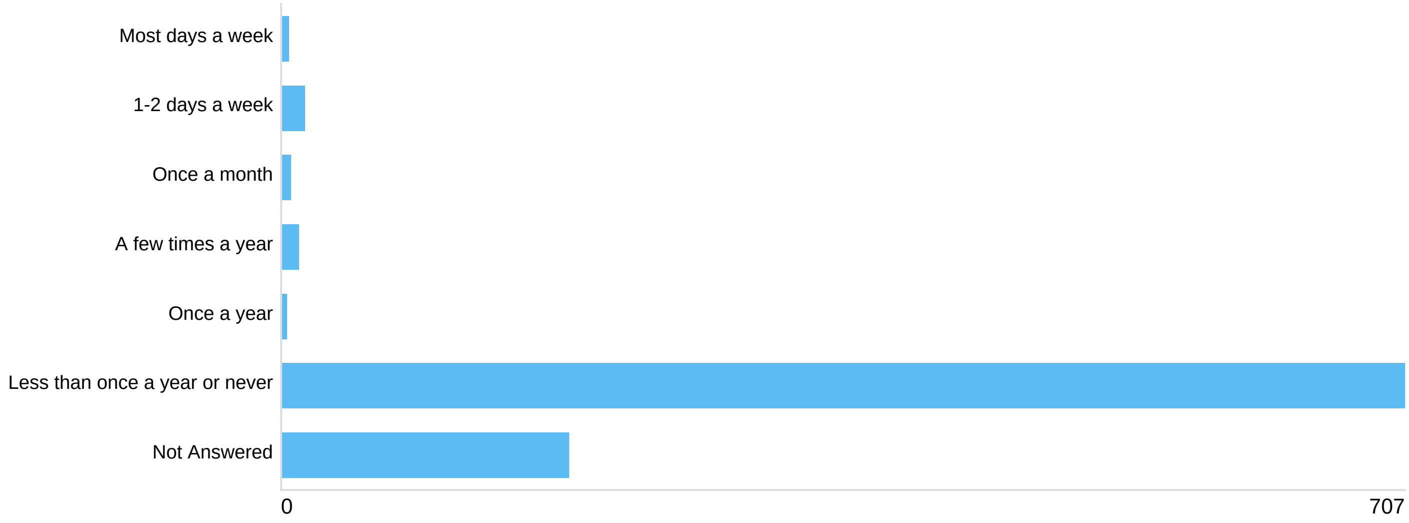
Option	Total	Percent
Most days a week	119	12.85%
1-2 days a week	86	9.29%
Once a month	82	8.86%
A few times a year	130	14.04%
Once a year	21	2.27%
Less than once a year or never	364	39.31%
Not Answered	124	13.39%

Travel mode - On foot



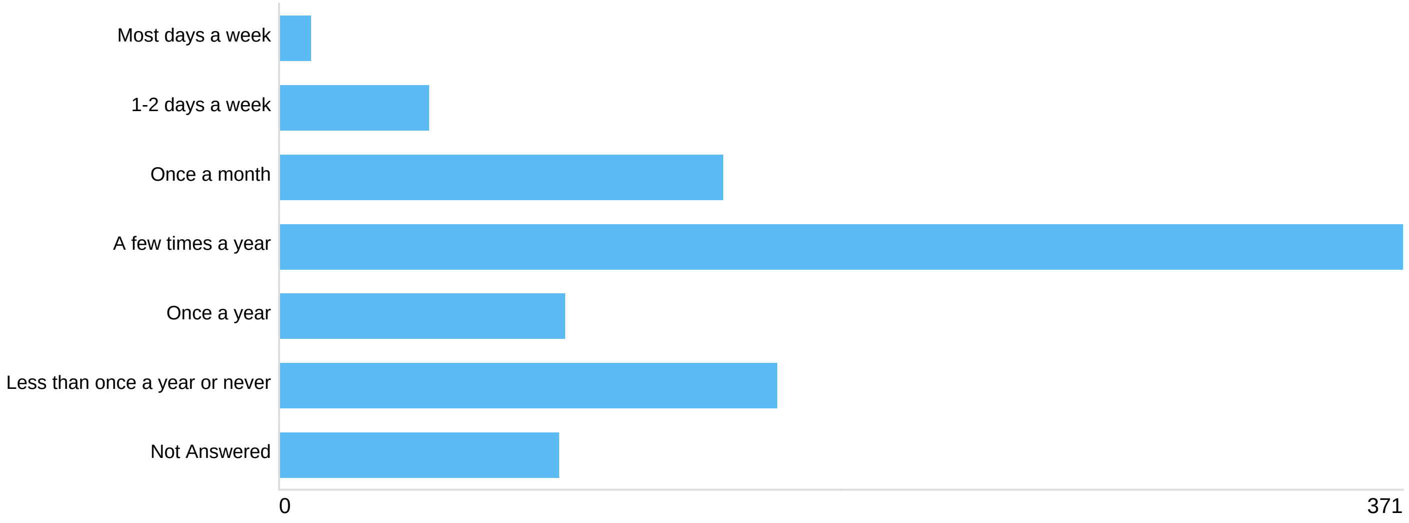
Option	Total	Percent
Most days a week	475	51.30%
1-2 days a week	203	21.92%
Once a month	56	6.05%
A few times a year	54	5.83%
Once a year	1	0.11%
Less than once a year or never	45	4.86%
Not Answered	92	9.94%

Travel mode - Motorbike / scooter



Option	Total	Percent
Most days a week	4	0.43%
1-2 days a week	15	1.62%
Once a month	6	0.65%
A few times a year	11	1.19%
Once a year	3	0.32%
Less than once a year or never	707	76.35%
Not Answered	180	19.44%

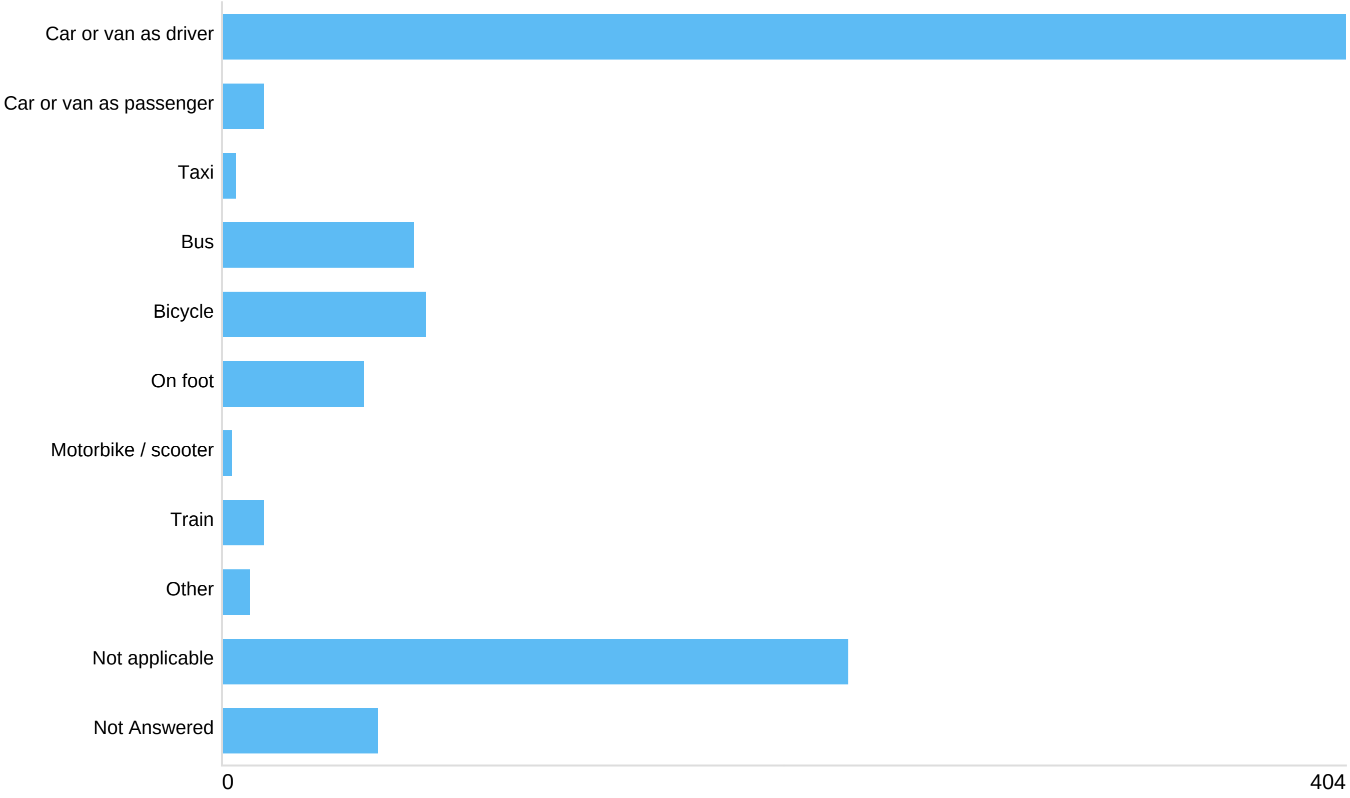
Travel mode - Train



Option	Total	Percent
Most days a week	10	1.08%
1-2 days a week	49	5.29%
Once a month	146	15.77%
A few times a year	371	40.06%
Once a year	94	10.15%
Less than once a year or never	164	17.71%
Not Answered	92	9.94%

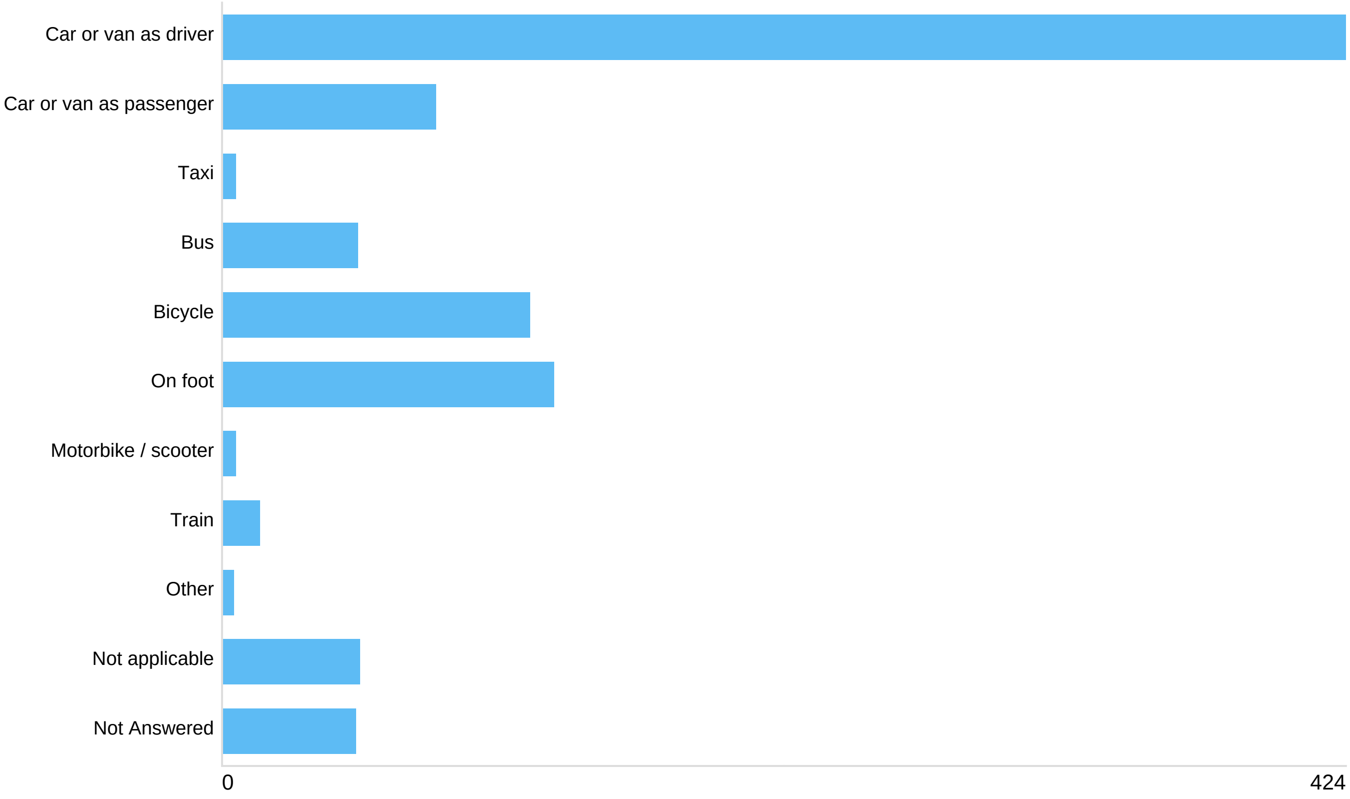
Question 5: And what is the main way that you travel for each of the following reasons? Please select one only on each row:

What travelling for - Travel to / from work



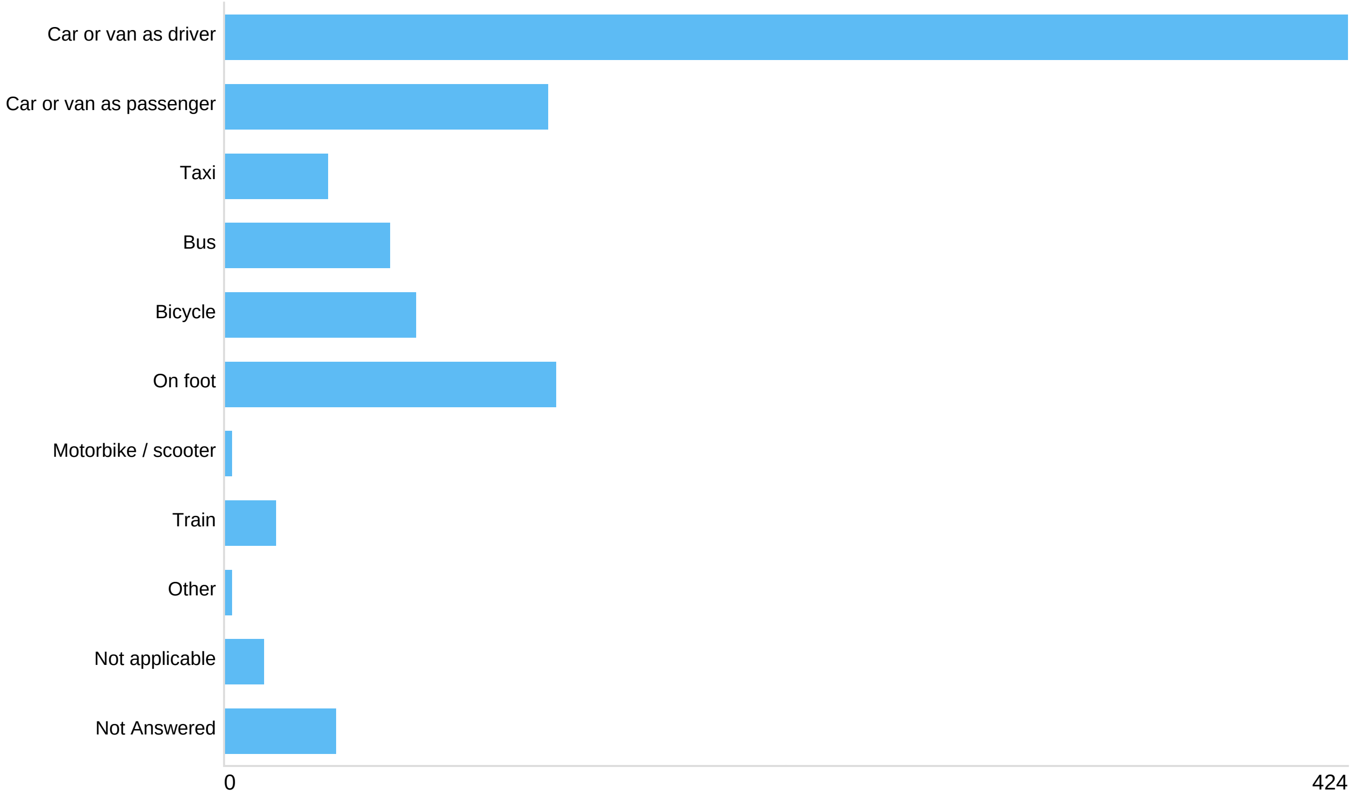
Option	Total	Percent
Car or van as driver	404	43.63%
Car or van as passenger	15	1.62%
Taxi	5	0.54%
Bus	69	7.45%
Bicycle	73	7.88%
On foot	51	5.51%
Motorbike / scooter	3	0.32%
Train	15	1.62%
Other	10	1.08%
Not applicable	225	24.30%
Not Answered	56	6.05%

What travelling for - Recreation / sport



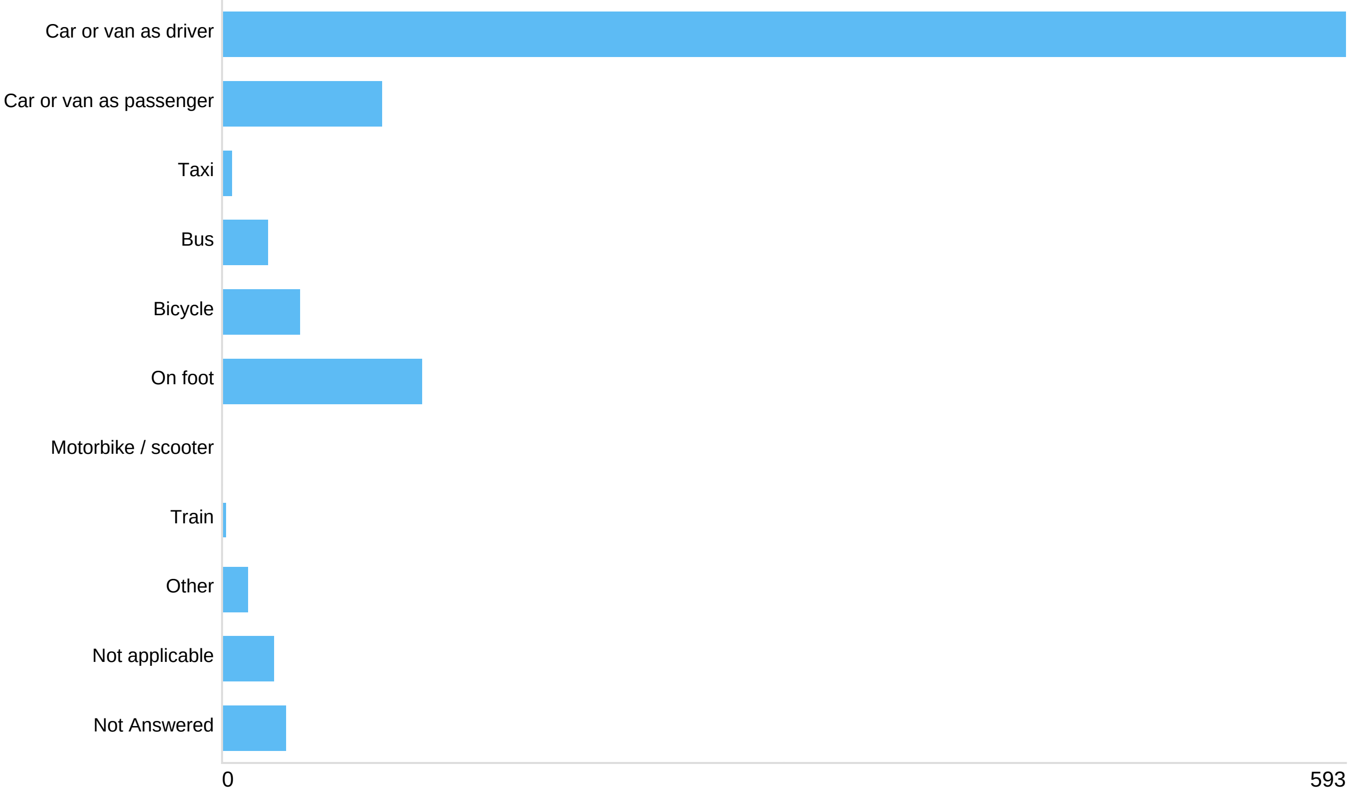
Option	Total	Percent
Car or van as driver	424	45.79%
Car or van as passenger	80	8.64%
Taxi	5	0.54%
Bus	51	5.51%
Bicycle	116	12.53%
On foot	125	13.50%
Motorbike / scooter	5	0.54%
Train	14	1.51%
Other	4	0.43%
Not applicable	52	5.62%
Not Answered	50	5.40%

What travelling for - Socialising



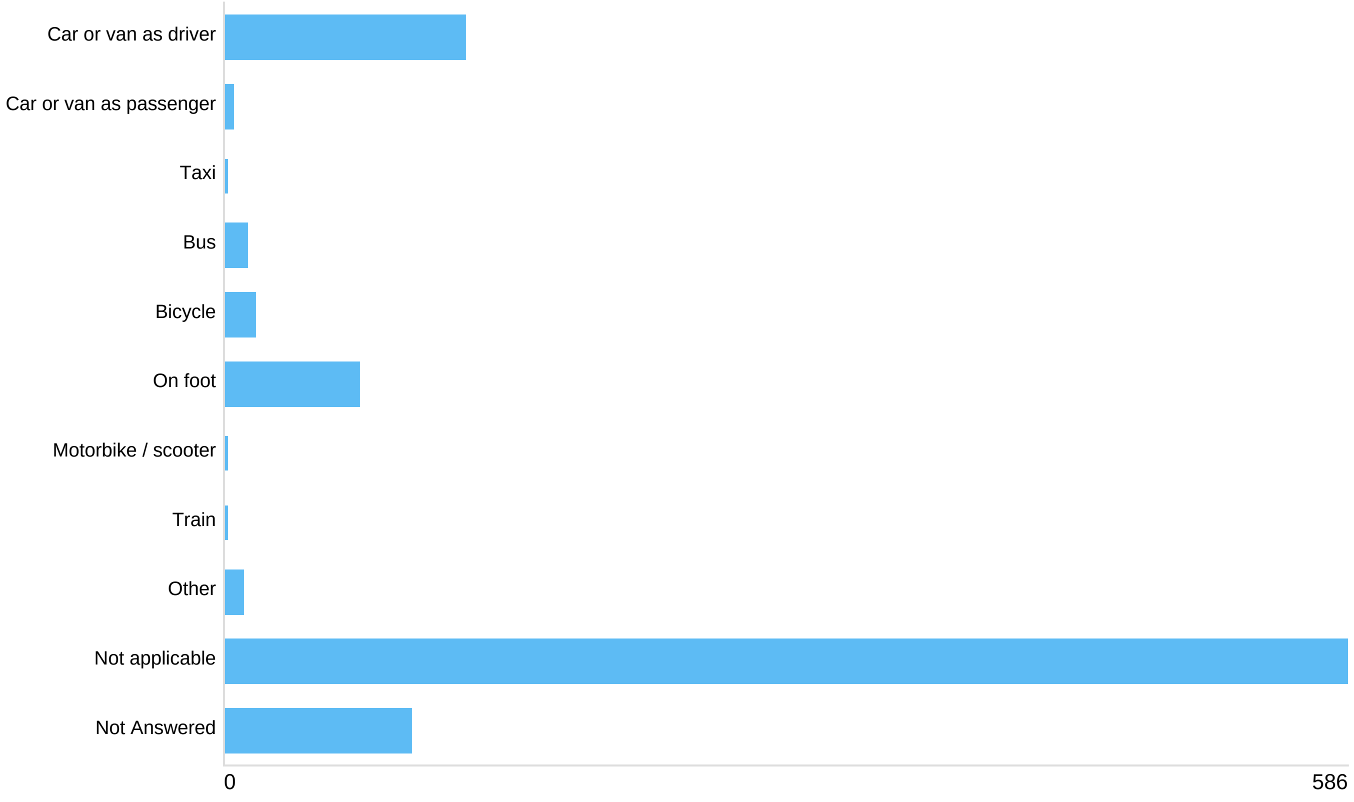
Option	Total	Percent
Car or van as driver	424	45.79%
Car or van as passenger	122	13.17%
Taxi	39	4.21%
Bus	62	6.70%
Bicycle	72	7.78%
On foot	125	13.50%
Motorbike / scooter	3	0.32%
Train	19	2.05%
Other	3	0.32%
Not applicable	15	1.62%
Not Answered	42	4.54%

What travelling for - Grocery shopping



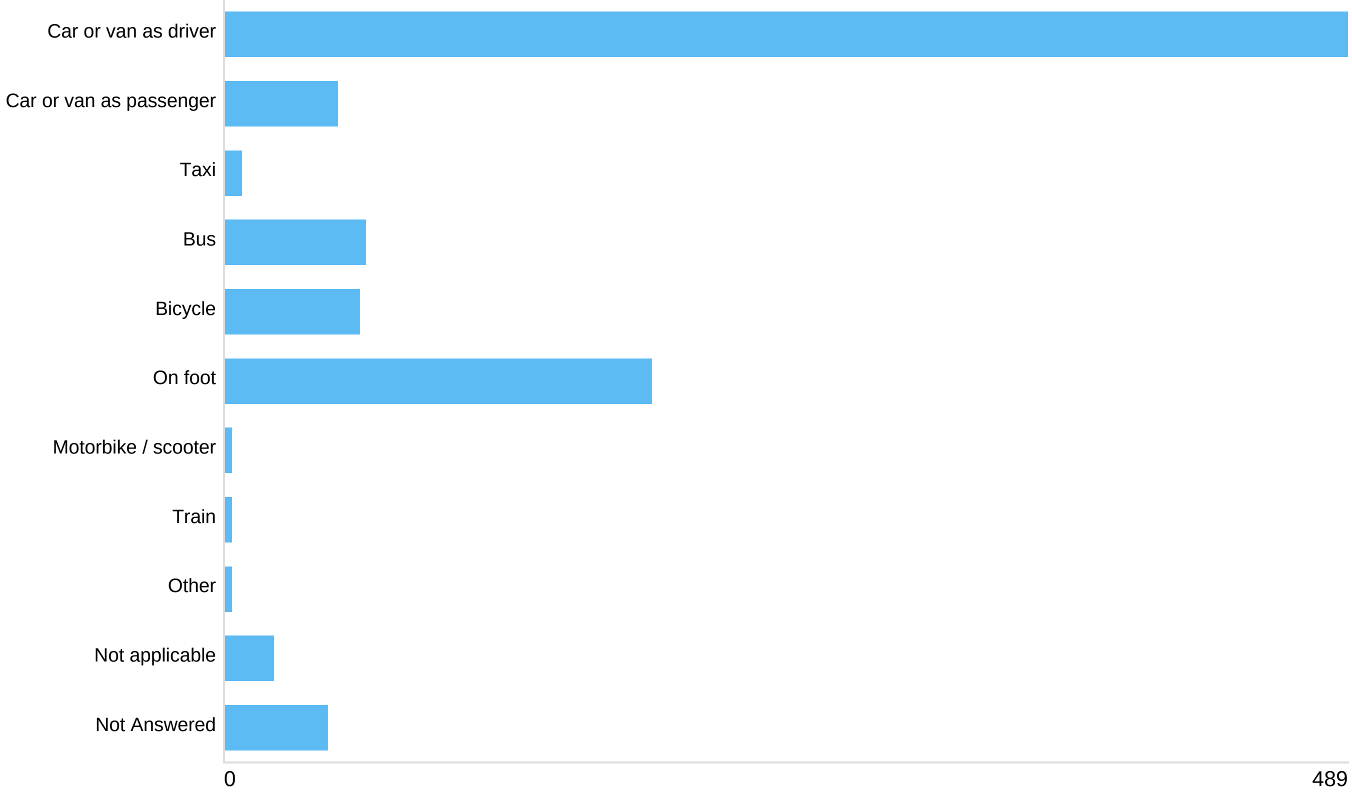
Option	Total	Percent
Car or van as driver	593	64.04%
Car or van as passenger	84	9.07%
Taxi	5	0.54%
Bus	24	2.59%
Bicycle	41	4.43%
On foot	105	11.34%
Motorbike / scooter	0	0%
Train	1	0.11%
Other	13	1.40%
Not applicable	27	2.92%
Not Answered	33	3.56%

What travelling for - Drop-off - pick up children from school



Option	Total	Percent
Car or van as driver	126	13.61%
Car or van as passenger	5	0.54%
Taxi	1	0.11%
Bus	12	1.30%
Bicycle	16	1.73%
On foot	70	7.56%
Motorbike / scooter	1	0.11%
Train	1	0.11%
Other	10	1.08%
Not applicable	586	63.28%
Not Answered	98	10.58%

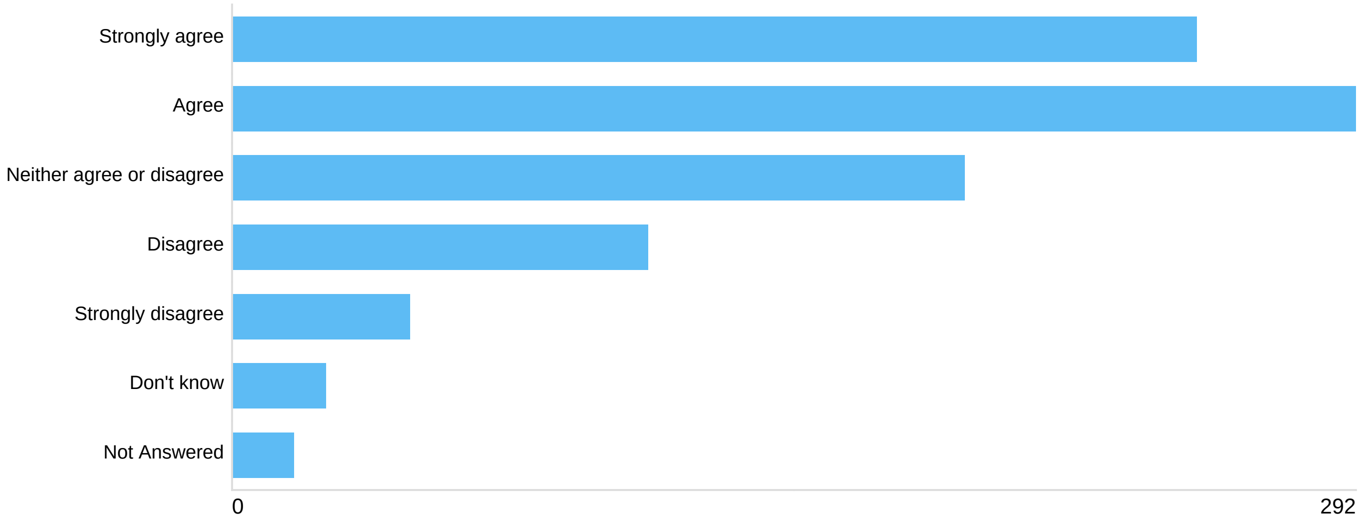
What travelling for - Health appointments



Option	Total	Percent
Car or van as driver	489	52.81%
Car or van as passenger	49	5.29%
Taxi	7	0.76%
Bus	61	6.59%
Bicycle	59	6.37%
On foot	186	20.09%
Motorbike / scooter	3	0.32%
Train	3	0.32%
Other	3	0.32%
Not applicable	21	2.27%
Not Answered	45	4.86%

Question 6: How far do you agree or disagree that we should prioritise maintenance of the highway network over making improvements to the network? Please select one only:

Prioritising road use



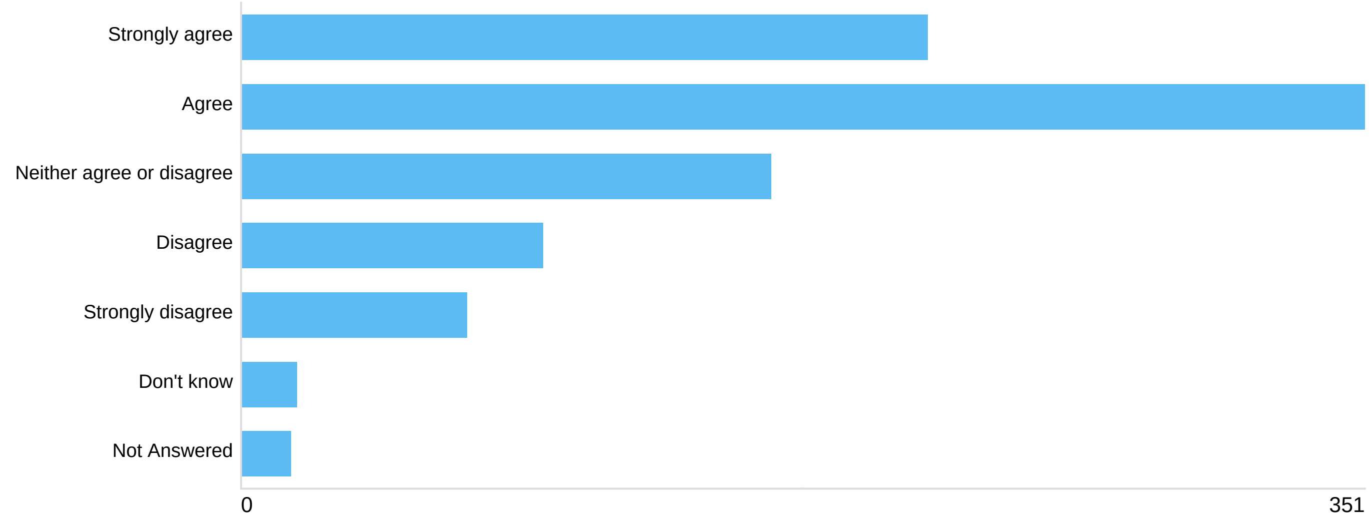
Option	Total	Percent
Strongly agree	250	27.00%
Agree	292	31.53%
Neither agree or disagree	190	20.52%
Disagree	108	11.66%
Strongly disagree	46	4.97%
Don't know	24	2.59%
Not Answered	16	1.73%

6: comments

There was **1** response to this part of the question.

Question 7: How far do you agree or disagree that, where possible, we should consider making some roads more public transport friendly and other nearby roads more suitable for cars? Please select one only:

Maintaining A Roads



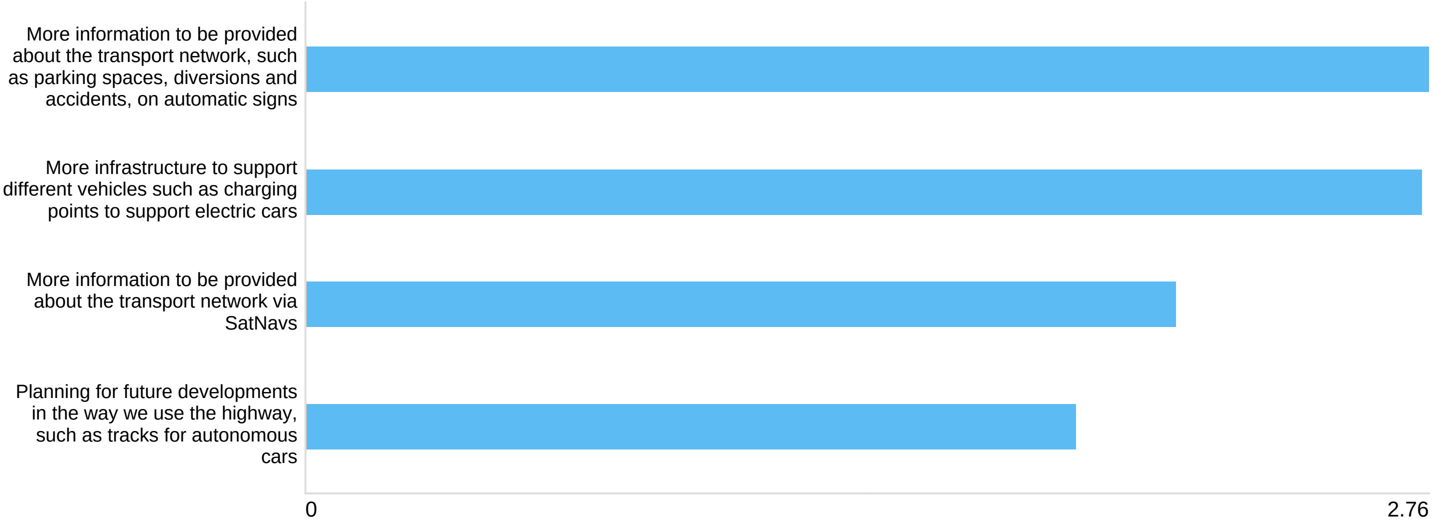
Option	Total	Percent
Strongly agree	214	23.11%
Agree	351	37.90%
Neither agree or disagree	165	17.82%
Disagree	94	10.15%
Strongly disagree	70	7.56%
Don't know	17	1.84%
Not Answered	15	1.62%

7: comments

There were **2** responses to this part of the question.

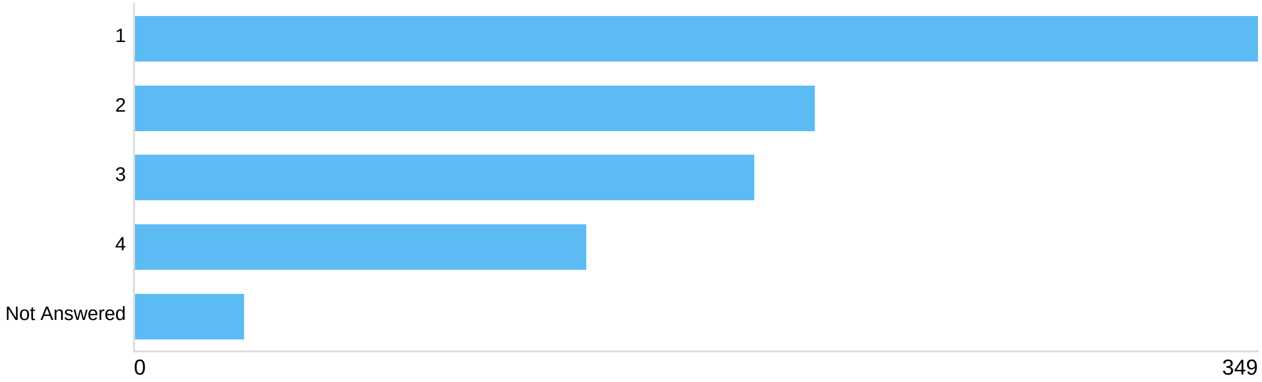
Question 8: Here is a list of things that we could do to help manage the road network. Please use the dropdown box to rank these, with 1 being the most important to you and 4 the least important. Please note - you can't choose the same ranking for multiple items, for example, it's not possible to choose two things to be ranked equal 1st.

Ranking of 'Network priorities'



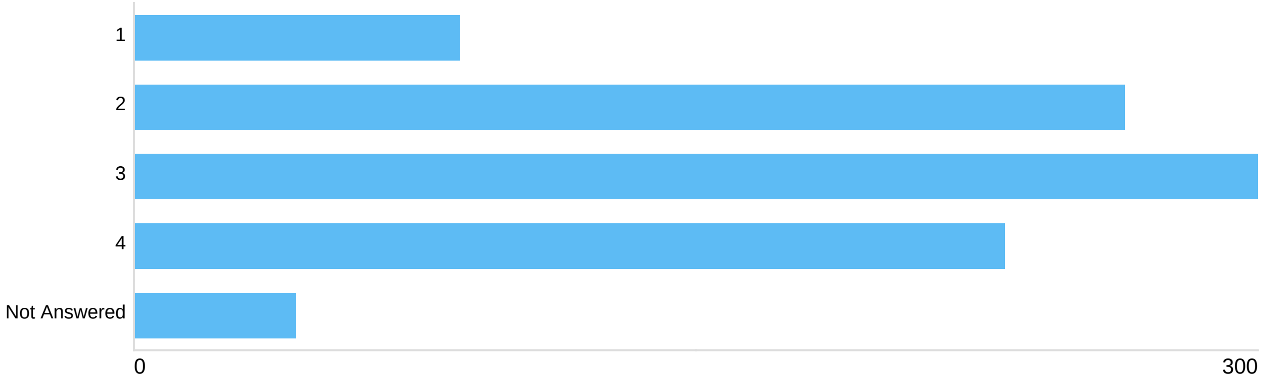
Item	Ranking
More information to be provided about the transport network, such as parking spaces, diversions and accidents, on automatic signs	2.76
More infrastructure to support different vehicles such as charging points to support electric cars	2.73
More information to be provided about the transport network via SatNavs	2.13
Planning for future developments in the way we use the highway, such as tracks for autonomous cars	1.89

Network priorities - More information to be provided about the transport network, such as parking spaces, diversions and accidents, on automatic signs



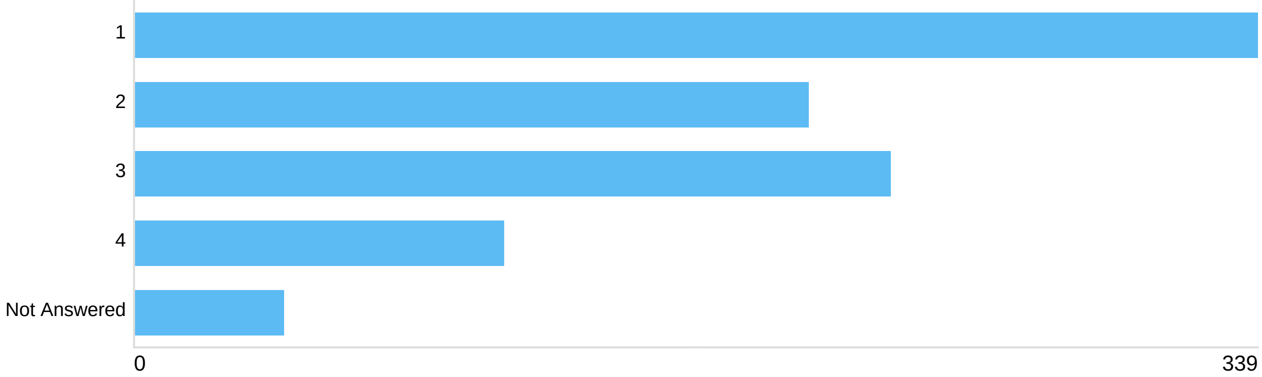
Option	Total	Percent
1	349	37.69%
2	211	22.79%
3	192	20.73%
4	140	15.12%
Not Answered	34	3.67%

Network priorities - More information to be provided about the transport network via SatNavs



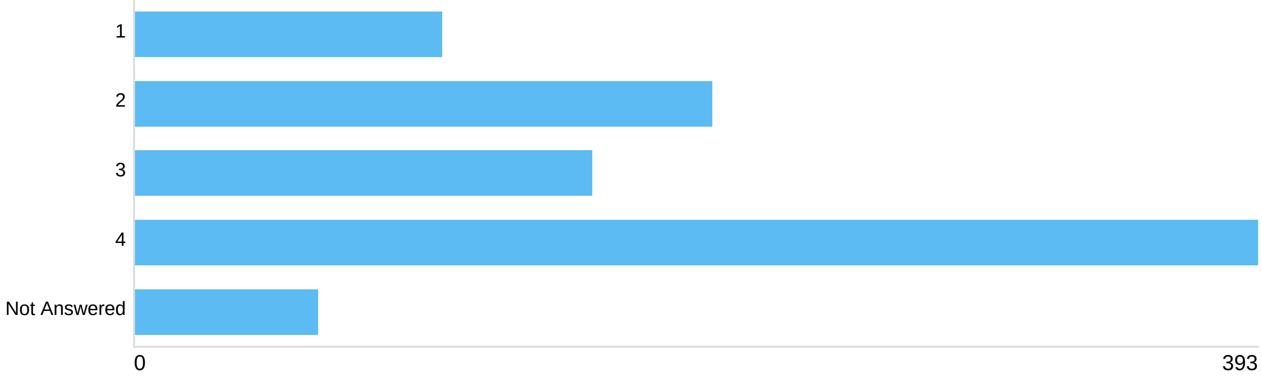
Option	Total	Percent
1	87	9.40%
2	264	28.51%
3	300	32.40%
4	232	25.05%
Not Answered	43	4.64%

Network priorities - More infrastructure to support different vehicles such as charging points to support electric cars



Option	Total	Percent
1	339	36.61%
2	203	21.92%
3	228	24.62%
4	111	11.99%
Not Answered	45	4.86%

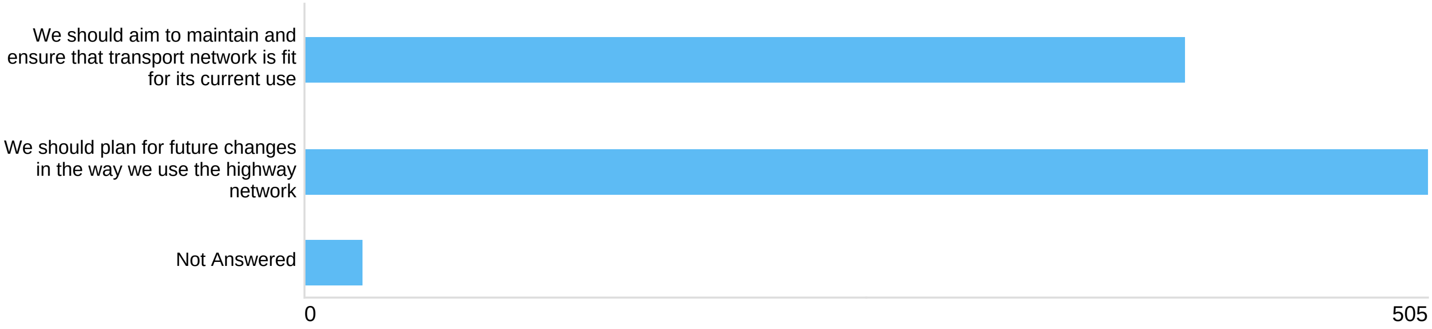
Network priorities - Planning for future developments in the way we use the highway, such as tracks for autonomous cars



Option	Total	Percent
1	107	11.56%
2	202	21.81%
3	160	17.28%
4	393	42.44%
Not Answered	64	6.91%

Question 9: How do you think we should prioritise transport infrastructure? Please select one only:

Transport infrastructure priorities



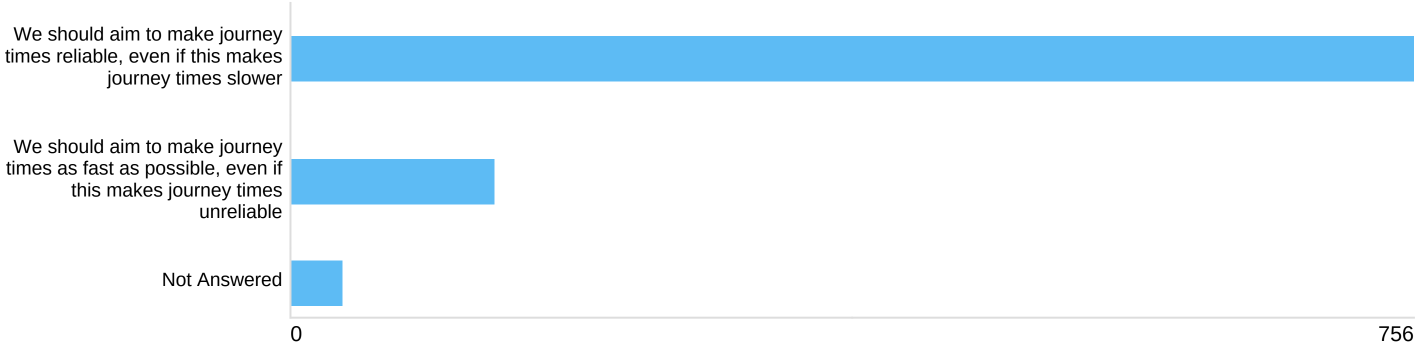
Option	Total	Percent
We should aim to maintain and ensure that transport network is fit for its current use	395	42.66%
We should plan for future changes in the way we use the highway network	505	54.54%
Not Answered	26	2.81%

9: comments

There was **1** response to this part of the question.

Question 10: We have to get the right balance between the numbers of vehicles on our roads and the length of journey times. How do you think we should manage the road network? Please select one only:

Cars vs times



Option	Total	Percent
We should aim to make journey times reliable, even if this makes journey times slower	756	81.64%
We should aim to make journey times as fast as possible, even if this makes journey times unreliable	136	14.69%
Not Answered	34	3.67%

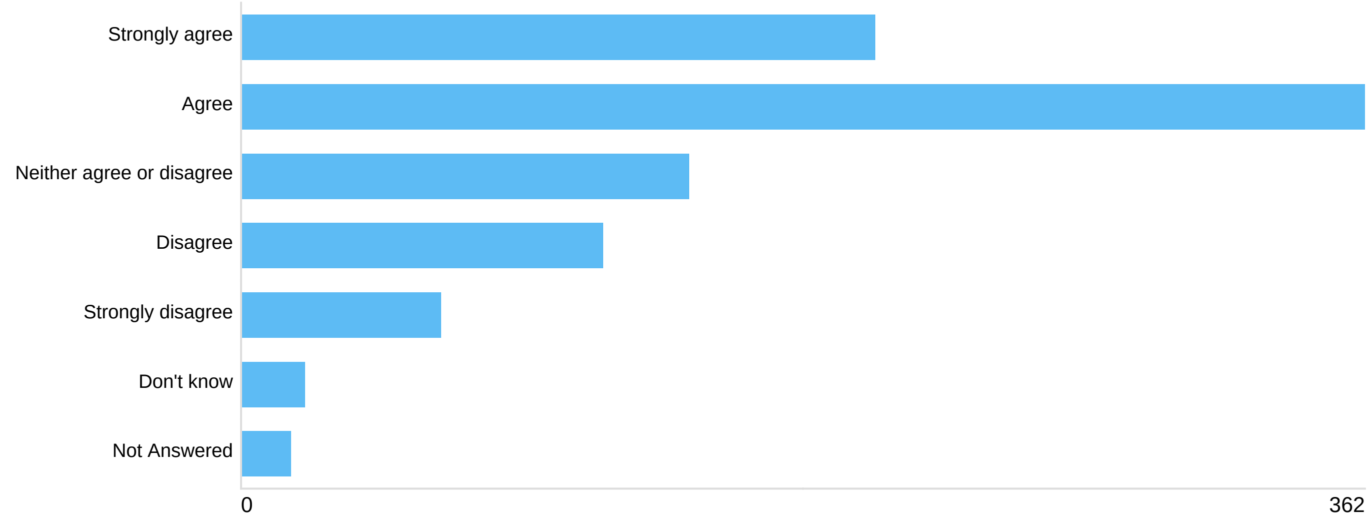
Question 11: Thinking of the future, if you have any suggestions, ideas or comments about any transport infrastructure that Norfolk needs, please write these below:

Comments about transport infrastructure

There were **689** responses to this part of the question.

Question 12: Currently we support new growth being in urban areas or villages that already have schools, other services and sustainable transport options. How far do you agree or disagree with this approach?

Sustainable growth



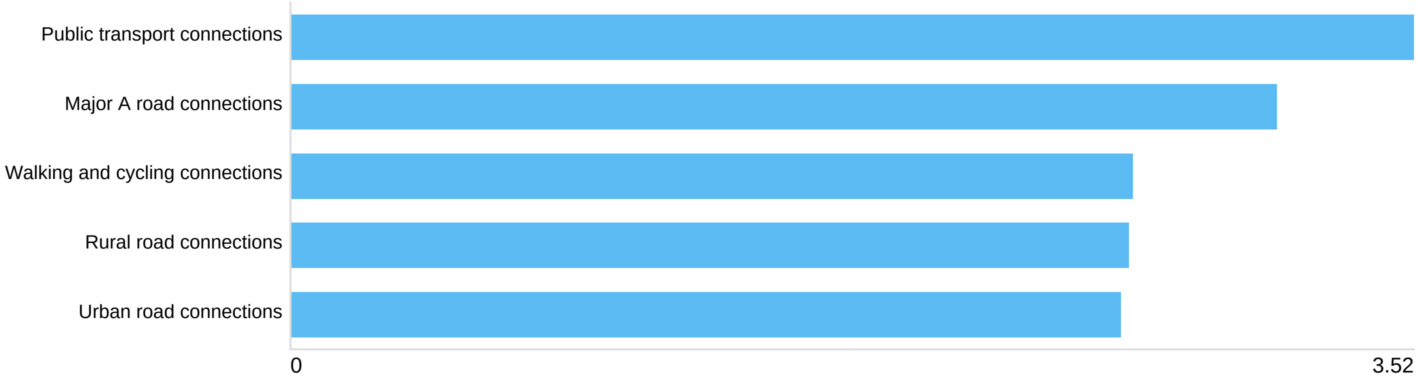
Option	Total	Percent
Strongly agree	204	22.03%
Agree	362	39.09%
Neither agree or disagree	144	15.55%
Disagree	116	12.53%
Strongly disagree	64	6.91%
Don't know	20	2.16%
Not Answered	16	1.73%

12: comments

There were **2** responses to this part of the question.

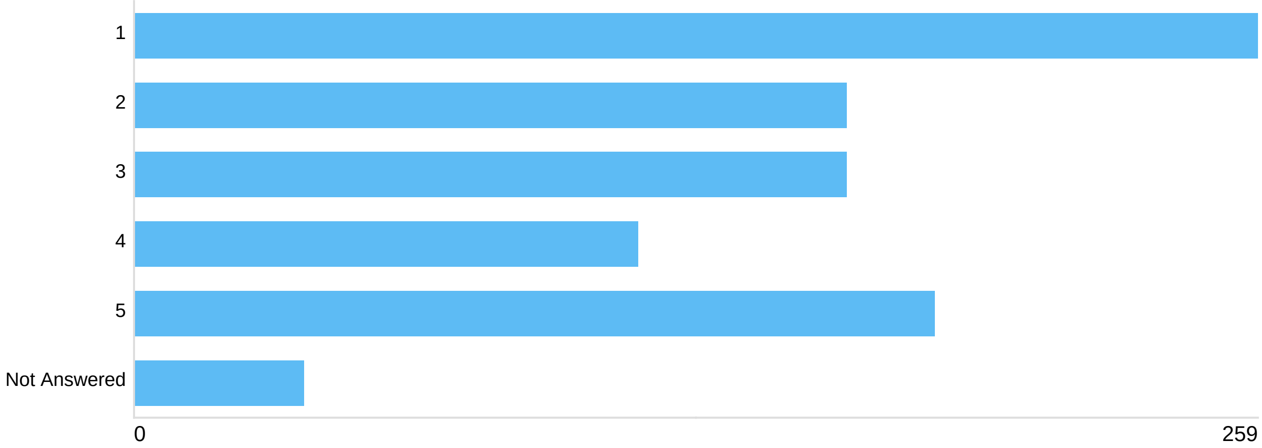
Question 13: Here is a list of different types of transport connections. Please use the dropdown box to rank these, with 1 being the most important to you and 5 the least important. Please note - you can't choose the same ranking for multiple items, for example, it's not possible to choose two things to be ranked equal 1st.

Ranking of 'Connectivity improvements'



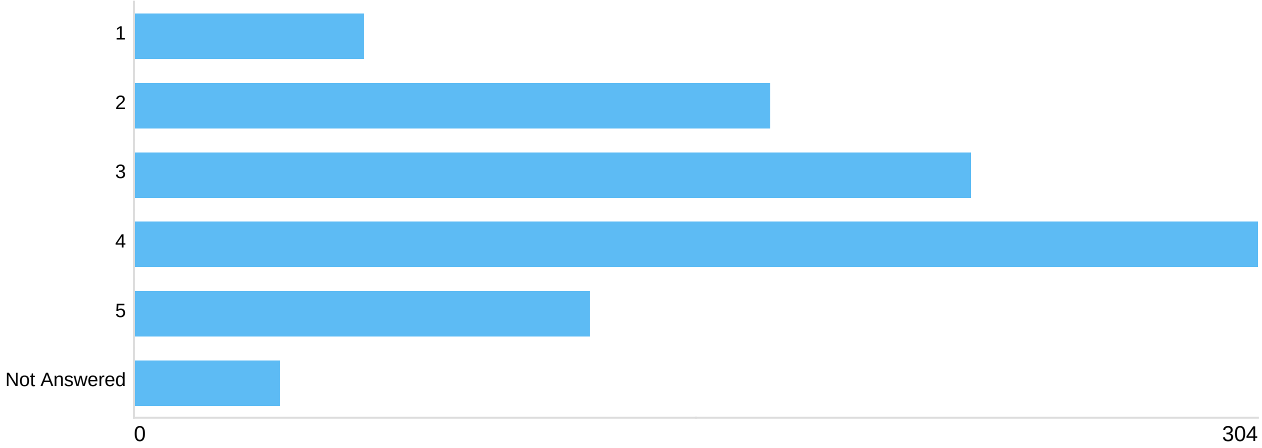
Item	Ranking
Public transport connections	3.52
Major A road connections	3.09
Walking and cycling connections	2.63
Rural road connections	2.62
Urban road connections	2.60

Connectivity improvements - Major A road connections



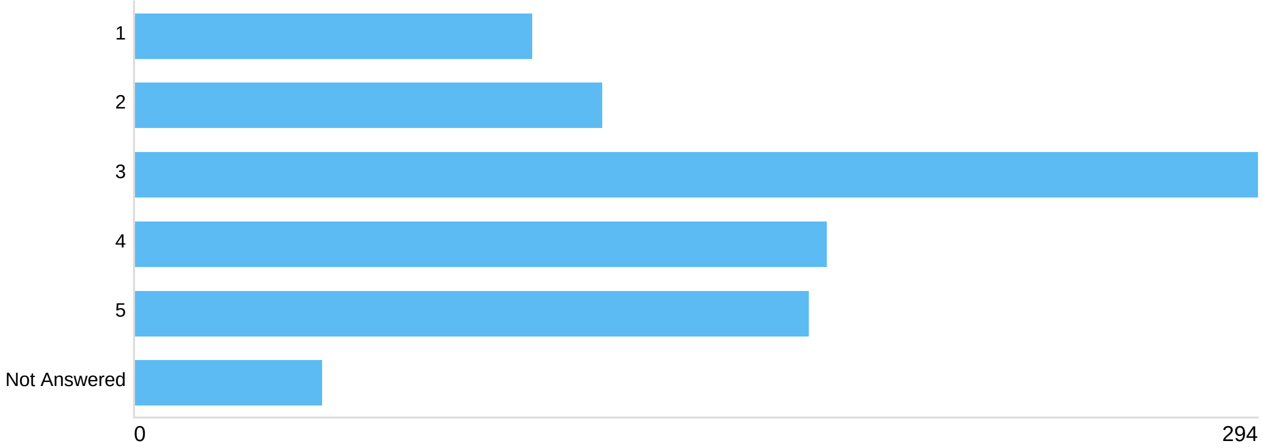
Option	Total	Percent
1	259	27.97%
2	164	17.71%
3	164	17.71%
4	116	12.53%
5	184	19.87%
Not Answered	39	4.21%

Connectivity improvements - Urban road connections



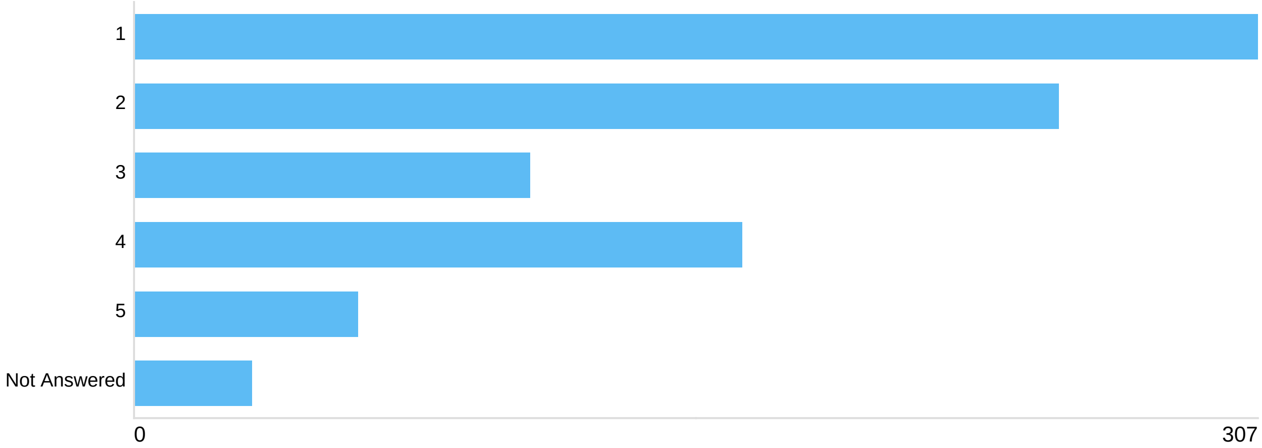
Option	Total	Percent
1	62	6.70%
2	172	18.57%
3	226	24.41%
4	304	32.83%
5	123	13.28%
Not Answered	39	4.21%

Connectivity improvements - Rural road connections



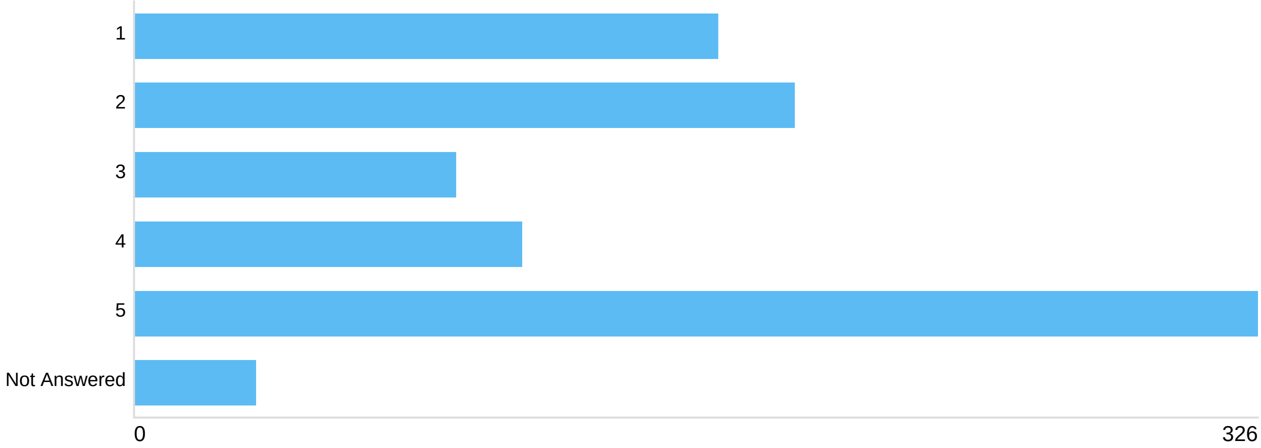
Option	Total	Percent
1	104	11.23%
2	122	13.17%
3	294	31.75%
4	181	19.55%
5	176	19.01%
Not Answered	49	5.29%

Connectivity improvements - Public transport connections



Option	Total	Percent
1	307	33.15%
2	252	27.21%
3	108	11.66%
4	166	17.93%
5	61	6.59%
Not Answered	32	3.46%

Connectivity improvements - Walking and cycling connections



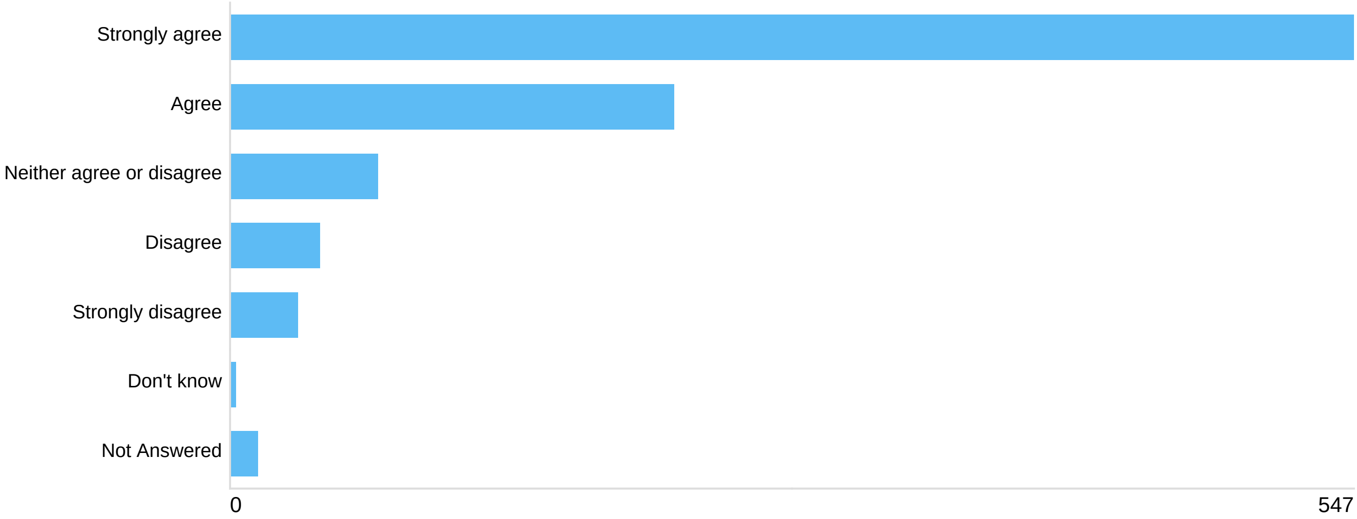
Option	Total	Percent
1	169	18.25%
2	191	20.63%
3	93	10.04%
4	112	12.10%
5	326	35.21%
Not Answered	35	3.78%

13: comments

There were **4** responses to this part of the question.

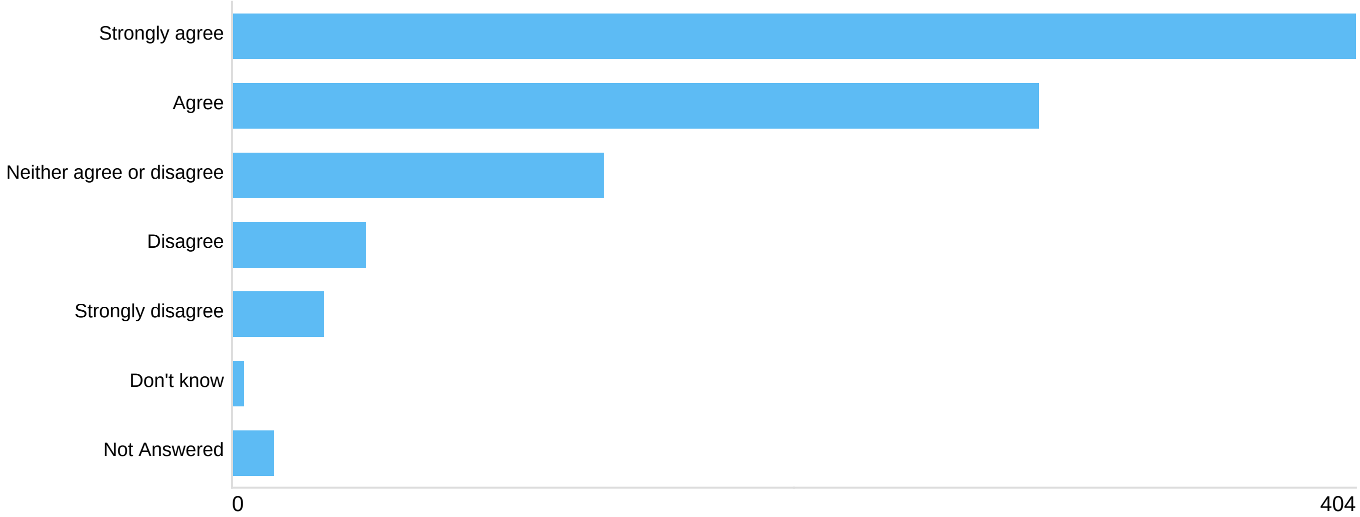
Question 14: Two main challenges are to reduce the impact transport has on air quality, and to reduce carbon emissions from transport to reach our aim to be carbon neutral by 2030. Please say how far you agree or disagree that we should explore the following approaches by selecting one answer on each row:

Sustainability - Encouraging people to walk, cycle and use more public transport



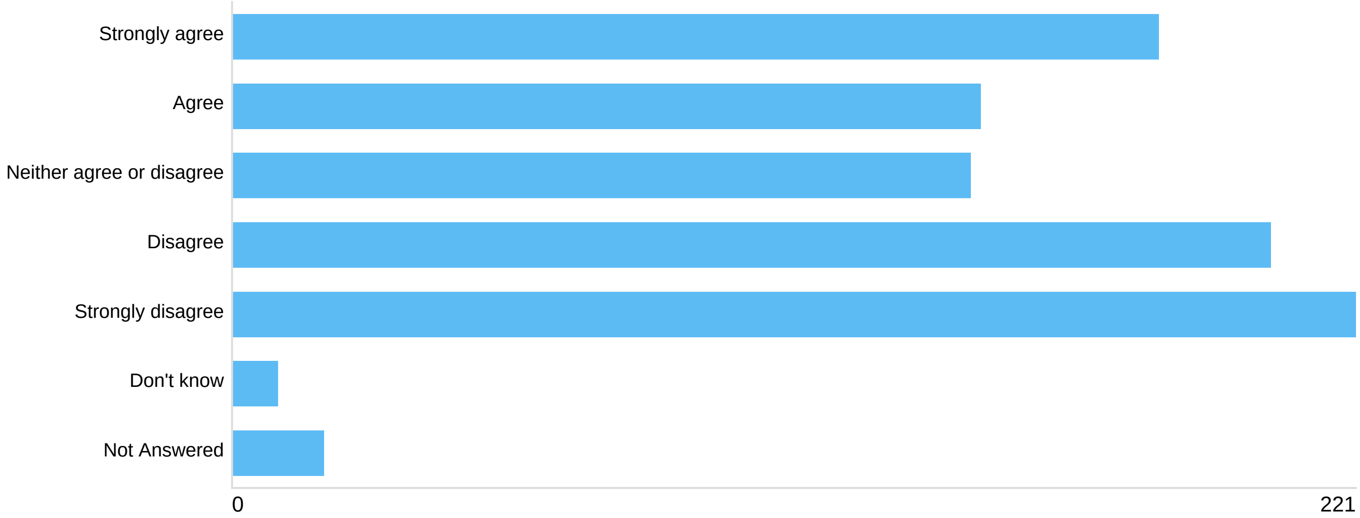
Option	Total	Percent
Strongly agree	547	59.07%
Agree	216	23.33%
Neither agree or disagree	72	7.78%
Disagree	43	4.64%
Strongly disagree	33	3.56%
Don't know	2	0.22%
Not Answered	13	1.40%

Sustainability - Investing more in measures to support less polluting forms of transport such as charging points for electric cars



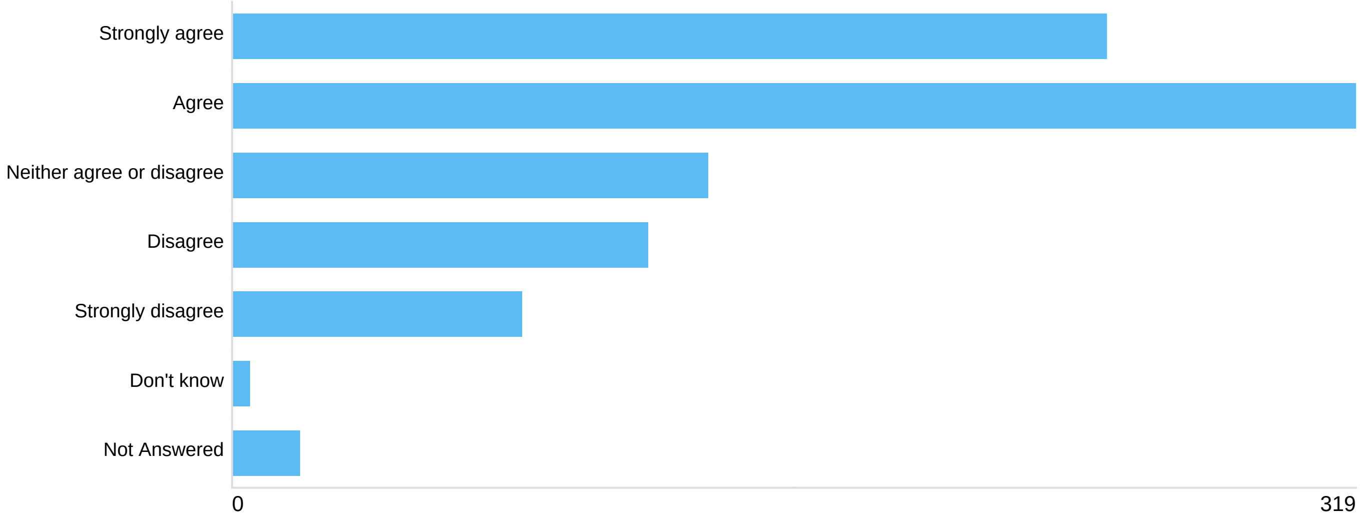
Option	Total	Percent
Strongly agree	404	43.63%
Agree	289	31.21%
Neither agree or disagree	133	14.36%
Disagree	48	5.18%
Strongly disagree	33	3.56%
Don't know	4	0.43%
Not Answered	15	1.62%

Sustainability - Restricting all petrol and diesel vehicles from larger urban areas



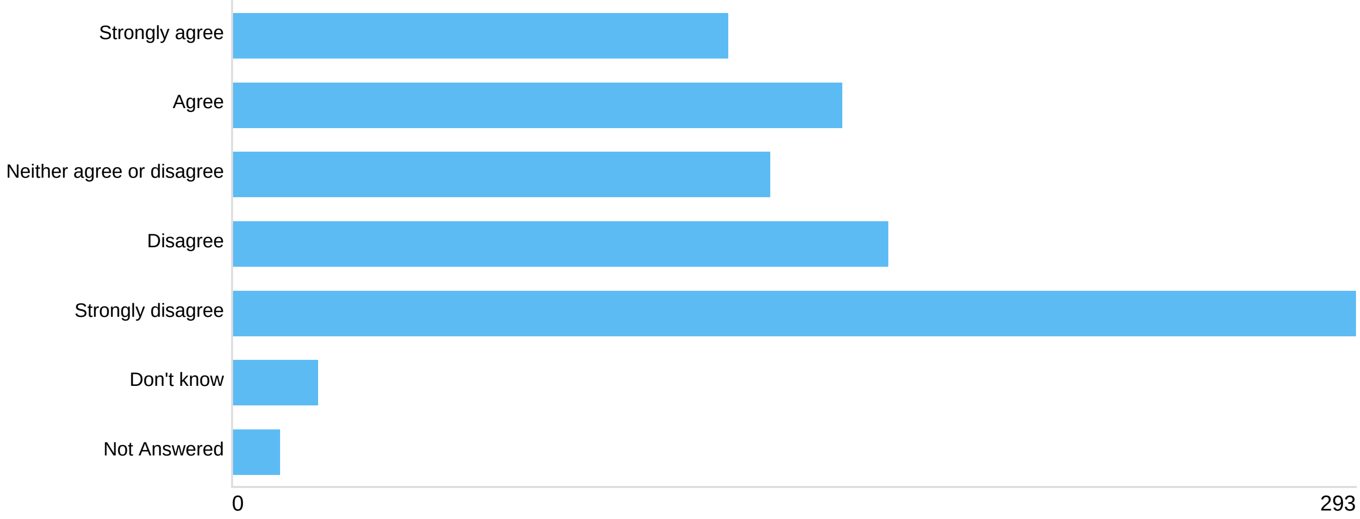
Option	Total	Percent
Strongly agree	182	19.65%
Agree	147	15.87%
Neither agree or disagree	145	15.66%
Disagree	204	22.03%
Strongly disagree	221	23.87%
Don't know	9	0.97%
Not Answered	18	1.94%

Sustainability - Restricting only the most heavily-polluting vehicles from larger urban areas



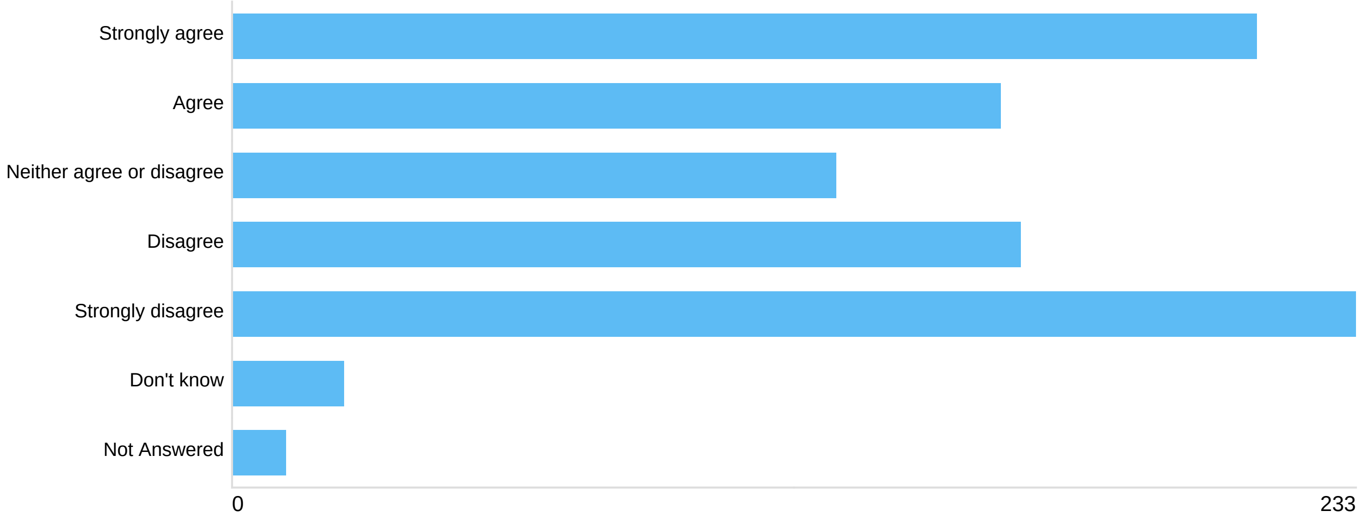
Option	Total	Percent
Strongly agree	248	26.78%
Agree	319	34.45%
Neither agree or disagree	135	14.58%
Disagree	118	12.74%
Strongly disagree	82	8.86%
Don't know	5	0.54%
Not Answered	19	2.05%

Sustainability - Charging for vehicles to enter certain areas; or on certain roads



Option	Total	Percent
Strongly agree	129	13.93%
Agree	159	17.17%
Neither agree or disagree	140	15.12%
Disagree	171	18.47%
Strongly disagree	293	31.64%
Don't know	22	2.38%
Not Answered	12	1.30%

Sustainability - Introducing a charge for businesses on their car parking spaces, which would be re-invested in sustainable transport



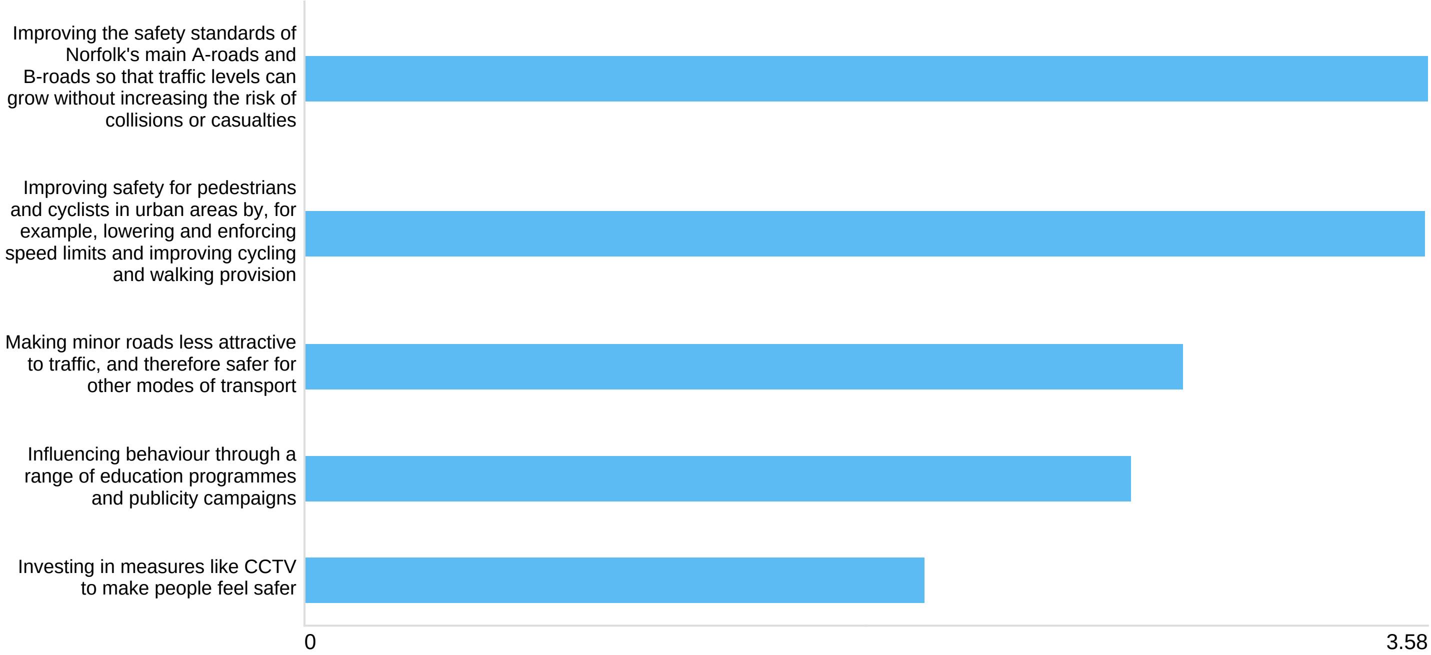
Option	Total	Percent
Strongly agree	212	22.89%
Agree	159	17.17%
Neither agree or disagree	125	13.50%
Disagree	163	17.60%
Strongly disagree	233	25.16%
Don't know	23	2.48%
Not Answered	11	1.19%

14: comments

There were **3** responses to this part of the question.

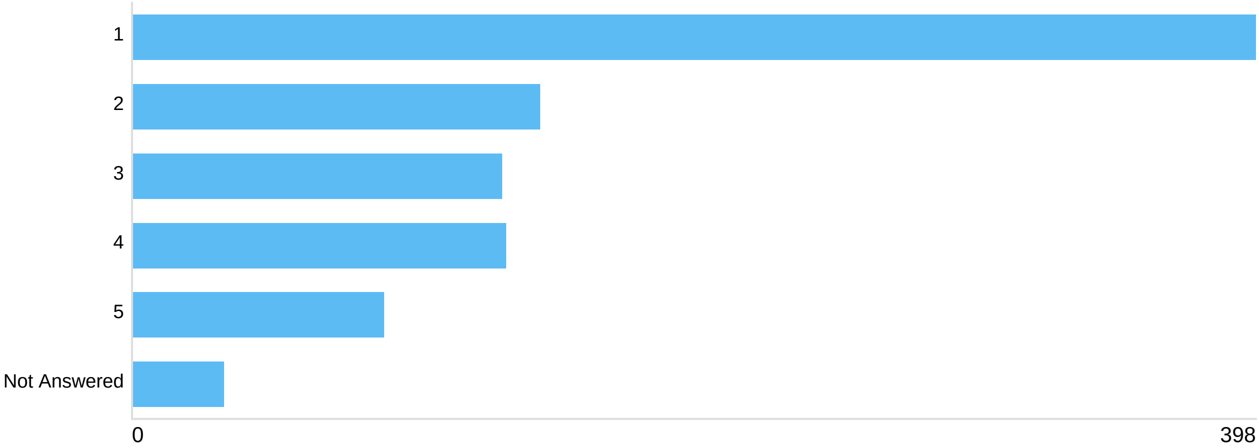
Question 15: Here is a list of things we could do to help improve road safety. Please use the dropdown box to rank these, with 1 being the most important to you and 5 the least important. Please note - you can't choose the same ranking for multiple items, for example, it's not possible to choose two things to be ranked equal 1st.

Ranking of 'Safety improvements'



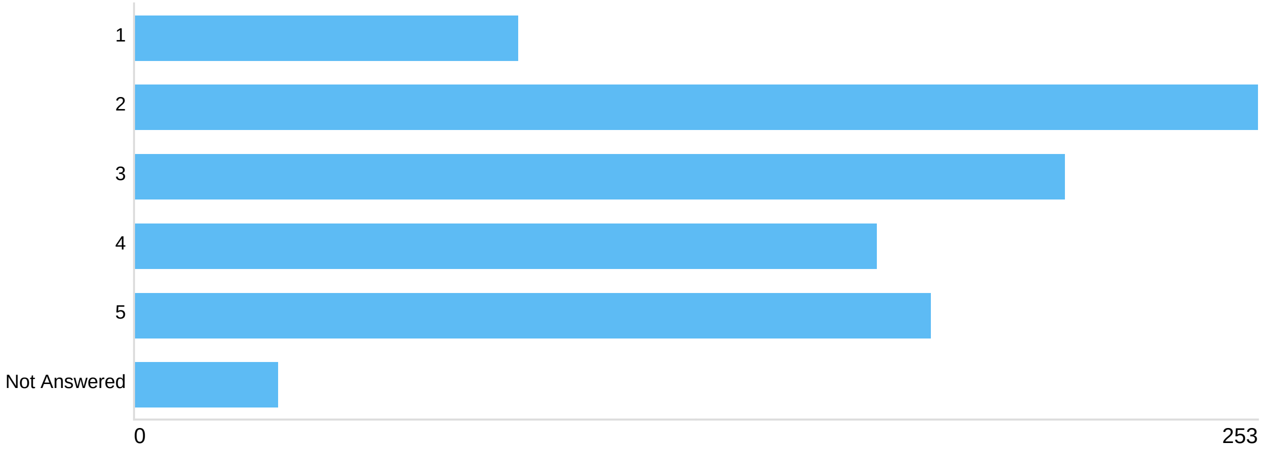
Item	Ranking
Improving the safety standards of Norfolk's main A-roads and B-roads so that traffic levels can grow without increasing the risk of collisions or casualties	3.58
Improving safety for pedestrians and cyclists in urban areas by, for example, lowering and enforcing speed limits and improving cycling and walking provision	3.56
Making minor roads less attractive to traffic, and therefore safer for other modes of transport	2.79
Influencing behaviour through a range of education programmes and publicity campaigns	2.63
Investing in measures like CCTV to make people feel safer	1.97

Safety improvements - Improving the safety standards of Norfolk's main A-roads and B-roads so that traffic levels can grow without increasing the risk of collisions or casualties



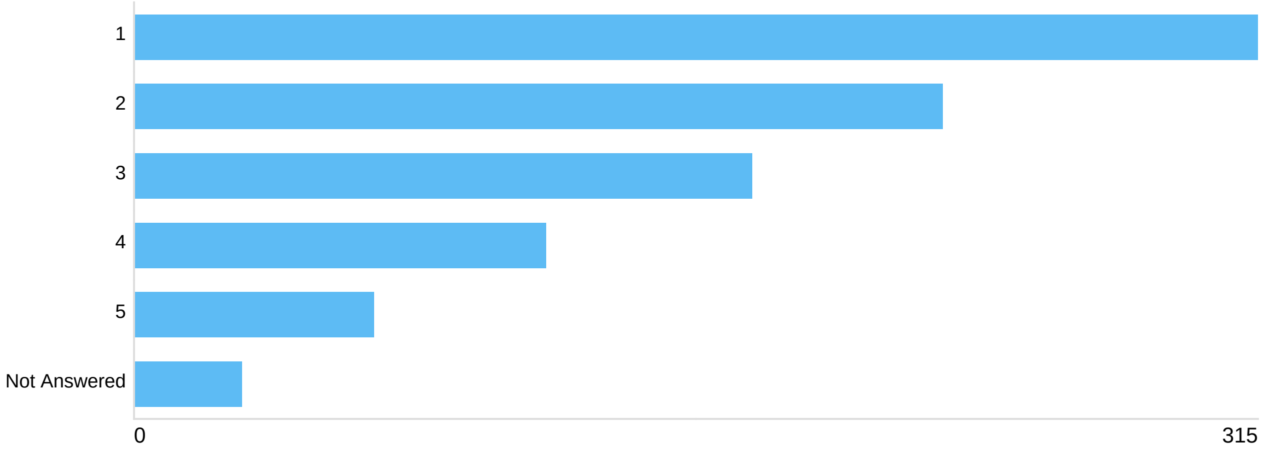
Option	Total	Percent
1	398	42.98%
2	144	15.55%
3	131	14.15%
4	132	14.25%
5	89	9.61%
Not Answered	32	3.46%

Safety improvements - Making minor roads less attractive to traffic, and therefore safer for other modes of transport



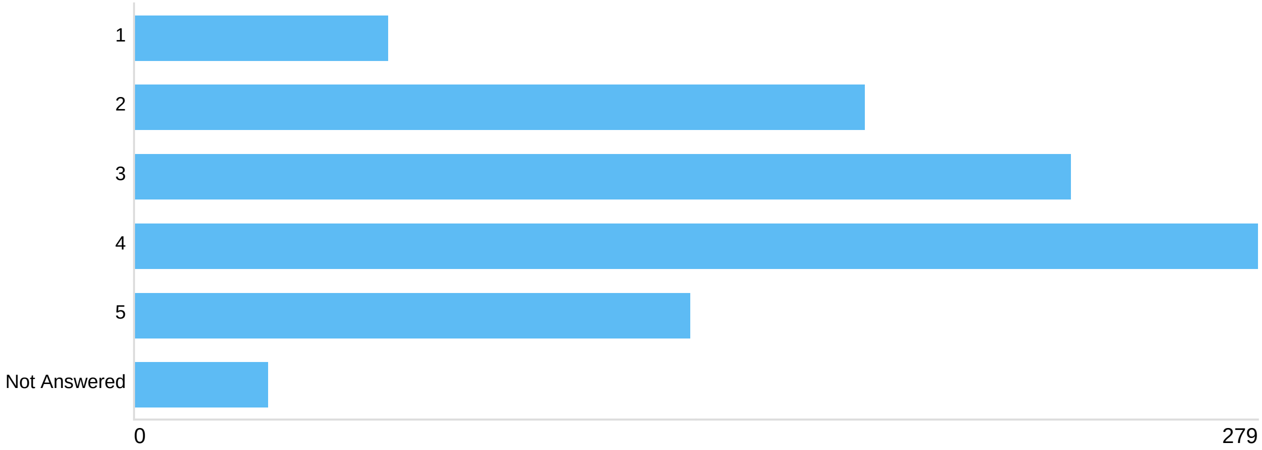
Option	Total	Percent
1	86	9.29%
2	253	27.32%
3	209	22.57%
4	167	18.03%
5	179	19.33%
Not Answered	32	3.46%

Safety improvements - Improving safety for pedestrians and cyclists in urban areas by, for example, lowering and enforcing speed limits and improving cycling and walking provision



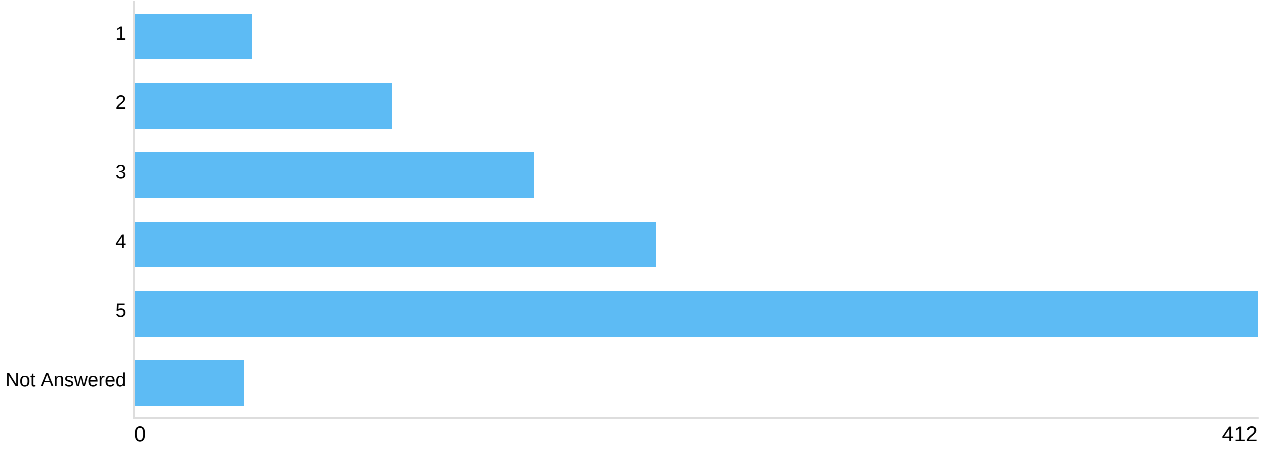
Option	Total	Percent
1	315	34.02%
2	226	24.41%
3	173	18.68%
4	115	12.42%
5	67	7.24%
Not Answered	30	3.24%

Safety improvements - Influencing behaviour through a range of education programmes and publicity campaigns



Option	Total	Percent
1	63	6.80%
2	181	19.55%
3	232	25.05%
4	279	30.13%
5	138	14.90%
Not Answered	33	3.56%

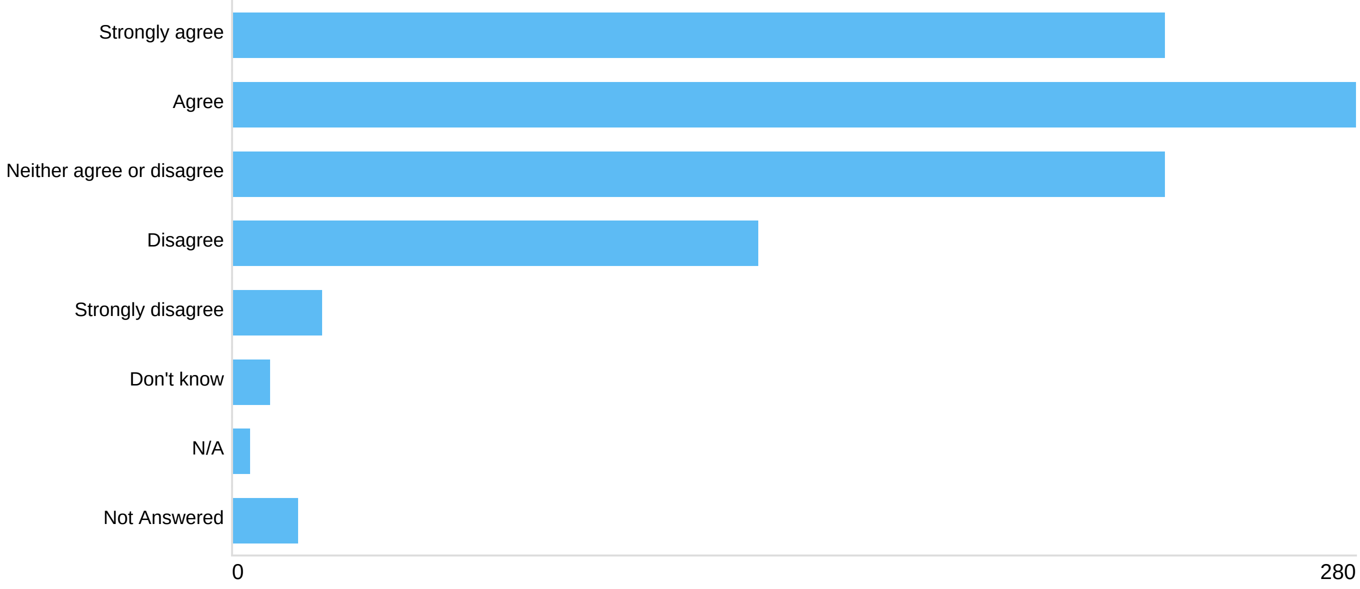
Safety improvements - Investing in measures like CCTV to make people feel safer



Option	Total	Percent
1	43	4.64%
2	94	10.15%
3	146	15.77%
4	191	20.63%
5	412	44.49%
Not Answered	40	4.32%

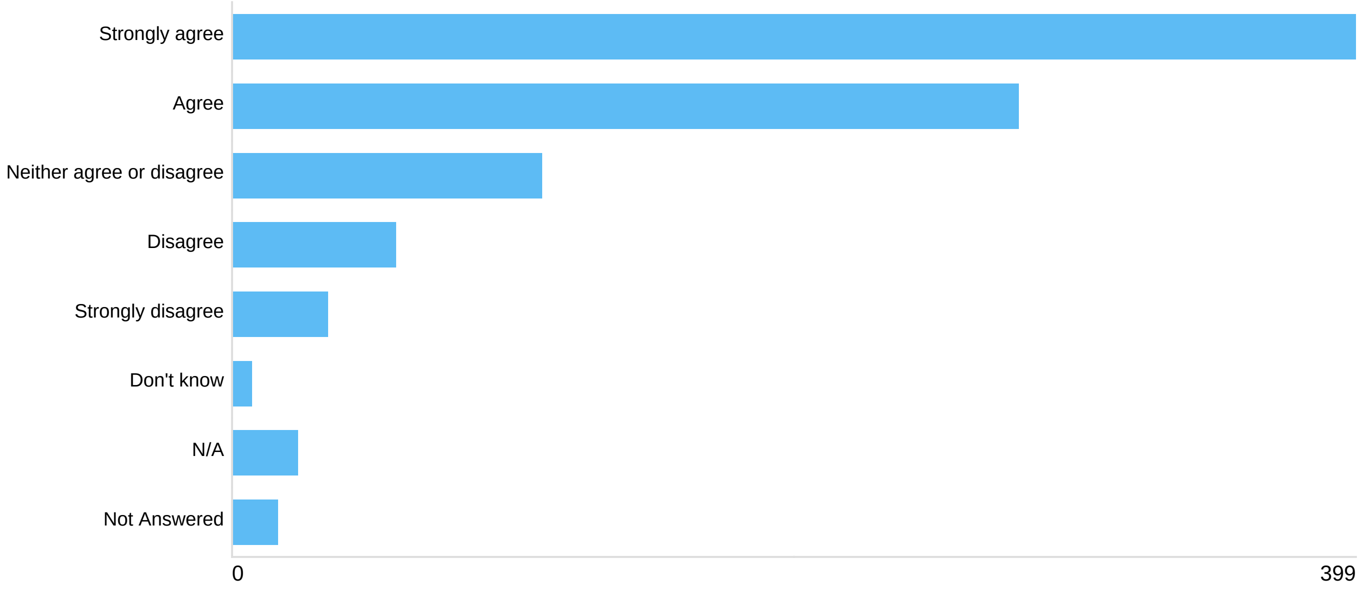
Question 16: Here is a list of statements about bus services. Please say how far you agree or disagree with each by selecting one answer on each row:

Bus statements - Bus services should be direct to people's end destination and people should not be expected to change service mid-route



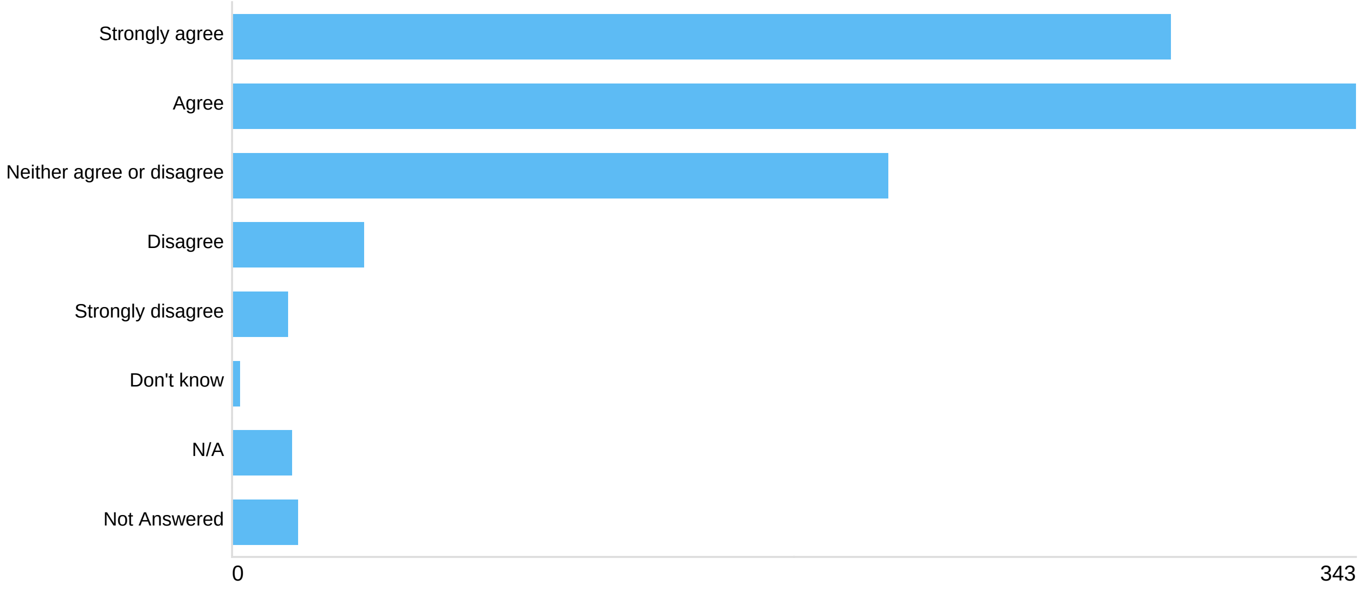
Option	Total	Percent
Strongly agree	232	25.05%
Agree	280	30.24%
Neither agree or disagree	232	25.05%
Disagree	131	14.15%
Strongly disagree	22	2.38%
Don't know	9	0.97%
N/A	4	0.43%
Not Answered	16	1.73%

Bus statements - Increased services into the evenings and weekends would encourage me to use the bus more often



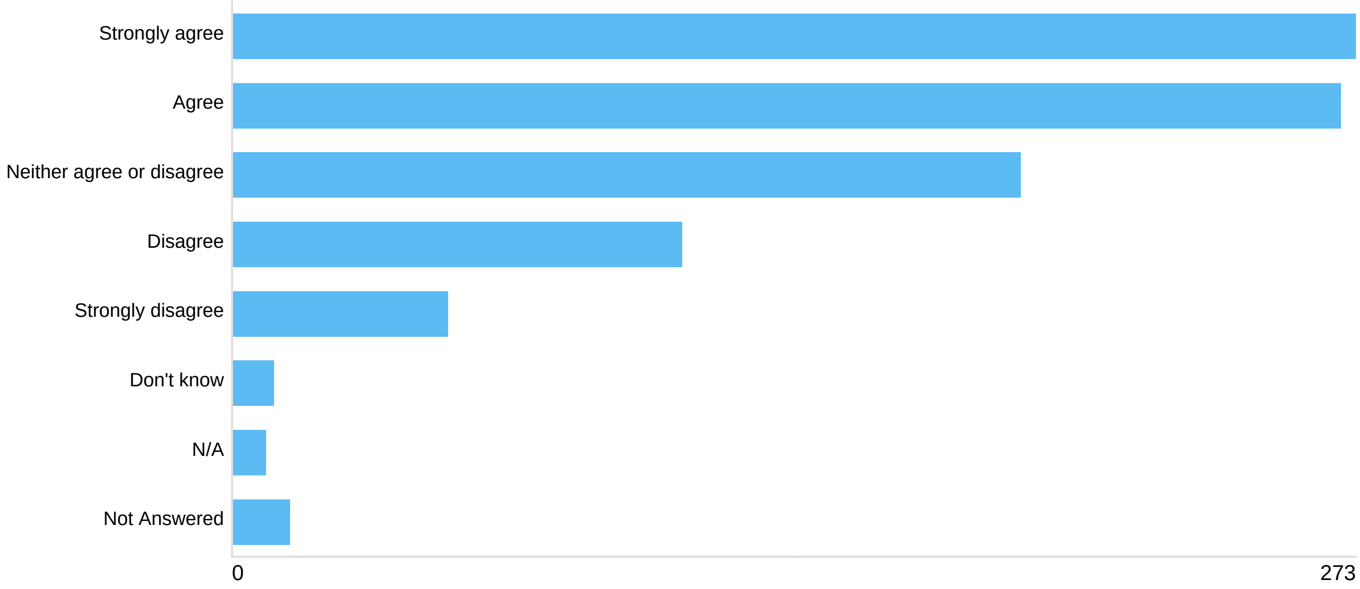
Option	Total	Percent
Strongly agree	399	43.09%
Agree	279	30.13%
Neither agree or disagree	110	11.88%
Disagree	58	6.26%
Strongly disagree	34	3.67%
Don't know	7	0.76%
N/A	23	2.48%
Not Answered	16	1.73%

Bus statements - I would like clearer information explaining travel options and prices



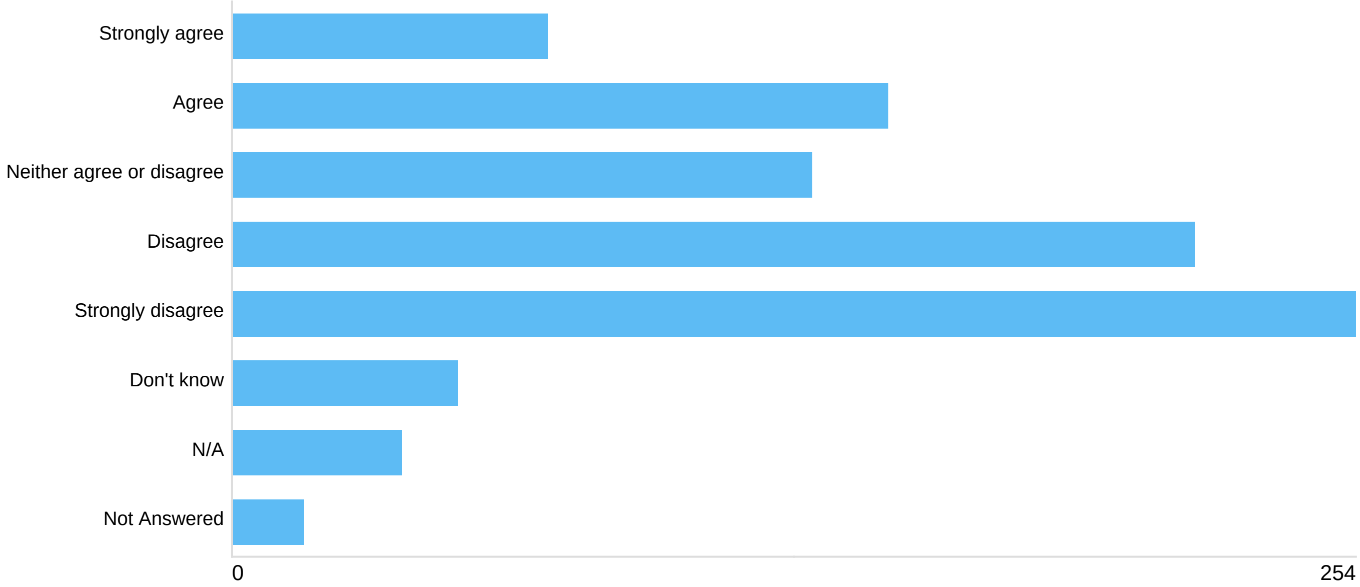
Option	Total	Percent
Strongly agree	286	30.89%
Agree	343	37.04%
Neither agree or disagree	200	21.60%
Disagree	40	4.32%
Strongly disagree	17	1.84%
Don't know	2	0.22%
N/A	18	1.94%
Not Answered	20	2.16%

Bus statements - Newer and cleaner buses, for example electric buses, should be provided, even if passengers then have to pay higher fares



Option	Total	Percent
Strongly agree	273	29.48%
Agree	269	29.05%
Neither agree or disagree	191	20.63%
Disagree	109	11.77%
Strongly disagree	52	5.62%
Don't know	10	1.08%
N/A	8	0.86%
Not Answered	14	1.51%

Bus statements - I am happy with the bus services running along main roads/corridors rather than providing services from each village, as long as they are frequent and reliable



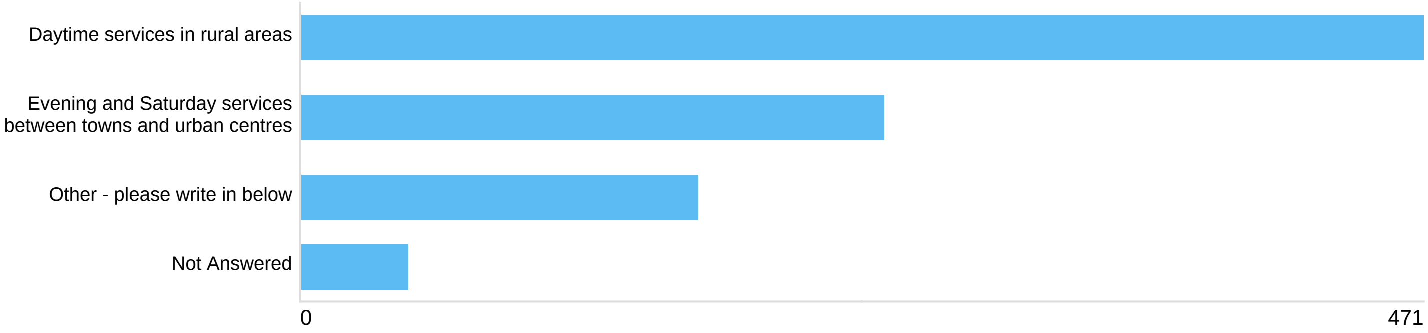
Option	Total	Percent
Strongly agree	71	7.67%
Agree	148	15.98%
Neither agree or disagree	131	14.15%
Disagree	217	23.43%
Strongly disagree	254	27.43%
Don't know	51	5.51%
N/A	38	4.10%
Not Answered	16	1.73%

16: Comments

There was **1** response to this part of the question.

Question 17: Where do you think we should prioritise our investment in bus services? Please select one only:

Bus service priorities



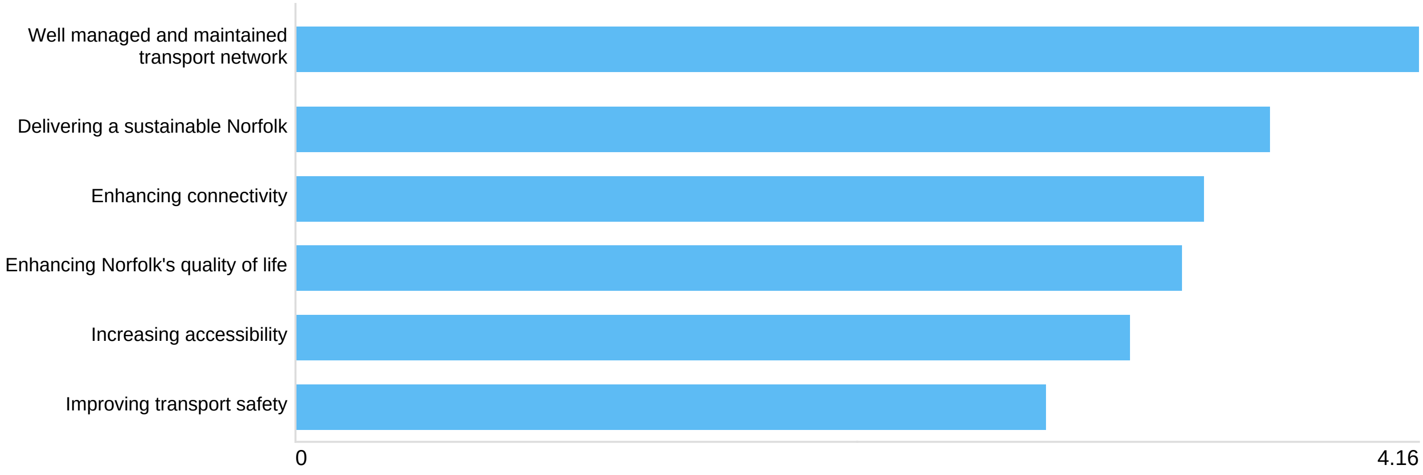
Option	Total	Percent
Daytime services in rural areas	471	50.86%
Evening and Saturday services between towns and urban centres	244	26.35%
Other - please write in below	166	17.93%
Not Answered	45	4.86%

Other bus investmenr

There were **220** responses to this part of the question.

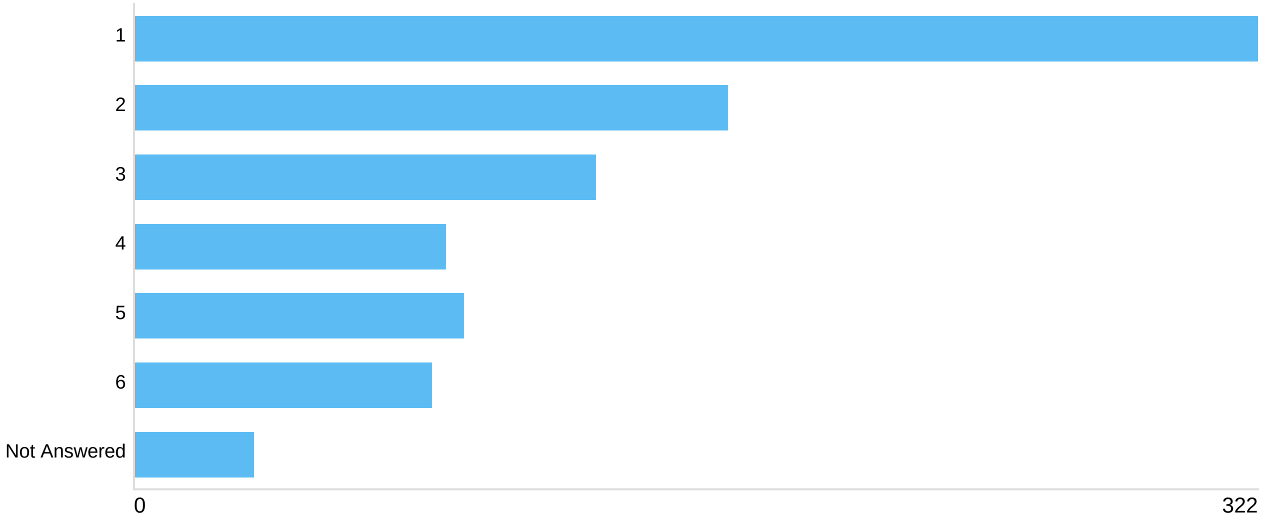
Question 18: These are our main draft aims and objectives. Please use the dropdown box to rank these, with 1 being the most important to you and 6 the least important. Please note - you can't choose the same ranking for multiple items, for example, it's not possible to choose two things to be ranked equal 1st.

Ranking of 'Objective priorities'



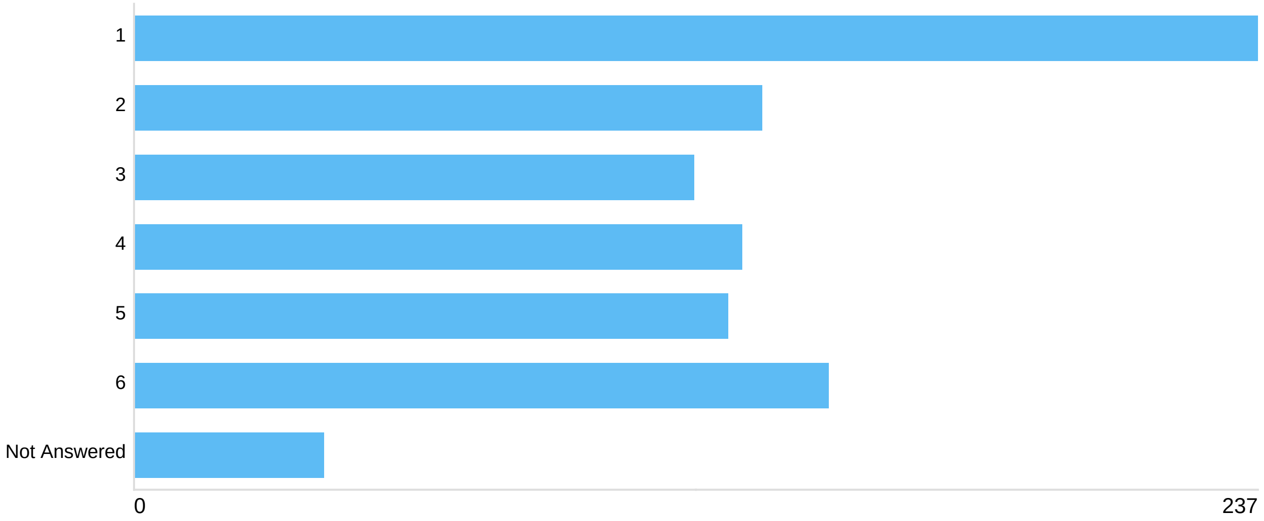
Item	Ranking
Well managed and maintained transport network	4.16
Delivering a sustainable Norfolk	3.60
Enhancing connectivity	3.36
Enhancing Norfolk's quality of life	3.27
Increasing accessibility	3.08
Improving transport safety	2.77

Objective priorities - Well managed and maintained transport network



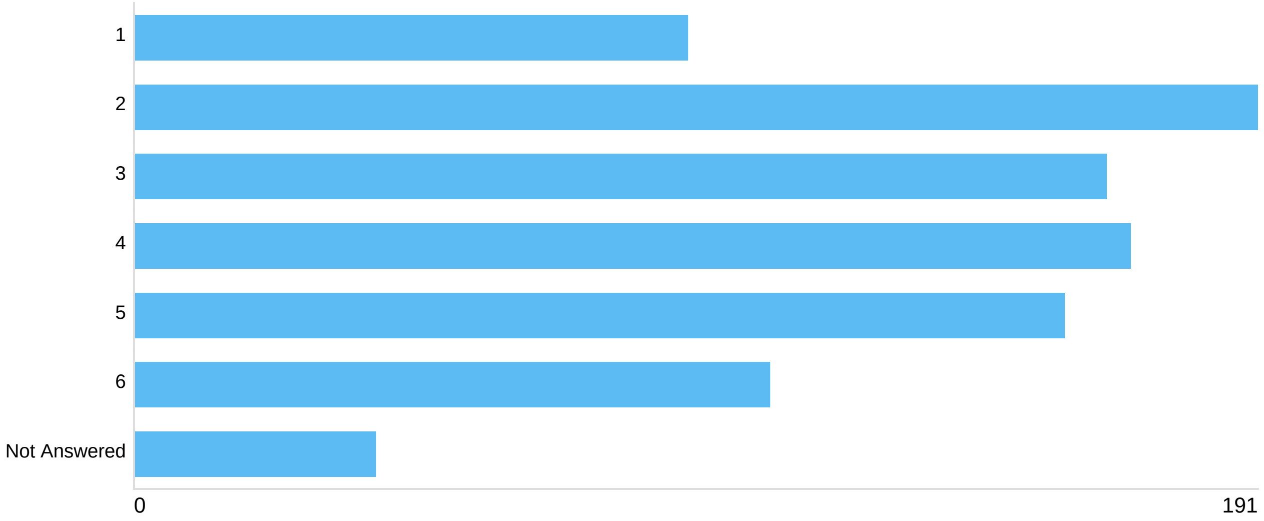
Option	Total	Percent
1	322	34.77%
2	170	18.36%
3	132	14.25%
4	89	9.61%
5	94	10.15%
6	85	9.18%
Not Answered	34	3.67%

Objective priorities - Delivering a sustainable Norfolk



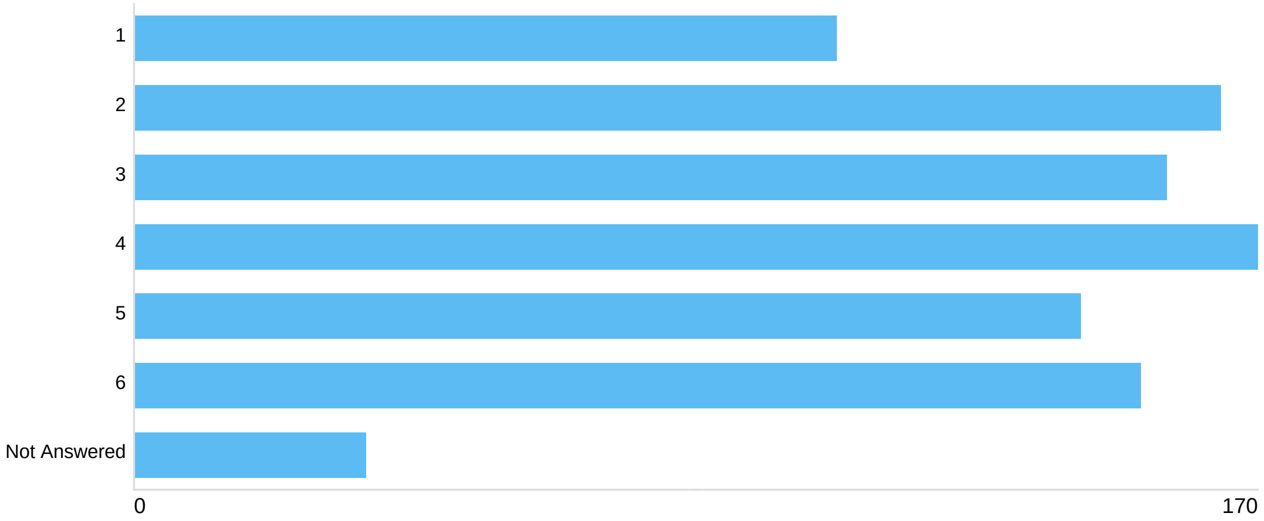
Option	Total	Percent
1	237	25.59%
2	132	14.25%
3	118	12.74%
4	128	13.82%
5	125	13.50%
6	146	15.77%
Not Answered	40	4.32%

Objective priorities - Enhancing connectivity



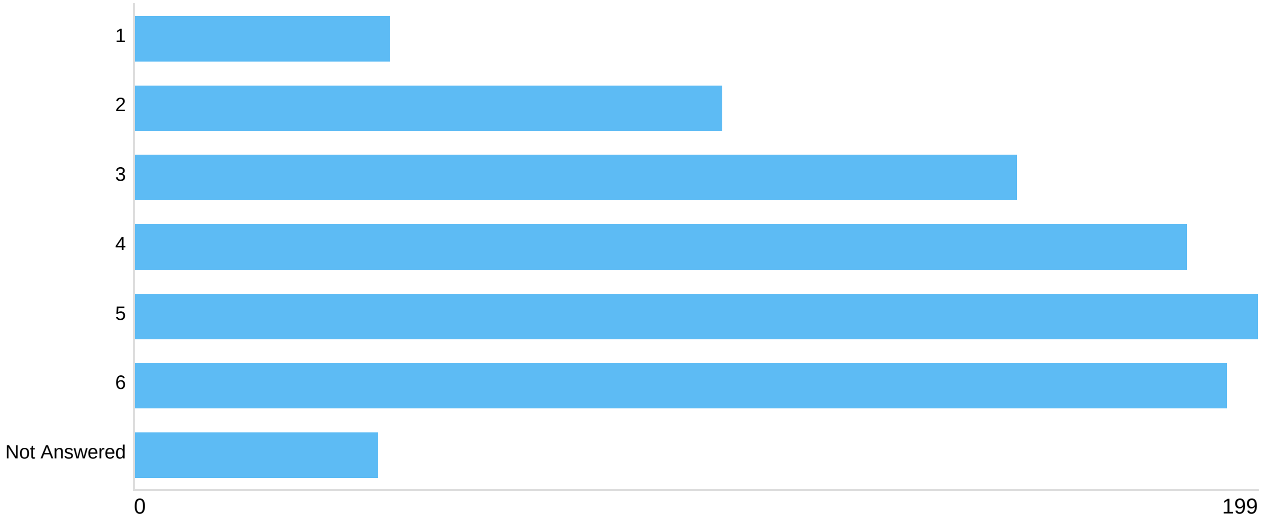
Option	Total	Percent
1	94	10.15%
2	191	20.63%
3	165	17.82%
4	169	18.25%
5	158	17.06%
6	108	11.66%
Not Answered	41	4.43%

Objective priorities - Enhancing Norfolk's quality of life



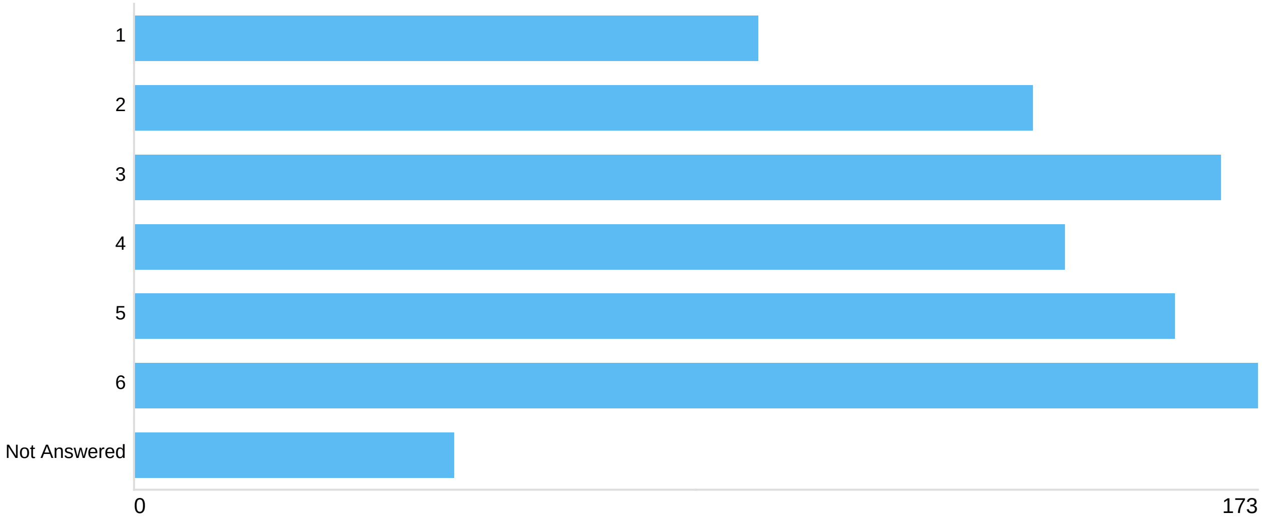
Option	Total	Percent
1	106	11.45%
2	164	17.71%
3	156	16.85%
4	170	18.36%
5	143	15.44%
6	152	16.41%
Not Answered	35	3.78%

Objective priorities - Improving transport safety



Option	Total	Percent
1	45	4.86%
2	104	11.23%
3	156	16.85%
4	186	20.09%
5	199	21.49%
6	193	20.84%
Not Answered	43	4.64%

Objective priorities - Increasing accessibility



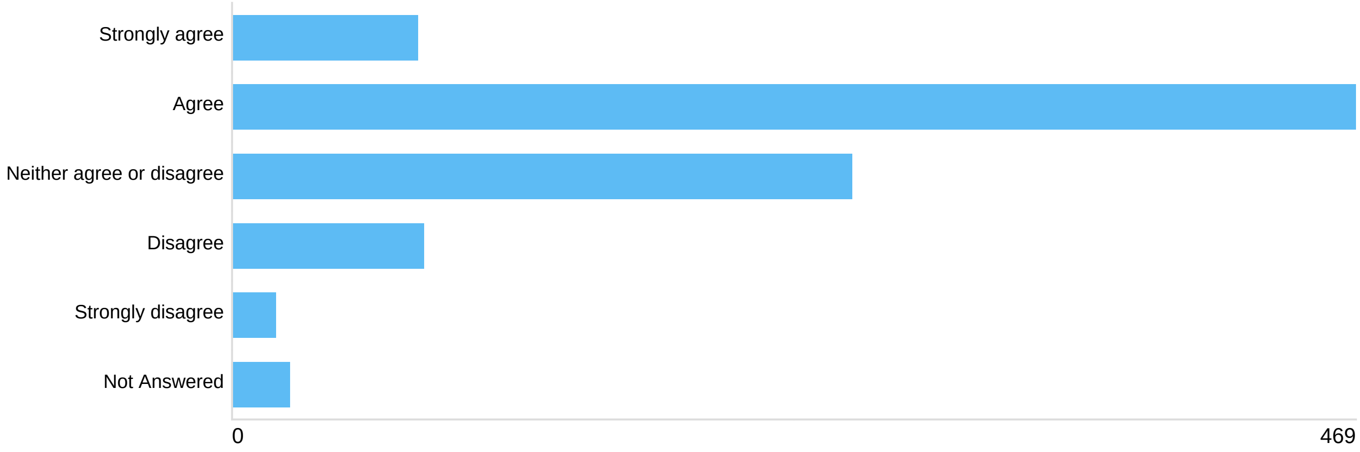
Option	Total	Percent
1	96	10.37%
2	138	14.90%
3	167	18.03%
4	143	15.44%
5	160	17.28%
6	173	18.68%
Not Answered	49	5.29%

!8: comments

There were **2** responses to this part of the question.

Question 19: How far do you agree or disagree that these are the right aims and objectives for the focus of this strategy? Please select one only:

Level of agreement with aims and objectives



Option	Total	Percent
Strongly agree	77	8.32%
Agree	469	50.65%
Neither agree or disagree	258	27.86%
Disagree	80	8.64%
Strongly disagree	18	1.94%
Not Answered	24	2.59%

Question 20: Why do you say that? Please write in below:

Why disagree

There were **87** responses to this part of the question.

Question 21: Other comments:

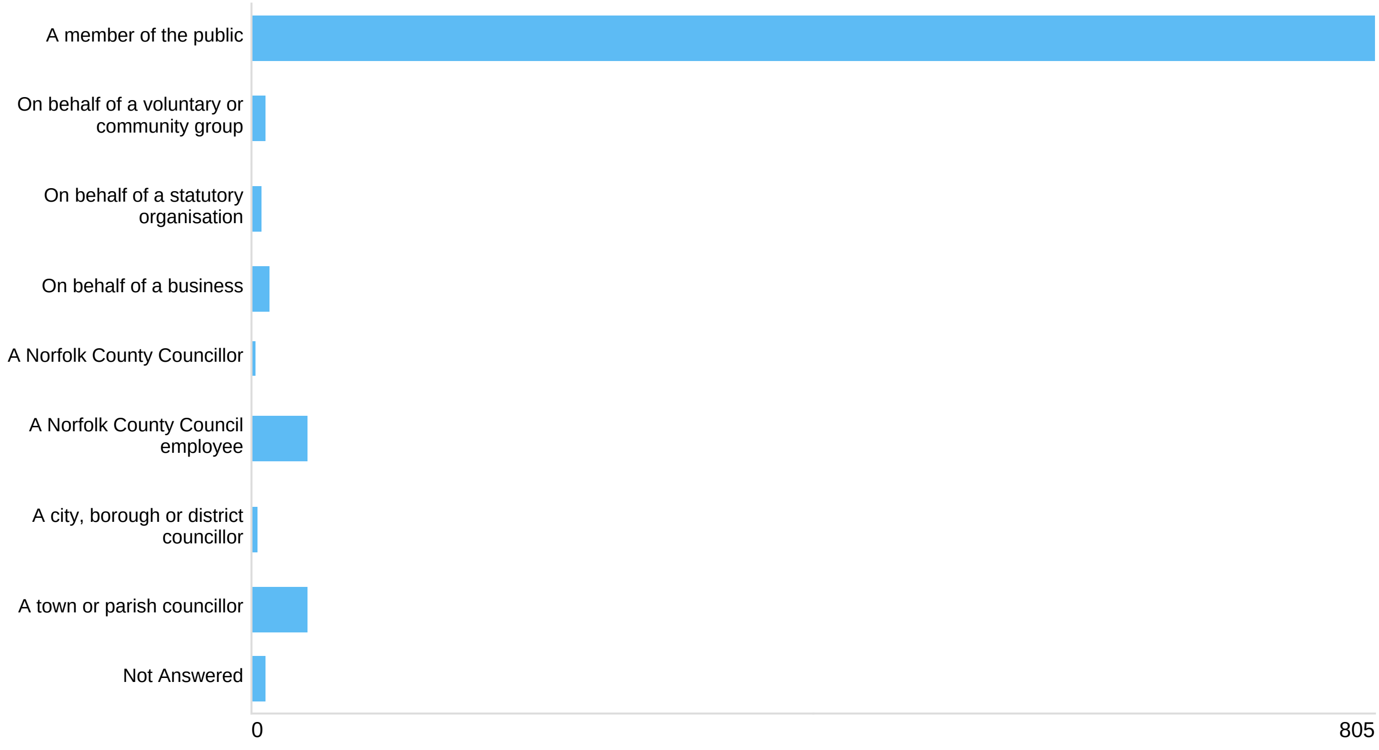
Other comments

There were **8** responses to this part of the question.

Question 22: Uploads

Question 23: Are you responding as...?

Responding as



Option	Total	Percent
A member of the public	805	86.93%
On behalf of a voluntary or community group	9	0.97%
On behalf of a statutory organisation	6	0.65%
On behalf of a business	12	1.30%
A Norfolk County Councillor	1	0.11%
A Norfolk County Council employee	40	4.32%
A city, borough or district councillor	4	0.43%
A town or parish councillor	40	4.32%
Not Answered	9	0.97%

Question 24: If you are responding on behalf of an organisation, what is the name of the organisation, group or business? Please note: If you are responding on behalf of an organisation it should be in an official capacity.

Organisation

There were **29** responses to this part of the question.

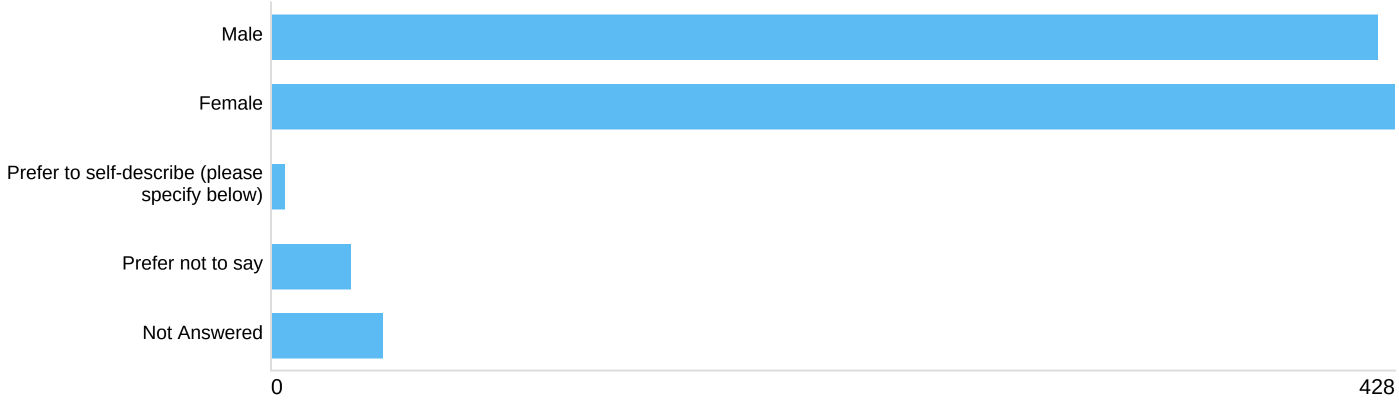
Question 25: If you are responding on behalf of an organisation, please provide an email contact below:

Organisation email

There were **27** responses to this part of the question.

Question 26: Are you...?

Gender



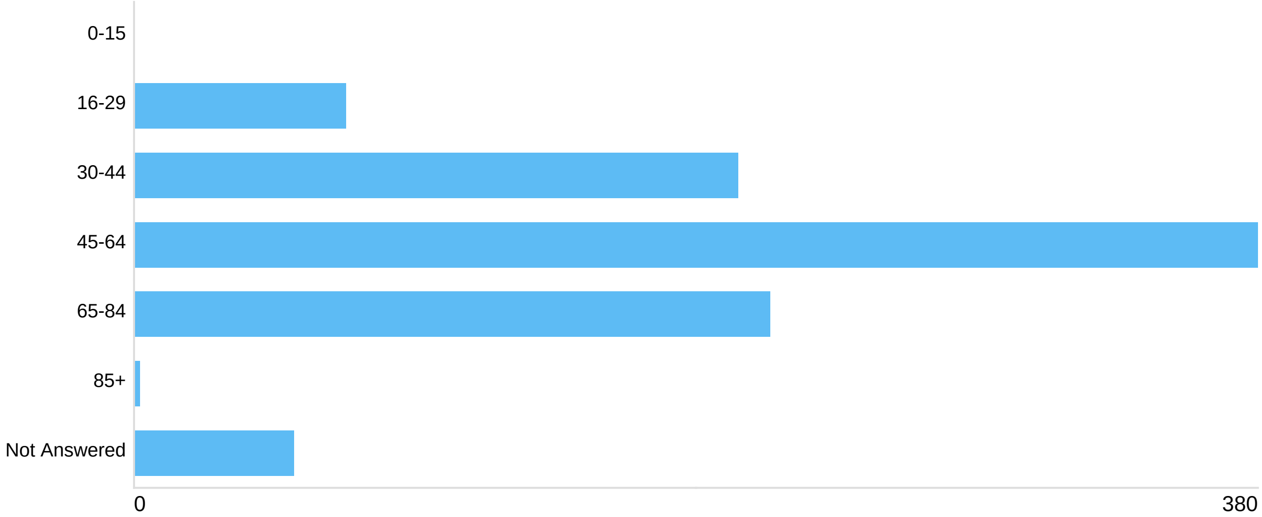
Option	Total	Percent
Male	421	45.46%
Female	428	46.22%
Prefer to self-describe (please specify below)	5	0.54%
Prefer not to say	30	3.24%
Not Answered	42	4.54%

If you prefer to self-describe please write in here:

There were **10** responses to this part of the question.

Question 27: How old are you?

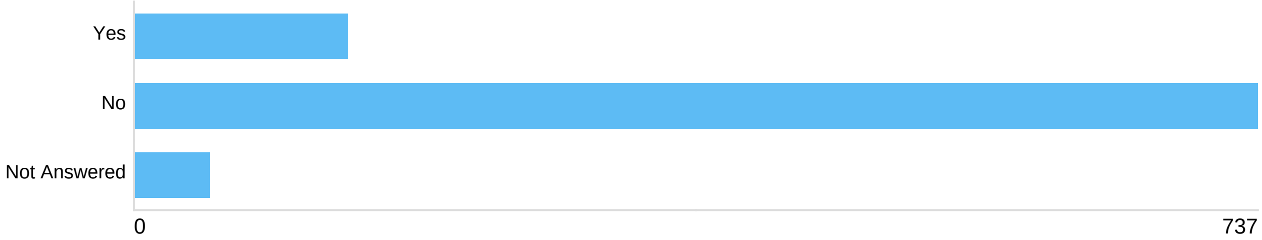
Age



Option	Total	Percent
0-15	0	0%
16-29	71	7.67%
30-44	204	22.03%
45-64	380	41.04%
65-84	215	23.22%
85+	2	0.22%
Not Answered	54	5.83%

Question 28: Do you have any long-term illness, disability or health problem that limits your daily activities or the work you can do?

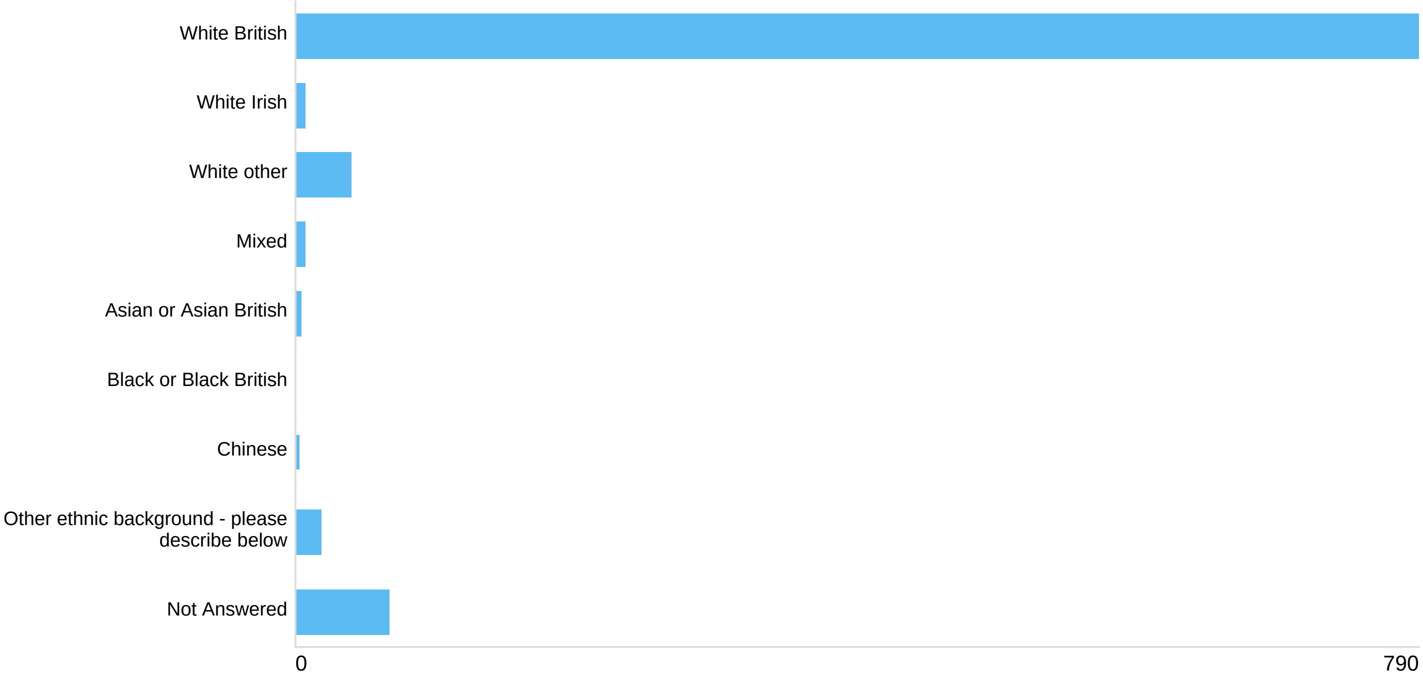
Disability



Option	Total	Percent
Yes	140	15.12%
No	737	79.59%
Not Answered	49	5.29%

Question 29: How would you describe your ethnic background? Please select one only

Ethnicity



Option	Total	Percent
White British	790	85.31%
White Irish	6	0.65%
White other	38	4.10%
Mixed	6	0.65%
Asian or Asian British	3	0.32%
Black or Black British	0	0%
Chinese	1	0.11%
Other ethnic background - please describe below	17	1.84%
Not Answered	65	7.02%

Ethnicity 2

There were **24** responses to this part of the question.

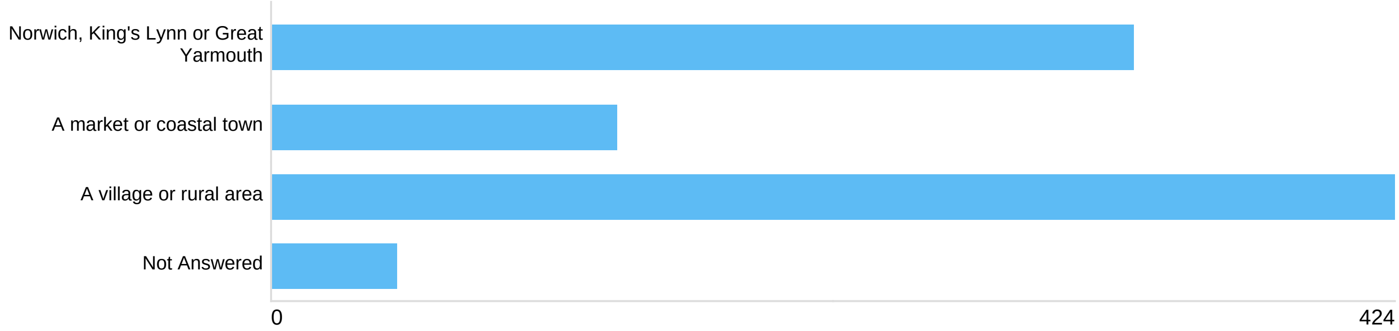
Question 30: What is your first language?

Language

There were **851** responses to this part of the question.

Question 31: Which of the following best describes where you live? Please select one only:

Rural / urban



Option	Total	Percent
Norwich, King's Lynn or Great Yarmouth	325	35.10%
A market or coastal town	130	14.04%
A village or rural area	424	45.79%
Not Answered	47	5.08%

Question 32: What is the first part of your postcode? (e.g. NR4)

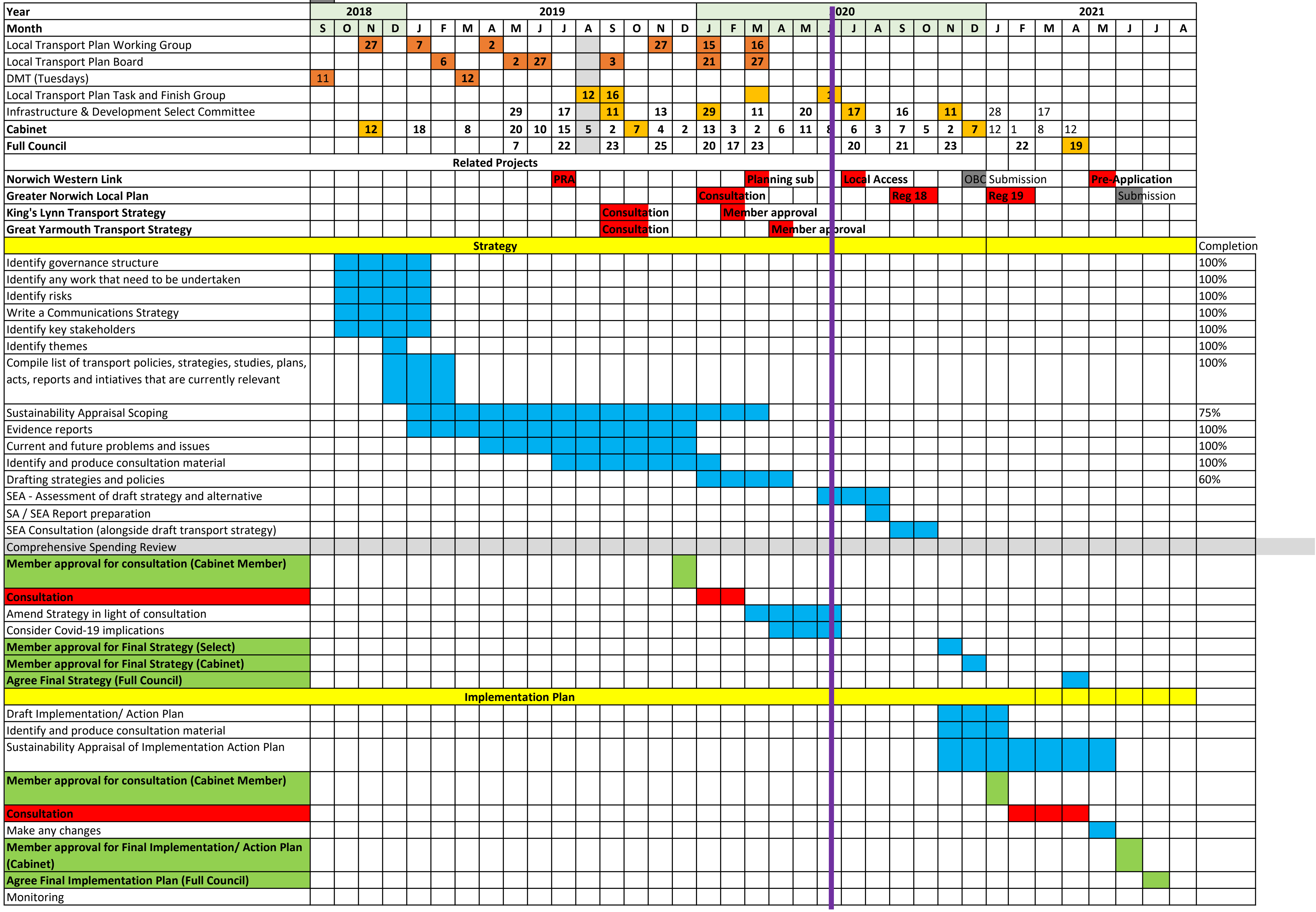
Postcode

There were **869** responses to this part of the question.

Appendix 2

Key

Internal Meetings / officer group dates	🟧
Member group / Committee meeting dates	🟨
Consultations	🟥
LTP Projects / tasks	🟦
Points at which the LTP requires member approval	🟩
Other Milestone	⬛



Year	2018				2019												2020												2021								
Month	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	
Local Transport Plan Working Group			🟧 27		🟧 7			🟧 2							🟧 27		🟧 15		🟧 16																		
Local Transport Plan Board						🟧 6			🟧 2	🟧 27			🟧 3				🟧 21		🟧 27																		
DMT (Tuesdays)	🟧 11						🟧 12																														
Local Transport Plan Task and Finish Group												🟨 12	🟨 16						🟨			🟨 1															
Infrastructure & Development Select Committee									29		17		🟨 11		13		🟨 29		11		20		🟨 17		16		🟨 11		28		17						
Cabinet			🟨 12		18		8		20	10	15	5	2	🟨 7	4	2	13	3	2	6	11	8	6	3	7	5	2	🟨 7	12	1	8	12					
Full Council									7		22		23		25		20	17	23				20		21		23			22		🟨 19					
Related Projects																																					
Norwich Western Link											🟥 PRA								🟥 Planning sub				🟥 Local Access					⬛ OBC	Submission				🟥 Pre-Application				
Greater Norwich Local Plan																	🟥 Consultation	🟥							🟥 Reg 18	🟥			🟥 Reg 19	🟥				⬛ Submission			
King's Lynn Transport Strategy													🟥 Consultation	🟥				🟥 Member approval																			
Great Yarmouth Transport Strategy													🟥 Consultation	🟥						🟥 Member approval																	
Strategy																																					Completion
Identify governance structure		🟦	🟦	🟦	🟦																																100%
Identify any work that need to be undertaken		🟦	🟦	🟦	🟦																																100%
Identify risks		🟦	🟦	🟦	🟦																																100%
Write a Communications Strategy		🟦	🟦	🟦	🟦																																100%
Identify key stakeholders		🟦	🟦	🟦	🟦																																100%
Identify themes				🟦																																	100%
Compile list of transport policies, strategies, studies, plans, acts, reports and intiatives that are currently relevant				🟦	🟦	🟦																															100%
Sustainability Appraisal Scoping					🟦	🟦	🟦	🟦	🟦	🟦	🟦	🟦	🟦	🟦	🟦	🟦	🟦	🟦	🟦																		75%
Evidence reports					🟦	🟦	🟦	🟦	🟦	🟦	🟦	🟦	🟦	🟦	🟦	🟦																					100%
Current and future problems and issues								🟦	🟦	🟦	🟦	🟦	🟦	🟦	🟦	🟦																					100%
Identify and produce consultation material											🟦	🟦	🟦	🟦	🟦	🟦	🟦																				100%
Drafting strategies and policies																	🟦	🟦	🟦	🟦																	60%
SEA - Assessment of draft strategy and alternative																						🟦	🟦	🟦													
SA / SEA Report preparation																								🟦													
SEA Consultation (alongside draft transport strategy)																									🟦	🟦											
Comprehensive Spending Review																																					
Member approval for consultation (Cabinet Member)																🟩																					
Consultation																	🟥	🟥																			
Amend Strategy in light of consultation																			🟦	🟦	🟦	🟦															
Consider Covid-19 implications																				🟦	🟦	🟦															
Member approval for Final Strategy (Select)																											🟦										
Member approval for Final Strategy (Cabinet)																												🟦									
Agree Final Strategy (Full Council)																																🟦					
Implementation Plan																																					
Draft Implementation/ Action Plan																											🟦	🟦	🟦								
Identify and produce consultation material																											🟦	🟦	🟦								
Sustainability Appraisal of Implementation Action Plan																											🟦	🟦	🟦	🟦	🟦	🟦	🟦				
Member approval for consultation (Cabinet Member)																													🟩								
Consultation																														🟥	🟥	🟥					
Make any changes																																	🟦				
Member approval for Final Implementation/ Action Plan (Cabinet)																																		🟩			
Agree Final Implementation Plan (Full Council)																																			🟩		
Monitoring																																					

Infrastructure and Development Select Committee

Item No. 12

Report title:	**Wymondham Market Town Transport Network Improvement Strategy**
Date of meeting:	**15 July 2020**
Responsible Cabinet Member:	**Cllr Martin Wilby (Cabinet Member for Highways, Infrastructure and Transport)**
Responsible Director:	**Tom McCabe (Executive Director Community and Environmental Services)**

Introduction from Cabinet Member

Market Towns are important settlements, providing a range of services and facilities to the residents of the towns as well as often large surrounding rural areas. Many towns have seen relatively large amounts of growth in recent years and growth is also planned in many in the future. The transport infrastructure within the towns has often not kept pace with this. A series of Network Improvement Strategies was agreed in 2017 to consider the impacts of past and planned future growth on market towns and set out actions which Norfolk County Council should consider taking in order to provide suitable transport infrastructure.

The studies and proposed further work support the County Council’s vision for Norfolk, assisting the aim of putting in the necessary infrastructure first. The work will facilitate Norfolk’s market towns’ sustainable development through addressing the transport pressures of planned housing and employment growth.

Executive Summary

In September 2017, Members agreed a programme of studies looking at the transport impacts of growth in market towns. At that time members agreed the programme of studies to be started in 2018. Studies have been completed and agreed for Dereham, Diss, North Walsham, Swaffham, Thetford, Aylsham, Downham Market, Fakenham, and Wroxham and Hoveton. Wymondham is the last of the series of studies to be agreed and adopted; Members having agreed in April 2020 that, instead of further studies, attention is turned to taking forward the findings of the studies.

This report summarises the Wymondham transport network improvement study prior to it being reported to Cabinet in August for agreement and adoption.

Actions required

1. **To review and comment on the completed Wymondham market town transport network improvement study.**

1. Background and Purpose

1.1. Members agreed in 2017 to undertake a programme of Market Town Network Improvement Strategies (NISs). This report updates Members on the final NIS prior to it being reported to Cabinet. Subsequent work on market towns will focus on taking forward the findings.

1.2. During 2018 the following NISs were undertaken (as agreed by EDT 17 March 2017):

- Dereham
- Diss
- North Walsham
- Swaffham
- Thetford.

The following were undertaken in 2019 (as agreed by EDT 6 July 2018):

- Aylsham
- Downham Market
- Fakenham
- Wroxham and Hoveton
- Wymondham.

1.3. The purpose of the work was to examine growth within the market towns (both growth that had happened as well as planned, or likely, future growth) and identify its impacts on the transport network in order to identify suitable interventions that could be planned and delivered. The studies undertaken were prioritised in towns where growth has had, or in the future could have, the most impact. The studies have addressed some of the major questions – eg around evidence for bypasses or other major transport interventions – and led to the identification of areas where further study and feasibility work would be beneficial.

1.4. An assessment of the remaining market towns identified that there are unlikely to be significant transport network interventions arising from growth. Any future studies, if they were to be undertaken, would need to consider a different set of issues and would be likely focussed around traffic management.

1.5. Given this, Cabinet agreed in April 2020 that no more market town NIS studies be completed, and that officers identify how to take forward the issues arising from the completed rounds. Select Committee endorsed this recommendation to Cabinet.

1.6. Select Committee is asked to comment on the completed study for Wymondham (all the others having already been completed and adopted) in advance of consideration by Cabinet in August. The studies can be found on the Norfolk County Council's website.

2. Proposals

2.1. Cabinet will be asked to adopt the Wymondham Market Town NIS. Currently, the final draft is with external stakeholders [the report will be updated with any comments received prior to the deadline]. Any comments from Select Committee can be considered for inclusion into the final study.

2.2. **Overview of the Market Town Network Improvement Strategies**

The Market Town NISs identify potential measures to help address existing transport network constraints and transport improvements to facilitate the growth identified in Local Plans. The process of forming the Market Town NISs was very similar for each town. The focus of the work was informed by an examination of the issues through stakeholder engagement. Officers met with several external stakeholders in each town including the local member(s), district, town and parish councils, Sustrans, police, bus operators, business forums and Highways England / Network Rail as appropriate. The transport issues raised, along with findings from other completed studies and reports, were considered to see where there were gaps in information around certain known issues. The proposed scope of the studies and the technical work was circulated to, and agreed by, stakeholders before the work commenced. In most cases, officers are continuing to work with the stakeholders to address the issues.

2.3. The Network Improvement Strategies and their action plans provide a valuable evidence base to inform other work. It is expected that some of the measures identified should be delivered as part of planned growth to mitigate impacts on the local highway network. The actions plans should inform investment planning and provide the context for funding bids from all three tiers of local government.

2.4. **Summary of the Wymondham NIS**

The main objective of the study, agreed with the stakeholders, is to improve walking, cycling, public transport and parking in Wymondham town. The following issues were identified:

- Traffic calming on the Harts Farm estate
- Cycling and walking routes around the town
- Public transport in the town
- Walking, cycling, bus and parking arrangements in the Market Cross area.

Technical study work was commissioned to understand these issues and identify potential solutions where appropriate. This is summarised below. The main bullet points summarise the output of the consultants' technical work; the indented bullets summarise how the findings might be taken forward to implementation by the county council (included in the action plan in the NIS):

- The existing traffic calming measures on the Harts Farm estate are within legal standard but a number of improvements could be considered-

    - Changes could be considered as part of future programmed maintenance or improvement work in the area

- Walking, cycling and public transport networks are of a good standard compared to other towns, however, there is room for improvement. Corridor options were identified with the aim of connecting residential areas, schools and the town creating a joined-up Wymondham network

    - Out of the routes considered, a route along Norwich Road, connecting the town centre, residential, retail and employment areas and Wymondham High School, was considered the highest priority to take forward to implementation

- The bus network coverage in Wymondham and the frequencies of services are high, however, there are some notable issues such as lack of coverage to the south of the town and to Hethel Technology Park and poor interaction between modes of transport in the area surrounding the railway station. The lack of coverage for the south of the town has a technically viable solution but may not be economically viable

    - The highest priority relates to better bus and rail integration at the railway station, included in the Transforming Cities bid. Suggested changes to services will be raised with the bus operator(s)

- The stakeholder group raised some concerns about the existing bus and parking facilities in the Market Cross area, especially with the proximity between pedestrians and buses manoeuvring around the Market Cross and the lack of any stop infrastructure. Two potential options were put forward for addressing the key issues

    - Further investigation of the options will be required before any could be considered for permanent implementation (see 2.5 below).

2.5. Since completion of the draft Wymondham NIS, Norfolk County Council has been engaged with delivering measures, under the government's Emergency Active Travel Fund stream, focussed on enabling a restart of the economy by ensuring that people can start to travel (to jobs and to access other services) whilst maintaining physical-distancing conventions. Whilst the measures are focussed on smaller-scale measures, and might only be temporary, the proposals do include vehicular restrictions in the market cross area. Other measures within the NIS are also being considered for implementation as part of this stream but programmes have not been finalised at the time of writing.

2.6. Next Steps

Officers will need to identify suitable funding sources to progress the projects and schemes which have been recommended, as summarised above.

2.7. Officers will review the NIS delivery programmes annually and report progress to the stakeholders. If the need for a refresh of the NIS is required, or any further study work identified, it will be added to the action plan and the work undertaken as resources allow.

3. Impact of the Proposal

3.1. The Network Improvement Strategies have been very effective in considering some of the key transport infrastructure requirements required to enable sustainable growth within the towns and ensure their continued vitality. Taking forward the further stages of the work, as summarised above, will ensure that the transport infrastructure continues to support the town’s future development.

4. Financial Implications

4.1. The capital programme agreed by Cabinet on 13 January 2020, included funding identified for market towns remains unallocated (£145,000 for interventions in 2020-21 and indicative allocations of £220,000 and £505,000 for studies and interventions respectively in 2021-22). Potentially, this could be used to fund the work recommended in the Wymondham NIS. This would need to be considered alongside the measures identified in the other market town NISs and alongside other potential similar streams of work. Officers will also pursue all sources of other potential funding that would enable the work arising from the NISs to be taken forward.

5. Resource Implications

5.1. **Staff:**

Activities in terms of developing the Network Improvement Strategies, including consultation, have been undertaken within existing financial resources. Any further study work will be undertaken within existing staff resources.

5.2. **Property:**

None at this stage. Any impacts on property are only likely to arise from delivery of individual transport schemes. These will be identified at later stages of project development.

5.3. **IT:**

None at this stage.

6. Other Implications

6.1. **Legal Implications**

None at this stage.

6.2. **Human Rights implications**

None at this stage.

6.3. Equality Impact Assessment (EqIA)

An EqIA has not been undertaken for the market town studies. Equality implications will be considered at the appropriate stages of project development for schemes taken forward.

7. Actions required.

7.1.

1. **To review and comment on the completed Wymondham market town transport network improvement study**

8. Background Papers

8.1. Market Town NISs were first discussed at the March 2017 EDT Committee where Members agreed to a programme of five studies and requested that a report be brought back to note progress and agree priorities. The report can be found on page 96 of the agenda for March 2017 EDT Committee.

In July 2018, a programme of five more studies were agreed and this report provided an update on the studies and asked committee to agree the next steps that should be taken.

In April 2020 the Cabinet Member agreed the remainder of the market town NISs, except Wymondham, in lieu of Cabinet which was cancelled due to Covid-19 restrictions. This report can be found here.

8.2. The market town Network Improvement Strategies can be viewed on this page of the Norfolk County Council's website.

Officer Contact

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

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Email address: **david.cumming@norfolk.gov.uk**

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