

Phil Norrey
Chief Executive

To: The Chair and Members of the
Corporate Infrastructure and
Regulatory Services Scrutiny
Committee

County Hall
Topsham Road
Exeter
Devon
EX2 4QD

(See below)

Your ref :
Our ref :

Date : 18 March 2019
Please ask for : Wendy Simpson 01392 384383

Email: wendy.simpson@devon.gov.uk

**CORPORATE INFRASTRUCTURE AND REGULATORY SERVICES SCRUTINY
COMMITTEE**

Tuesday, 26th March, 2019

A meeting of the Corporate Infrastructure and Regulatory Services Scrutiny Committee is to be held on the above date at 2.15 pm at Committee Suite - County Hall to consider the following matters.

P NORREY
Chief Executive

A G E N D A

PART I - OPEN COMMITTEE

- 1 Apologies
- 2 Minutes
Minutes of the two meetings held on 29 January 2019 (previously circulated).
- 3 Items Requiring Urgent Attention
Items which in the opinion of the Chair should be considered at the meeting as matters of urgency.
- 4 Public Participation
Members of the public may make representations/presentations on any substantive matter listed in the published agenda for this meeting, as set out hereunder, relating to a specific matter or an examination of services or facilities provided or to be provided.

MATTERS FOR CONSIDERATION OR REVIEW

- 5 Call-in of Cabinet Member Decision - Fees and Charges: Highways (Pages 1 - 14)
In accordance with the Scrutiny Procedure Rules, the requisite number of Members of the Council (Councillors Connett, Dewhirst, G Hook, Brazil and Way have invoked the call-in procedure in relation to the decision of the Cabinet Member for Highways

Management relating to Fees and Charges: Highways. The relevant documentation is attached.

This is on the grounds of concern about the steep rises proposed, the justification for them and how the raised funds will be used.

- 6 Connecting Devon and Somerset - update (Pages 15 - 18)
Report of the Head of Economy, Enterprise and Skills (EES/19/1), attached.
- 7 Income Generation (Pages 19 - 24)
Joint Report of the Head of Digital Transformation and Business Support and Head of Economy, Enterprise and Skills (EES/19/2), attached.
- 8 Highways Winter Service Task Group (Pages 25 - 44)
Report of the Task Group.
- 9 Flood Risk Management - update (Pages 45 - 60)
Report of the Head of Planning, Transportation and Environment (PTE/19/16), attached.
- 10 Highways Performance Dashboard (Pages 61 - 68)
Report of the Chief Officer for Highways, Infrastructure Development and Waste (HIW/19/29), attached.
- 11 Highways Maintenance for Communities - findings of the East/Mid Devon trials (Pages 69 - 76)
Report of the Chief officer for Highways, infrastructure Development & Waste (HIW/19/30), attached.
- 12 Scrutiny Work Programme
In accordance with previous practice, Scrutiny Committees are requested to review the list of forthcoming business and determine which items are to be included in the Work Programme. The Scrutiny Work Programme can be found at:
<https://new.devon.gov.uk/democracy/committee-meetings/scrutiny-committees/scrutiny-work-programme/>

The Committee may also wish to review the content of the Cabinet Forward Plan to see if there are any specific items therein it might wish to explore further. The Cabinet Forward Plan can be found at: <http://democracy.devon.gov.uk/mgPlansHome.aspx?bcr=1>

MATTERS FOR INFORMATION

- 13 Items Previously Circulated
Below is a list of information previously circulated by email to Members since the last meeting, relating to topical developments which have been or are currently being considered by this Scrutiny Committee.
 - (a) Briefing note on the progress of the additional £6.5m Highways Budget 2018/19 - (22/1/19)
 - (b) Inflation figure across DCC as a whole (13/2/19)

**PART II - ITEMS WHICH MAY BE TAKEN IN THE ABSENCE OF PRESS AND
PUBLIC ON THE GROUNDS THAT EXEMPT INFORMATION MAY BE DISCLOSED**

Nil

*Members are reminded that Part II Reports contain confidential information and should therefore be treated accordingly. They should not be disclosed or passed on to any other person(s).
Members are also reminded of the need to dispose of such reports carefully and are therefore invited to return them to the Democratic Services Officer at the conclusion of the meeting for disposal.*

Membership

Councillors A Dewhirst (Chair), P Colthorpe, Y Atkinson, K Ball, R Bloxham, J Hook, J Brook, P Crabb, A Eastman, R Edgell, I Hall, M Shaw, C Slade, H Ackland, J Berry and R Radford

Declaration of Interests

Members are reminded that they must declare any interest they may have in any item to be considered at this meeting, prior to any discussion taking place on that item.

Access to Information

Any person wishing to inspect any minutes, reports or lists of background papers relating to any item on this agenda should contact Wendy Simpson 01392 384383.

Agenda and minutes of the Committee are published on the Council's Website and can also be accessed via the Modern.Gov app, available from the usual stores.

Webcasting, Recording or Reporting of Meetings and Proceedings

The proceedings of this meeting may be recorded for broadcasting live on the internet via the 'Democracy Centre' on the County Council's website. The whole of the meeting may be broadcast apart from any confidential items which may need to be considered in the absence of the press and public. For more information go to: <http://www.devoncc.public-i.tv/core/>

In addition, anyone wishing to film part or all of the proceedings may do so unless the press and public are excluded for that part of the meeting or there is good reason not to do so, as directed by the Chair. Any filming must be done as unobtrusively as possible from a single fixed position without the use of any additional lighting; focusing only on those actively participating in the meeting and having regard also to the wishes of any member of the public present who may not wish to be filmed. As a matter of courtesy, anyone wishing to film proceedings is asked to advise the Chair or the Democratic Services Officer in attendance so that all those present may be made aware that is happening.

Members of the public may also use Facebook and Twitter or other forms of social media to report on proceedings at this meeting. An open, publicly available Wi-Fi network (i.e. DCC) is normally available for meetings held in the Committee Suite at County Hall. For information on Wi-Fi availability at other locations, please contact the Officer identified above.

Public Participation

Devon's residents may attend and speak at any meeting of a County Council Scrutiny Committee when it is reviewing any specific matter or examining the provision of services or facilities as listed on the agenda for that meeting.

Scrutiny Committees set aside 15 minutes at the beginning of each meeting to allow anyone who has registered to speak on any such item. Speakers are normally allowed 3 minutes each.

Anyone wishing to speak is requested to register in writing to the Clerk of the Committee (details above) by the deadline, outlined in the Council's [Public Participation Scheme](#), indicating which item they wish to speak on and giving a brief outline of the issues/ points they wish to make. The representation and the name of the person making the representation will be recorded in the minutes.

Alternatively, any Member of the public may at any time submit their views on any matter to be considered by a Scrutiny Committee at a meeting or included in its work Programme direct to the Chair or Members of that Committee or via the Democratic Services & Scrutiny Secretariat (committee@devon.gov.uk). Members of the public may also suggest topics (see: <https://new.devon.gov.uk/democracy/committee-meetings/scrutiny-committees/scrutiny-work-programme/>)

All Scrutiny Committee agenda are published at least seven days before the meeting on the Council's website.

Emergencies

In the event of the fire alarm sounding leave the building immediately by the nearest available exit, following the fire exit signs. If doors fail to unlock press the Green break glass next to the door. Do not stop to collect personal belongings, do not use the lifts, do not re-enter the building until told to do so.

Mobile Phones

Please switch off all mobile phones before entering the Committee Room or Council Chamber

If you need a copy of this Agenda and/or a Report in another format (e.g. large print, audio tape, Braille or other languages), please contact the Information Centre on 01392 380101 or email to: centre@devon.gov.uk or write to the Democratic and Scrutiny Secretariat at County Hall, Exeter, EX2 4QD.



Induction loop system available

Committee Terms of Reference

(1) To review the implementation of the Council's existing policy and budget framework and ensure effective scrutiny of the Council's Treasury Management Strategy and policies and consider the scope for new policies for the Council's use and management of its resources and the discharge of its corporate and strategic services and governance arrangements and community safety activity, including emergency planning and the Council's functions in the scrutiny of authorities responsible for crime and disorder strategies.

(2) To review the implementation of existing policies and to consider the scope for new policies with regard to all aspects of the discharge of the Council's 'place shaping and universal population services' functions concerning the environment, economic activity and enterprise, integrated planning and transport and community services, including libraries, arts and cultural heritage of the County, an integrated youth service and post 16 education & skills;

(3) To assess the effectiveness of decisions of the Cabinet in these areas of the Council's statutory activity and relate overview and scrutiny to the achievement of the Council's strategic priorities and objectives and of delivering best value in all its activities;

(4) To make reports and recommendations as appropriate arising from this area of overview and scrutiny.

NOTES FOR VISITORS

All visitors to County Hall, including visitors to the Committee Suite and the Coaver Club conference and meeting rooms are requested to report to Main Reception on arrival. If visitors have any specific requirements or needs they should contact County Hall reception on 01392 382504 beforehand. Further information about how to get here can be found at: <https://new.devon.gov.uk/help/visiting-county-hall/>. Please note that visitor car parking on campus is limited and space cannot be guaranteed. Where possible, we encourage visitors to travel to County Hall by other means.

SatNav – Postcode EX2 4QD

Walking and Cycling Facilities

County Hall is a pleasant twenty minute walk from Exeter City Centre. Exeter is also one of six National Cycle demonstration towns and has an excellent network of dedicated cycle routes – a map can be found at: <https://new.devon.gov.uk/travel/cycle/>. Cycle stands are outside County Hall Main Reception and Lucombe House

Access to County Hall and Public Transport Links

Bus Services K, J, T and S operate from the High Street to County Hall (Topsham Road). To return to the High Street use Services K, J, T and R. Local Services to and from Dawlish, Teignmouth, Newton Abbot, Exmouth, Plymouth and Torbay all stop in Barrack Road which is a 5 minute walk from County Hall. Park and Ride Services operate from Sowton, Marsh Barton and Honiton Road with bus services direct to the High Street.

The nearest mainline railway stations are Exeter Central (5 minutes from the High Street) and St David's and St Thomas's both of which have regular bus services to the High Street. Bus Service H (which runs from St David's Station to the High Street) continues and stops in Wonford Road (at the top of Matford Lane shown on the map) a 2/3 minute walk from County Hall, en route to the RD&E Hospital (approximately a 10 minutes walk from County Hall, through Gras Lawn on Barrack Road).

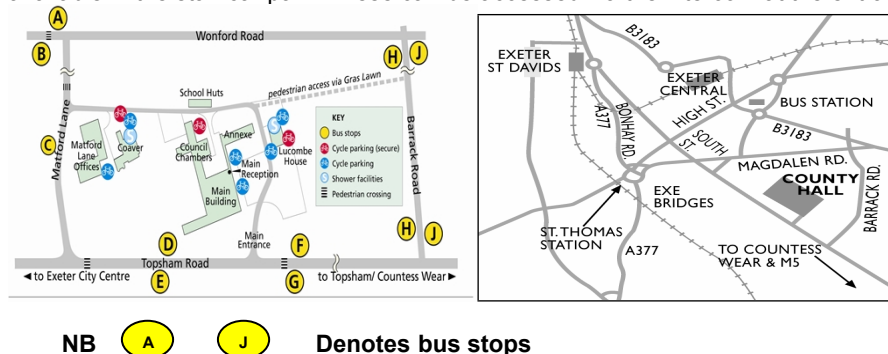
Car Sharing

Carsharing allows people to benefit from the convenience of the car, whilst alleviating the associated problems of congestion and pollution. For more information see: <https://liftshare.com/uk/community/devon>.

Car Parking and Security

There is a pay and display car park, exclusively for the use of visitors, entered via Topsham Road. Current charges are: Up to 30 minutes – free; 1 hour - £1.10; 2 hours - £2.20; 4 hours - £4.40; 8 hours - £7. Please note that County Hall reception staff are not able to provide change for the parking meters.

As indicated above, parking cannot be guaranteed and visitors should allow themselves enough time to find alternative parking if necessary. Public car parking can be found at the Cathedral Quay or Magdalen Road Car Parks (approx. 20 minutes walk). There are two disabled parking bays within the visitor car park. Additional disabled parking bays are available in the staff car park. These can be accessed via the intercom at the entrance barrier to the staff car park.



NB   Denotes bus stops

Fire/Emergency Instructions

In the event of a fire or other emergency please note the following instructions. If you discover a fire, immediately inform the nearest member of staff and/or operate the nearest fire alarm. On hearing a fire alarm leave the building by the nearest available exit. The County Hall Stewardesses will help direct you. Do not stop to collect personal belongings and do not use the lifts. Assemble either on the cobbled car parking area adjacent to the administrative buildings or in the car park behind Bellair, as shown on the site map above. Please remain at the assembly point until you receive further instructions. Do not re-enter the building without being told to do so.

First Aid

Contact Main Reception (extension 2504) for a trained first aider.

Originator: Matthew Thorpe
Copy to: Councillor Alistair Dewhirst, Chairman of Corporate Infrastructure & Regulatory Services
Scrutiny Committee
Meg Booth/Sandra Clarke A/COM.CH (1933)
Paul Bartlett - Finance

County Treasurer

Councillor Stuart Hughes
102 Temple Street
Sidmouth
Devon
EX10 9BJ

County Hall
Topsham Road
Exeter
EX2 4QD

Tel: (01392) 383590
Email: matthew.thorpe@devon.gov.uk
Fax: (01392) 381459

Ref: A/COM(1933)
22 February 2019

Dear Councillor Hughes

Revenue Budget 2019/20 – Fees and Charges

I am writing to ask if you will make a decision in accordance with Paragraph 11 of the County Council's Scheme of Delegation by approving the detailed schedule of fees and charges for:

- Highways
- On-Street Parking tariffs

As in previous years the principle that has been applied in reviewing the Highways charges is to ensure that, where the charge is at the discretion of the authority, the charge is set at a level to at least break-even in terms of cost recovery and, where appropriate, to achieve the optimum level of income to the authority.

On-street parking tariffs for longer stays, of an hour or more, were last reviewed in 2016/17 and tariffs relating to shorter stays have not been reviewed in excess of 10 years, in some cases since the launch of that scheme. All tariffs have been reviewed for 2019/20, based on the following principles:

- Short Stay Tariffs – 10% increase (rounded up to nearest 10p).
- Long Stay Tariffs – Increased to parity + 10% (rounded up to nearest 10p) where there are alternative off-street pay and display car parks in the vicinity.
- Long Stay Tariffs – 10% increase (rounded up to nearest 10p) where there are no alternative off-street pay and display car parks in the vicinity.
- Seasonal/Sunday Tariffs have been reviewed based upon alternative off-street pay and display car parks in the vicinity.
- No tariff has been increased by more than 50%.

Continued/.....

Agenda Item 5

Please find enclosed two copies of the Cabinet Member Decision form, to enable you to formally advise me of your decision and in so doing confirm that the entry in the 'interests' box is accurate or amend it accordingly. I would be pleased if you could advise me of your decision as soon as possible by returning one copy of the decision form in the enclosed pre-paid envelope.

If you require any further information, please contact Matthew Thorpe by telephoning (01392) 383590 or e-mailing matthew.thorpe@devon.gov.uk

In accordance with procedures a copy of this letter has been sent to Councillor Alistair Dewhirst as Chairman of Corporate Infrastructure & Regulatory Services Scrutiny Committee.

No action will be taken until all Members of the County Council have been advised of your decision and five working days have elapsed to enable Members to request that the decision be referred to the full Cabinet for consideration or called in by Corporate Infrastructure and Regulatory Services Scrutiny Committee for consideration.

Yours sincerely

Mary Davis
County Treasurer

Enclosed: Record of Decision x 2
 Pre-paid envelope

RECORD OF DECISION TAKEN BY CABINET MEMBER

This form must be completed by or on behalf of the relevant Cabinet Member immediately after any decision has been made and sent to the Chief Executive for publication in accordance with the Council's Constitution.

Summary of Matter or Issue Requiring Decision	Revenue Budget 2019/20 - Highways fees and charges
Decision Taken (i.e. approved/not approved together with any caveats)	Approved/ Not approved (Please delete as appropriate)
Summary of Reason(s) for Decision Taken (alternatively, attach copy of any report or other document setting out reasons)	<p>As in previous years the principle that has been applied in reviewing the Highways charges is to ensure that, where the charge is at the discretion of the authority, the charge is set at a level to at least break-even in terms of cost recovery and where appropriate, to achieve the optimum level of income to the authority.</p> <p>On-street parking tariffs for longer stays, of an hour or more, were last reviewed in 2016/17 and tariffs relating to shorter stays have not been reviewed in excess of 10 years, in some cases since the launch of that scheme. All tariffs have been reviewed for 2019/20, based on the following principles:</p> <ul style="list-style-type: none"> • Short Stay Tariffs- 10% increase (rounded up to nearest 10p). • Long Stay Tariffs- Increased to parity + 10% (rounded up to nearest 10p) where there are alternative off-street pay and display car parks in the vicinity. • Long Stay Tariffs- 10% increase (rounded up to nearest 10p) where there are no alternative off-street pay and display car parks in the vicinity • Seasonal/Sunday Tariffs have been reviewed based upon alternative off street pay and display car parks in the vicinity. • No tariff has been increased by more than 50%.
Summary of Alternatives or Options considered and rejected (alternatively, attach copy of any report or other document setting out alternatives/options)	Option is to retain existing fees and charges which would impact on the approved revenue budget for 2019/20.
Details of any personal interest or conflict of interest and dispensation granted to the Cabinet Member(s) involved in or consulted upon this decision	None

Contact for enquiries/further information	Name: Matthew Thorpe Tel: 01392 383590 Email: matthew.thorpe@devon.gov.uk	
A copy of this Notice will be published on the Council's website (http://www.devon.gov.uk/dcc/committee/mingifs.html) and any supporting documentation considered by the individual taking this decision and relevant to the matter shall also be made available for inspection by the public		
Signature of Cabinet Member	Councillor Stuart Hughes	Date: 1 March 2019

These charges are not subject to VAT

Tariff	Area	Explanation of Service * excludes Christmas Day	Current Charge 2018/19	Proposed Charge 2019/20	If changed	Notes
Exeter F	Bonhay Road	9am-6pm Mon-Sat 1 hour 4 hours Over 4 hours 11am-5pm Sun & Bank Hols* 2 hours Over 2 hours	£1.40 £3.90 £8.30 £1.10 £3.00	£1.60 £4.30 £9.20 £1.30 £3.30	YES YES YES YES YES	
Exeter G	Cowley Bridge Road	9am-6pm Mon-Sat 4 hours Over 4 hours 11am-5pm Sun & Bank Hols* 4 hours Over 4 hours	£1.70 £3.90 £1.10 £2.20	£1.90 £4.30 £1.30 £2.50	YES YES YES YES	
Exeter H	Tudor Street	9am-6pm Mon-Sat 1 hour 4 hours Over 4 hours 11am-5pm Sun & Bank Hols* 2 hours Over 2 hours	£1.10 £3.80 £5.30 £1.00 £2.00	£1.30 £5.50 £7.00 £1.50 £3.00	YES YES YES YES YES	
Exeter J	Commercial Road	9am-6pm Mon-Sat 30 mins 1 hour 2 hours 11am-5pm Sun & Bank Hols* 2 hours Over 2 hours	£0.50 £1.40 £2.50 £1.10 £2.20	£0.60 £1.60 £3.30 £1.60 £3.30	YES YES YES YES YES	
Exeter K	St Leonards area	9:30am-3:30pm Mon-Fri 30 mins 1 hour 2 hours 4 hours Sat & Sun & Bank Hols	£0.40 £1.10 £2.20 £4.40 Free	£0.50 £1.30 £3.30 £5.50 Free	YES YES YES YES YES	
Exeter L	Grendon Road	9am-6pm Mon-Sat 2 hours 4 hours Sun & Bank Hols	£1.10 £1.80 Free	£1.30 £2.00 Free	YES YES YES	

These charges are not subject to VAT

Tariff	Area	Explanation of Service * excludes Christmas Day	Current Charge 2018/19	Proposed Charge 2019/20	If changed	Notes
Exeter M	Regents Park area	10am-4pm Mon-Fri 2 hours Sat & Sun & Bank Hols	£1.10 Free	£1.30 Free	YES YES	
Exeter N	Friars area	8am-10am Mon-Sat 30 mins 10am – 6pm Mon-Sat 1 hour 2 hours 3 hours 11am – 5pm Sun & Bank Hols* 2 hours Over 2 hours	£0.40 £1.10 £2.20 £2.90 £1.40 £2.50	£0.50 £1.30 £3.30 £4.30 £2.10 £3.70	YES YES YES YES YES YES	
Exeter P	Butts Road	10am-5pm Mon-Fri 2 hours 3 hours Sat & Sun & Bank Hols	£2.20 £2.90 Free	£2.50 £3.20 Free	YES YES YES	
Exeter R	Roseland Avenue & Whipton Lane	10am-5pm Mon-Fri 30 mins 1 hour 2 hours 3 hours 4 hours Sat & Sun & Bank Hols	Free £1.10 £2.20 £2.90 £3.50 Free	Free £1.30 £2.50 £3.20 £3.90 Free	YES YES YES YES YES	
Exeter R1	Burnthouse Lane & Rifford Road area	10am-5pm Mon-Fri 30 mins 1 hour 2 hours 3 hours Over 3 hours Sat & Sun & Bank Hols	Free £1.10 £2.20 £2.90 £5.00 Free	Free £1.30 £2.50 £3.20 £5.50 Free	YES YES YES YES YES	

PROPOSED FEES AND CHARGES 2019/20: Parking charges

Code	Explanation of Service	Current Charge 2018/19	Proposed Charge 2019/20	If changed	Notes
1	Resident and business Parking permits				
1.1	Residents Parking Permits	£30	£30		
(a)	Residential Visitor book of 30 permits	£30	£30		
(b)	Essential Visitors Permit	£30	£30		
(c)					
1.2	Business Permits				
(a)	First Permit	£30	£30		
(b)	Second Permit	£75	£75		
(c)	Third Permit	£150	£150		
(d)	Charity Parking Permits	£30	£30		
(e)	Hotel/Guest House Permit book of 20 permits	£30	£30		
3.3	Dispensation Permits				
(a)	Annual Permit	£45	£45		
(b)	Daily Permit	Under review	Under review		
(c)	Scratchcard	£60	£60		
2	Doctors' Parking Spaces				
2.1	Charge per space	1st year £500 then £100 per annum	1st year £500 then £100 per annum		

On-Street Pay & Display Charges - Exeter

These charges are not subject to VAT

Tariff	Area	Explanation of Service * excludes Christmas Day	Current Charge 2018/19	Proposed Charge 2019/20	If changed	Notes
Exeter A	Central Area	8am-6pm Mon-Sat				
		30 mins	£0.70	£0.80	YES	
		1 hour	£1.70	£1.90	YES	
		11am-5pm Sun & Bank Hols*				
Exeter B	Verney Street & Triangle area	8am-6pm Mon-Sat				
		30 mins	£0.70	£0.80	YES	
		1 hour	£1.70	£1.90	YES	
		2 hours	£2.60	£3.30	YES	
Exeter B1	Barnfield Area	8am-6pm Mon-Sat				
		15 mins	£0.20	£0.30	YES	
		30 mins	£0.70	£0.80	YES	
		1 hour	£1.70	£1.90	YES	
Exeter C	Barrack Road (Hospital) area	11am-5pm Sun & Bank Hols*				
		1 hour	£1.10	£1.30	YES	
		2 hours	£1.90	£2.80	YES	
		9am-6pm Mon-Sat				
Exeter D	New North Road & Blackall Road Area	2 hours	£2.20	£2.50	YES	
		3 hours	£2.90	£3.20	YES	
		Sun & Bank Hols	Free	Free		
Exeter E	University Area	8am-6pm Mon-Sat				
		1 hour	£1.40	£1.60	YES	
		2 hours	£2.50	£3.30	YES	
		11am-5pm Sun & Bank Hols*				
Exeter E	University Area	2 hours	£1.10	£1.60	YES	
		over 2 hours	£2.20	£3.30	YES	
		9am-6pm Mon-Sat				
		2 hours	£2.00	£2.20	YES	
Exeter E	University Area	4 hours	£3.80	£4.20	YES	
		Over 4 hours	£5.40	£6.00	YES	
		11am-5pm Sun & Bank Hols*				
		4 hours	£1.10	£1.30	YES	
Exeter E	University Area	Over 4 hours	£2.20	£2.50	YES	

These charges are not subject to VAT						
Tariff	Area	Explanation of Service * excludes Christmas Day	Current Charge 2018/19	Proposed Charge 2019/20	If changed	Notes
Exeter S	Heavitree area	10am-5pm Mon-Fri				
		30 mins	Free	Free		
		1 hour	£1.10	£1.30	YES	
		2 hours	£2.20	£2.50	YES	
		3 hours	£2.90	£3.20	YES	
		Sat & Sun & Bank Hols	Free	Free		
Exeter S1	Fore Street Heavitree	10am-5pm Mon-Fri				
		30 mins	Free	Free		
		1 hour	£1.10	£1.30	YES	
		2 hours	£2.20	£2.50	YES	
		3 hours	£2.90	£3.20	YES	
		Sat & Sun & Bank Hols	Free	Free		

On-Street Pay & Display Charges – Market & Coastal Towns

These charges are not subject to VAT						
Tariff	Area	Explanation of Service * excludes Christmas Day	Current Charge 2018/19	Proposed Charge 2019/20	If changed	Notes
Barnstaple A	Boutport Street area	8am-6pm Mon-Sat inc Bank Hols*				
		1 hour	£1.40	£1.60	YES	
		2 hours	£2.50	£2.80	YES	
		Sun	Free	Free		
Bideford A	Bridgeland Street & The Quay	9am-4pm Mon-Sat				
		30 mins	£0.30	£0.40	YES	
		1 hour	£0.90	£1.00	YES	
		Sun & Bank Holidays	Free	Free		
Bideford B	The Strand & New Road	9am-4pm Mon-Sat				
		30 mins	£0.30	£0.40	YES	
		1 hour	£0.90	£1.00	YES	
		1 ½ hours	£1.80	£2.00	YES	
		2 hours	£2.00	£2.20	YES	
		Sun & Bank Holidays	Free	Free		
Budleigh Salterton A	Coastguard Hill & Marine Parade	24 hours Daily inc Bank Hols*				
		30 mins	£0.20	£0.30	YES	
		1 hour	£0.70	£0.80	YES	
		2 hours	£1.80	£2.20	YES	
Combe Martin A	Borough Road & King Street	10am-6pm Mon-Sat inc Bank Hols*				
		30 mins	Free	Free		
		1 hour	£1.10	£1.30	YES	
		Sun	Free	Free		
Combe Martin B	Cross Street	9am-8pm Mon-Sat inc Bank Hols*				
		30 mins	Free	Free		
		1 hour	£1.10	£1.30	YES	
		Sun	Free	Free		
Dawlish A	The Strand	9am-6pm Mon-Sat inc Bank Hols*				
		30 mins	Free	Free		
		1 hour	£1.10	£1.30	YES	
		9am-6pm Sun				
		30 mins	Free	Free		
		1 hour	£0.80	£0.90	YES	
		2 hours	£2.10	£2.50	YES	

These charges are not subject to VAT						
Tariff	Area	Explanation of Service * excludes Christmas Day	Current Charge 2018/19	Proposed Charge 2019/20	If changed	Notes
Dawlish B	Brunswick Place / Marine Parade	9am-6pm Mon-Sat inc Bank Hols*				
		30 mins	£0.40	£0.50	YES	
		1 hour	£1.10	£1.30	YES	
		2 hours	£2.20	£2.40	YES	
		9am-6pm Sun				
		1 hour	£0.80	£0.90	YES	
		2 hours	£2.10	£2.50	YES	
Exmouth A	Esplanade	9am-6pm Daily				
		1 st Apr to 30 th Sep inc Bank Hols				
		1 hour	£1.10	£1.30	YES	
		2 hours	£2.20	£2.50	YES	
		3 hours	£3.30	£3.70	YES	
		9am-6pm Daily				
		1 st Oct to 31 st March inc Bank Hols*				
		1 hour	£0.60	£0.90	YES	
Exmouth B	Queens Drive	2 hours	£1.50	£2.20	YES	
		3 hours	£2.30	£3.40	YES	
		All days 24 hrs / day				
		1 st Apr to 30 th Sep inc Bank Hols				
		1 hour	£1.10	£1.30	YES	
		2 hours	£2.20	£2.50	YES	
		4 hours	£4.40	£5.00	YES	
		8 hours	£6.60	£7.30	YES	
		24 hours	£11.00	£12.00	YES	
		All days 24 hrs / day				
		1 st Oct to 31 st March inc Bank Hols*				
		1 hour	£0.60	£0.90	YES	
		2 hours	£1.50	£2.20	YES	
		4 hours	£3.00	£4.50	YES	
		8 hours	£3.80	£5.70	YES	
		24 hours	£6.60	£9.90	YES	

These charges are not subject to VAT

Tariff	Area	Explanation of Service * excludes Christmas Day	Current Charge 2018/19	Proposed Charge 2019/20	If changed	Notes
Ilfracombe A	Church Street, Fore Street, High Street, & Springfield Road	10am-6pm Mon-Sat inc Bank Hols* 30 mins 1 hour Sun	Free £0.60 Free	Free £0.70 Free	YES	
Ilfracombe B	Portland Street, St. James Place & Wilder Road	10am-6pm Mon-Sat inc Bank Hols 1 st May – 30 th September 1 hour 2 hour 10am – 6pm Mon – Sat inc Bank Hols* 1 st Oct – 30 th April 2 hours 4 hours Sun	£0.60 £1.30 £0.60 £1.30 Free	£0.70 £1.40 £0.90 £1.90 Free	YES YES YES YES	
Newton Abbot A	Queen Street, Union Street, Courtenay Street, Devon Square, Elm Road, St Paul's Road, Marsh Road, Victoria Road	9am-5pm Mon-Sat inc Bank Hols* 20 mins 40 mins 1 hour Sun	£0.40 £0.80 £1.30 Free	£0.50 £0.90 £1.50 Free	YES YES YES	
Newton Abbot B	Powderham Road, Tudor Road	8am – 6pm Mon – Sat inc Bank Hols* 30 mins 1 hour Sun	£0.20 £0.50 Free	£0.30 £0.60 Free	YES YES	
Newton Abbot C	Beaumont Road, Hampton Road, Hill Road, Southernhay,	8.30am-5.30pm Mon-Sat inc Bank Hols* 30 mins 1 hour 1 ½ hours 2 hours Sun	£0.20 £0.50 £0.90 £1.20 Free	£0.30 £0.60 £1.30 £1.80 Free	YES YES YES YES	
Newton Abbot D	Courtenay Park Road, Forde Park	8.30am – 5.30pm Mon – Sat inc Bank Hols 30 mins 1 hour 1 ½ hours 2 hours 2 ½ hours 3 hours 3 ½ hours 4 hours Sun	£0.20 £0.50 £0.90 £1.20 £1.50 £1.80 £2.10 £2.40 Free	£0.30 £0.60 £1.30 £1.80 £2.20 £2.70 £3.10 £3.60 Free	YES YES YES YES YES YES YES YES	

These charges are not subject to VAT

Tariff	Area	Explanation of Service * excludes Christmas Day	Current Charge 2018/19	Proposed Charge 2019/20	If changed	Notes
Seaton A	The Esplanade	9am-6pm Daily inc Bank Hols* 30 mins 1 hour 2 hours 3 hours 4 hours	Free £0.70 £1.80 £2.70 £3.60	Free £0.80 £2.00 £3.00 £4.00	YES YES YES YES	
Seaton B	The Esplanade	9am-6pm Daily 1 st Apr to 31 st Oct inc Bank Hols 30 mins 1 hour 2 hours 3 hours 4 hours	£0.20 £0.70 £1.80 £2.70 £3.60	£0.30 £0.80 £2.00 £3.00 £4.00	YES YES YES YES YES	
Sidmouth A	Peak Hill	10am-6pm Daily 1 st Apr to 31 st Oct inc Bank Hols 1 hour 2 hours	£1.30 £2.50	£1.50 £2.80	YES YES	
Teignmouth A	Den Promenade / Den Crescent	9am-6pm Mon-Sat inc Bank Hols* 30 mins 1 hour 2 hours 9am-6pm Sun 1 hour 2 hours	£0.40 £1.00 £2.10 £0.90 £2.10	£0.50 £1.10 £3.00 £1.00 £3.00	YES YES YES YES YES	
Teignmouth C	Powderham Terrace	9am-6pm Mon-Sat inc Bank Hols* 30 mins 1 hour 2 hours 3 hours 9am-6pm Sun 1 hour 2 hours 3 hours	£0.40 £1.00 £2.70 £3.30 £0.90 £2.30 £2.70	£0.50 £1.10 £3.00 £3.70 £1.00 £2.50 £3.00	YES YES YES YES YES YES YES	

These charges are not subject to VAT

Tariff	Area	Explanation of Service * excludes Christmas Day	Current Charge 2018/19	Proposed Charge 2019/20	If changed	Notes
Teignmouth D	Supermarket car park	8am-8pm Daily inc Bank Hols* 30 mins 1 hour 2 hours 3 hours over 3hrs	£0.40 £1.00 £2.20 £3.30 £6.60	£0.50 £1.10 £2.50 £3.70 £7.30	YES YES YES YES YES	
Teignmouth E	Wellington Street	8am-6pm * 30 mins 1 hour	Free £0.90	Free £1.00	 YES	
Teignmouth F	Promenade	8am-6pm 1 hour 2 hours 3 hours over 3hrs	Free £2.00 £3.00 £4.00	Free £2.00 £3.00 £4.00		
Teignmouth G	Lower Brook Street	8am-6pm * 30 mins 1 hour 2 hours 3 hours over 3hrs	Free £0.90 £2.00 £3.00 £6.00	Free £1.00 £2.20 £3.30 £6.60	 YES YES YES YES	
Totnes A	Town Centre	9am-6pm Mon-Sat inc Bank Hols* 30 mins 1 hour Sun	£0.20 £0.70 Free	£0.30 £0.80 Free	 YES YES	
Totnes B	Bridgetown Area	9am-6pm Mon-Sat inc Bank Hols* 30 mins 1 hour 2 hours 3 hours Sun	£0.20 £0.50 £1.10 £1.70 Free	£0.30 £0.60 £1.60 £2.50 Free	 YES YES YES YES	
Woolacombe	The Esplanade	8am-9pm Sat, Sun + Bank Holidays from 1st Apr to 31st May Then Daily 8am-9pm, from 1st Jun to 30th Sept 30 mins 1 hour 2 hours 3 hours 4 hours	 £0.40 £1.10 £2.20 £3.30 £4.40	 £0.50 £1.30 £2.50 £3.70 £4.90	 YES YES YES YES YES	

Off-Street Pay & Display Charges

These charges are subject to VAT

Tariff	Area	Explanation of Service * excludes Christmas Day	Current Charge 2018/19	Proposed Charge 2019/20	If changed	Notes
Barnstaple Civic Centre		8am-6pm Sat, Sun & Bank Holidays 1 hour 2 hours 3 hours over 3 hours	£1.00 £2.00 £3.00 £4.00	£1.00 £2.00 £3.00 £4.00		
Exeter County Hall		8am-4pm Mon-Fri exc Bank Hols 30 mins 1 hour 2 hours 4 hours 8 hours Sat, Sun & Bank Hols	Free £1.10 £2.20 £4.40 £7.00 Free	Free £1.10 £2.20 £4.40 £7.00 Free		
Exeter Sowton Pay & Display		6am-11pm Mon-Sat All day Sun & Bank Hols	£2.60 Free	£2.90 Free	 YES	
Stover Country Park		Sunrise to Sunset All Days 2 hours Over 2 hours	£1.50 £3.00	£1.70 £3.50	 YES YES	
Tiverton Grand Western Canal		Sunrise to Sunset All Days 2 hours Over 2 hours Coaches - All day	£1.50 £3.00 £3.00	£1.50 £3.00 £3.00		

Prices for Cullompton St Andrews Road and Salcombe Park & Ride are set by Cullompton Town Council and Salcombe Town Council

Season Tickets			
Stover Country Park	£24	£24	YES
Grand Western Canal	£20	£24	

All charges are subject to standard VAT unless noted below

Code	Explanation of Service	Current Charge 2018/19	Proposed Charge 2019/20	If changed	Notes
1	Traffic and Road Safety Data				
1.1	Accident/Traffic Statistics				
	Solicitors and Insurers requests for information from video and surveillance tapes	£122	£122		
(a)	CCTV Data subject requests (as defined by the Data Protection Act 1998)	Max prescribed by Law (DPA 1998) (currently £10.00 including VAT)	Max prescribed by Law (DPA 1998) (currently £10.00 including VAT)		
1.2	Signal Timing/Operations Information [Per Junction]				
(a)	Emergency Services, Local Authorities, Students	Nil	Nil		
(b)	All other enquiries				
(b)	Minimum charge for each request	£85	£85		
(c)	All further enquiries - at an hourly rate	£45/hr	£45/hr		
1.4	Portable Traffic Signals (no longer able to charge for approval only)				
(a)	Charge for written site approval/authorisation where application is received 7 days or more in advance	Nil	Nil		
(b)	Charge for written site approval/authorisation where application is received less than 7 days in advance	Nil	Nil		
(c)	Charge for works carried out on plan and application	£46 /hr + disbursements	£46 /hr + disbursements		
1.5	Turning Traffic Signals Off/On				
(a)	Charge for turning off and bagging traffic signal heads	At cost + 10%	At cost + 10%		
2	New Roads and Street Works Act 1991				
2.1 (a)	Streetworks Reinstatements (Investigatory/ Remedial Works)	Actual cost based on rates contained in Term Maintenance contract plus overheads	Actual cost based on rates contained in Term Maintenance contract plus overheads		
(b)	Staff time prosecuted	£69.14 p/h	£69.14 p/h		
(c)	Staff time coring	£65.12 p/h	£65.12 p/h		
(d)	Staff time investigation	£55.75 p/h	£55.75 p/h		
2.2					
(a)	Copy of Street-works Register Defect notice	£29	£29		
(b)	Copy of inspectors check list	£29	£29		

Code	Explanation of Service	Current Charge 2018/19	Proposed Charge 2019/20	If changed	Notes
2.3	NRSWA Inspection Fees (Charges set by Legislation)				
(a)	Random Sample	£50	£50		
(b)	Investigatory Works	£47.50	£47.50		
(c)	Defect Inspections	£47.50	£47.50		
(d)	Third party inspection	£68	£68		
(e)	Fixed Penalty Notice (If paid within discount period of 29 days)	£80	£80		
(f)	Fixed Penalty Notice (If paid after discount period of 29 days)	£120	£120		
2.4	Street Works Licence (Charges set by Legislation) Section 50 Licences				
(a)	New apparatus:				
	(i) Capital fee	£120	£120		
	(ii) Administration fee	£120	£120		
	(iii) Inspection fee	£150	£150		
	(iv) Additional Inspection Fees	£75 for each 200 metres of excavation over the initial 200 metres	£75 for each 200 metres of excavation over the initial 200 metres		
	Total licence fee	£390	£390		
(b)	Existing				
	(i) Administration fee	£120	£120		
	(ii) Inspection fee	£150	£150		
	(iii) Additional Inspection Fees	£75 for each 200 metres of excavation over the initial 200 metres	£75 for each 200 metres of excavation over the initial 200 metres		
	Total licence fee	£270	£270		
(c)	Section 50 Licence for temporary apparatus (e.g. traffic counters)	£0	£0		
(d)	Construct a Solar or wind farm	£470	£470		
(e)	Undertake traffic counting Survey by placing temporary counting equipment	£70	£70		
(f)	Carry out CCTV survey or inspection via a manhole	£55	£55		

Code	Explanation of Service	Current Charge 2018/19	Proposed Charge 2019/20	If changed	Notes
2.5	Temporary Road Closure Applications				
(a)	Closure/Restrictions by Order	£800 (+ variable *)	£800 (+ variable *)		
(b)	Closure/Restrictions by Notice	£300 (+ variable *)	£300 (+ variable *)		
(c)	Extension * compensation for any lost Pay & Display income	£200 (+ variable *)	£200 (+ variable *)		
(d)	Deferred start date (where an order has already been processed and advertised and has to be re-advertised)	£500	£500		
(e)	Cancellation of Temporary Traffic Regualtion order - (i) Before Public notice is advertised in local paper (ii) After Public notice has been advertised in local paper	£300 £800	£300 £800		
(f)	Special events – not more than 3 days: Charges depends on the organisers involved and No. of people attending				
(g)	Special events – Class A	£200	£200		
(h)	Special events – Class B	£75	£75		
(i)	Special events – Class C	Nil	Nil		
(j)	Additional Parking Enforcement support for events	At cost + 10%	At cost + 10%		
3	General Debtor Works				
3.1	Damage to Immobile Property	Actual cost + overheads	Actual cost + overheads		Recharge of actual costs + overhead absorption
3.2	Clearance of accident debris	Actual cost + overheads	Actual cost + overheads		Recharge of actual costs + overhead absorption
3.3	Attend accident site and inspect highway	Actual cost + overheads	Actual cost + overheads		Recharge of actual costs + overhead absorption
3.4	Other Debtors	Actual cost + overheads + VAT where applicable	Actual cost + overheads + VAT where applicable		Recharge of actual costs + overhead absorption
3.5	Retrieval of lost items from highway gullies		Actual cost + overheads + VAT where applicable	YES	
4	Licences				
4.1	Overhead Structures	Applicants £65 per licence plus one off capital payment of £110	Applicants £65 per licence plus one off capital payment of £110		
4.2	Planting trees	Applicants £65 per licence plus one off capital payment of £110	Applicants £65 per licence plus one off capital payment of £110		

Code	Explanation of Service	Current Charge 2018/19	Proposed Charge 2019/20	If changed	Notes
4.3	Skip Permission (Section 139) Consideration of application to place skip on highway				
(a)	(i) Applications giving 10 or more days notice (ii) Emergency applications giving less than 10 days notice	£60 £110	£60 £110		
(b)	Where an additional site visit is required during consideration of application for permission to place skip on highway or to monitor compliance	£75	£75		
(c)	Extension to the permit period	£45	£45		
4.4	Scaffold and Gantry Licence (Section 169, 171 and 172) Consideration of application for licence to place scaffolding, hoarding or other structure on highway.				
(a)	(i) Applications giving 10 or more days notice (ii) Emergency applications giving less than 10 days notice	£60 £110	£60 £110		
(b)	Where an additional site visit is required during consideration of application for permission to place scaffold on highway or to monitor compliance	£75	£75		
(c)	Extension to the licence period	£45	£45		
4.5	Pay and Display bays				
(a)	Compensation for loss of revenue when bays are occupied by items licensed under 9.3 and 9.4	Charge at full rate for area occupied	Charge at full rate for area occupied		
4.6	Tower / Crane over the Highways (section 178)	£220	£220		
5	Road Traffic Regulation				
5.1	Traffic Regulation Orders	Variable	Variable		
5.2	Route signs - tourism signing and commercial applications				
(a)	Not including Trunk Roads	£100	£100		
(b)	Including Trunk Roads	£300	£300		
(c)	Site visit	£200	£200		
(d)	Design cost per sign	£100	£100		
(e)	Supply & Installation of signs	cost + 20% administration fee	cost + 20% administration fee		
5.3	Community funded signing (replacement)*				
a)	Application	nil	nil		
b)	Site Visit	nil	nil		
c)	Design fee per sign assembly	nil	nil		
d)	Supply & Installation of signs	cost + 20% administration fee	cost + 20% administration fee		
	* Processed by NHT				

Code	Explanation of Service	Current Charge 2018/19	Proposed Charge 2019/20	If changed	Notes
5	Road Traffic Regulation				
5.4	Community funded signing (new)*				
a)	Application	£50	£50		
b)	Site Visit	nil	nil		
c)	Design fee per sign assembly	nil	nil		
d)	Supply & Installation of signs	Cost + 20% administration fee	Cost + 20% administration fee		
	*Processed by NHT				
5.5	Externally Funded Schemes (including on street and off street parking places)				
(a)	Traffic Regulation Order (Off Street)	Variable	Variable		
(b)	Traffic Regulation Order (On Street contribution)	Variable (VAT exempt)	Variable (VAT exempt)		
(c)	Staff Design Time (Off Street)	Variable	Variable		
(d)	Staff Design Time (On Street contribution)	Variable (VAT exempt)	Variable (VAT exempt)		
(e)	Supply & Installation of signs / lines (Off street)	Cost	Cost		
(f)	Supply & Installation of signs / lines (On street contribution)	Cost (VAT exempt)	Cost (VAT exempt)		

6	Building Consents				
6.1	Consent to deposit building materials /make temporary excavation in highways (Section 171)				
(a)	Consideration of application for consent not including excavation;				
	(i) Application giving 10 or more days notice	£65	£65		
	(ii) Emergency applications giving less than 10 days notice	£110	£110		
	(iii) Extension to Licence Period	£45	£45		
(b)	Consent to make temporary excavation in highway (Section 171)				
	(i) Administration Fee	£120	£120		
	(ii) Inspection Fee	£150	£150		
	Total Licence Fee	£270	£270		
(c)	Undertaking site inspections to monitor compliance with consent	£75	£75		
6.2	Control of construction of cellars under street (section 179)				
(a)	Consideration of an application for consent to construct cellar under any part of the street				
	(i) Application giving 25 or more working days	£65	£65		
(b)	Where site visit is required during consideration of application of consent or construction, charge for each site visit	£75	£75		

Code	Explanation of Service	Current Charge 2018/19	Proposed Charge 2019/20	If changed	Notes
6	Building Consents				
6.3	Control of Openings into Cellars (Section 180 (1))				
(a)	Consideration of an application for consent to make an opening in a footway as an entrance to cellar				
	(i) Application giving 25 or more working days	£65	£65		
(b)	Where site visit is required during consideration of application of consent or construction, charge for each site visit	£75	£75		
6.4	Control of light cellars (Section 180 (2))				
(a)	Consideration of an application to carry out works in a street to provide light to premises under or abutting the street.				
	(i) Application giving 25 or more working days	£65	£65		
(b)	Where site visit is required during consideration of application of consent or construction, charge for each site visit	£75	£75		

7	Vehicle crossings over footways and verges (Section 184)				
7.1	Where site visit is required during consideration of application for consent, charge each visit.				
	(i) Administration fee	£60	£60		
	(ii) Survey Fee	£75	£75		
	(iii) Construction Inspection fee	£125	£125		
	(iv) Inspection fee 3-6 mths after consulation	£20	£20		
	(v) Inspection fee 22 mths after consulation	£20	£20		
	Total	£300	£300		
7.2	Non Compliance or unlicensed vehicle crossing				
	(i) Inspection fee	£75	£75		
	(ii) Core sample and report	£155	£165		
	(iii) Issue Notice	£22	£22		
	(iv) Raise Debtor invoice	£8	£8		
	Sub Total	£260	£270		
	(v) Works Executed by Term Maintenance contractor commissioned by DCC	unit rates + overheads	unit rates + overheads		

Code	Explanation of Service	Current Charge 2018/19	Proposed Charge 2019/20	If changed	Notes
7	Vehicle crossings over footways and verges (Section 184)				
7.3	Contractor Fees	£60	£60		
	(i) Amendment of dates for proposed works				
	(ii) Charges for contractors;				
	Works starting prior to a licence being granted	£80 or £120 (£80 if paid within 28 days)	£80 or £120 (£80 if paid within 28 days)		
	Works starting later than the original dates requested (outside of period on licence)	£80 or £120 (£80 if paid within 28 days)	£80 or £120 (£80 if paid within 28 days)		
	Traffic Management is different on site to what is stated on the Streetworks Notice	£80 or £120 (£80 if paid within 28 days)	£80 or £120 (£80 if paid within 28 days)		
	(iii) Over run charges	Variable range from £50 to £1000 dependent on category of street	Variable range from £50 to £1000 dependent on category of street		
8	Highways Act 1980 - Section 154				
8.1	Highways Act 1980 S154(1) - Obstructive Vegetation				
(a)	Failure to Comply with a Notice under Section 154(1)				
	i) Site visit by Highway Officer to confirm non-compliance	£75	£75		
	ii) Issue of a Notice under the Highways Act	£22	£22		
	iii) Raising a debtors invoice	£8	£8		
	Sub Total	£105	£105 + VAT		
	(iv) Cost of remedial works by TMC or framework contractor - unit rate + overheads	Unit rate + overheads	Unit rate + overheads		
	Total	£105 + Cost of Work	£105 + Cost of Work		
(b)	Request for DCC to undertake work to comply with a Notice under Section 154(1)				
	i) Raising a debtors invoice	£8	£8		
	ii) Administration Fee	£16	£16		
	Sub Total	£24	£24		
	iii) Cost of remedial works by TMC or framework contractor - unit rate + overheads	Unit rate + overheads	Unit rate + overheads		
	Total	£24 + Cost of Work	£24 + Cost of Work		
8.2	Highways Act 1980 S154(2) - Dangerous Trees				
(a)	Failure to Comply with a Notice under Section 15(2)				
	i) Tree inspection including reinspection	£100	£100		
	ii) Issue of a Notice under the Highways Act	£22	£22		
	iii) Raising a debtors invoice	£8	£8		
	Sub Total	£130	£130		
	iv) Cost of remedial works by TMC or framework contractor - unit rate + overheads	Unit rate + Overhead	Unit rate + Overhead		
	Total	£130 + Cost of Work	£130 + Cost of Work		
8	Highways Act 1980 - Section 154				
(b)	Request for DCC to undertake work to comply with a Notice under Section 154(2)				
	i) Raising a debtors invoice	£8	£8		
	ii) Administration Fee	£16	£16		
	Sub Total	£24	£24		
	iii) Cost of remedial works by TMC or framework contractor - unit rate + overheads	Unit rate + Overhead	Unit rate + Overhead		
	Total	£24 + Cost of Work	£24 + Cost of Work		
9	Disabled Bays and Access Protection Markings				
(a)	Provision of on street residential style disabled bay	£150	£150		
(b)	Provision of Access Protection Markings across vehicle crossings	£60	£60		
10	Miscellaneous				
(a)	Request for information in writing:				
	i) Copy of previously provided information - email	£0	£0		
	ii) Copy of previously provided information - letter	£8	£8		
11	Illegal signs/Café Licences				
11.1	Removal of unauthorised signs				
(a)	Payment in advance of returning the signs	£45	£45		
(b)	Removal from site	£75	£75		
	Total cost	£120	£120		
(c)	Additional sign removal	£45 for each additional sign	£45 for each additional sign		
11.2	Street Café licences				
(a)	Street Café licences	£200	£200		
(b)	Annual renewal fee	£85	£85		
(c)	Removal of unauthorised street café furniture and storage costs	Cost + 20% admin fee	Cost + 20% admin fee		
12	Sponsorship of Roundabouts				
	Sponsorship of planting on a roundabout per year	£398	£398		
	Administration fee	£65	£65		
	Total cost of application	£463	£463		
13	Banners and Seasonal Decorations				
13.1	Application	£0	£0		No fee
(a)	Site Inspection (if required)	£75	£75		
(b)	Release fee (if removed due to a breach of terms and conditions)	£150	£150		
13.2	Seasonal Decorations and Hanging Baskets				
(a)	Basic Application	£0	£0		
(b)	Complex Application (involving street lighting, and Western Power Distribution approval, multiple decorations on multiple streets)	£125	£125		
(c)	Additional Site Inspection (if required)	£75	£75		
(d)	Subsequent year - Duplicate of previous application	£0	£0		
14	Placing Containers				
(a)	Application	£65	£65		
(b)	Site inspection (if required)	£75	£75		
	Complex Application (involving street lighting, and Western Power Distribution approval, multiple decorations on multiple streets)				

Connecting Devon and Somerset Update

Report of the Head of Economy, Enterprise and Skills

1. Summary

The Connecting Devon and Somerset (CDS) Programme continues to work to extend broadband coverage across Devon and Somerset. There has been good progress in Devon working with Airband since an update was last presented to this committee and the area is also participating in the national Better Broadband Voucher programme which gets underway next month. Plans are also advancing for the first reinvestment of 'Gainshare' funding working with BT which looks set to deliver additional superfast coverage to a further 2,000 homes and businesses in the hardest to reach areas of Devon and Somerset. The situation with the Gigaclear contracts however remains in an uncertain place while Gigaclear continue to work on providing a robust and credible position to take these contracts forward. CDS, working closely with the Department for Digital, Culture, Media & Sport (DCMS), with support from local authority partners, LEPs and MPs has been seeking a funding extension which is supported as a priority by DCMS. In recognition of a CDS/DCMS business case we have had a positive response from HM Treasury and are finalising an agreement for an extension with DCMS as part of their spending review process. CDS is agreeing similar support from other funders. Whilst every effort to resolve the situation with Gigaclear is being made, the programme is also working with DCMS and the LEP to consider alternative options and develop a Digital Strategy for the area.

2. Background

The CDS programme is the largest of its kind in England. It is supported with funding from the Department for Digital, Culture, Media and Sport, the EU's European Regional Development Fund, the Heart of the South West Local Enterprise Partnership and local authorities, including Devon County Council. Somerset County Council is the accountable body, and the programme works very closely with Broadband Delivery UK (BDUK).

To date, the programme has provided access to superfast broadband to more than 300,000 homes and businesses, often in sparsely populated rural areas and over challenging terrain. A further 38,000 homes and businesses have benefited from improved broadband speed. The take up rate for these new services currently stands at 54% and is generating significant resources for reinvestment thanks to the Government's gainshare agreement with BT.

Airband is currently building a new network for CDS that will provide access to superfast broadband for around 16,000 homes and businesses across the area by June 2020 and is completing a network to serve around 5,000 hard to reach properties in Dartmoor and Exmoor National Parks with superfast broadband.

CDS awarded five contracts in December 2016 to Gigaclear Ltd based in Abingdon, Oxfordshire to deliver ultrafast broadband across Devon and Somerset. CDS was able to extend coverage in December 2017, having secured additional ERDF funding to a total of 47,810 homes and businesses. Gigaclear are investing £60.5m of their own resources with CDS contributing £31m public sector subsidy to deliver this coverage. Gigaclear also committed to deliver services to a further 43,000 premises under their own commercial programme and a further investment of £67.3m into their commercial build programme.

Agenda Item 6

The award of these contracts was approved by BDUK and the CDS Board, with BDUK playing a full role in the assurance of the proposed contracts.

An announcement was made at the end of last year that the Gigaclear contracts were in delay. CDS and Gigaclear jointly issued a [briefing](#) to stakeholders, including councillors and MPs at the beginning of November. This sets out detail on the five main reasons that have contributed to the Gigaclear delayed roll out and the current situation for the Gigaclear contracts:

- Poor operational capacity and decision-making within Gigaclear
- Lack of operator capacity
- Slow deployment by contractors
- Lack of detailed planning
- Failure to redesign the build methodology
- Planning.

3. Programme Performance

The Airband contract covering North Devon, Torridge, West Devon and part of Mid Devon has so far delivered 3487 connections and has stood 16 structures. The delivery plan is on track and aims to complete by June 2020. Airband has also indicated that it is considering adding into the later phases of the programme fibre connections to homes and businesses, with wireless backhaul. CDS is open to considering this approach and will work with the company to assess the potential benefits of adopting this method. Any decision will need to be approved by both CDS and BDUK and be able to demonstrate similar levels of coverage and value for money.

Airband continue to engage with local communities and have been working alongside CDS in attending events. To date 19 events and meetings have been held with communities. Airband have also delivered new connectivity free of charge to 8 village halls across the contract area.

The situation with the Gigaclear contracts remains challenging and the company is continuing to develop acceptable plans for each contract area backed by fully costed analysis of the network delivery options. CDS and BDUK require key reassurances particularly regarding capacity and acceleration of deployment. In response, Gigaclear is investigating further options to improve its operations in Devon and Somerset in light of the significant delays the company has incurred.

Gigaclear is currently building full fibre networks in 31 areas in Devon and Somerset for CDS, providing access to ultrafast broadband speeds to 6000 homes and businesses. The company is also continuing its commercial build which will serve a further 6000 premises. Gigaclear is continuing to work with telent and McNicholas, part of the Keir Group to undertake this build. One of the knock-on effects of the delays incurred by the company is that exact details about which communities will be in the next phase of the roll-out have yet to be confirmed.

Gigaclear says it will provide updated information for the public and stakeholders about its roll-out timetable on its website

The company remains on notice of default. Pending a satisfactory outcome CDS is withholding public subsidy and Gigaclear is continuing to build the network in the CDS area

at risk, providing substantial investment of its own. Gigaclear has also opened a regional office in Taunton and has increased its staff.

Although this regrettably means a further period of uncertainty over Gigaclear's roll-out, the potential benefits of allowing the company some further time to complete its analysis are judged to be better than the disbenefits of bringing the contracts to an end at this time. The ultimate aim is to ensure maximum coverage of ultrafast fibre to the premises so future proofing the installation for the consumer. However, CDS has made it clear to the company that this period of uncertainty cannot continue indefinitely.

DCMS and CDS, supported by local authority partners, LEPs and MPs, have also been working to secure a funding extension to the capital grant awarded to the programme. The original deadline for spending this was March 2020. DCMS and CDS have made a case to HM Treasury and have met with the Digital Minister recently to further the case. DCMS judges it is sensible to extend the funding deadline to ensure rural communities and businesses will benefit from the grant funding of £17.8m awarded to CDS for the Gigaclear contracts to deliver full fibre broadband. Following good discussion with HM Treasury, DCMS will make this funding extension a priority in the Department's submission to the Spending Review, and CDS will work with DCMS on a revised funding agreement. Conversations are taking place with other funders on a similar basis. CDS working with BDUK are investigating all possible options for the future roll-out of full fibre broadband while this interim period with Gigaclear continues.

The programme board has taken the decision to join the national Better Broadband Voucher Scheme, which is being launched next month. This scheme will benefit some residents and businesses receive support towards improving connectivity. Any home or business with less than 2 Mbps and not part of planned deployment from another publicly funded scheme within the next 12 months can request a voucher. There are a number of providers who can then be selected to provide a new service, including 4g, wireless and satellite solutions. Homes or businesses benefiting from the scheme will not have their status in any future superfast broadband roll-out affected.

BDUK are also operating their Gigabit Voucher programme which provides businesses and residential properties with vouchers of up to £2,500 and £500 respectively when they come together to develop local partnerships to provide fibre connections capable of at least 100Mbps.

CDS is advancing plans to extend BT's network applying the first £6 million of 'Gainshare' Funding. It is anticipated that this initial expansion will extend superfast coverage to a further 2,000 homes and businesses in the hardest to reach areas of Devon and Somerset. CDS will provide full details once the final plans have been agreed with BT and BDUK.

Further reinvestment sums are expected up until 2024. CDS working with BDUK and the LEP is developing a Digital Strategy for the Heart of the South West area which will include connectivity and infrastructure, as well as considering digital skills and innovation. This will help guide the approach for extending coverage and applying these reinvestment sums, and other funding opportunities. The first stage of this is to run an Open Market Review which will begin over the coming weeks. CDS is committed to working with BDUK to take forward Government's Full Fibre ambitions and options emerging around a Rural Broadband Connectivity Programme.

Keri Denton
Head of Economy, Enterprise and Skills

Electoral Divisions: All

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Cabinet Member for Economy and Skills: Councillor Rufus Gilbert

Chief Officer for Communities, Public Health, Environment and Prosperity: Dr Virginia Pearson

Local Government Act 1972: List of Background Papers

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Background Paper	Date	File Ref.
Nil		

kd080319cirssc Connecting Devon and Somerset Update
hk 04 140319

Income Generation report

Joint report of the Head of Digital Transformation and Business Support, and the Head of Economy, Enterprise and Skills

1. Introduction

- 1.1 At the January 2016 meeting of the former Corporate Services Scrutiny Committee, Members established a Joint Scrutiny Task Group to investigate how the County Council can generate income, in order to safeguard council services. The Task Group reported in September 2016 with a list of recommendations which were subsequently endorsed by Cabinet.
- 1.2 An update on the progress made against each of those individual recommendations and a summary of general developments was made to the Corporate, Infrastructure & Regulatory Services Scrutiny Committee on 31 January 2018 and a further report was provided on 25 September 2018.
- 1.3 On this latter occasion, an update was requested on the progress made by the three service areas highlighted as examples of best practice by the Task Group in September 2016; namely Asset Management, Scomis and Trading Standards.
- 1.4 This report also provides further information on areas across DCC where income is generated.

2. Trading Standards

- 2.1 Devon, Somerset & Torbay Trading Standards Service (DST TSS) is one of the largest trading standards services in the country. The overall 2017/18 budget expenditure figure increased to £3.5 millions from £3.1 millions due the expansion of the joint trading standards service to include Torbay Council and an increase in income generation activity.
- 2.2 The Service retains its strong consumer protection ethos and has a dedicated Intelligence and Investigations Team to conduct criminal investigations. It would not be appropriate for a regulatory service to be wholly focussed on income generation and the objective of the Service is to develop additional commercial offerings, over and above its regulatory role, which will contribute to operational costs. The focus of this section of the report though will be those business support activities with a commercial element.
- 2.3 In 2017/18 Torbay Council Trading Standards Service became a partner in the joint service. This had a dampening effect on income generation percentages in two ways. Firstly, it increased the overall base budget figure and, secondly, at that time Torbay Trading Standards generated less than 1% of its budget from external income. However, despite these factors the joint Service increased annual income in 2017/18 to £456,509, equating to 13% of total budget expenditure. This was up from approximately 10% of a total budget expenditure of £3.1 millions in 2016/17. (This general income generation figure excludes income from the Buy With Confidence national partnership).

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- 2.4. Predicted income for 2018/19 is similar to 2017/18. However, during the course 2018/19 the Service has carried out a redesign intended, in part, to ensure that it is better placed to develop its commercial offer to local businesses, whilst at the same time guaranteeing that accurate, easy to understand guidance in achieving regulatory compliance remains free and readily accessible. An expanded Business Support Group, which now includes Economic Development Officers has been tasked with producing a more comprehensive business support package, additional training has been provided and Customer Relationships Managers will be allocated to commercial clients. The commercial strategy has been to build upon four key products:
- 2.4.1 Primary Authority Partnerships: these are enhanced, legally assured regulatory advice contractual agreements with the business concerned. At the end of 2016/17, the Service has 11 of these partnerships in place and they generated very little income. The financial year 2018/19, has seen a focus on developing the structure and increasing numbers and the Service now has 27 partnerships, with another 6 current expressions of interest. The Service has also led the development of an innovative joint arrangement with South Hams District Council and Torbay Council to provide legally assured advice across a range of regulatory disciplines and are currently in discussion with Devon and Somerset Fire and Rescue Service about expanding this further. This new offer will be available to businesses all around the country. Without any promotion, in fact development work is still on-going, the joint initiative has 3 business members and a further 3 expressions of interest. For both Primary Authority options, a new pricing structure has been implemented and 2019/20 should see the financial benefits of these changes.
- 2.4.2 Buy With Confidence (BWC): in addition to running this approved trader scheme locally, which contributed £80,166 to the 2017/18 total income figure, Devon County Council is one of three partners who own the BWC brand which now operates on a national basis. DST TSS take the lead partner role and operate a Central Hub, responsible for the maintenance and administration of the Scheme, with the objective of growing and developing it further at a national level. 60 local authorities now operate BWC either through a licence agreement or through a managed service. The national operation is fully self-funding and in 2017/18 generated income of £103,467. During this development stage all income from the national operation is reinvested in the Scheme (this sum is additional to the income generation figure given in paragraph 2.3).
- 2.4.3 Metrology Laboratory: the Services' metrology laboratory is one of the most accurate in the country. There are three more accurate (two of those are the National Weights & Measures Laboratory and the National Measurement Laboratory) and five at the same level of accuracy (including the Ministry of Defence). In the past, however, it has not engaged in any commercial marketing. Over the course of the year promotional material has been developed, potential target trade sectors identified, and an additional resource allocated to the laboratory to carry out a more proactive engagement with businesses.
- 2.4.4. Specialist Skills: adopting a more commercial approach to commissioning out specialist skills. The joint service model has enabled retention of specialist skills across the range of functions for which Trading Standards are responsible, something which has been beyond the capacity of smaller services. For example, a significant part of the Service income is from our activity in protecting the animal feed chain, which attracts central government funding in a trade sector of particular importance to the South West economy. As well as drawing down the allocated

funding for its own geographical area, the Service was also able to take on work for other local authorities and to successfully bid for one-off, funded project work.

2.5 To support its income generation activity the Service has now introduced a fee for bespoke business advice. It is not anticipated that this will generate significant income in itself but is designed to encourage regular users of the service who need more than general advice to purchase one of the commercial packages on offer through our Primary Authority Partnerships or the Buy With Confidence Scheme.

2.6 To ensure, however, that local businesses are not deprived of the essential regulatory advice needed to obtain legal compliance, the Service is also devoting efforts to creating guidance and self-help packages available from the Service website. The objective is to create a free, high-quality product which will also act as a “shop-window” for the more commercial offerings available.

3. Asset Management

3.1 Devon Norse

3.1.1 DCC hold a 20% equity share in Devon Norse which provides Facilities Management, cleaning and catering services. Devon Norse is a joint venture company between Norse Commercial Services and Devon County Council.

3.1.2 The company has seen significant growth since it was created in 2011 and has a strong South West customer base, with currently over 300 customers for cleaning, 120 for catering and 20 for building facilities management. In addition to DCC provision Devon Norse provide services to schools, Housing Associations and the NHS.

3.1.3 The company employee in excess of 1000 staff, the majority of whom live in Devon with a further 30 jobs supported through supply chain activity. The business contributes Gross Value Added (GVA) of c.£15 millions to the Devon economy.

3.1.4 Devon Norse's gross income to date for this financial year (2018/19) is £11.8 millions and DCC will benefit from a predicted profit share of £225,000 which contribute towards offsetting DCCs costs.

3.1.5 The joint venture contract will expire in 2021 and DCC officers are currently undertaking a review to consider future options for the delivery of facilities management, catering and cleaning.

3.1.6 Since 2011, Devon Norse have returned a profit share to DCC of £738,000 (up to 2017/18) this will exceed £1 million when the current financial year profit share is received.

3.2 NPS SW Ltd

3.2.1 NPS SW Ltd is a Joint Venture Company with DCC holding 20% equity in the company and its profit share reducing the overall costs of the property management services provided to DCC.

3.2.2 The company provides a range of property services including design, property disposal, surveying and engineering.

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- 3.2.3 The JV contract will expire in 2022 and DCC officers are currently undertaking a review to consider future options for the delivery of property services.
- 3.2.4 Since the commencement of the joint venture contract in 2007, a profit share income totalling £2.4 millions has been received by DCC, which has enabled to costs of property services received to be reduced.
- 3.2.5 Over the last 3 years there has been a decline in the profit share received from NPS SW Ltd, largely reflecting a reduction in public sector funding including school provision and major capital projects.
- 3.2.6 The forecast project share for DCC for 2019/20 is c.£78,000.

3.3 Capital Receipts

- 3.3.1 Since the previous report to Scrutiny in 2016 a further £20.5 millions (cumulative total of 2017/18 and 2018/19 financial years) has been generated from the sale of surplus property to fund DCC's capital programme. This has exceeded the forecast capital receipt income for this period by £6.5 millions.

4. **Scomis**

- 4.1 Scomis currently operates as a 'traded business service' within DCC. 'Scomis Education' currently supports over 736 schools (having successfully taken on contracts with an additional 36 schools since the task group report in 2016) across 27 authorities. In addition, Scomis are providing ICT services for Torridge District Council.
- 4.2 In 2015 Scomis were commissioned to provide DCC's ICT service (including the helpdesk and the delivery of DCC's ICT Roadmap), supporting over 4000 staff across the County.
- 4.3 The increase in the number of school contracts, together with the provision of DCC corporate support services has led to an overall increase in income year on year with a 2019/20 gross income figure projected to be £9.7 millions which covers all costs associated with running the service including direct and indirect overheads. Examples of indirect overheads include elements of senior officer oversight and other strategic units such as HR and Finance Strategy.
- 4.4 The income is split between DCC corporate (£5.6 millions) and Schools/other (£4.1 millions).
- 4.5 Scomis have been highlighted as an example of excellence and innovation in the government's parliamentary review document published last week, and as part of this review Scomis were invited to share best practice as a learning tool within the public and private sector.
- 4.6 Scomis have successfully reached the finalist stage of the 2019 British Educational Training and Technology Award (BETT) for Best ICT Support Unit and have achieved Customer Service Excellence Accreditation for the Scomis Group including corporate ICT, schools and DCCs Customer Service Centre, being praised through the accreditation process for 'striving to be the best, winning new business and delivering quality services'

5. Other DCC Services

- 5.1 Across DCC there are a number of services which generate external income to off-set some of the costs of running the service. Examples of services budgeted to generate external income for this purpose in 2019/20 are Active Devon and Learn Devon.
- 5.2 In addition, there are two DCC services which are required to generate a revenue budget surplus in 2019/20; those being the Registration Service and County Farms. There are also a number of DCC services which have a net cost to DCC but generate some level of income to reduce overall cost 'strain' to DCC which include HR, Legal conveyancing services, Procurement (including the management of the Southern Construction Framework), Highways, Devon Audit Partnership and Peninsula Pensions.

6. Conclusion

- 6.1 DCC continue to generate income and review opportunities for increasing income where appropriate and within the parameters set out in the Treasury Management Report.
- 6.2 DCCs Estates Strategy has delivered significant capital receipts and revenue budget reductions; exceeding targets set out in the Estate Strategy. Scomis and Trading Standards have both increased their respective levels of income generation and undertaken innovative new initiatives.

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Keri Denton
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Electoral Divisions: All

Cabinet Member for Policy, Corporate and Asset Management: Councillor John Hart

Chief Officer for Communities, Public Health, Environment and Prosperity: Virginia Pearson

Local Government Act 1972: List of Background Papers

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Background Paper	Date	File Reference
Nil		

ptmj120319cirssc Income Generation
hk 05 140319

**Corporate Infrastructure & Regulatory Services
Scrutiny Committee**

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Highways Winter Service Task Group

March 2019

Agenda Item 8

26th March 2019
Corporate Infrastructure & Regulatory
Services Scrutiny Committee

1. Recommendations

The Task Group asks the Corporate Infrastructure & Regulatory Services (CIRS) Scrutiny Committee and Cabinet to endorse and action the recommendations below. The Task Group requests that an update on the progress of the recommendations should be brought back to the Corporate Infrastructure & Regulatory Services Scrutiny Committee in six months' time.

	Overall Approach	Specific Recommendations
1.	The County Council to deliver a Winter Service policy which continues to prioritise strategic and high use sections of the highway, access to larger settlements and other key premises across the County.	1.1 Retention of the County Council's current Winter Service Policy, with no reduction to the primary and secondary gritting networks across the County, for remainder of this Council.
		1.2 The County Council to consider amending its salting networks to include access to all Devon GP surgeries (see costings in para 4.30), if compelling evidence can be identified of the benefits following discussion with the Devon Clinical Commissioning Groups (CCGs).
		1.3 The County Council to continue to monitor cycle path journeys in Exeter and other key cycling routes, and reconsider winter treatment if/when journey numbers significantly increase (i.e. when winter cycling path journeys are around 1000 per day, in line with the criteria used for roads).
2.	Communities be encouraged and supported to deliver well organised and resourced self-help and volunteer schemes, with improved, practical support from the County Council and partners.	2.1 The County Council to support communities and cycling groups to explore options to enable the winter treatment of cycle paths in the county, through voluntary and self-help schemes, in line with the Snow Warden scheme.
		2.2 The County Council to work with Devon & Cornwall Police, CCGs, hospital trusts and 'Devon & Cornwall 4x4 Response' to promote and encourage individuals with access to 4x4s to join

		<p>organised 4x4 response groups, to enable a more co-ordinated and efficient response to widespread snow.</p>
		<p>2.3 The County Council to provide improved support and guidance for the Snow Warden Scheme through:</p> <ul style="list-style-type: none"> • a review and revamp of the online guidance for the Snow Warden Scheme, to include specific guidance and signposting on getting the necessary insurance cover; • a hard copy version of the above guidance which can be distributed to all Devon Town and Parish Councils and relevant community groups; • use of social media and email alerts to inform Town and Parish Councils and community groups as and when Council gritters are treating primary and secondary routes across the County; • use of social media to promote community volunteering in the Snow Warden scheme and in emergency planning; • use of online/social media platform to provide advice/guidance and sharing of best practice for Town and Parish Councils on the Snow Warden Scheme; • use of Town and Parish Conferences to provide advice and guidance on the Snow Warden Scheme (and other self-help), and provide an opportunity for local councils to network and work together.
<p>3.</p>	<p>Improved public understanding of the dangers of driving in extreme weather and a reduction in the number of people who undertake non-essential journeys during future snow events.</p>	<p>The County Council to work with partner agencies (including police, fire service and local media) to launch a consequences based public education campaign around the risks of driving in snow and extreme weather.</p>

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2. Background

2.1 At its January 2018 meeting, the Corporate Infrastructure & Regulatory Services Scrutiny Committee considered an urgent item on the council's gritting regime, due to the impact of recent adverse weather conditions across the County (mainly ice and freezing rain).

2.2 On 26 February 2018 a Member Development session was held to provide Members with a greater understanding of the Council's gritting policy, and at this session it was further agreed that a Task Group be established to examine the current Highways 'Winter Service' policy and practice in more detail, and evaluate the success of the Snow Warden Scheme.

2.3 Following the establishment of the Task Group, late February and March 2018 saw two separate snow events. The first of which followed a red weather warning from the Met Office, and caused dangerous and unpassable road conditions in Devon and the closure of the A380. Consequently, the Task Group decided to widen the scope of the review to consider the effectiveness of the County Council and partners' response to these extreme weather events.

Scope of the review

2.4 To examine:

- the sufficiency of the current salting network under the Highways 'Winter Service' policy
- the potential for increasing/amending the network to service primary schools, school transport routes and other local priorities
- the effectiveness of the response to widespread snow in February/March 2018 and if the available resource is appropriate for the frequency of such events
- the contribution/sufficiency of the current self-help/snow warden schemes

3. The Highways 'Winter Service'

Statutory duties and the County Council's approach

3.1 As a Highway Authority, Devon County Council has a duty in law to "ensure, so far as is reasonably practicable, that safe passage along a highway is not endangered by snow or ice"¹ as well as having a duty to remove snow as an obstruction². The County Council complies with these duties through the delivery of its 'Winter Service' by salting major roads to prevent ice forming, as well as on some occasions clearing snow, as well as reacting to floods and fallen trees. It is widely accepted, and recognised by the UK Roads Liaison Group in their Code of Practice³, that it is not 'reasonably practicable' to provide the Winter

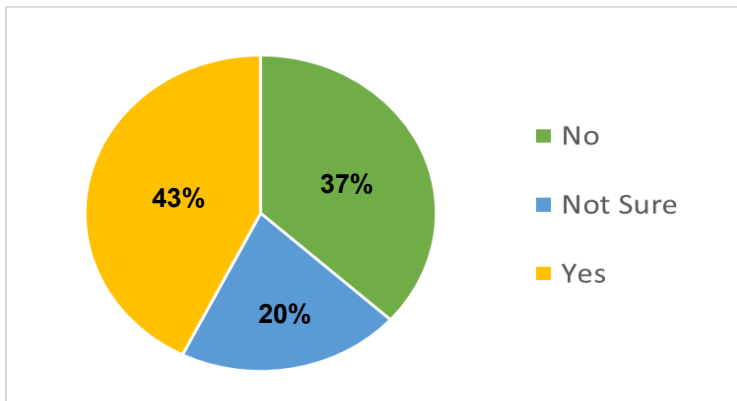
¹ Section 41, Highways Act 1980 (as amended by the Railways and Transport Safety Act 2003)

² Section 150, Highways Act 1980 (as amended by the Railways and Transport Safety Act 2003)

³ Well Managed Highways: A Code of Practice, <http://www.ukroadsliasongroup.org/en/utilities/document-summary.cfm?docid=4F93BA10-D3B0-4222-827A8C48401B26AC>

Service on all parts of the highway network, and that even treated sections of the highway may not always be free of snow and ice (rain, road temperature, severe weather can all impact the effectiveness of treatments).

3.2 The Task Group was keen to understand how communities feel about the appropriateness of the current Winter Service and therefore conducted a Town and Parish Council survey. Respondents were asked whether they consider that the County Council complies with its legal duties in respect of the Winter Service in their town or parish. A summary of responses is presented below.



3.3 Results are only indicative of the general feeling across communities; 69 town and parishes responded to the survey, around one fifth of local councils in Devon. Quite understandably, we would also expect communities who are on the primary salting network to respond more positively to this question, than those who are not.

3.4 As well as having a legal duty to provide a Winter Service, the County Council recognises the importance of keeping the county moving on the local economy, health and social care services, education, and on anyone who needs to get from A to B. However, like all local authorities, since 2010 Devon County Council has been subject to major cuts in Government funding, as well seeing an increase in demand for many of its services. This means that the Council has to look very carefully at the services it currently delivers, and the capacity for increasing service levels across the Council is very limited. A number of local authorities have made the difficult decision to reduce their Winter Service budget and consequently their gritting routes. As part of their attempt to save £15 million from their overall budget by 2020, Somerset County Council have reduced the number of their precautionary salting routes from 23 to 16⁴. Devon County Council has budgeted to maintain its current salting routes for the 2019/20 winter.

What does the current Winter Service look like?

3.5 Together, the Winter Service policy and procedures ensure that the County Council complies with its legal requirements, within the resources available, and sets out how the service will be delivered in practice. This Winter Service has five key components:

- **Precautionary treatment – ‘Primary Salting Network’ (1665 miles)**
- **Extended freezing – ‘Secondary Salting Network’ (additional 350 miles)**
- **Widespread snow and ice – ‘Snow Plan’**
- **Minimum Winter Network (850 miles) - Not been used to date – would provide access to market/coastal towns and emergency services premises in the event of salt, fuel or driver shortage (i.e. during flu pandemic)**
- **Self-help – Snow Warden Scheme and grit bins / bagged salt provision**

⁴ Somerset County Council, Cabinet meeting 12 September 2018
<http://democracy.somerset.gov.uk/ieListDocuments.aspx?CId=134&MId=663&Ver=4>

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3.6 The County Council contracts Skanska Ltd to carry out the Winter Service on its behalf, through its Highways Term Maintenance contract. The Devon County Council and Skanska partnership is known as 'Devon Highways'.

3.7 As per its terms of reference, the Task Group focussed its review of the Winter Service on the Primary and Secondary Salting Networks, the Snow Plan, and Self-help schemes. No detailed review of the Minimum Winter Network component of the Winter Service has been undertaken.

4. Primary and Secondary Salting Networks

4.1 Devon Highways deliver a precautionary treatment of salt to Devon's Primary Salting Network (see Appendix) when freezing conditions are predicted, which is around 65 times a year. The criteria used to determine which routes are included in the Primary Salting Network is as follows:

- Strategic routes – A and B roads (some C)
- Roads with more than 1000 vehicles a day
- Access to settlements of over 500 people
- Cross county boundary consistency
- Emergency service premises
- Bus routes with very frequent service
- Access to all secondary schools
- Access to hospitals, as requested by NHS

4.2 Under this criteria, 1665 miles of highway receive a precautionary treatment. This equates to only 20% of Devon's roads, but covers around 70% of traffic in the county, and provides access to 80% of Devon's population.

4.3 The Secondary Salting Network is treated when widespread ice or snow is expected to persist throughout the day; this usually occurs a handful of times a year. The criteria used for the Secondary Salting Network is as follows:

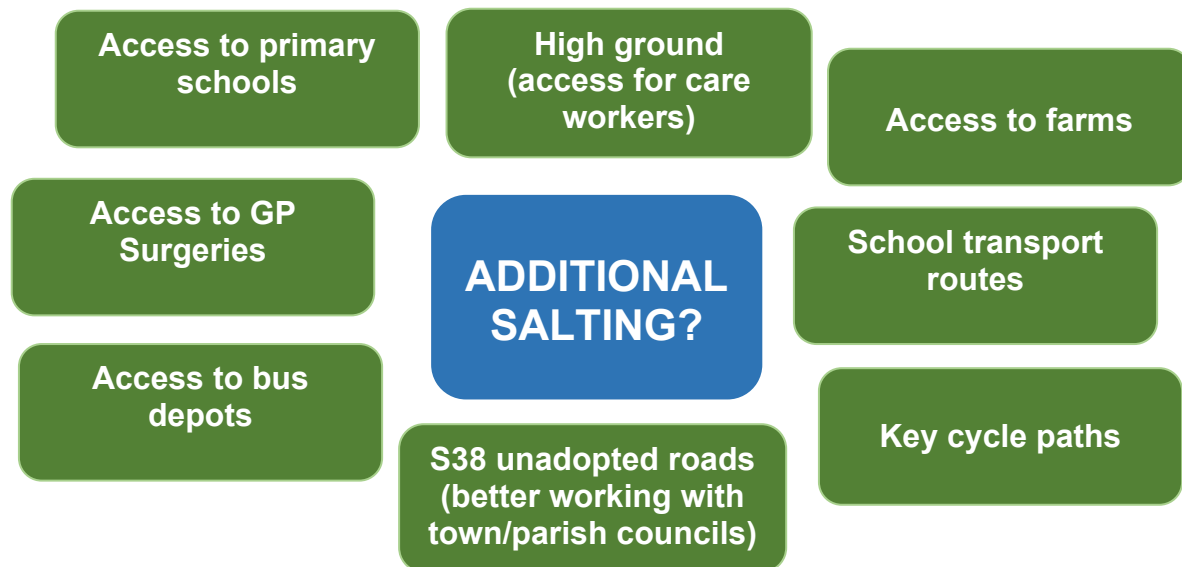
- Access to settlements of over 100 people
- Bus routes of 30 minute frequency
- Park and ride sites
- Critical County Council properties which are key to delivering essential services

4.4 This network provides treatment to a further 350 miles of Devon's roads and reasonable access to an additional 10% of Devon's population.

Are the Primary and Secondary Salting Networks sufficient?

4.5 Members received feedback from a range of stakeholders and witnesses on the sufficiency of the Council's current salting networks over the course of the Task Group review. Feedback was generally positive, with the majority of people accepting the limitations of the Council's resources and being supportive of the Council's policy to focus on keeping major and high use routes moving.

4.6 However there were also a number of areas highlighted that might benefit from being added to the Primary or Secondary Salting Network.



4.7 Any consideration to increase the current Primary and/or Secondary Salting Network brings a number of financial implications and challenges. A significant change to the network will require route optimisation work costing £60,000-£100,000. Every additional salting route added to the network brings an additional annual cost of £40,000-£55,000. Any additional routes which include narrow roads may require smaller spreaders, with lower capacity (and increased cost).

4.8 Increasing the network could also cause additional strain on contractor resources and any significant increase in salt use will lower resilience within the existing barn capacity. It is also important that the Council maintains a clear and consistent criteria for salting, to ensure parity across the County and to maintain a robust legal position.

4.9 The Task Group considered in greater detail four of the areas raised; access to primary schools and school transport routes (both of which had been raised by some communities prior to the establishment of the Task Group), and cycle paths and access to GP surgeries (both of which were specifically raised by stakeholders during the course of this review).

Access to Primary Schools

4.10 Concern had been raised locally with Members over the traverseability of roads to and from primary schools, particularly in rural areas, during periods of ice and snow. Roads which become difficult to travel on cause a safety concern, and in addition, although most families accept that during episodes of extreme snow, primary schools will close as of course, parents can feel frustrated when rural schools close their doors during episodes of light snow and less extreme weather, particularly if it is felt that some additional salting would prevent closure.

4.11 Of the 303 primary schools in Devon, over a third currently sit on the Primary Salting Network. The Task Group considered the financial implications of extending the Primary

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Salting Network to include access from the current salting network to all primary schools, and then prioritisation based on pupil numbers and altitude.

Criteria	Additional distance	Potential pupils benefitting	Estimated additional cost
On Primary salting n/w	0	38%	£0
All primary schools	140km (3 routes)	100%	£120,000-£165,000
Over 200 pupils	17.4km (1 route)	74%	£40,000-£55,000
Over 100 pupils	40km (1 route)	92%	£40,000-£55,000
Over 200m in height	16km (1 route)	40%	£40,000-£55,000
Over 150m in height	40km (2 routes)	48%	£80,000-£110,000
Over 100m in height	72km (up to 3 routes)	59%	£120,000-£165,000

4.12 Although altitude tends to be a good indicator for areas likely to be affected by snow, it is less indicative for frost and ice, which can form at different altitudes dependant on the weather scenario. Not surprisingly, figures also clearly show that using pupil numbers as a criteria has the potential to support the school journey of many more children, than the altitude criteria.

4.13 Crucially however, the estimates provided are based on extending routes from the Primary Salting Network to each primary school, and although this may be helpful for some pupils, this will not help children travelling from neighbouring villages or isolated rural areas, who do not touch either the original or the proposed extension to the network on their route to school.

4.14 In addition, teaching and support staff tend to live further away from school than their pupils, so the benefit of linking a school to the Primary Salting Network for staff is also difficult to establish. And, ability of staff to get to and from the school site is very often the key factor, when a school takes the decision to close for the day or to send children home.

4.15 Without conducting a very detailed consultation and analysis with each of the potentially affected schools, it is very difficult to draw any conclusions about the number of pupils who would actually benefit from this kind of alteration to the network.

School transport network

4.16 A number of concerns have also been raised with Members of the impact of snow and ice on the reliability and safety of school transport services.

4.17 Due to the rural nature of the County, Devon's school transport network is vast. The network consists of a number of school buses carrying multiple children, but also taxis collecting just one or two children from more remote areas, and pupils attending special schools across the County. As of August 2018 Devon's school transport network was 8,139km long. In comparison the County Council's current primary and secondary salting network is 3,210km. It would clearly be impractical and unaffordable for the Council to salt the entire school transport network.

4.18 Adding some of the more frequented school transport routes to the primary or secondary salting network could be a more affordable option, however, school transport routes are revised annually, as well as amended in year, as pupils' journey's change in line

with school moves and family house moves. Ensuring the most necessary routes were being treated would require a route optimisation exercise to be undertaken annually, costing at least £60,000 per exercise.

4.19 From a safety point of view, an examination of school bus injury collision data over the last 10 years does not show any evidence of snow or ice on the road being a factor, or even present, with seven incidents having occurred on a dry road and five on a damp or wet road.

Cycle paths

4.20 During the course of this review, the Task Group were contacted by an Exeter City Councillor and the Exeter Cycling Campaign regarding the lack of gritting on cycle paths in Exeter. Concerns raised related to the safety of cyclists during winter, but also to the Council's role in promoting and enabling cycling as transport across the County, and the public health, congestion and environmental benefits associated with increased cycling as a mode of transport. In addition, many cycle paths in Exeter and across the County are 'shared use', and are therefore used by pedestrians, as well as cyclists.

4.21 In respect of safety, and the frequency of accidents and injury caused to cyclists slipping on ice, there is very little useful recorded information available. However, anecdotal evidence from the Exeter Cycle Campaign and from members of the public, indicate that slips and associated injuries on cycle paths are relatively common place during the winter.

4.22 The County Council's current Winter Service policy provide for salting treatments on roads which receive over 1000 vehicles per day, and currently has no provision for routinely treating cycle paths or footpaths. The highest use cycle paths in Exeter are the Haven Banks and Riverside Valley Park routes, which according to data recorded in January 2018, receive an average of 613 and 586 cycle journeys a day respectively, during winter. This is considerably lower than the minimum requirement for roads to be treated.

4.23 The County Council is responsible for local transport planning within Devon and a key part of the Devon and Torbay Local Transport Plan⁵ is working with communities to provide safe, sustainable and low carbon transport choices, of which promoting and enabling cycling is an important element. The County Council has committed significant sums of money over several years to deliver new cycle infrastructure to encourage more people to cycle more often, more safely. Since 2015 the County Council has delivered over £20million of cycle projects; examples include new routes on Dartmoor and the final sections of the Exe Estuary trail. Monitoring of cycle numbers has shown increased levels of cycling across the County as a result of this investment, which suggests that delivering new cycle routes which are safe, convenient and attractive to use is the most effective way to boost cycling.

4.24 All cycle routes monitored by the Council record reduced cycling journeys during the winter months. The number of instances when the paths are icy over the course of the year is relatively few, and dark nights, cold weather and rain are equally likely to have an influence on whether people cycle or not. By gritting paths, it would enable regular cyclists

⁵ <https://new.devon.gov.uk/roadsandtransport/traffic-information/transport-planning/devon-and-torbay-local-transport-plan-3-2011-2026/>

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to use some of the County's cycle paths every day of the year, but it seems unlikely that the gritting of cycle paths would encourage non-cyclists or less confident cyclists to take up cycling, which is the County Council's priority target groups.

4.25 If the Council was to make the decision to treat some of its highest use cycle paths in Devon on safety or sustainable transport grounds, there would be a reasonable capital investment required in appropriate equipment; a quad bike towing a bowser for spraying brine (rather than salt); for each treatment route required, as well as the ongoing revenue costs of treatment. By way of example, the annual cost of treating all 53km of cycle paths in Exeter would be in the region of £60,219, with capital investment in equipment of £30,000 (two vehicles).

4.26 The Task Group are sympathetic to the difficulties that untreated cycle paths provide for those who cycle, but considering current levels of cycling in the County, and the financial restraints that the highways service is under, Members do not feel that County Council delivery of a winter service for cycle paths can be a priority at this time.

4.27 As has already been highlighted, the Council's responsibility under law is to ensure that highways remain free of ice 'as far as is reasonably practicable'. Beyond this, there remains a responsibility on all individuals to make decisions about their choice of travel method and travel route.

4.28 However, with support from the County Council, there is potential for community and cycling groups to meet the needs of those who cycle through a self-help scheme, similar to the Snow Warden scheme.

GP Surgeries

4.29 The two Devon Clinical Commissioning Groups (CCGs) have raised concerns about the lack of winter treatment of roads to and from Primary Care Facilities (primarily GP surgeries) across the County, suggesting that patients who are unable to safely access their GP surgery maybe present at acute hospitals instead.

4.30 A review of Primary Care Facilities shows that 92 out of 144 premises are already located on the primary salting network, with a further 25 being located within 100 metres of the network. If the primary salting network was extended to include direct access to all Primary Care Facilities this would require one additional salting route, with a cost of £40,000-£55,000. It might be considered more proportionate to add Primary Care Facilities to the Secondary Salting Network, which is treated in periods of extended freezing; this cost would be much lower, at around £5,000-£10,000.

4.31 If the lack of gritting to GP surgeries is causing additional pressures on acute hospitals, the Task Group would be keen to suggest further investment in winter treatment to respond to this. However, Devon CCGs have not at this stage presented the Task Group with any evidence to support the supposition that a lack of gritting to GP surgeries actually results in increased presentations at acute hospitals, and given the Council's very limited financial resources, Members feel that the Council would need to satisfy itself of this impact, before making any changes to its salting network.

5. Widespread snow and ice – ‘Snow Plans’

5.1 Whilst preventative treatments are sufficient during most of the winter period, episodes of more extreme weather require a more widespread, multi-agency response. The ‘Snow Plan’ is activated when snow is likely to cause disruption to travel in a specific area, or across the County. When this happens, the Council prioritises the Primary Salting Network for clearance (excluding the moors, unless snow is only an issue on high ground). Following this, the Secondary Salting Network and footways in main shopping centres will be cleared, followed by other access routes and footways, as resources will allow.

5.2 Key routes which are particularly susceptible to snow, the A380 Telegraph Hill and the A361 from Tiverton to South Molton, have special Snow Plans which include multi-agency pre-event meetings (Police, Fire, Highways England), the setting up of the Forward Command Post (central point of contact for all agencies involved), and active road and traffic management.

Are the Council’s ‘Snow Plans’ sufficient?

5.3 The Countywide Snow Plan was implemented twice during February and March 2018, when the County saw two separate widespread snow events. Feedback from stakeholders about the Council’s management of the road network was generally positive, but a number of challenges were also identified, as laid out below.

SUCCESSSES

- Accurate and well communicated weather forecasting
- Critical routes managed well, passable for emergency services
- Road closure/accessibility information and safety advice was well communicated
- Multi-agency working was well co-ordinated through the Local Resilience Forum and the Highways Operational Control Centre
- Police were able to make use of volunteer drivers/vehicles from Devon & Cornwall 4x4 Response
- Schools able to make informed and timely decisions about closure
- Social media and digital communication used and accessed more widely than ever before
- Community response was overwhelming, many people volunteering to transport hospital/social care staff in 4x4s
- Many health, social care, emergency services, highways etc staff went ‘above and beyond’ to get the job done

CHALLENGES

- Some people ignored advice not to travel and got stuck, despite ‘red’ weather warnings and widespread media coverage of dangers
- Acute hospitals found there was a lack of 4x4 vehicles available to hire and limited number volunteer drivers/vehicles from Devon & Cornwall 4x4 Response available
- Challenges around the use of individual volunteers with 4x4s – agencies having no knowledge of their driving skill, DBS checks etc
- Snow events across the County are rare and so volunteer arrangements, training etc can easily become out of date or forgotten by the time they are needed again
- Agencies and communities were able to cope for a few days, but capacity, resources and ability to cope would deplete considerably if snow continued

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5.4 Severe snow events which cause countywide travel disruption are relatively unusual, and so there is always a challenge for the County Council and partner agencies to balance resourcing and preparedness for these type of events, alongside more regular and immediate priorities.

5.5 Based on the evidence gathered, the Task Group feels that the County Council's Snow Plans and the overall multi-agency response achieves a good balance. However, there is the potential for a better co-ordinated volunteer and community response, and a need to encourage volunteers to join organised 4x4 response organisations. The County Council and partners should have a key role in supporting and enabling this.

5.6 During the March 2018 snow, it was also evident that despite communication from the County Council and partner agencies regarding the dangers of driving in such conditions, a number of people did not take heed, resulting in vehicles becoming stranded and an increased risk to the public and emergency services and other workers. Education in this area needs to be stepped up, at a local and national level.

6. Self-help – Snow Warden scheme

6.1 The Snow Warden Scheme in Devon was initially set up to support and equip town and parish councils to clear snow in areas not covered by other parts of the Winter Service. As the scheme developed, many Snow Wardens took on salt spreading and ordering as well. Snow Wardens may be assisted by one or more Snow Warden volunteers. A plan for delivering the Snow Warden scheme must be developed and agreed by the County Council and the town or parish council. Snow Wardens must undertake appropriate training and town/parish councils must ensure that they are insured to carry out the work; only public liability cover is provided by the County Council.

Devon County Council

- Provides advice & training
- Records details of Snow Wardens
- Supplies limited bagged salt free of charge (further salt can be purchased)
- Provides public liability cover

The Snow Warden

- Works to the Town/Parish Council Snow Plan
- Orders grit supplies
- Keeps a record of Snow Warden volunteers
- Receives and acts on local weather forecasting
- Organises & deploys volunteers to spread grit when icy conditions are forecast
- Organises & deploys volunteers to clear snow
- Encourages responsible use of grit/salt

Snow Warden volunteer

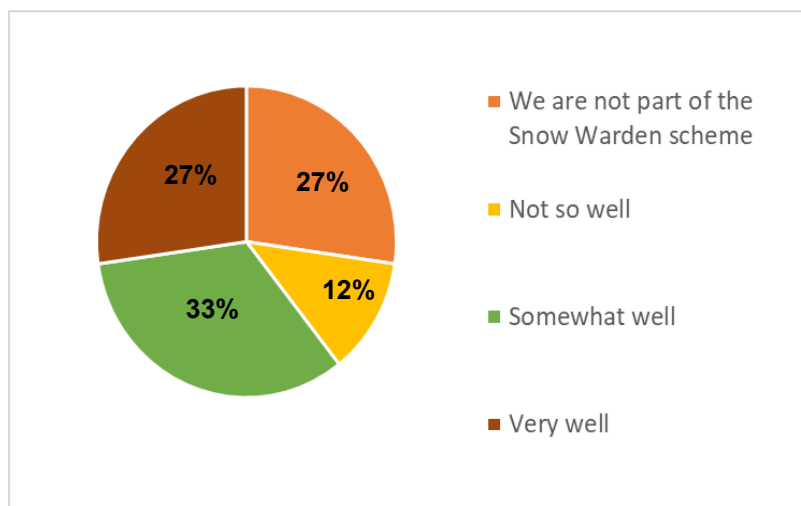
- Spreads grit/salt
- Clears snow
- Refills grit bins and bags
- Reports issues with grit bins and bags online

6.2 Towable salt spreaders and other necessary equipment must be provided by the town or parish council, however County Councillors can use their locality budgets to contribute towards the cost of these.

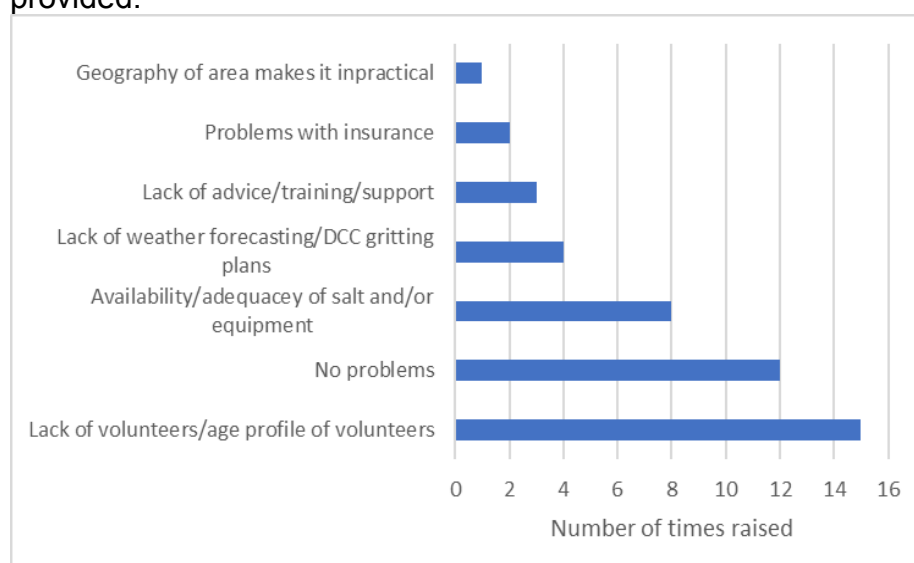
6.3 The County Council provides grit bins, and to a far more limited extent, bagged salt, across the county. With over 3,500 deployed, it is a very expensive asset to maintain and fill, and the authority needs to contain their expansion. Communities, as part of the Snow Warden scheme can purchase and maintain their own grit/salt bins (by agreement with the County Council where placed on the highway). Where other funding is not available, County Councillors can use their locality budgets to fund grit bins, providing it fits broadly within the Winter Service Policy.

How well is the Snow Warden Scheme working?

6.4 Whilst again acknowledging that the below chart can only be indicative of experiences across the County, responses to the question 'how well does the Snow Warden scheme work in your town or parish?', indicate that the scheme is working well in many areas.



6.5 When asked if there had been any barriers or challenges in either joining or continuing with the Snow Warden scheme, a variety of responses were provided.



6.6 Difficulties in recruiting and retaining volunteers, particularly those able to do manual work, were raised again when the Task Group met with town and parish councillors and clerks, as were issues relating to equipment and salt provision, and lack of communication and co-ordination with the County Council over their salting schedule.

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Volunteers

6.7 The recruitment and retention of Snow Wardens and their volunteers appeared to be the biggest problem for town and parish councils. Many also reported that they were particularly short of younger people and those more capable of carrying out the manual work required. This is a difficult challenge for town and parishes to overcome, but this may be an area that the County Council could take a greater role in promoting and encouraging people to come forward as volunteers.

Insurance

6.8 Problems securing adequate insurance arrangements has been raised as an issue with Members locally, as well as through this Task Group review. The County Council provides Public Liability insurance for any Snow Warden or Snow Warden volunteer working under the scheme, which means that if any damage to property or personal injury was caused to a third party as a result of work being carried out under the Snow Warden Scheme, the County Council's insurance would cover this. In addition, the County Council also has a personal accident policy for employees and volunteers which would provide a one-off payment of up to £5000 in the event of serious injury or death. The Council's insurers have confirmed that this cover does also apply to volunteers working under the Snow Warden scheme.

6.9 Public liability insurance however does not apply to any work being carried out in a vehicle, which by law, requires motor insurance cover. It is this motor insurance cover that some town and parish councils have had difficulty securing, particularly where the towing of a gritter is required. In most cases the Snow Warden or volunteer will use their own vehicle to carry out this work, and therefore the expected route for this cover is that the individual carrying out the work will arrange for their existing personal or business motor insurance to be extended to include this. Most motor insurers are happy to provide additional cover for voluntary work for no extra premium, however the specific nature of Snow Warden work seems to cause problems for some, with some local councils reporting that insurers have either refused to provide cover, or will only do so at significant cost. There are however different experiences across the County, with many local councils reporting no issues at all.

6.10 It is likely that the inconsistencies in experience are down to a number of factors (whether the current policy is personal or business, whether towing is required, individual motor insurers approach, the detail on the type of work provided by the insured), however, clearly obtaining the correct level of insurance is a barrier to the success of the scheme, where this is an issue. One local council advised that they have purchased a towable gritter, but have been unable to use it because of this issue.

6.11 Through discussion with the Council's Insurance Manager, a number of solutions to this problem have been considered:

- utilising the County Council's own corporate motor insurance policy;
- arranging a bespoke policy for town and parish councils to buy into;
- town and parish council's arranging their own motor cover through a specialist insurer.

6.12 The only option which seems at all viable is the third, however the success of this option rests entirely on the insurance market's willingness to respond to this need. The

County Council's own insurance broker has suggested a specialist 4x4 and off-road motor broker who may be interested in arranging this kind of cover, but it would be for individual town and parish councils to investigate this option with the broker further. However, if this option turns out to be unviable, then the County Council must continue working to find a solution to this problem.

Information, support and cross parish working

6.13 Many town and parishes have requested better information from the County Council about when they plan to treat local roads, to enable them to co-ordinate their work under the Snow Warden scheme. The County Council does send email alerts to those local councils who have signed up for this, but there seemed to be lack of awareness of this alert, or knowledge of how to sign up among town and parishes.

6.14 A lack of advice, guidance and in some cases, access to appropriate training, has also been raised by local councils. Much of the information that communities need regarding the Snow Warden scheme can be found on the County Council's website⁶, however the addition of more detailed advice around obtaining motor insurance would be helpful, along with clearer signposting for arranging training etc. Better promotion of the Snow Warden webpages and the scheme more generally, could help boost the number of local councils who engage with the scheme, as well as promoting the advice and guidance available to town and parishes who are already engaged.

6.15 Many town and parishes councils felt that more opportunities were needed for them to come together to share experiences and good practice, both in terms of the Snow Warden scheme and a range of other issues. Some local councils have detailed Parish Emergency Plans in place, whereas others do not. The Task Group considers that both the County Council, alongside Devon Association of Local Councils (DALC) should have a key role in supporting town and parish councils to work better together and share learning.

7. Conclusion

7.1 Having reviewed the sufficiency and effectiveness of the Highways Winter Service, the Task Group considers that the current policy and practice in respect of both preventative and reactive treatments, and the Council and partners response to widespread snow and ice, is largely appropriate and well balanced.

7.2 There are some sections of the highway network that the County Council could be justified in adding to its salting routes, however, in the context of reduced funding and savings requirements, Members would need to see clear evidence that these changes would make a significant difference for those using the network.

7.3 The Snow Warden scheme works well in many parts of the County, and this success should be celebrated. However, there remain a number of challenges that town and parish councils face in engaging with the scheme; some of which are within the gift of the County Council to improve, others are not.

⁶ <https://new.devon.gov.uk/communities/opportunities/snow-warden-scheme>

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7.4 There is an opportunity to build on the community spirit and good will shown by so many people during the February and March 2018 snow events, and the County Council, as the upper tier authority in Devon, has the responsibility to support local communities to engage volunteers, help themselves and work successfully together.

8. Membership

Councillors Polly Colthorpe (Chair), Alistair Dewhirst, Linda Hellyer, Richard Hosking and Andrew Saywell

9. Contact

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10. Sources of Evidence

Task Group Activity

The Task Group undertook a range of evidence gathering activity including:

- Winter Service Masterclass (26th February 2018)
- Scoping Meeting with lead highways officers (5th April 2018)
- Stakeholder Engagement Workshop (21st May 2018)
- Witness Interviews (28th June 2018, 6th August 2018, 14th November 2018 and 16th January 2019)
- Town & Parish Council Feedback meeting (19th December 2018)
- Town & Parish Council Survey
- Desk research

Witnesses

The Task Group heard testimony from a number of stakeholders and witnesses and would like to express sincere thanks to the following people for their contribution and the information shared.

Chris Cranston	Highways Operations and Communications, Devon County Council
Matthew Scriven	Traffic Management, Devon County Council
Paul Edmonds	School Transport, Devon County Council
Martin Carder	School Transport, Devon County Council
Nicola Channon	Emergency Planning, Devon County Council
Katharine Finnigan	Adult Social Care Commissioning, Devon County Council
Tom Dixon	Digital Communications, Devon County Council
Chief Inspector Adrian Leisk	Devon & Cornwall Police
Rob Llewellyn	Highways England

Simon Kane	Skanska
Jason Tetley	Skanska
Ric Robins	Met Office
Mark Bevan	Met Office
Richard Gilpin	South West Water
Ann Maidment	CLA (Country Land and Business Association)
Ralph Rayner	CLA
Michael Green	Federation of Small Business
Andrew Butler	NFU (National Farmers Union)
Rhys Williams	Road Haulage Association
Chris Comer	Stagecoach
Lesley Smith	Devon Association of Local Councils (DALC)
Anne Mayes	Bridford Snow Warden
Jamie Stone	Devon Association of Primary Headteachers (DAPH)
Rob Andrews	Mears
Donald McIntosh	Tally Ho Coaches
Will Kearns	South West Ambulance Service (SWAST)
Jo Smith	Royal Devon & Exeter NHS Trust
Ian Payne	Devon Air Ambulance
Emily Wilkins	Corporate Insurance, Devon County Council
Tony Matthews	Neighbourhood Highways, Devon County Council
Biddy Walton	Exeter Cycling Campaign
Paul D'eathe	Exeter Cycling Campaign
Peter Mason	Gallaghers (Insurance Broker)
Cllr Ray Bloxham	Cranbrook Town Council and Devon County Council
Cllr Brian Lamb	Bere Ferrers Parish Council
Cllr Anthony Howell-Jones	Poltimore Parish Council
Cllr Ray Watts	Colyton Parish Council
Cllr Derek Boustred	Stoke Canon Parish Council
Cllr Tessa King	Dartington Parish Council
Cllr Kevin Farrelly	Abbotskerswell Parish Council
David Munden	Abbotskerswell Parish Council

References

Devon County Council, Snow Warden Scheme

<https://new.devon.gov.uk/communities/opportunities/snow-warden-scheme>

Devon County Council, Winter Travel

<https://new.devon.gov.uk/roadsandtransport/safe-travel/winter-travel/>

Devon and Torbay Local Transport Plan

<https://new.devon.gov.uk/roadsandtransport/traffic-information/transport-planning/devon-and-torbay-local-transport-plan-3-2011-2026/>

Highways Act 1980

<https://www.legislation.gov.uk/ukpga/1980/66/contents>

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Somerset County Council, Cabinet meeting 12 September 2018

<http://democracy.somerset.gov.uk/ieListDocuments.aspx?CId=134&MId=663&Ver=4>

Somerset Live, 'Why are we paying taxes?'

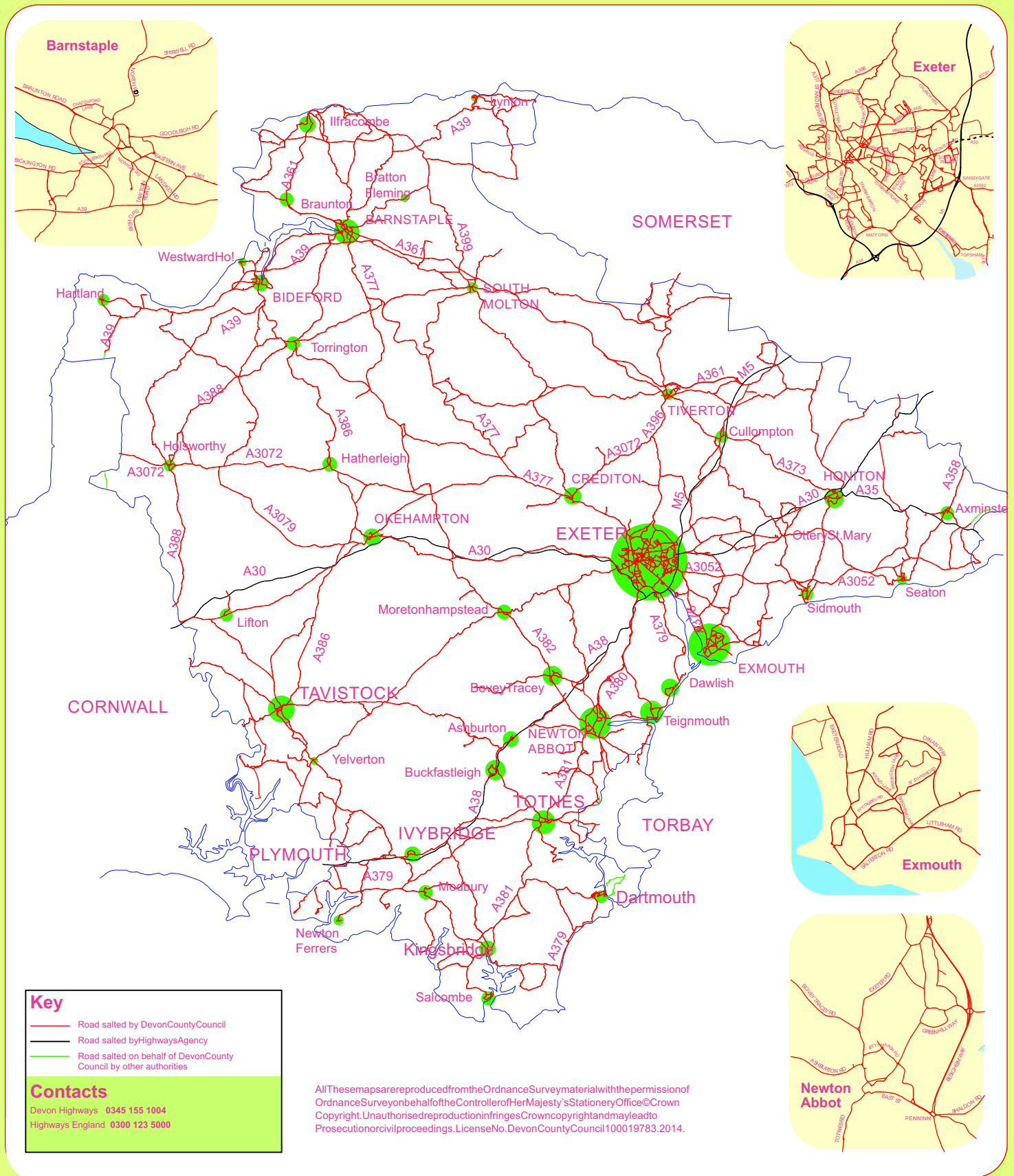
<https://www.somersetlive.co.uk/news/somerset-news/why-paying-taxes-somerset-county-2484103>

UK Roads Liaison Group, Well Managed Highways: A Code of Practice, October 2016

<http://www.ukroadsliaisongroup.org/en/utilities/document-summary.cfm?docid=4F93BA10-D3B0-4222-827A8C48401B26AC>

Primary Salting Network

From October 2018



Please remember: Never assume a road has been salted

Update on Flood Risk Management Activities

Report of the Head of Planning, Transportation and Environment

1. Summary

This report sets out the ongoing progress made by Devon County Council's Flood and Coastal Risk Management Team acting as the Lead Local Flood Authority (LLFA) in accordance with the Devon Local Flood Risk Management Strategy. It also provides an update on the resolutions made at the Corporate Infrastructure & Regulatory Services Scrutiny Committee in November 2017, when this service was last reviewed, which included: the resources and performance of all Risk Management Authorities (RMAs) in their delivery of the Devon Local Flood Risk Management Strategy; a jointly prepared overview of key flood risk issues/priorities across Devon; and the adequacy of arrangements in place for Sustainable Drainage Systems in new development.

2. LLFA Responsibilities

2.1 Local Strategy

The Devon Local Flood Risk Management Strategy was first published in June 2014 and is due to be updated after 6 years. Unlike the initial process for developing the Strategy, there is no available guidance on how this update process should be undertaken. An officer will be assigned the task of reviewing the current Strategy and will make any appropriate changes to reflect current standards and best practice. Consideration will also be given to the format in which it is to be presented and the content to be covered.

The DCC Annual Action Plan, which supports the Strategy, now has a well-established format and approval process; its purpose is to clearly identify the investment being made in flood risk measures in the current financial year. The proposed Action Plan for 2019/20 will be considered by Cabinet at its meeting on 13 March.

Partnership working with other RMAs in Devon continues to operate very well through platforms such as the Devon Operational Drainage Group (DODG), South West Regional Flood and Coastal Committee (SWRFCC) and the Devon Community Resilience Forum (DCRF). Staffing levels for those involved in flood risk management and drainage work at the District Councils have been maintained; however, as previously reported, this is very limited for some authorities. Despite this, most Districts remain well engaged with the various forums and do the best they can with their available resource. Given the lack of any significant changes, no attempt has been made to formally assess the respective performance of other risk management authorities, nor repeat a survey process, as previously undertaken and reported to this Committee in 2017.

2.2 Flood Risk Management Database

DCC has developed an in-house bespoke database of all flood related information on the corporate ArcMap Geographical Information System (GIS). Layers have been produced to support not only the statutory requirement for holding an asset database, but also to record information relating to Land Drainage Consents, flood incidents, EA Flood Maps, Property Level Protection schemes, Natural Flood Management Capital Flood Improvement Schemes, etc. Such layers can be turned on and off to see all information required for any specific location to aid the detailed understanding of the risks for individual communities.

This information is used to prioritise the risks across Devon, with one significant layer providing a visual appreciation of the high, medium and low risk communities requiring intervention. This is derived through the investment criteria, as defined in the Devon Local Flood Risk Management

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Strategy and assists in the development of the DCC Annual Action Plan. Screen images of this FloodArc system have been included for reference in Appendix II of this report.

Local discussions are now being held with other Risk Management Authorities with the aim of sharing information through an online version of the software. This will further assist in looking for synergies and opportunities for collaborative partnership working and will help map the future investment in flood risk management for Devon. DCC's Flood Risk Manager is involved in the working group for a national platform of information sharing, called the Flood Plan Explorer. This is likely to be introduced as part of the Environment Agency's Flood Risk Management Plan (FRMP) update, which should represent a significant improvement to their current document.

2.3 Statutory Consultee for Sustainable Drainage (SuDS)

DCC is a statutory consultee to all Local Planning Authorities (LPAs) in Devon on the suitability of surface water management proposals for new 'major' development applications. Over the past year we have been consulted on over 470 new planning applications, which have been reviewed in line with DCC's Guidance for Sustainable Drainage. As well as these new cases, many applications require ongoing dialogue with the Local Planning Authorities and/or the applicant and their consultants at numerous stages throughout the planning process. We have recorded an additional 233 follow-up consultations as a result of our initial intervention.

To improve the efficiency of the consultation process, a fee-paying 'pre-application service' was introduced in October 2018; this should help encourage the early uptake of appropriate sustainable drainage systems and assist with a more strategic approach being adopted by developers. A sliding scale fee system has been established, with an initial free signposting service and up to a £500 charge for the largest developments. In the first few months of delivering this additional service we received 21 'pre-app' requests, with 6 requiring a detailed response, bringing in an additional £1,300 of fees. Demand for this service is expected to rise over time.

One outstanding concern in relation to SuDS is the review of 'minor' applications, which remains the responsibility of the Local Planning Authority. There is a varied level of support within those authorities from colleagues with specialist knowledge and in some authorities is left to the planning officer to agree the surface water drainage proposals. There are occasional requests from these authorities for DCC to review these 'minor' application and, wherever practical, we will assist accordingly; however, this is subject to DCC's own workload and priorities at that time. The Sustainable Drainage Systems Guidance for Devon document, which was, primarily, produced to assist with 'major' SuDS proposals, does provide Planners with the required technical information; however, South Hams District Council has produced a useful short version, that is better aligned to these 'minor' developments.

2.4 Land Drainage Consents

The Flood and Coastal Risk Management Team administers the Land Drainage Consent process, through which changes to 'Ordinary Watercourses' are considered, such as bridge improvements, bank stabilisation works and culverting for essential access. This same process is delivered by the Environment Agency for those watercourses designated as 'Main River'. In 2017/18 a total of 56 applications were received; the situation remains broadly similar in 2018/19, with 49 applications received by the end of January (month 10).

2.5 Enforcement

Under the Land Drainage Act 1991 DCC, as the LLFA, has powers to ensure a free flow of water is maintained and that impeding structures are not constructed on an 'Ordinary Watercourse'. There is an ongoing workload resulting from public and landowner enquiries and complaints relating to such obstructions, as well as other drainage and flood risk issues. Such cases are often time-consuming and, sometimes, highly contentious. For most situations the aim is to liaise with the relevant landowners and reach an amicable agreement for them to take the appropriate action; however, on two occasions this year there has been a requirement to issue a formal enforcement notice to remove an obstruction and maintain the free flow of water.

2.6 Flood Investigations

In accordance with the Local Flood Risk Management Strategy and the duty on the LLFA stemming from Section 19 of the Flood and Water Management Act, a flood investigation is undertaken and a resulting report produced in response to a significant flood event. In Devon, this process is triggered by internal flooding to five or more properties in a single location. At times, where this threshold has not been met, but where there has been flooding to small numbers of properties at multiple locations across Devon, a decision is made as to whether an investigation report would be of benefit. In the past couple of years there hasn't been a major incident affecting a single community in a significant way. However, events such as Storm Eleanor in December 2017/January 2018 caused flooding to 14 properties across Devon; a further unnamed event in January 2018 affected 19 residential and 4 commercial properties in the North Devon area; and Storm Emma in March 2018 affected 17 properties, mainly in the coastal areas of South Hams. Section 19 Investigation Reports were produced for each of these particular events.

3. DCC Role in Supporting Flood Prevention

3.1 Flood Improvement Schemes

The Flood and Coastal Risk Management Team has continued to work in partnership with other RMAs to investigate areas at risk of flooding and to deliver critical flood improvement schemes to communities that have either suffered significant flooding in recent years or have been identified to be at significant risk. Almost £3million has been invested in 2018/19 with over £940k of national flood funding drawn down from Defra, £150k through the SWRFCC's Local Levy and £222k from others, including £100k from South West Water and £50k from South Hams District Council. As a result, 150 properties have benefitted from a reduced risk of flooding through completed schemes, including those at Modbury, Uplyme, Bideford and Frogmore. In addition, over 200 further properties are due to benefit from schemes that are currently underway in Exeter, Sidmouth and Ivybridge. A detailed account of all schemes that have received investment during the 2018/19 period can be found in Appendix I

3.2 Community Resilience

As a legacy of the Defra-funded Community Resilience Pathfinder Project completed in 2015, the Devon Community Resilience Forum was established in partnership with DCC, the Environment Agency, Fire and Rescue and the Police and is hosted by Devon Communities Together. This is now in its third year and continues to pull communities together to share knowledge and best practice and help them to help themselves in dealing with emergencies, of which flooding is one of the main risks. Grants are available for communities to develop an emergency plan for their area and to purchase equipment, such as tabards, torches, sandbags, etc to enable their plans to be operated.

In addition to this community engagement, DCC has also developed the opportunity for individual property owners to apply for up to £5k of flood resilience measures to protect their properties. The initiative has been operating for over 2 years and has supported over 100 applications. This is a unique scheme being offered by DCC and is well received by the property owners, who otherwise would be unlikely to benefit from any long-term investment for a large flood improvement scheme in their area. The annual target is to support between 20 – 25 home owners; however, due to a re-allocation of budget for minor works, we have been able to provide resilience measures to 40 properties in 2018/19.

3.3 Natural Flood Risk Management

All flood risk management schemes now consider the wider catchment for opportunities to deliver natural flood management (NFM) measures to slow the flow and reduce the scale of engineered solutions. It is recognised that NFM is unlikely to provide a high standard of protection against the more significant flood events with a long 'return period'; however, the introduction of such measures can have huge benefits for higher frequency events, reducing nuisance run-off and also lowering the impact on downstream engineered works. In some situation it may be enough to future proof schemes by compensating for the increased flood risk due to climate change.

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Various NFM works are being progressed as part of the current DCC Action Plan, including schemes at Ottery St Mary and at Ivybridge, where upstream flood management is being delivered through a series of check weirs and grips to re-route and slow the flow. These works will have a major benefit to the downstream urban area by reducing the constant run-off being experienced. Works at Ottery are being undertaken in collaboration with the East Devon Catchment Partnership and those at Ivybridge are linked to the Environment Agency led Dartmoor Headwaters Project; both have received Defra funding as part of a Government initiative for learning lessons from the implementation of NFM.

Other NFM works are also being delivered in partnership with DCC's Flood & Coastal Risk Team and the East Devon AONB through the 'Woods 4 Water' and 'Connecting the Culm' projects. Further works are being progressed by the North Devon Biosphere Reserve, such as in the Acland catchment near Braunton, which include the installation of leaky dams and gabion structures to restrict and slow the flows and hence reduce run-off down slope.

4. Consultations/Representations/Technical Data

As individual flood improvement schemes are developed, there is the need to consult with all those that will be affected by the works, including landowners, local businesses and service providers (e.g. bus companies). It is also of great benefit to consult any flood action group, parish/town council, elected members and other RMAs to understand any local requirements and to explore partnership funding opportunities.

The method and level of consultation used for each scheme depends on the scale of flood improvements. Minor works, such as property level resilience measures, affecting only 1 or 2 properties, only require consultation with the property owners; in contrast, larger community projects may require full public exhibitions and presentations to be given at relevant parish/town council meetings.

Technical information will be shared amongst other RMAs to consider opportunities for collaborative partnership working. This can minimise disruption, achieve multiple benefits and provide valuable funding contributions for the much-needed flood improvements. All RMAs continue to meet regularly through the Devon Operational Drainage Group to share information on past, present and future flood improvements and an online platform is being developed to further enhance the sharing of technical information on the communities at risk.

5. Financial Considerations

Funding of flood risk management activities is available through various local and national sources. Some initial studies and minor works have been funded locally through DCC's internal budgets alone. External funding can be drawn down through Defra Flood Defence Grant in Aid (FDGiA) and/or the Local Levy administered by the SWRFCC; however, this mechanism requires an element of local partnership contribution. It is, therefore, essential to consider what multi-agency benefits could be achieved through the delivery of flood improvements and, where possible, to obtain third party contributions to support scheme delivery.

In the current period of the Defra 6-year programme (2015–2021), DCC has secured over £2.3million of FDGiA, with a further £600k allocation awaiting approved, together with over £630k of Local Levy and £440k from other partners for the delivery of capital projects. DCC's own contribution towards these flood improvements have exceeded £3 million, with a further £3 million capital contribution towards the Exeter Flood Defence Scheme, which is being delivered by the Environment Agency.

6. Sustainability and Equality Considerations

The potential environmental implications and opportunities presented by the Devon Local Flood Risk Management Strategy were considered through a Strategic Environmental Assessment of the

published document. This was supplemented by DCC's own Impact Assessment process to ensure consideration was also given to social (including equality) and economic considerations. Beyond this, more detailed and specific consideration of these issues is undertaken for individual flood improvement schemes, with a full assessment carried out through the detailed design process.

Devon County Council's Flood & Coastal Risk Management Team encourages the use of sustainable drainage for all new development, through its role as statutory consultee to the Local Planning Authorities. All 'major' developments must provide a suitable surface water management system that would mimic pre-development 'greenfield' run-off rates and have a robust maintenance regime in place.

7. Legal Considerations

The main duties on and powers available to Lead Local Flood Authorities are defined in the Flood and Water Management Act 2010 and the Land Drainage Act 1991; all flood risk management activities carried out by DCC in this role accord with these Acts. Where necessary, the available enforcement powers are used to ensure watercourses maintain a free flow of water and there are no unlawful activities or structures built within an ordinary watercourse. Any works involved in delivering flood improvements, that require access onto third party land, require a legal notice to be served on the landowner, whereby compensation is payable.

8. Risk Management Considerations

There is a high risk of flooding to many communities in Devon and, over recent years, this has proven to be a reality for many property owners. It is part of DCC's role, as Lead Local Flood Authority to contribute to an analysis of this risk and to address it through the Local Flood Risk Management Strategy for Devon. To mitigate these risks an annual Action Plan is produced, which is targeted at reducing the risk of surface and ground water flooding to those communities considered to be at greatest risk and with greatest need for intervention. A similar process is undertaken by the Environment Agency for those affected by coastal and river flooding. All information relating to flood risk informs the South West River Basin District Flood Risk Management Plan (FRMP) which was published in 2015 and due for review in 2021. Work is already underway for the review process, with all RMAs engaged at an early stage to develop a more targeted and useful document. A more local approach in Devon is also being considered to build on the success of the DCC FloodArc platform and the sharing of information across RMAs.

The current financial situation is a considerable risk to the delivery of many essential flood improvements. Defra funding and Local Levy is limited and prioritised against government targets, known as outcome measures. The key national target is to reduce the risk of flooding to 300,000 properties across the country. Many communities in Devon have low numbers of properties, which proves challenging when competing against more urban areas in the country, especially as some of the larger communities in Devon are already being tackled.

In many locations the implementation of flood improvements affects third party landowners or areas of the community that will not actually benefit from the works. Recently this has presented one of the greatest challenges in progressing flood schemes, with the potential to prevent delivery entirely.

9. Conclusion

The Devon Local Flood Risk Management Strategy provides clarity on the roles and responsibilities of all Risk Management Authorities and helps to ensure a collaborative approach is adopted by all concerned in flood risk management. Despite the limited resources available at the District Councils, there continues to be good communication and engagement with relevant officers. A platform has been developed for the collation of flood related information and discussions are ongoing to enable sharing of information on a wider scale.

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DCC's responsibility for reviewing surface water management proposals for major new development and to encourage the use of SuDS is now well-established and our local guidance is frequently used by developers, consultants and the local planning authorities in shaping the way forward and setting out the required standards.

Dave Black
Head of Planning Transportation and Environment

Electoral Divisions: All

Cabinet Member for Community, Public Health, Transportation and Environmental Services:
Councillor Roger Croad

Chief Officer for Communities, Public Health, Environment and Prosperity: Virginia Pearson

Local Government Act 1972: List of Background Papers

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Tel No: (01392) 381909

Background Paper	Date	File Reference
1. Flood and Water Management Act	2010	http://www.legislation.gov.uk/ukpga/2010/29/pdfs/ukpga_20100029_en.pdf
2.. Devon Local Flood Risk Management Strategy	June 2014	https://www.devon.gov.uk/floodriskstrategy
3. Sustainable Drainage Systems: Guidance for Devon	January 2017	https://new.devon.gov.uk/floodriskmanagement/sustainable-drainage/
4. South Hams District Council: Drainage Assessment Guidance	-	https://www.southhams.gov.uk/article/3483/Drainage-Assessment-Guidance
5. DCC Flood Investigation Reports	Various	https://new.devon.gov.uk/floodriskmanagement/flood-investigations-reports-and-studies/
6. Devon Community Resilience Forum web site	-	https://www.devoncommunities.org.uk/projects/devon-community-resilience-forum
7. South West River Basin District Flood Risk Management Plan	March 2016	https://www.gov.uk/government/publications/south-west-river-basin-district-flood-risk-management-plan

Glossary

DCC	Devon County Council
DEFRA	Department of Environment, Food and Rural Affairs
EA	Environment Agency
FDGiA	Flood Defence Grant in Aid
FRMP	Flood Risk Management Plan
LLFA	Lead Local Flood Authority
LPA	Local Planning Authority
NFM	Natural Flood Management
PLR	Property Level Resilience
RFCC	Regional Flood and Coastal Committee
RMA	Risk Management Authority
SEA	Strategic Environmental Assessment
SuDS	Sustainable Drainage System
SWMP	Surface Water Management Plan
SWRFCC	South West Regional Flood and Coastal Committee
Management Activities	hk 02 140319 mh050319cirssc Update on Flood Risk

Achievements in Flood Risk Management in 2018/19

1.0 Introduction

This report provides an update on Devon County Council's (DCC) achievements in delivering the 2018/19 Flood Risk Management Action Plan. Many schemes are ongoing and will continue to be delivered through 2019/20.

2.0 Progress of Flood Improvement Projects

2.1 Modbury

In July 2012 at least 27 properties suffered internal flooding and, since then, a number of properties have suffered repeated flooding. As a result, DCC has developed a scheme, which is nearing completion, to reduce the risk of flooding to 50 residential and 32 commercial properties from storm events with a probability of once in one hundred-years plus a further allowance for climate change.

The scheme is divided into 2 areas, with storage attenuation being provided in each. Area 1 includes two low-level bunds to create attenuation areas that will fill simultaneously to hold back the flow and are designed to pass forward only what the downstream system is able to cope with. Area 2 has a single 5m high dam constructed across the valley to attenuate up to 8000 cubic metres of water. Also, natural flood management measures are being installed in the upper catchment to control surface run-off and further reduce the impact on the downstream system.

The overall cost of the scheme, including all studies, site investigations, design, supervision and construction is estimated to be in the region of £1.2 million.



i. Area 1 site preparation – upper area



ii. Area 1 site preparation – lower area



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iii. Area 2 site preparation - upstream

iv. Area 2 site preparation - downstream



i. Looking eastwards towards Area 2 bund, with scour protection laid (to be covered with topsoil and seeded)



ii. Looking southwards to Area 1 lower bund

2.2 Bideford, Moreton Park

The scheme to replace a collapsed culvert, giving flood benefit to 25 properties, is now complete. The contract involved the replacement of 90m of 600mm diameter culvert at depths of over 3m, the removal and rebuilding of a block of garages and the diversion and replacement of the local gas main. This was all very challenging due to the extreme proximity to a terrace of residential properties, causing difficulties to the technical elements of the culvert installation and the social elements of managing the residents affected. The works were funded in part by £89k Defra FDGiA, £130k DCC and a £72k contribution from an insurer of one of the affected properties.

It is important to note that the responsibility for these works was with the riparian landowners. However, as there were other properties at risk due to the collapsed culvert and the vulnerability of those residents with riparian responsibilities, DCC acted on behalf of the residents for the good of the area, whereas all other RMAs refused to assist. Works had to be coordinated with Wales and West Utilities to enable the diversion of the gas main, which ran above the length of the culvert, with much of those costs covered by the gas company.



i. CCTV images showing collapsed culvert and a ground level image taken of the sinkhole.



ii. Tight working area through gardens

iii. Reinstatement on completion of works

2.3 Uplyme

The flood improvements in Uplyme are now complete, providing a reduction in flood risk to 12 properties and the regular threat of flooding to the highway, which was a significant nuisance in the village. The cost of the overall project, including design and construction, was almost £300k funded by £103k FDGiA, £30k Local Levy, £55k from East Devon District Council and £110k from DCC.

Works included the provision of new or upsized culverts and the removal of a considerable flow restriction in the channel to increase conveyance through the village. Also, due to the very mobile watercourse, which caused a large volume of stone and rocks to be transferred downstream towards the new culverts, DCC has delivered further works to enhance the scheme and reduce the risk of blockage. A variation was submitted to the Environment Agency for additional funding, which was approved, and a series of check weirs/silt traps have been installed upstream.



i. New pipeline



ii. New bypass culvert



iii. Channel Improvements

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iv. Mobile debris from upstream



v. New check weir installations

2.4 Property Level Resilience (PLR)

Devon County Council's PLR grant scheme is now very well established and has exceeded the expected number of projects for this year. A total of 43 properties are likely to be completed, with a further 9 properties already approved for delivery in 2019/20. Current year spend is estimated to be £175k against an initial budget of £120k. To continue delivery of these valuable works additional funding from DCC's Flood Risk Management budget will be allocated. This will be taken from the minor works budget.



2.5 Ivybridge, Stibbs lane

Over 14 properties were flooded during 2012, with some on multiple occasions. To reduce the risk of flooding from the 1 in 100-year event the project aims to reduce the risk to over 25 properties. The scheme is to be split into 3 phases with the first phase of works being carried out in the Woodlands Park area, to commence in March 2019. These improvements are to ensure that any additional flow being conveyed from the phase 2 works upstream will not pass on any greater risk to downstream areas.

The main element of works, proposed as phase 2, will be to provide a new and upsized culvert to convey flows downstream from Stibbs Lane and along Claymans Pathway. These works are due to commence in the summer months of 2019, with the aim of substantial completion prior to the main winter months. Including phase 1, the works are currently valued at approximately £600k, with contributions of £250k from DCC, £250k of FDGiA and £100k of Local Levy.

A third phase is also being progressed to further enhance the improvements being delivered. This will be through the use of natural flood management measures in the Hanger Down area of south Dartmoor to slow the flow of surface-water run-off. This is being included as part of the Environment Agency led Dartmoor Headwaters Natural Flood Management Project and has been an excellent example of partnership working to enhance and future proof the flood improvements being delivered by DCC.

2.6 Stokeinteignhead

The proposed flood improvements at Stokeinteignhead are proving to be the biggest challenge that we have faced in terms of affordability and deliverability.

Stokeinteignhead has a risk of flooding from surface water (pluvial) flows and Ordinary watercourse (fluvial) flows entering the village from two catchments, referred to as the Dean Road and Stoke Road catchments. Over the last few years, we have been investigating the level of risk and developing a number of options to provide Stokeinteignhead with a robust standard of protection up to the 1 in 100 chance in any one year, plus an allowance for climate change. For Dean Road the preferred option is to construct an earth dam across the valley to restrict the watercourse and hold back the excess volume, which is estimated to be 2,200 cubic metres of flood water, plus some additional upgrading and/or repairs to the existing pipework downstream are also required. All necessary site investigations, including topographical surveys, groundwater monitoring and ecological surveys, as well as hydrology and hydraulic modelling, have been carried out.

The preferred option for the Stoke Road catchment was also the installation of a dam; however, negotiations with the landowner broke down and an alternative option had to be sought. We now have two workable options, both of which involve laying a new upsized culvert along Stoke Road: i) a 600mm diameter culvert of approx. 217m from Dean Road junction and up past the school and beyond the Village Hall; or ii) a 600mm diameter culvert of approximately 84m from Dean Road junction up towards the school, along with likely repairs/rehabilitation of the existing culvert.

DCC's Flood & Coastal Risk Management Team has already contributed £180,000, to date, with the works already carried out at the lower end of the village through phase 1 and all the required investigations, studies and design elements to develop the Dean Road and Stoke Road improvements. Total costs are estimated to be between £800k and £925k, depending on the final option to be delivered.

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Based on the number of properties benefitting from the works, calculated to be up to 40, we are aiming to submit a bid for up to £330k of FDGiA and we have already gained approval for £150k of Local Levy. In discussions with DCC Highways an allocation of £250k is being considered for the highway drainage element of the works and Teignbridge District Council has offered £10k towards the works. DCC will, therefore, need to consider a further allocation of up to £200k to enable the works to be progressed.

As there are two catchments providing risk we cannot contemplate just doing one side, as this will not provide the standard of protection required to maximise the drawdown of Defra funding and will leave some properties at risk.

Due to resource issues we have had to change designers of the flood improvements, so all figures estimated above will need to be reviewed to ensure affordability of the works. Subject to funding, we would, ideally, like to deliver the Stoke Road works in the summer months of 2019, to avoid school term. The Dean Road works, which will require planning permission, will then commence in the drier months of 2020. We are keen to accelerate this wherever possible; however, planning permissions and land owner agreements are yet to be drawn up and agreed.

2.7 Sidmouth

Like Exeter, the proposed surface water improvements result from our proactive investigations and the production of a detailed Surface Water Management Plan (SWMP) for Sidmouth. Various options were presented in the report and prioritised in order to deliver the most beneficial improvements.

The preferred option for Sidmouth is to be divided into 2 phases, with phase 1 being improved surface water drainage within the town centre. It is proposed that these works will commence in March 2019 and complete in early May 2019. Phase 2 will be the provision of storage attenuation at The Knowle, created by an element of storage beneath the car park area and an above-ground pond. Subject to planning and landowner agreement, these works are proposed for construction at the end of summer 2019.

The total cost of both phase 1 and 2 is in the region of £700k and aims to reduce the risk of flooding to 100 properties within Sidmouth Town Centre. Funding of the works is to be achieved with up to £500k of FDGiA and Local Levy and the balance from DCC's Flood Risk Management budget.

2.8 Exeter Surface Water Improvements

As part of our proactive investigations into the flood risk from surface water and following on from the recommendations in the SWMP for Exeter, we have prioritised our attentions on the catchment area of Northbrook. This initial project for Exeter aims to protect 55 properties and is estimated to cost £600k. The business case has been submitted to the Environment Agency and has gained approval for £300k of FDGiA. Further funding of £100k Local Levy, £100k from Exeter City Council and £100k from DCC will support delivery of these essential flood improvements. Works are to be delivered in 2 phases with phase 1 commencing early March 2019 and phase 2 later in the summer of 2019. These include:

Phase 1 At Guinevere Way/Round Table Meet

- Alterations of kerbing and parking to create a barrier to flood waters to better protect the Beacon Heath Children's Centre

- Installation of a 300m long low-level wall along the cyclepath/footway from Beacon Lane to Bettys Mead playing fields to intercept an overland flow path.
- Significant highway drainage improvements to divert water into the Northbrook watercourse where there is spare capacity.

Phase 2 At Georges Close

- Construction of a low earth bund to create an above ground water storage area in the public open space, in order to reduce the risk of flooding from surface water flows. This will then drain down into the Northbrook watercourse, where there is sufficient capacity.

Property Level Resilience at Old Tiverton Road

- Property Level Resilience measures including flood doors, non-return valves and downpipe disconnections into the basement flats have been installed by Exeter City Council.

2.9 Chillington

The project has now been added to the 6-year programme and the business case for £65k FDGiA has been submitted and approved locally by the Environment Agency. The overall scheme to provide a new and upsized drainage system, which will benefit 13 properties (8 residential and 5 commercial), is estimated to cost in the region of £130k. The remaining 50% of the scheme budget is to be funded as a partnership contribution from DCC.

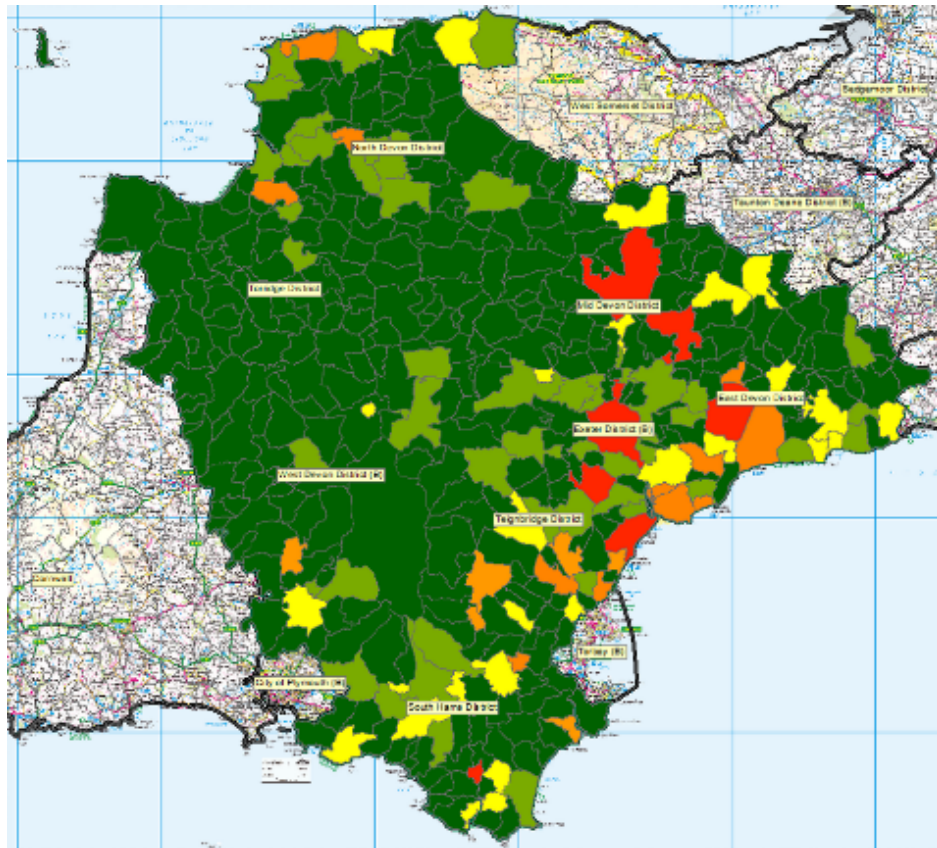
Due to negotiations with the landowner for agreement to install a new culvert the construction start date has had to be delayed. Alternative options may need to be considered, although these are very limited, if at all possible. Consideration of the works will now be addressed through the Action Plan for 2019/20

2.10 Frogmore

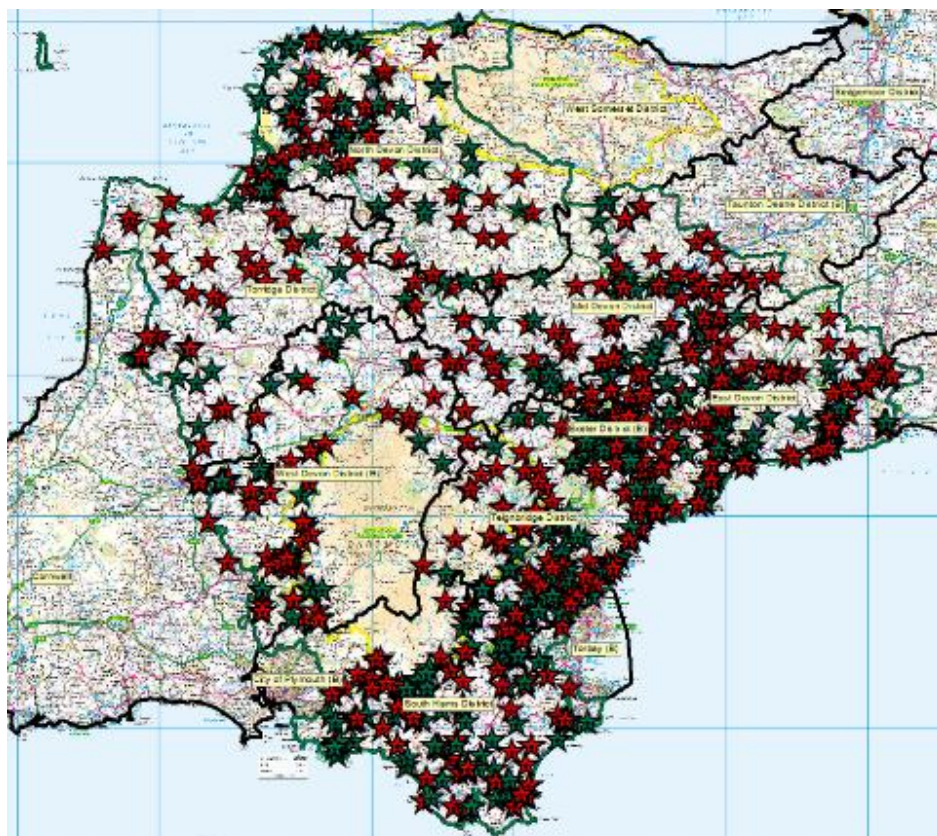
In 2012 there were 12 properties that suffered internal flooding from muddy surface run-off and many others threatened by such events. Due to the devastation caused and the necessary repairs some residents were unable to return to their homes for up to 9 months. DCC have been working with the Parish Council to develop a scheme that will reduce the risk of similar flooding affecting people's homes.

Works costing £35k, funded by DCC, commenced on 25th February to collect the run-off and convey flows to the estuary; this was completed ahead of schedule on 1st March. This included piping across the main A379, which required an unavoidable road closure due to the narrow width of the road at this location. This caused inevitable disruption in the area but was essential to deliver the much-needed flood improvements. Further works in the fields above, costing approximately £20k and also funded by DCC, will be carried out in the summer months of 2019 to ensure the flows are directed to the new collection and outlet system.

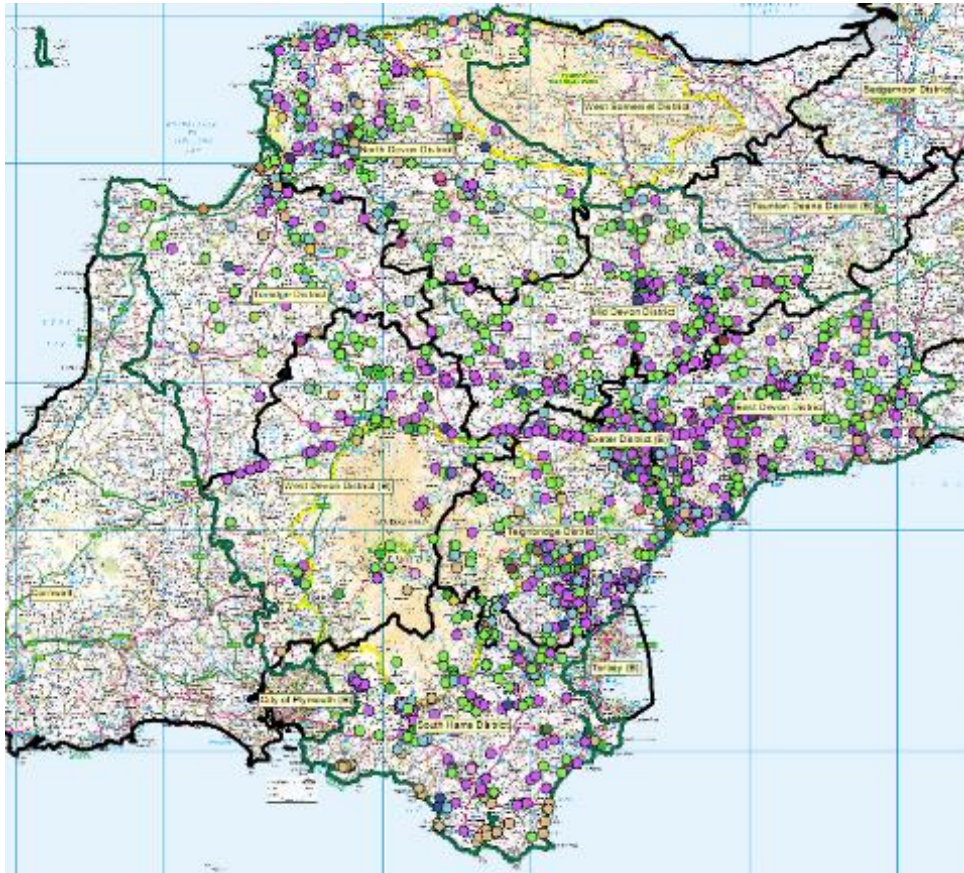
Screen Shots to Illustrate Devon County Council's FloodArc System



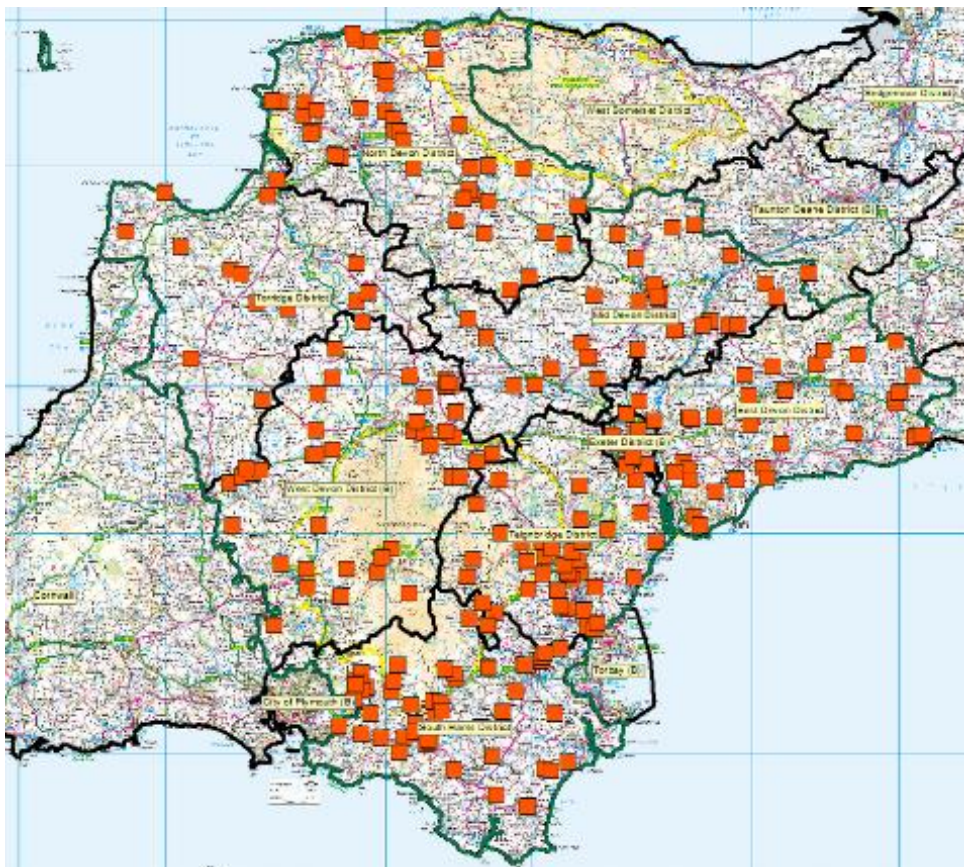
i. Parish Prioritisation



ii. Flood Incident Database



iii. DCC Asset Register



iv. Land Drainage Consents

HIW/19/29

Corporate, Infrastructure and Regulatory Services Scrutiny Committee
26 March 2019

Highways Performance Dashboard

Report of the Chief Officer for Highways, Infrastructure Development and Waste

1. Introduction

One of the recommendations of the Planned & Reactive Maintenance: Potholes & Drainage Task Group was for Members to be provided with a dashboard that gives an overview of the performance of Devon Highways.

In response to this recommendation this report has been produced that provides the following information;

- Current status of carriageway defects (potholes);
- Performance of the cyclical drainage cleaning programme and
- Overview of the delivery of programmed maintenance.

It is hoped that in the future this information can be provided electronically and effectively 'live'.

2. Carriageway Defects

The report in Appendix A provides data on the number of pothole repairs that have been carried out in during a recent 5-week period broken down into areas. In addition, the current number of known pothole repairs in each area for the following 4-weeks is provided, plus a map showing location. Also included for clarity is a graph of the last 3 years quantity of defects..

3. Drainage Cleaning Performance

Details of the Contractor's performance with respect to the delivery of the cyclical drainage cleaning programme has been provided in Appendix B. The information provided gives an overview of the number of assets cleaned against the planned number.

4. Delivery of Programmed Maintenance

In order to give members an overview of the progress of the delivery of the programmed maintenance works a series of graphs have been provided in Appendix C. These graphs are for delivery through the Devon Highways contract only. The graphs include;

- Total budget;
- Profile – the idealised spend profile across the year;
- Commitment – the value of work ordered to date;
- Total Spend – the value of work carried out to date (not the value of work actually billed or paid).

Meg Booth
Chief Officer for Highways, Infrastructure Development and Waste

Agenda Item 10

Electoral Divisions: All

Cabinet Member for Highway Management: Councillor Stuart Hughes

Local Government Act 1972: List of Background Papers

Contact for enquiries: Rob Richards

Room No. Lucombe House, County Hall, Exeter. EX2 4QD

Tel No: (01392) 383000

Background Paper	Date	File Reference
Nil		

rr060319cirssc Highways Performance Dashboard
hk 05 140319

Appendix A To HIW/19/29

Carriageway Defects

Area	Wk05 Jan 19	Wk06 Feb 19	Wk07 Feb 19	Wk08 Feb 19	Wk09 Feb 19	Total
West	262	366	552	720	458	2358
South	348	407	359	379	296	1789
East	224	448	316	270	310	1568
North	81	175	305	199	238	998
Misc		1			1	2
Total	915	1397	1532	1568	1303	6715

Figure 1 Total number of carriageway defect repairs completed during a 5-week period by Area

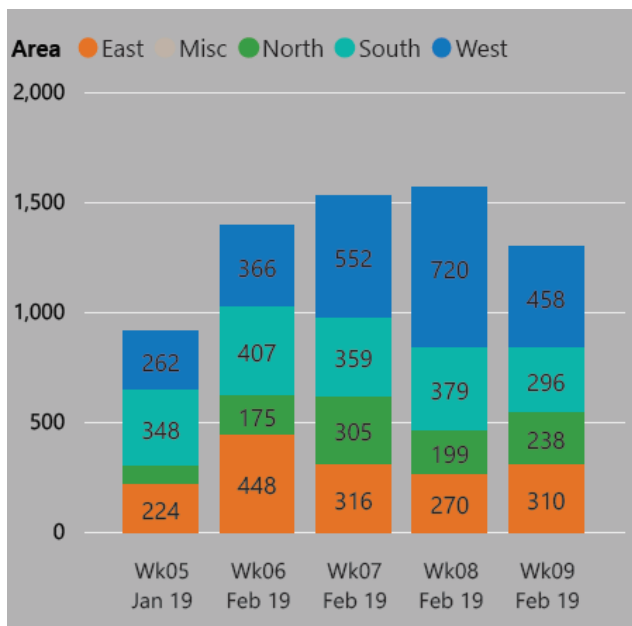


Figure 2 Carriageway Defect repairs completed during a 5-week period by Area

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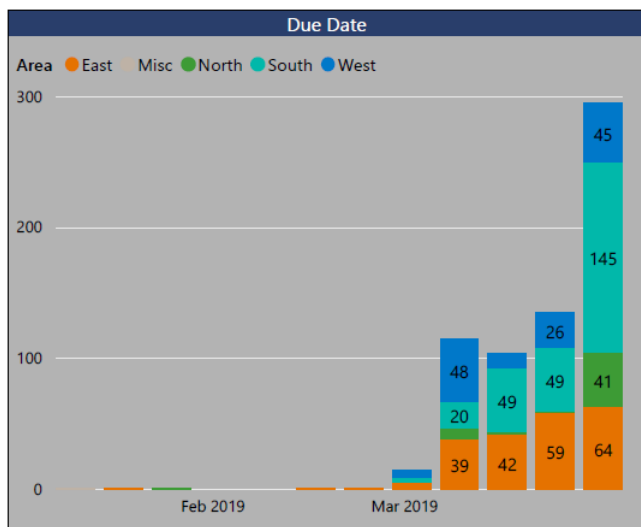


Figure 3 Carriageway defect repairs due in the following 4-weeks by Area

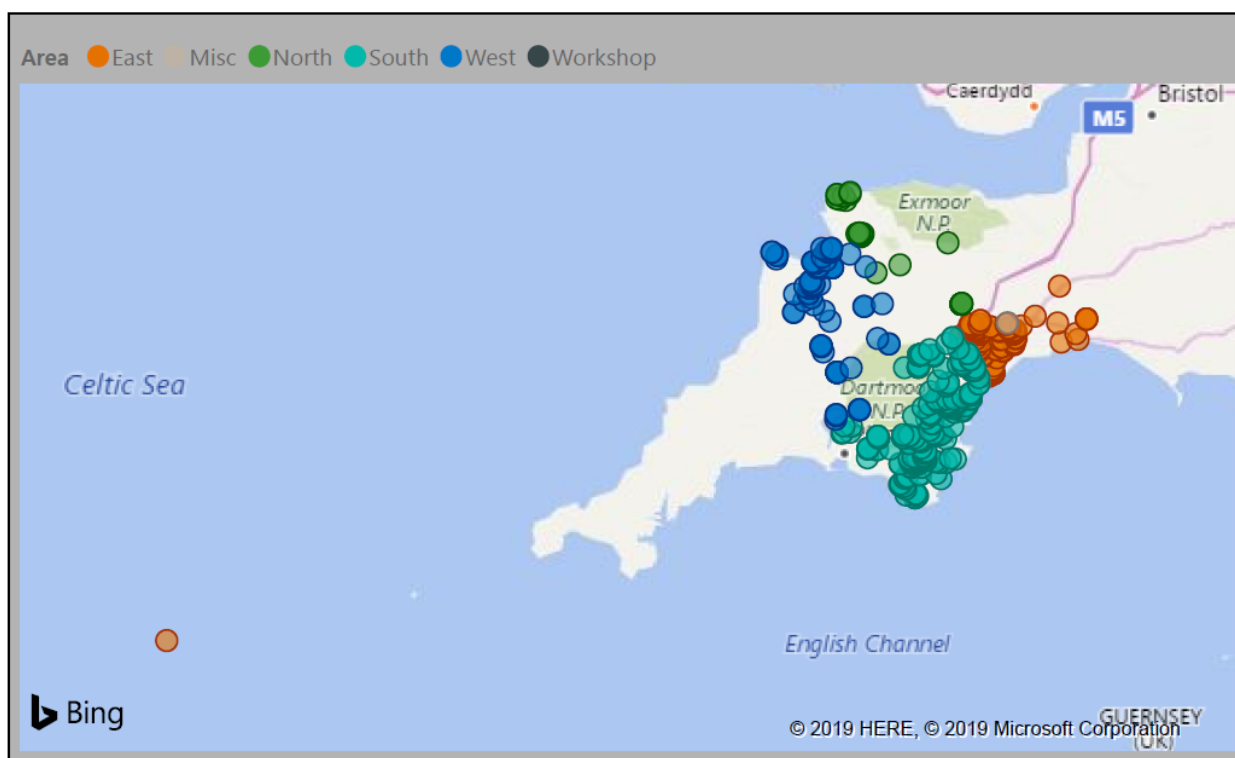


Figure 4 Carriageway defect repairs due in the following 4-weeks by Area

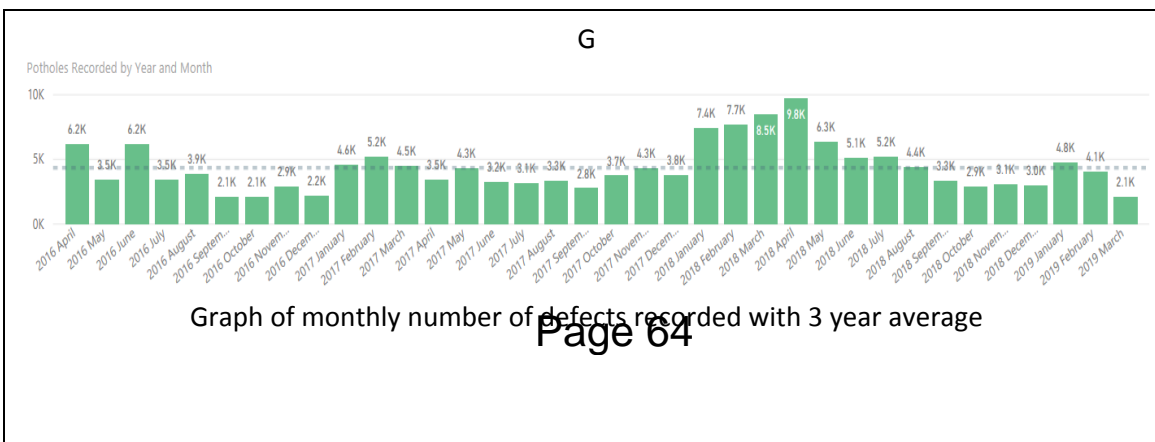


Figure 5
Number of

carriageway safety defects recorded by month

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**Appendix B
To HIW/19/29**

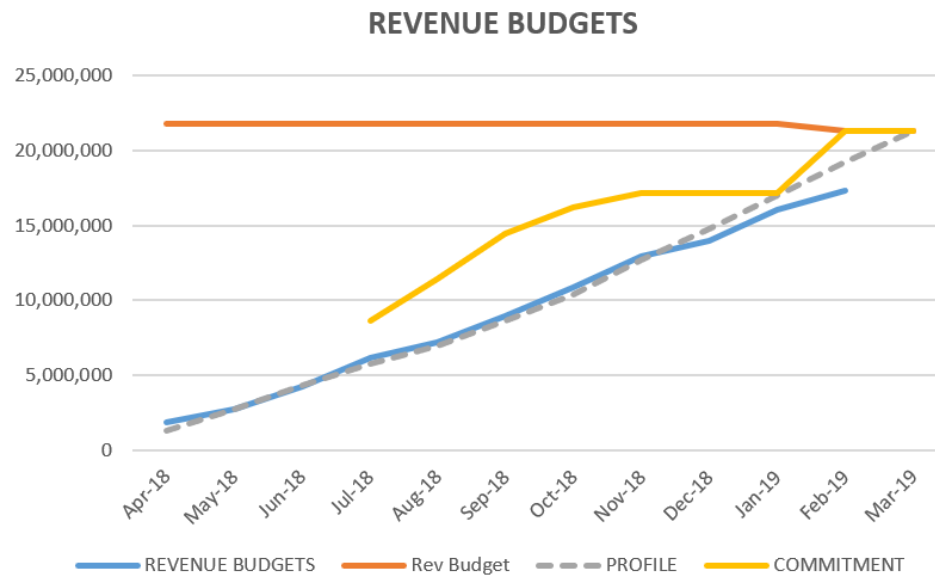
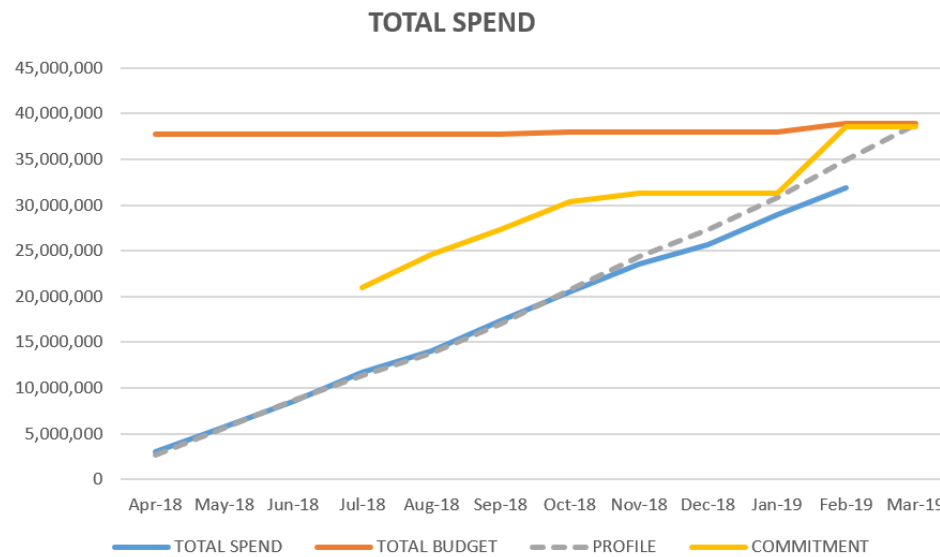
Gully emptying

Current completion 92%

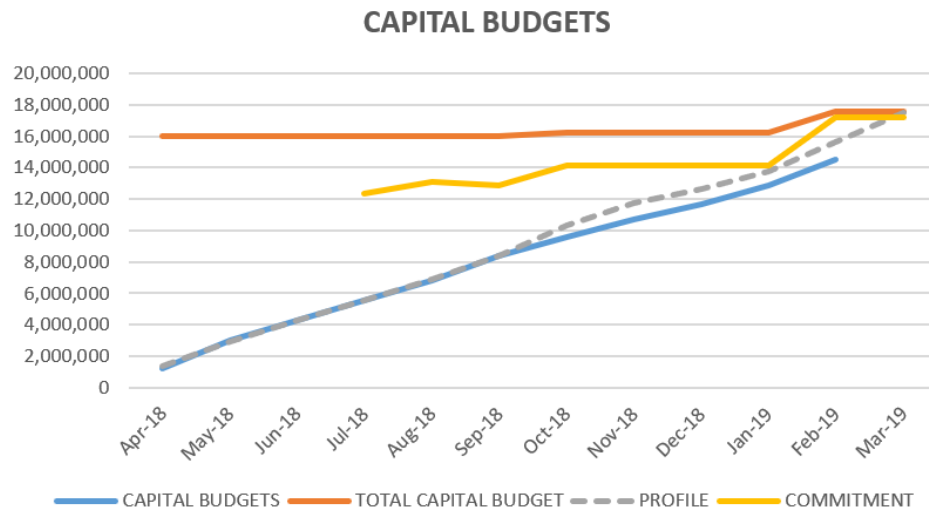
As at 03/02/2019

		Programmed	Gullies Attended	Left to Attend
Honiton	98%	24,750	24,321	429
Exeter & Mid	96%	31,822	30,688	1,134
Rydon	87%	22,422	19,590	2,832
Ivybridge	81%	16,487	13,291	3,196
Okehampton	85%	15,226	12,981	2,245
Torrington	100%	12,651	13,893	0
South Molton	100%	23,633	24,911	0
		146,991	139,675	9,836

Financial Overview



Agenda Item 10



HIW/19/30

Corporate, Infrastructure and Regulatory Services Scrutiny Committee
26 March 2019

Highways Maintenance for Communities – findings of the East/Mid Devon trials

Report of the Chief Officer for Highways, Infrastructure Development and Waste

1. Purpose of report

This report is intended to provide the CIRS Scrutiny Committee with an update on the performance of the Public Interface Portal (PIP) triage trial that has been carried out in the East Devon and Mid Devon areas in advance of formal adoption of the new process.

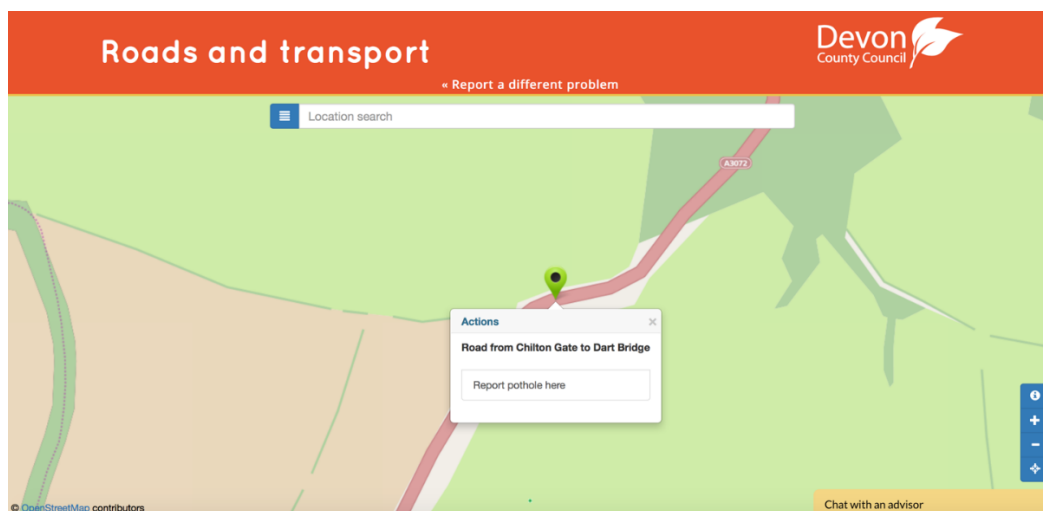
2. Background to PIP

In 2014 Devon County Council relaunched their Roads & Transport webpages and introduced an improved online reporting system. The 'report a problem' webpage (PIP) allows members of the public to report 16 distinct types of issues including flooding and blocked drains, issues with street lighting equipment and potholes. The 'report a problem' categories enables over 80% of our fault reporting demand to be captured via customer self-service.

The intention of the website was to improve the experience for our citizens, by making it easier to report issues and resolve queries whilst also reducing demand on officers. We also hoped to encourage channel shift from more costly communication channels such as telephones and emails. The 'report a problem' facility has been a success with the use of the website continuing to grow year on year. Over 50% of our recorded contact is now being received via citizen self-service.

Issues associated with PIP process

When entering the pothole webpage a member of the public is presented with a map of Devon, allowing them to find the location of the pothole they wish to report.



Once they have found the location they click on the map. They are then invited to report a pothole in this location. Once they click 'Report pothole here' they are given the opportunity to add a description.

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Roads and transport
Devon County Council

« Report a different problem

Please select the nature of your problem

Pothole
 One Big, deep hole in the road, approximately the size of a large dinner plate in any direction. Select trip hazard if there is hole in a pavement or cycleway. Please be aware, each report recorded will only result in 1 pothole being assessed for repair. If there are multiple large potholes present, please report each one separately, see example

Additional Information:

Please provide further detail about your report here

Next
Cancel

Once submitted, the system is configured to send the details directly to the contractor to carry out a repair in line with the Highway Safety Policy. The system automatically generates a response time based on the Maintenance Category of the road in question. Approximately 34% of PIP defects are reported on the Category 7 to 11 network.

This process is significantly different to the way in which a Safety Inspector operates. All Inspectors have to achieve a City and Guilds qualification and undertake a period of shadow working before they can be considered fit to carry out safety inspections on the highway. Once a carriageway pothole defect has been identified an Inspector first considers whether the defect meets DCC's safety criteria which for a carriageway is 300mm in any horizontal direction and 40mm deep with vertical edges. The Inspector then carries out a risk assessment in line with the Well Maintained Highway Infrastructure Code of Practice to establish the degree of risk a 'safety defect' impacts upon highway users. The result of this assessment defines an appropriate response from immediate to no further action and is detailed below.

RISK MATRIX						
		PROBABILITY / LIKELIHOOD OF INTERACTION WITH HIGHWAY USER				
		Rare (1)	Unlikely (2)	Possible (3)	Likely (4)	Almost Certain (5)
IMPACT	None (1)	1	2	3	4	5
	Negligible (2)	2	4	6	8	10
	Minor (3)	3	6	9	12	15
	Moderate (4)	4	8	12	16	20
	Serious (5)	5	10	15	20	25

Category 4 (Low Risk) Consider an appropriate response including no further action/monitor	Category 3 (Medium Risk) Repair within 28 days	Category 2 (High Risk) Make safe or repair within 7 days	Category 1 Make safe or repair by end of the next working day
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In addition to the risk assessment a Safety Inspector is required to add details of any special traffic management such as traffic lights, dimensions of the defect and add any information that will be important to the operatives carrying out the work. None of this information is included in a report received by the public via the PIP process.

There are other significant problems experienced with reports from the general public. It can be difficult to accurately identify on the electronic map the location of the defect to be reported, particularly in rural locations with few landmarks. The system is unable to determine whether a report in the same location is an additional defect or a duplicate. It has been known for members of the public to make many duplicate reports thinking that they would receive a quicker response.

Impacts of PIP Process

The outcome of the PIP process was a service that did not meet the expectations of the general public, was reputationally damaging for the Council, created significant levels of waste and inefficiency and placed additional pressure on staff.

The gangs employed to repair PIP generated defects would frequently visit a location and be unable to carry out any work for a number of potential reasons.

- Defect did not meet intervention criteria (wasn't a safety defect);
- Had already been repaired by another gang;
- Did not have appropriate traffic management equipment to work safely;
- Defect was of such a size that they were not carrying appropriate plant;
- Defect was not found (not identified in correct location).

In addition, gangs would frequently visit locations expecting a number of defects to find fewer due to duplicate reports. Repair gangs often have to make decisions on whether to carry out repairs without them having the appropriate training or experience, and were not identifying the root cause of the issue.

3. Aims of trial

In order to address the inefficiency and failings of the process a trial was established to verify and assess each of the defects reported via the PIP website by an Inspector and make sure the necessary information was included to allow the gangs to carry out an appropriate repair first time.

It was also felt that the Safety Criteria (40mm deep and 300mm in any horizontal direction) was in some cases preventing our contractor from carrying out timely repairs, ideally in advance of a defect reaching a point that it becomes a hazard for road users. As such the category of serviceability defect was identified. This new category was defined by the idea of a defect that was likely to become a safety defect within the next two or three months. The definition was left intentionally imprecise to enable the team managing the trial the ability to act on their findings rather than be limited by any preconceptions. These types of defect are a significant cause of repeat contact and frustration for members of the public; they report the defect, a gang attends (sometimes up to 28 days after the report) but do not repair as the safety criteria has not been met.

The focus on safety defects and continual reductions in budgets had led the service to focus on repairs that removed the immediate hazard but not necessarily addressed the root cause of the problem. As such you can see many examples across the county of numerous pothole repairs that have been carried out over a period of maybe 18 or 24 months when it would have been more appropriate to have ordered a patch for the whole area when the first defect had been identified.

The final aim of the trial was to ask the inspector to use their judgement to record the root cause of the defect to help build a better understanding of the contributing factors to the deterioration of the network and help identify future budget provision.

4. Details of the Trial

DCC officers worked with our Highways Software System supplier (WDM Ltd) to develop a new interface for the triage inspectors. This software effectively intercepts the PIP reports prior to them being passed to the contractor. Skanska our Term Maintenance Contractor dedicated a qualified Highway Safety Inspector to the trial who worked closely with the DCC team to understand the aims of the trial and the new way of working. This role was vital to the success of the project as it was important that two-way communication between the team and the inspector helped build a

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much better understanding of the intricacies of some of the issues incurred by the operatives working in the field.

Reports received from the public are treated as enquiries with a commitment that a visual inspection will be carried out within 3 days of receipt of the report. Once inspected the defect is then managed in line with the Highway Safety Policy including the risk assessment discussed above.

The trial commenced in July 2018 in the East Devon area with one new Triage Inspector and was initially focused on the Category 3 to Category 9 network. In August Skanska provided an upskilled patching gang that was dedicated to the trial. The purpose of this gang was to carry out patching to areas with serviceability issues identified by the inspector as likely to fail within the next one or two formal inspections.

As the understanding of the trial and new ways of working developed the trial was carefully expanded both geographically and across a wider number of maintenance categories. Mid Devon was added to the trial in October with the support of an additional inspector in November. In January a third inspector was added to the team, the trial was expanded into Exeter and all maintenance categories were covered for East and Mid Devon.

5. Results of trial

5.1 Defects Identified

In the period through to the end of February 2019 the Inspectors assessed 5,837 pothole defects reported via the PIP system. Analysis of the findings reveals that only 53% met the criteria to be considered as a safety defect. 11% were identified as service defects requiring additional work and 36% required no further action.

Further analysis of the defects that required no further work identified that 92% were either a duplicate or had already been repaired with a small number that either could not be found or were not considered significant enough to be considered a service defect.

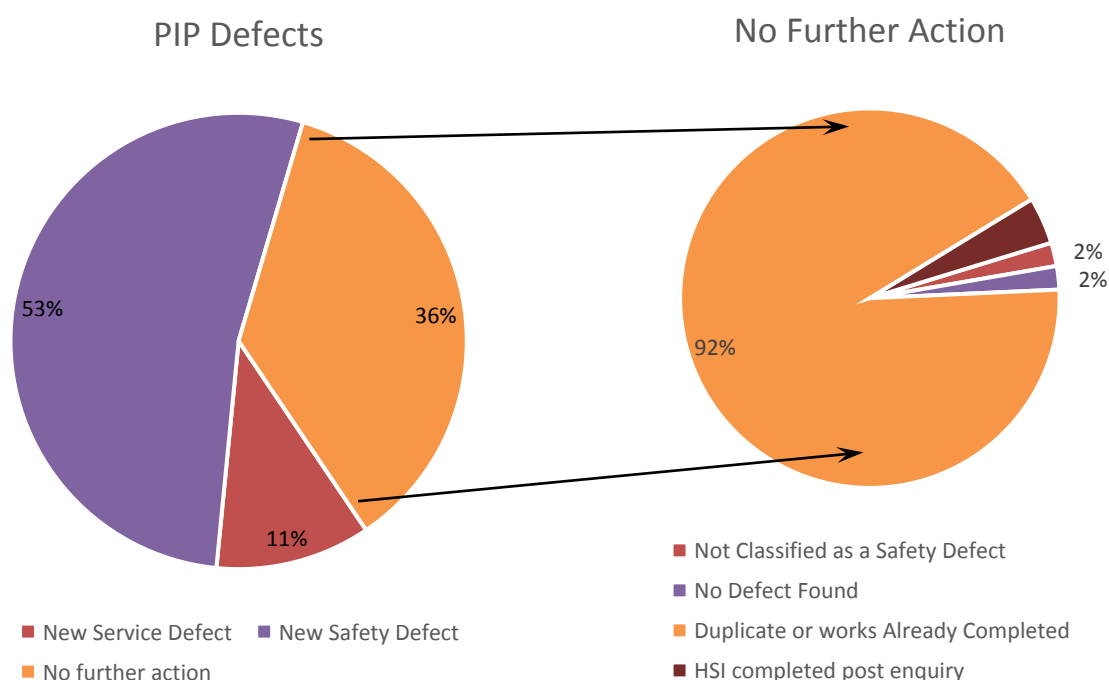


Figure 1 Breakdown of PIP reports received

5.2 Productivity

By providing accurate information to the gangs there has been a significant increase in their productivity. We are now seeing gangs fixing 97% of all the defects they attend first time. This compares to a figure of 68% recorded in June 2018 which was in advance of the trial. The team are confident that the figure of 97% can be improved.

5.3 Reduction in PIP Reports

We have compared the like for like number of PIP reports received in the East Devon area during the trial period against the previous year. This indicates a significant reduction. Whilst we have benefitted from milder weather this winter it is thought that the improved ability to fix safety defects first time coupled with the subsequent knock-on boost in productivity and the positive approach to service defects is helping to contribute to this improvement.

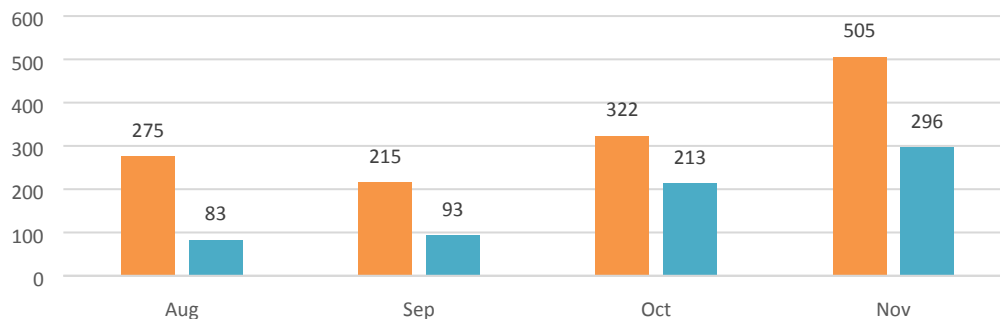


Figure 2 Number of PIP reports received 17/18 vs 18/19

5.4 Short Term Financial Savings

We have looked at the likely savings associated with the improved productivity and effective elimination of 'no action' visits. Based on this simple approach the trial itself will see a saving of approximately £30,000.

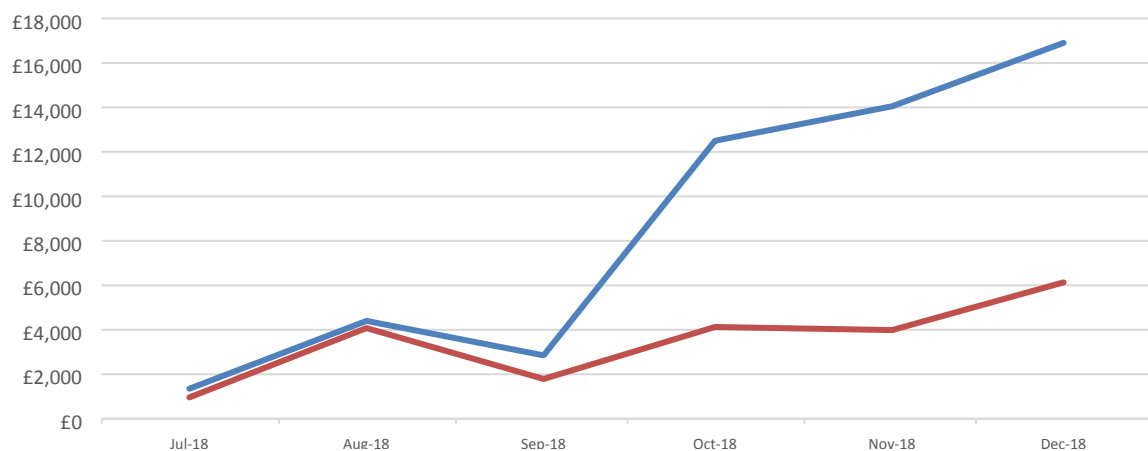


Figure 3 Short term financial savings

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5.5 Long Term Financial Savings

The team have used historic data to project potential annual savings. The indications are that the process could save in the region of £375,000 between Jan and Dec 2019 once fully established county-wide.

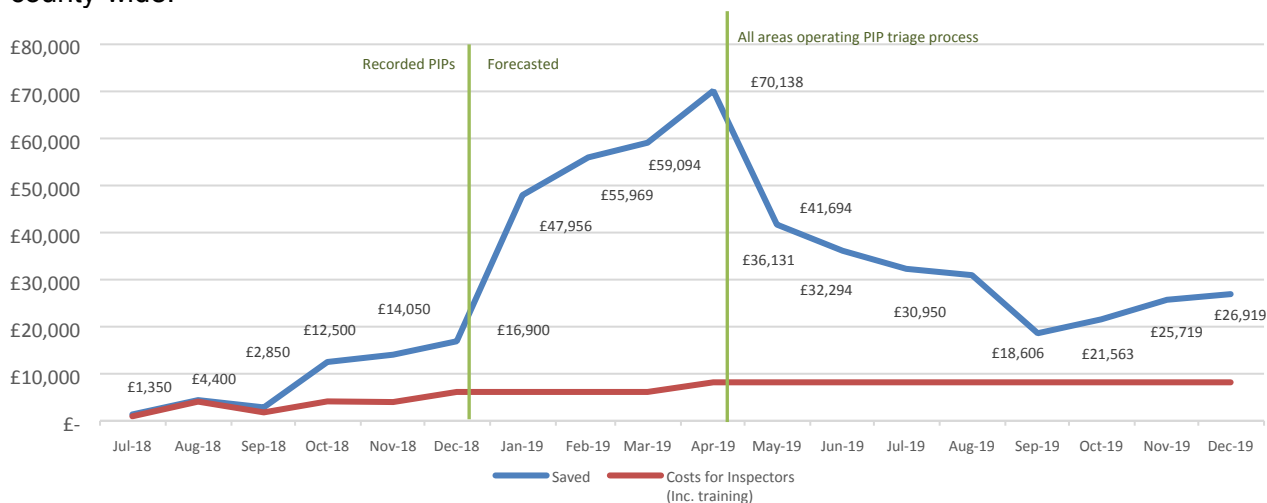


Figure 4 Potential savings for 2019

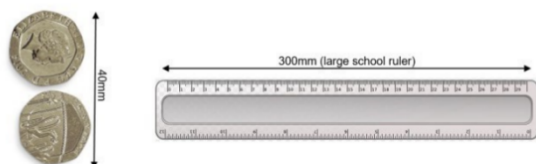
6. Other improvements

Report a pothole

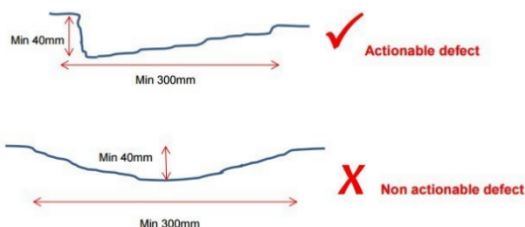
Not all potholes that are reported to us meet the criteria required to instigate repair.

We will not ignore any reports, however, we do have to prioritise our funding on safety and we cannot afford to fix all of the problems that are reported to us.

We will only repair potholes that are deeper than 40mm, wider than 300mm and have a vertical edge.



Please see the images below which illustrate a pothole with a vertical edge:



Overestimating the size of a pothole does not mean that it will be fixed but it does mean that we could end up being charged for a wasted call out. **The impact of misreported potholes could ultimately lead to further reductions in the service we are able to provide.**

[Report a pothole now >](#)

Please be aware, each report created will only result in one pothole being repaired if it meets our criteria for repair. If there are multiple large potholes please create a report for each pothole or report a road surface issue via our Customer Service Centre on 0345 155 1004.

Since the trial commenced the report a problem website has been changed to provide the public with practical information on the safety criteria to help manage expectations.

Visual examples of the safety criteria have been included and the need to report potholes individually to help maintain control of resources.

7. Future direction/aims

At the time of writing the trial has expanded into Area North with the remainder of the county programmed for inclusion from early April. This managed roll out has allowed the team to work with new inspectors to ensure the new way of working is correctly embedded giving the maximum chance of success.

As more and more data from the trial is collected the team are looking to continually improve the way in which resources are managed and directed to get the best outcome for both the general public and Devon County Council. Figure 5 below shows the breakdown of level of risk associated with different maintenance categories across the network, as assessed by the triage inspectors. The data indicates that the most significant risks are found on the Category 3 to Category 6 network with up to 12% requiring a next working day response. This figure drops to less than 1% on the Category 8 and above network.

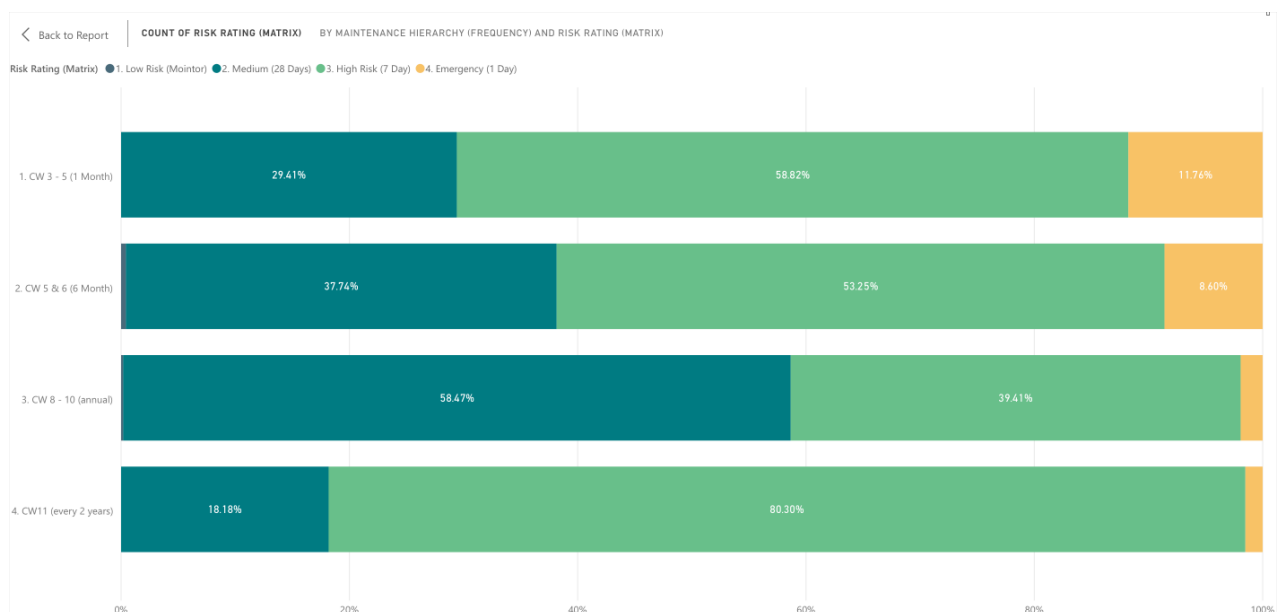


Figure 5 Count of risk rating across maintenance categories

From this data we are trialling a risk-based approach to managing enquiries. By increasing the response time for enquiries on the Category 8 and above network resources can be focused on the higher risk sections of the network. At the time of writing though we are confident that on the lower maintenance categories the repairs can still be completed within 28 days of first report, even if the assessment time is increased.

Meg Booth
Chief Officer for Highways, Infrastructure Development and Waste

Electoral Divisions: All

Cabinet Member for Highway Management: Councillor Stuart Hughes

Local Government Act 1972: List of Background Papers

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Background Paper	Date	File Reference
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Nil

rr060319cirssc Highways Maintenance for Communities – findings of the East Mid Devon Trials
hk 04 140319

